



**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  
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<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>004</b>
<b>Client Reference No. – N° référence du client</b> P2P 66683	<b>Date</b> July 19, 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 August 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 # 004**

The purpose of this amendment is to:

- 1) Question and answer 8: concerning Long Distance RFP, **Form 5 – Customer Reference**;
- 2) Question and Answer 9: concerning Annex A, Statement of Work, detailed response;
- 3) Question and Answer 10: concerning SIP trunking article 3.4.2 in the Statement of Work;
- 4) Question and Answer 11: regarding SIP trunking forecast;
- 5) Question and Answer 12: regarding GPAS RFP;
- 6) Question and Answer 13: regarding long distance consumption;
- 7) Question and Answer 14: regarding Professional Services in Annex B and new Table 11;
- 8) Question and Answer 15: regarding the SRCL;
- 9) Question and Answer 16: regarding the SRCL; and,
- 10) Question and Answer 17: regarding Security Inspections.

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- 1) Concerning Long Distance RFP, **Form 5 – Customer Reference** :

**Question 8 :**

At the bottom of the reference table it states:

***The organization must enter "Yes" or "No", "UR" where "UR" means Unable to Respond or "N/A" where "N/A" means Not Applicable, for each criteria in the table below. If the organization does not enter "Yes" or "No", "UR" or "N/A" for each of the criteria, the response will be deemed to be "No".***

What is this in reference to?

**Answer 8 :**



We will remove this last paragraph from **Form 5 – Customer Reference**,

**Replace with the following form:**

**Form 5 – Customer Reference – Contact Information**

<b>Name of Bidder:</b>	
<b>Solicitation number:</b>	
<b>Name of customer reference:</b>	
<b>Title:</b>	
<b>Name of the organization:</b>	
<b>Telephone number of the customer reference:</b>	
<b>Email:</b>	
<b>Date:</b>	

2) Concerning Annex A, Statement of Work, detailed response:

**Question 9 :**

The RFP clearly states that Bidders are not required to provide a paragraph-by-paragraph response to most parts of this bid solicitation. We also notice that you do not request a completed Annex A with a “read understood comply” after each section. We want to make sure we are 100% in line with expectations, do we need to submit a completed Annex A with compliance statements, or is it just assumed by submitting a response with the proper forms and references etc that we comply with Annex A.

**Answer 9 :**

Bidders are not responsible to respond to Annex A with compliance statements. Bidders are assumed to 100% meet all of the items in Annex A by submitting a bid.

3) Concerning SIP trunking article 3.4.2 in the Statement of Work:

**Question 10 :**

This question is associated with SIP trunking. SIP trunking is often programmed as UTG (Universal Trunk Group), this type of configuration cannot be picked onto the LD carrier platform, please confirm that long distance usage for SIP UTG will remain the



responsibility of SSC to pay the regional provider for long distance usage incurred on UTG?

**Answer 10 :**

SSC will not ask for any service that is not Pic'able (ie SIP UTG) to be PIC'd to the Contractor.

- 4) Regarding SIP trunking forecast:

**Question 11 :**

What is SSCs forecast for migrating to SIP trunking? SIP trunking, by design, will greatly reduce the amount of long distance incurred by users therefore bidders require this information to assess impact to call volumes.

**Answer 11 :**

Canada does not have a forecast at this point.

- 5) Regarding GPAS RFP :

**Question 12 :**

SSC recently issued an RFP for GPAS services which included Long Distance service. Can SSC confirm how they will decide which LD provider will be used for GPAS services which includes Megalink and SIP trunking?

**Answer 12 :**

The Government of Canada has a specific, separate contract covering long distance calling for all GOC land lines. The GPAS contract specifically states the GPAS vendor is to provide all LD services until PIC is implemented by the GOC LD Vendor. SSC will not ask for any service that is not Pic'able (ie SIP UTG) to be PIC'd to this GOC LD provider.

- 6) Regarding long distance consumption:

**Question 13 :**

The recent pandemic has greatly shifted how GoC employees perform their work. Many are working from home full time and others are using Cell phones only for which long distance is included. This combined with stated intent to greatly reduce Centrex Local Access Lines by 80% what is SSC's forecast of workforce working remotely using cell phones and/or collaboration tools that are not part of the long distance RFP? This information is required to assess impact to call volumes.



**Answer 13 :**

SSC does not have a forecast of workforce working remotely. For evaluation purposes SSC has consumed the following minutes in the last 24 months:

Jul-19	15,789,247
Aug-19	15,046,286
Sep-19	14,596,415
Oct-19	18,374,910
Nov-19	18,723,568
Dec-19	15,097,123
Jan-20	18,456,970
Feb-20	18,910,791
Mar-20	17,988,329
Apr-20	10,387,385
May-20	8,935,669
Jun-20	8,986,540
Jul-20	8,778,270
Aug-20	8,482,610
Sep-20	9,273,506
Oct-20	9,369,646
Nov-20	8,507,500
Dec-20	7,999,943
Jan-21	8,840,827
Feb-21	11,426,811
Mar-21	7,705,757
Apr-21	11,724,908
May-21	17,927,385
Jun-21	12,357,859

The minutes consumed during the pandemic (after April 2020) do not include GOC employees working remotely or the non-essential Centrex Lines which are the primary focus of the 80% reduction.

7) Regarding Professional Services in Annex B and new **Table 11** :

**Question 14 :**

Table 11 and Annex D Evaluation Worksheet SSC are requesting custom reporting and project management activities for service implementation which per industry standard are identified in one time charge and/or charge per diem or per



project basis. Would SSC re-consider the Pricing Tables and include a pricing element for project management and initial implementation?

**Answer 14 :**

SSC has amended Annex B Evaluation Worksheet pricing table to include a tab for a one time Custom Implementation Reporting fee and a rate for the Contract Implementation Manager (CIM) (Project Management) for the initial implementation only. (See attached Annex B.)

The CIM must be accountable to SSC and provide monthly evidence of implementation progress.

The CIM is to ensure communication, documentation, etc. between SSC and the Contractor for a successful transition and creation of the SOW reporting.

The CIM must fully outline the role, responsibility, plus hours and obtain SSC signoff prior to engagement.

The Contract Implementation Manager may be discontinued by SSC at any time.

A revised Table 11 changing the CSM to the CIM in Item 4, Item 5, Item 12 and adding a new Item 17 is included below.

**DELETE :**

**8.11 - Table 11 – Implementation and Other Delivery Requirements, in its entirety.**

**INSERT :**

**8.11 - Table 11 – Implementation and Other Delivery Requirements**

Item ID #	Deliverables	Delivery Period
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Item ID #	Deliverables	Delivery Period
1	<p>The Contractor must provide:</p> <ul style="list-style-type: none"><li>a) The name and contact details of the CSM;</li><li>b) The name and contact details for the CIM responsible to manage the implementation of the Service;</li><li>c) The name and contact details of the Contractor's single point of authority for engineering and design;</li><li>d) The e-mail address for the CSD; and</li><li>e) The local and the toll-free telephone numbers for the CSD.</li></ul>	Within 5 working days from Contract Award.
2	<p>The CSM must chair a Project Kick-off Meeting with SSC. At this meeting, the Contractor must:</p> <ul style="list-style-type: none"><li>a) Provide the Implementation Plan framework to the Technical Authority;</li><li>b) Provide a project governance framework to the Technical Authority;</li><li>c) Establish the schedule for recurring meetings with SSC functional primes; and</li><li>d) Provide the CIM's resume supporting the contract requirements.</li></ul>	During Project Kick-Off Meeting.
3	<p>The Technical Authority will provide the following data to the CSM:</p> <ul style="list-style-type: none"><li>a) The most recent contact details for the Technical Authority and the Service Manager; and</li><li>b) The list of names, codes and acronyms of departments and organizations authorized as users of the Service.</li></ul>	During Project Kick-Off Meeting.
4	<p>The Technical Authority provides to the CIM its most recent:</p> <ul style="list-style-type: none"><li>a) List of BTNs for consolidations that use the CIC+BTN method of routing; and</li><li>b) List of all PIC DNs, PBX and VoIP PSTN Access PIC that must be migrated to the Service.</li></ul>	Within 10 working days of the initial Project Kick-Off Meeting.
5	<p>The Technical Authority will provide to the CIM:</p> <ul style="list-style-type: none"><li>a) The Incident Escalation levels within SSC;</li><li>b) Its preferred schedule for implementing the Service; and</li><li>c) The P2P and billing usage CSV file process teams working on the Service.</li></ul>	During the Project Kick-off Meeting.



Item ID #	Deliverables	Delivery Period
6	The (CIM) must contact the Technical Authority and exchange full contact information for both the CIM and Technical Authority, including email address, postal address and phone number(s).	Within 10 working days from Contract Award.
7	The Contractor will record and issue Meeting Minutes for SSC review, comments and acceptance. These apply to all meetings between the Contractor and the Technical Authority.	Within 2 working days after each meeting or 1 working day before the next meeting, whichever is earlier.
8	The Contractor finalizes the Implementation Plan and requests approval from the Technical Authority.	Within 10 working days from the Project Kick-Off Meeting.
9	The Contractor holds an Implementation Kick-Off Meeting.	Within 5 working days of the Technical Authority's written Acceptance of the Implementation Plan.
10	The Contractor must update the Implementation Plan, including the Implementation schedule, following receipt of any changes accepted, in writing, by the Technical Authority.	Within 3 working days from receipt of SSC acceptance, in writing.
11	The Contractor must provide an Acceptance Test Plan as defined in this Contract.	Within 10 working days from the Project Kick-Off Meeting.
12	Unless directed otherwise in writing by the Technical Authority, the CIM must provide an Implementation Plan for any of the following: a) Add new consolidations to the Service; b) Add more than 200 DNs to the Service simultaneously; and c) Cutover to the Service, the long distance calling originated from a departmental PBX or VoIP switch PSTN access..	During the Contract period, within 10 working days of receipt of a Service Order or ESR from the Technical Authority
13	The Contractor establishes the fully functional secure FTP site or secure web site, for the delivery of the Usage Detail Report monthly as applicable, supporting the Service requirements specified in this Contract. The Contractor must also provide the site access and authentication procedures to the Technical Authority.	Within 20 working days from Contract Award.



Item ID #	Deliverables	Delivery Period
14	The Contractor provides to the Technical Authority: a) Time notation (24h or 12h AM//PM) for SM reports; b) A copy of its proposed Incident Reporting and Escalation Procedure for the Service; and c) A detailed description of its fraud triggers parameters and limits.	Within 20 working days from Contract Award, or whenever changes occur to the reports or procedures.
15	The Contractor provides to the Technical Authority: a) Service information applicable to the Service and elements in this Contract; b) Description of each field and column used in all Service Management Reports; and c) The start and end dates it intends to use for the monthly periods for: <ol style="list-style-type: none"><li>1. the monthly billing period; and</li><li>2. each reports</li></ol>	Within 40 working days from Contract Award.
16	The Contractor must implement all existing LD services to the new Service.	Within 200 calendar days from Contract Award.
17	The CIM provides official Implementation completion documentation for mutual acceptance and sign off of all Implementation deliverables a) Ordering b) CIC-PIC completion c) Incident Reporting d) Billing e) Usage Detail Report f) Contract Expenditure Report g) Credit Report h) PIC Report i) PIC Loss Report	Within 200 calendar days from Contract Award

8) Regarding the SRCL :

**Question 15 :**



### Annex C – SRCL\_LD

This appears that it is from the LAS contract. Can this be revised to reflect this contract?

What information would be required for vendors to have access to that would be considered to be protected or classified in the context of this contract? Will it be only as indicated in the SOW in section 2.3 – Protected information?

**Answer 15 :**

A new SRCL will be issued.

9) Regarding the SRCL :

**Question 16 :**

In reviewing Annex C SRCL, the description of the opportunity reads “Provision & Maintenance of in place legacy Centrex - also known as Local Access Service \_for the Province of Saskatchewan”. Please confirm whether this is the correct SRCL.

**Answer 16 :**

A new SRCL will be issued.

10) Regarding Security Inspections:

**Question 17 :**

Question. Statement of Work, 2 Security Requirements. 2.1.1.1 p) p) Allow SSC’s security service to conduct security inspections at any time during the Contract period, once or several times, at any of the Contractor’s sites to verify that the above security requirements are met. SSC’s security service can consist of either SSC employees or companies specialized in this field that have been accredited by SSC to perform this work.

Will SSC accept providing thirty days advanced notice of any inspection?

Will SSC limit inspections to once per year or contract year with the added provision that more than one inspection can take place in a given time period if SCC reasonably suspects a security violation or a security violation has been confirmed?

Will SSC accept that the scope of sites that can be inspected are limited to those involved in provisioning the Services?

**Answer 17 :**



SSC is not in a position to amend Section 2 Requirements 2.1.1.1 p.

Any inspection would be on an exception basis only. An inspection would only arise in the event of a security concern, therefore access cannot be limited when security is being compromised. However, in very rare events and only as a result of a security concern would SSC invoke these inspections.

Under the existing contract not a single security inspection was requested.

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