



**RETURN BIDS TO:**

**Shared Services Canada (SSC)**

By email to: Jean-Charles.St-Onge@canada.ca

**RETOURNER LES SOUMISSIONS À:**

**Services Partager Canada (SPC)**

Par courriel a: Jean-Charles.St-Onge@canada.ca

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Issuing Office – Bureau de distribution**  
Procurement and Vendor Relationships | Achats et relations avec les fournisseurs  
180 Kent Street | 180 Rue Kent  
13th Floor  
Ottawa, Ontario  
K1P 0B6

<b>Title – Sujet</b> Long Distance Services for Shared Services Canada	
<b>Solicitation No. – N° de l'invitation</b> R000066683	<b>Amendment No. – N° de modif.</b> <b>001</b>
<b>Client Reference No. – N° référence du client</b> P2P 66683	<b>Date</b> June 9, 2021.
<b>GETS Reference No. – N° de référence de SEAG</b> PW-21-00957028	
<b>File No. – N° de dossier</b> N/A	
Solicitation Closes – L'invitation prend fin <b>THE CLOSING IS EXTENDED : LA DATE DE CLOTURE EST PROLONGEE: at – à 02:00 PM on – le July 30, 2021</b>	
<b>F.O.B. - F.A.B.</b> Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Jean-Charles St-Onge	<b>Buyer Id – Id de l'acheteur</b> CCG
<b>Telephone No. – N° de téléphone :</b> 613 618-0167	<b>FAX No. – N° de FAX</b> Not applicable
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	

<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b>	
<b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



## SOLICITATION AMENDMENT # 001

The purpose of this amendment is to:

- 1) Extend the closing date for this Request for Proposal is extended, as noted;
- 2) To correct an error under the French RFP;
- 3) Question and answer 1: concerning Annex A – Statement of Work, **Item 8.7 Table 7 - Service Performance Credits**;
- 4) Question and answer 2 : How many employees do you have? (quantity of phones) ? ;
- 5) Question and answer 3 : Where do the employees need to be making the long-distance calls to? ; and,
- 6) Question and answer 4 : What are the top 5 locations the calls are made out to?

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- 1) Canada acknowledges the complexity of the requirements for this quote response and as such, the closing date is extended as follows;

**From:**, July 02, 2021 at 2:00 PM EDT

**To: July 30, 2021 at 2:00 PM EDT**

- 2) At article 2.6 Volumetric Data, paragraph a. under the French RFP :

Where it is mentioned:

DELETE:

Annex A – Statement of Work, Appendices A and B

INSERT:

Annex A -Statement of Work, Appendices A to F

- 3) Concerning Annex A – Statement of Work, **Item 8.7 Table 7 - Service Performance Credits**:

**Question 1:**



SSC has shared plans with Industry to greatly reduce the legacy phone service (land lines) that have historically driven the revenue associated with long distance service. Based on SSC's current plans to reduce fixed line capacity by up to 80%, the Service Performance Credits could create conditions where the business case is not sustainable.

Long Distance is a commodity service that is going down in price. The service performance credits requested are extremely punitive and will add risk costs to the business case that will be passed on to SSC in their per minute price. The \$50,000 per month maximum penalty could exceed a full month of usage based on your current traffic patterns. The carrier has to pay invoices from third parties (settlements) for the long distance that you incur therefore a penalty of this size could mean the provider is paying a third party and not receiving any revenues if penalties are incurred. Our experience tells us that often times if there are errors with the service it is beyond the Carrier's ability to rectify on their own. The carrier has to work with other parties, such as local access providers, to rectify the situation and the third parties are not subject to Performance Credits therefore the LD Carrier is punished financially even though they may not be responsible for the issue. We therefore respectfully request the Service Performance Credits be changed to Service Level Objectives.

**Answer 1:**

**SSC is in agreement with the Vendor and have amended the SOW Table 7 Service Performance Credits and Table 8 Service Credit Example, as well as Section 5.6.3 Service Perform Credit Report as follows:**

5.6.3.1 The Service Performance Credit Report (SPCR) must include the following information:

- a) The monthly billing period (start and end dates);
- b) A brief description of each missed service metric listed in Table 7;
- c) The credit amount for each missed service metric listed in Table 7; and
- d) The total credit amount for all missed service metrics listed in Table 7.

5.6.3.2 The Service Performance Credits must not exceed the maximum monthly credit amounts indicated in Table 7.

5.6.3.3 The SPCR must provide, in a separate and distinct section of the report, the following LD information calculated as per Table 7:

- a. For a No Re-PIC Action Credit:
  - i. The number of DNs whose PIC was erroneously lost, removed or re-assigned for which the Contractor did not issue a Re-PIC service order to the Local Exchange Carrier (LEC) within the applicable timeframe indicated in Table 7;
  - ii. The Credit Unit Price; and
  - iii. The total service credit amount.



b. For a No PIC Action Credit:

- i) The number of DN's confirmed to be PIC but usage appears on GOC landline account
- ii) SSC will open a ticket with the Contractor for investigation
- iii) The Contractor must re-pic the line within the applicable timeframe in Table 7
- iv) SSC will close the ticket on a confirmation of PIC
- v) If after a confirmed re-pic long distance usage is still on the landline account a new ticket will be opened
- vi) The service credit amount is based on the usage incurred for each individual ticket

The Service Performance Credit Report must be delivered as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A.

**Table 7 - Service Performance Credits**

#	Type of Service Credit	Applicable timeframe	Credit Unit Price	Maximum monthly credit
1	No Re-PIC Action Credit	Applies when the PIC is lost, removed or erroneously re-assigned (code 2022) and the Contractor does not issue a re-pic order to the LEC within 30 calendar days of the PIC being lost, removed or re-assigned	\$50 per DN that should have been re-PIC'd by the Contractor	\$ 5,000 per monthly billing period.
2	No PIC Action Credit	Applies when a PIC is requested and confirmed to SSC, but Long Distance appears on the client bill confirming a no PIC	The monthly LD usage incurred on the GOC landline account for the Non-PIC line to a maximum of \$5,000.00 /month	Maximum of 2 months LD usage billed to the GOC for each ticket occurrence



**Table 8 - Service Performance Credit Example**

<b>Example of Service Performance Calculations</b>
<p><b><u>LD Consolidation Service Credit for Major Incident:</u></b></p> <p>Assuming the following Major Incidents:</p> <ol style="list-style-type: none"> <li>1. Toronto Consolidation CIC+BTN PIC lost (<b>15,000 DNs</b>):               <ol style="list-style-type: none"> <li>i. Major Incident starting at 04:00 Saturday 8 May 2021 and ending 06:05 8 May 2021.                   <ul style="list-style-type: none"> <li>• Applicable time period = 125 minutes – 15 minutes = 110 minutes</li> </ul> </li> </ol> </li> <li>2. Whitehorse Consolidation (<b>600 DNs</b>):               <ol style="list-style-type: none"> <li>i. Major Incident starting at 03:00 Saturday 8 May 2021 and ending 04:00 8 May 2021; and</li> <li>ii. Major Incident starting at 17:00 Monday 10 May 2021 and ending 20:05 10 May 2021.                   <ul style="list-style-type: none"> <li>• Applicable time period = (60 minutes – 15 minutes) = 45 minutes + ( 185 minutes – 15 minutes) = 170 minutes for a total of <b>215 minutes</b></li> </ul> </li> </ol> </li> </ol> <p>The LD Consolidation MSA Credit for this monthly billing period is:</p> $((15,000 \text{ DNs} \times \$0.01 \times 110 \text{ minutes}) + (600 \text{ DNs} \times \$0.01 \times 215 \text{ minutes})) = \$17,790.00$ <p><b><u>LD No Re-PIC Action Credit:</u></b></p> <p>Assuming the following:</p> <ol style="list-style-type: none"> <li>1. <b>Three (3)</b> PIC DNs lose their PIC because the LEC has removed the long distance PIC of these DNs as a result of a LAS or PRI order; and</li> <li>2. The Contractor does not issue a re-PIC order within 30 calendar days of being informed of the PIC loss, removal, or re-assignment.</li> </ol> <p>The Re-PIC Action Credit for this monthly billing period is: (<b>3 DNs</b> X \$50) = \$ 150.00</p> <p>Note : The maximum LD No Re-PIC Action Credit allowed is \$ 5,000 per monthly billing period.</p>



**LD No PIC Action Credit:**

Assuming the following:

1. A confirmed PIC DN or PRI/SIP accumulates LD from the LEC service provider on the local access billing, confirming the PIC was never established.

The No-PIC Action Credit for this monthly billing period is the monthly usage billed to the Government of Canada to a maximum of \$5,000.00 per month per no pic.

Note : The maximum service credit allowed is 2 months of billed long distance usage on the landline account per ticket opened with the Contractor on a confirmed PIC that was never established.

**4. Question 2 :**

How many employees do you have? (quantity of phones) ?

**Answer 2 :**

The Canadian Federal Government employees approximately 250,000 people nationally. Long Distance, as included in the RFP Appendices, is made from various landlines comprised of Centrex lines, PBX lines, VOIP lines, business lines, etc.

**5. Question 3 :**

Where do the employees need to be making the long-distance calls to?

**Answer 3 :**

Long Distance call volumes are expressed in the RFP Appendices:

- a. All calls are originated in Canada
- b. The call volumes shown in the Appendices for detail calls originated from Canada and terminating in Canada-Canada, Canada-USA and Canada-International
  - i. Large Centrex Consolidated locations (CIC+BTN)
  - ii. PBX, VOIP, Business lines and Centrex lines not located in the Centrex consolidated locations (CLID).

**6. Question 4 :**

What are the top 5 locations the calls are made out to?



**Answer 4 :**

The top 5 locations for each of Canada, USA and International can be derived in the volumetric appendices.

**ALL OTHER INFORMATION RELATED TO THIS SOLICITATION,  
REMAINS UNCHANGED**