



**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><br>Long Distance Services for Shared Services Canada  |   |
| <b>Solicitation No. – N° de l'invitation</b><br>R000066683   | <b>Amendment No. – N° de modif.</b><br><b>010</b> |
| <b>Client Reference No. – N° référence du client</b><br>P2P 66683  | <b>Date</b><br>November 17, 2021                  |
| <b>GETS Reference No. – N° de référence de SEAG</b><br>PW-21-00957028  |   |
| <b>File No. – N° de dossier</b><br>N/A   |   |
| Solicitation Closes – L'invitation prend fin<br><b>THE CLOSING IS EXTENDED :<br/>LA DATE DE CLOTURE EST PROLONGEE:<br/>at – à 02:00 PM<br/>on – le December 10, 2021</b> |   |
| <b>F.O.B. - F.A.B.</b><br>Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>                   |   |
| <b>Address Inquiries to : - Adresser toutes questions à:</b><br>Jean-Charles St-Onge   | <b>Buyer Id – Id de l'acheteur</b><br>CCG         |
| <b>Telephone No. – N° de téléphone :</b><br>613 618-0167   | <b>FAX No. – N° de FAX</b><br>Not applicable      |
| <b>Delivery required - Livraison exigée</b><br>See Herein  | <b>Delivered Offered – Livraison proposée</b>     |
| <b>Destination – of Goods, Services, and Construction:</b><br><b>Destination – des biens, services et construction :</b><br>See Herein                                   |   |

|  |             |
|--|-------------|
| <b>Vendor/firm Name and address</b><br><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><br><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 # 009**

The purpose of this amendment is to:

- 1) Extend the closing date for this Request for Proposal is extended, as noted.
- 2) Modify the RFP, to exclude any mention of the P2P invoicing instructions and include standard invoicing requirements, (see article 7.13 Invoicing Instructions under revised RFP).
- 3) Modify the RFP, to change the Technical Authority, (see article 7.10, Authorities, under revised RFP).
- 4) Modify the SOW, as indicated.

NOTE: SRCL will be modified later.

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

**From:**, November 30, 2021 at 2:00 PM EDT

**To: December 10, 2021 at 2:00 PM EST**

- 2) and 3) **DELETE** : RFP.

**INSERT** : Revised RFP. (See attached.)

- 4) **DELETE**: SOW

**INSERT** : Revised SOW. (See attached.)

SOW includes the following modifications: **(see attached separate SOW)**

### **Article 1.1.1.3-Introduction**

Delete

The purpose of the Service is to enable GC employees to make long distance calls to any location in Canada, the United States (U.S.) and international locations.



Insert

The purpose of the Service is to enable GC employees to make long distance calls from landlines procured on other GoC contracts, to any location in Canada, the United States (U.S.) and international locations.

#### **Article 1.1.1.4-Introduction**

Delete

The Service must accommodate, when technically possible, Equal Access (PIC) at a minimum from:

- a) The Contracted consolidation Service Access Point(s) (SAP); and
- b) The demarcation point on other carriers' premises for access to the Public Switched Telephone Network (PSTN).

Insert

The Service must accommodate, when technically possible, Equal Access (PIC) at a minimum from:

- a) The Local Access Service (LAS) separately Contracted consolidation Service Access Point(s) (SAP); and
- b) The demarcation point on business lines, and various PSTN accesses procured on various GoC contracts, located on partner/client other carriers' premises for access to the Public Switched Telephone Network (PSTN).

#### **Article 1.3.11-Types of Calling**

Delete

The Service must allow calls, in Canada and terminating in Canada, U.S., and international destinations, using direct station-to-station dialling

Insert

The Service must allow calls, originating from any GoC landline separately procured at locations in Canada and terminating in Canada, U.S., and international destinations, using direct station-to-station dialling

#### **Article 2.1.1.1 d)-Security Requirements**

Delete

Ensure that passwords or other access controls are only provided to individuals who require access to perform work and who have, at a minimum, the security clearance issued by the Canadian Industrial Security Directorate (CISD) at the level required in the Contract;



Insert

Ensure that passwords or other access controls are only provided to individuals who require access to perform the work (when the information accessed is deemed Protected) and who have, at a minimum, the security clearance issued by PWGSC's Security Directorate (CISD) at the level required in the Contract

#### **Article 2.2.1.1 p)-Security Requirements**

Delete item p)

#### **Article 2.2.1.1 q)-Security Requirements**

Delete item q)

#### **Article 2.3.1.1 -Protected Information**

Delete

For the purposes of Security Investigations, call detail and service management reports are classified as "Protected A" information.

Insert

For the purposes of Security Investigations only, the call detail usage reports are classified as "Protected A" information.

#### **Article 2.4.1.3 -Fraud Management**

Delete

#### **Article 2.4.1.4 – Fraud Management**

Delete

The Contractor must report suspected fraudulent use or matters in a Security Fraud Detection Report to the Technical Authority as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A. In this report, the Contractor must provide details of the suspected fraud matter, and in the case of a suspected call usage fraud, include at a minimum, the following information:

Insert

The Contractor must report suspected fraudulent use or matters to the Technical Authority as per the Method of Delivery and Delivery Period indicated in Table 4 of Annex A. The



Contractor must provide details of the suspected fraud matter, and in the case of a suspected call usage fraud, include at a minimum, the following information:

#### **Article 2.5.1.2 -File Transfer Protocol**

Insert new

The Contractor may use an existing portal provided the Government of Canada as a repository for the reports requested providing access to said reports is only available to the LD Technical Authority .

#### **Article 2.5.1.3 i) File Transfer Protocol**

Delete

Only the Technical Authority and Service Manager must be allowed access to the SSC Contract Information area of the secure FTP site;

Insert

Only the Technical Authority and Service Manager must be allowed access to the SSC Contract Information area of the secure FTP site.

#### **Article 3.1.1.1 Routing Methods**

Delete

Providing the Contractor can accommodate the Usage Detail File requirements, the Contractor must use the Carrier Identification Code + Billing Telephone Number (CIC+BTN) routing method to receive the long distance traffic originated from :

- i. Consolidations with Centrex Directory Numbers (DNs); and
- ii. Private Branch Exchange (PBX) and Voice over Internet Protocol (VoIP) switch PSTN Access served off consolidations.

Insert

Providing the Contractor can accommodate the Usage Detail File requirements, the Contractor must use the Carrier Identification Code + Billing Telephone Number (CIC+BTN) routing method to receive the long distance traffic originated from :

- a) Landline devices procured under separate contracts at:
  - i. Consolidations with Centrex Directory Numbers (DNs); and
  - ii. Private Branch Exchange (PBX) and Voice over Internet Protocol (VoIP) switch PSTN Access served off consolidations.

#### **Article 3.1.1.2 Routing Methods**



Delete

The Contractor must use Primary Inter-Exchange Carrier (PIC) routing, to receive the long distance traffic originated from :

- i. Non-consolidation DNs; and
- ii. Non-consolidation PBX and VoIP switch PSTN access.

Insert

The Contractor must use Primary Inter-Exchange Carrier (PIC) routing, to receive the long distance traffic originated from landlines or PSTN access procured under separate contracts for:

- i. Non-consolidation DNs; and
- ii. Non-consolidation PBX and VoIP switch PSTN access.

### **Article 3.1.1.3 Routing Methods**

Delete

### **Article 3.4.1.3-Service Access**

Delete

The Service must accept calls originating from subscribed GOC telephone terminals in Canada that are served off any of the following:

Insert

The Service must accept calls originating from various separately GOC Contracted subscribed GC telephone terminals in Canada that are served off any of the following:

### **Article 3.9- Monthly Service Availability**

Delete

The Contractor must meet the Monthly Service Availability (MSA) requirements indicated in Table 6.

Insert

The Service must be available 24x7x365

### **Article 5.1.1.4-Service Management**



Delete

Within 5 working days from Contract Award, the Contractor must appoint a primary point of contact for all service matters or a Service Manager (CSM). This resource, referred to as a CSM, will be the primary point of contact and liaison responsible for all service-related matters associated with the Service.

Insert

Within 5 working days from Contract Award, the Contractor must designate a primary point of contact for all service matters or a Service Manager (CSM). This resource, referred to as a CSM, will be the primary point of contact and liaison responsible for all service-related matters associated with the Service.

#### **Article 5.3.5-Service Order Confirmation**

Delete

#### **Article 5.4.2.6-Major Incident Credit**

Delete

#### **Article 5.5.1.2-General**

Delete

The Contractor must register and submit all invoices to the SSC Procure to Pay (P2P) for payment . No paper copy invoices will be accepted unless negotiated in writing prior to the first billing period with the Technical Authority, the Procurement Authority and the appropriate SSC Account Payable teams.

Insert

The Contractor must electronically register and submit all invoices to Accounts Payable Comptes Payables <accountspayable-comptespayables@ssc-spc.gc.ca> for payment.

#### **Article 5.5.1.3-Service Billing and Invoicing**

Insert New item

No paper copy invoices will be accepted unless negotiated in writing prior to the first billing period with the Technical Authority, the Procurement Authority and the appropriate SSC Account Payable teams.



### **Article 5.5.3.1-Rounding of Call Charges**

Delete

The Contractor must round the usage charge of each completed call to, at most, the nearest tenth of a cent, up or down, using standard rounding practices (e.g. call charges of \$1.5114999 and \$1.5115000 must be rounded to \$1.511 and \$1.512 respectively).

Insert

The Contractor must round the usage charge of each completed call up or down using standard rounding practices.

### **Article 5.5.3.2-Rounding of Call Charges**

Insert

The rounding practice must be clearly identified by the Contractor at the kick off meeting.

### **Article 5.5.5.2 Service Performance Credits**

Insert

Any service credits must be sent to SSC on a separate SSC electronic invoice.

### **Article 5.5.7.3 – Monthly Invoice**

Delete

The Monthly Invoice should contain at a minimum,, the fields contained in the Sample Monthly Invoice Template indicated in Table 9. The Monthly Invoice must also adhere to all other applicable terms and conditions contained in this contract.

Insert

The Monthly Invoice field suggestions are shown in the Sample Monthly Invoice Template displayed in Table 9. The Monthly Invoice must also adhere to all other applicable terms and conditions contained in this contract.

### **Article 5.5.7.5-Monthly Invoice**

Delete





Service Performance Credits must be identified separately.

Insert

Service Performance Credits must be identified on a separate invoice.

### **Article 5.7 Service Guide**

Delete

### **Article 5.5.9.6 -Billing Reconciliation**

Delete

SSC will correct any calculation error found, remove any charges that are in its opinion unsubstantiated, recalculate the charges on the Monthly Invoice, record the corrected amount, and pay this corrected amount to the Contractor.

Insert

SSC will identify any calculation errors found to the Contractor. The Contractor and SSC will mutually investigate and if a credit is to be issued, it will be done on a separate invoice, if necessary, when the investigation is complete.

### **Article 6.4.1.1- Service Acceptance**

Delete

For all implementations, the Contractor must suggest a method to provide proof of PIC to the Service in accordance with the Implementation Plan and obtain formal acceptance from the Technical Authority for successful implementation(s).

Insert

For all CIC+BTN implementations, the Contractor must suggest a method to provide proof of PIC in accordance with the Implementation Plan and obtain formal acceptance from the Technical Authority for successful implementation(s).

### **Article 6.5.1.1 Implementation Acceptance Report**

Delete



#### **Article 7.1.1.4 – Special Events**

Delete

During the Special Event Kick-off Meeting, the Technical Authority will provide an overview of the Special Event project and the expected schedule.

Insert

During the Special Event Kick-off meeting, the Technical Authority will provide an overview of the special event Project, the number of separately contracted land lines to be PIC, the locations and traffic guestimates (originating and terminating if known) and the expected schedule.

#### **Article 7.1.1.5 – Special Events**

Delete

Within 5 working days, following the Special Event Kick-off Meeting, or at a later date agreed by the Technical Authority in writing, the CSM must present the Implementation Plan for final acceptance.

Insert

Following the Special Event Kick-off Meeting, or at a later date agreed by the Technical Authority in writing, the CSM must present the Implementation Plan, schedule and any unusual expenses for final acceptance.

#### **Article 8.1 Table 1 #13**

Delete

The CSM is responsible to monitor and manage the delivery, and ongoing performance of the Service

Insert

The Designated CSM is responsible to manage the delivery, and ongoing performance of the Service.

#### **Article 8.1 Table 1 #31**



Delete

**Article 8.3 Table 3 Title**

Delete

Table 3 - Contractor's Service Order and Request Response Times

Insert

Table 3-Contractor's Steady State Service Order and Request Response Times

**Article 8.3 Table 3 - SOA**

Delete

Within 15 minutes of receipt of the Service Order to the CSD

Insert

Within 15 minutes of receipt of the Service Order to the CSD or as negotiated at the Initial Kick Off Meeting.

**Article 8.3 Table 3 - SOC**

Delete

**Article 8.3 Table 3 - SOCI**

Delete

Within 1 working day of the Service Order not being completed

Insert

Within 1 working day, or as negotiated at the Initial Kick Off Meeting.

**Article 8.3 Table 3 – Complete PIC**

Delete



Within a maximum of 10 working days from order receipt (SOCN)

Insert

Within a maximum of 10 working days (or as negotiated at the Initial Kick Off Meeting) from order receipt (SOA) unless notified by the Contractor in writing of a delay.

### **Article 83 Table 3 – Complete PIC PSTN Trunking**

Delete

Within a maximum of 20 working days from order receipt (SOCN)

Insert

Within a maximum of 20 working days from order receipt (SOCN) unless notified by the Contractor in writing of a delay (or as negotiated at the Initial Kick Off Meeting).

### **Article 8.3 Table 3 –SOCN**

Delete

Within 1 working day of the Service Order being completed

Insert

Within 1 working day or as negotiated at the Initial Kick Off Meeting of the Service Order being completed

### **Article 8.4 Table 4-Security Violation Report**

Delete Title

Security Violation Report

Insert Title

Security Violation Notification

### **Article 8.4 Table 4-Security Violation Report**

Delete



Must be verbally reported within 1 hour of an occurrence and in writing within 1 working day following the occurrence.

Insert

Contractor must identify in writing the Standard Security practice that will be used for identifying Security Violations to SSC at the Kick Off Meeting.

#### **Article 8.4 Table 4 Security Fraud Detection**

Delete Title **Article 8.1 Table 4 Security Fraud Detection**

Insert Title **Article 8.1 Table 4 Security Fraud Detection Notification**

#### **Article 8.4 Table 4 Security Fraud Detection**

Delete

To the Technical Authority, in an SSC acceptable format, with the title: “Fraud Detection Report”.

Insert

To the Technical Authority, in an SSC acceptable format as reviewed at the Kick Off Meeting

#### **Article 8.4 Table 4 Security Fraud Detection**

Delete

Must be reported within 4 working hours of detection.

Insert

Contractor must identify in writing the Standard Security practice that will be used for identifying Security Fraud detections to SSC at the Kick Off Meeting.

#### **Article 8.4 Table 4 – Monthly Invoice**

Delete

The Monthly Invoice must be uploaded to the SSC P2P Portal.



A printable and non-modifiable .pdf Monthly Invoice file, must be sent to the Contract Authority's e-mail address, and SSC upon request

Insert

The monthly invoice must be sent to Accounts Payable Comptes Payables  
<accountspayable-comptespayables@ssc-spc.gc.ca>

A printable and non-modifiable .pdf Monthly Invoice file, must be sent to the Contract Authority's e-mail address, and SSC upon request

### **Article 8.6 Table 6- Monthly Service Availability**

Delete

- a) The Service must be available 24x7x365  
; and
  - b) The Contractor must provide the following minimum MSA, excluding the PSTN:
    - i) An LD Consolidation PIC of 99.95%; and
    - ii) A PIC Access MSA of 99.95%.
- Note: LD MSA calculations must exclude the duration of service maintenance event(s).

Insert

The Service Must be available 24x7x365

### **Article 8.7 Table 7 -Service Performance Credits**

Delete

Applies when the PIC is lost, removed or erroneously re-assigned resulting in long distance calls defaulting to another service provider and the Contractor cannot demonstrate that it has complied with all the requirements of the Contract, including issuing an order to the LEC within 30 calendar days of the PIC being lost, removed or re-assigned

Credit Unit Price \$500 per DN that should have been re-PIC'd by the Contractor

Maximum monthly Credit \$50,000 per monthly billing period.

Insert

Applies when the Contractor is notified the PIC is lost, removed or erroneously re-assigned resulting in long distance calls defaulting to another service provider and the Contractor cannot demonstrate that it has complied with all the requirements of the Contract, including



issuing an order to the LEC within 30 calendar days of being notified the PIC has been lost, removed or re-assigned

### **Article 8.7 Table 7 -Service Performance Credits**

Delete

Applies when a PIC is requested and confirmed but Long Distance appears on the client bill confirming a no PIC

Credit Unit Price \$500 per DN that should have been PIC'd by the Contractor  
Maximum monthly Credit \$50,000 per monthly billing period.

Insert

Applies when a PIC is requested and confirmed but the Contractor is notified by SSC that Long Distance appears on the client bill confirming a no PIC

Credit Unit Price \$50 per DN that should have been PIC'd by the Contractor  
Maximum monthly Credit \$5,000 per monthly billing period.

### **Article 8.8 Service Performance Credit Example**

Delete

### **Article 8.8 Table 9 Invoice**

Delete Title- Monthly Invoice Template

Insert Title -Monthly Invoice Sample Only Template

### **Article 8.9 -Usage Detail File**

Delete Title -Table 10 Usage Detail File Preferred Information in CSV

Insert – Table 10 – Usage Detail File Preferred Information Sample

### **Article 8.10 Table 11 – Implementation**

Delete



The Technical Authority will provide to the CSM:

- a) The Incident Escalation levels within SSC;
- b) Its preferred schedule for implementing the Service; and
- c) The P2P and billing usage CSV file process teams working on the Service.

Insert

The Technical Authority will provide to the CSM:

- a) The Incident Escalation levels within SSC;
- b) Its preferred schedule for implementing the Service; and
- c) The billing & billing usage CSV file process teams working on the Service.

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