



SOLICITATION AMENDMENT # 015

The purpose of this amendment is to:

- 1) Extend RFP Closing Date to February, 25, 2022 at 2PM.
 - 2) Amend Contracting Authority
 - 3) Update Technical Authority
 - 4) Amend SSC response to Question 22 with the corrected credit table 7 and Table 8 as per Amendment 002.
 - 5) Respond to Question 23 regarding 7.12(f) Payment Credits
 - 6) Respond to Question 24 regarding Item 7.12 (g) Price Protection
 - 7) Respond to Question 25 regarding Annex A Table 7
 - 8) Respond to Question 26 regarding Annex D – Pricing Table 1 Price per minute tab
 - 9) Revise Table 10 to indicate International Mobile Termination
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1) Bid Closing Date

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

From:, February 11, 2022 at 2:00 PM EDT
To: February 25, 2022 at 2:00 PM EDT

2) Concerning the Contract Authority

Amending the Contract Authority for all communication to add:

Daniel Clement – 613-854-6451 – Daniel.Clement@ssc-spc.gc.ca
James Graves – 613-668-9563 – James.Graves@ssc-spc.gc.ca

3) Concerning the Technical Authority

Delete :

Technical Authority

Daniel Tonkes

Responsable de l'intégration stratégique des services vocaux
Services partagés Canada
Direction des réseaux et des utilisateurs
1601 Croissant Telesat, 4^e étage, chambre 4-111
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Telephone | Téléphone: (613) 762-8529

Email | Courriel: daniel.tonkes@canada.ca

Insert :

Name : Julie Duchesne

Title : Intérimaire / Autorité technique

Services partagés Canada

Branche Réseaux et Utilisateurs Finaux

Telephone : 613-219-8447

Courriel : julie.duchesne@ssc-spc.gc.ca

Telephone: 613-219-8447

Email: julie.duchesne@ssc-spc.gc.ca

4) Concerning Question 22-Revised Table.

SSC apologizes but the wrong table was accidentally used in our response to Question 22.

Table 7 and Table 8 were amended in Amendment 001 however a few of the changes did not appear correctly. We are updating the respective tables as follows:

Delete

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 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	\$ 500 per DN that should have been re-PIC'd by the Contractor	\$ 50,000 per monthly billing period.



#	Type of Service Credit	Applicable timeframe	Credit Unit Price	Maximum monthly credit
2	No PIC Action Credit	Applies when a PIC is requested and confirmed but Long Distance appears on the client bill confirming a no PIC	\$ 500 per DN/ month that should have been PIC'd by the Contractor	\$ 50,000 per monthly billing period.
3	Service Delivery Credit	Applies monthly to PIC'd LD minute usage that has not been migrated to the Contractor's network within 200 calendar days from Contract Award. The number of un-migrated minutes will be equal to the number of PIC'd LD minutes charged to SSC by the existing supplier, following the 200 calendar day deadline.	Total Credit = (\$0.02 per minute - Contractor's minute. termination rate) X number of un-migrated PIC'd LD minutes If the above calculation is less than 0, the Service Delivery Credit will not apply.	No maximum credit level

Insert

#	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 2202) and the Contractor does not issue a re-pic order to the LEC within 30 calendar days of being notified by the vendor generated PIC Loss Report.	\$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 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

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Example of Service Performance Calculations
<u>LD Consolidation Service Credit for Major Incident:</u>
Assuming the following Major Incidents:



1. Toronto Consolidation CIC+BTN PIC lost (**15,000 DNs**):

- i. Major Incident starting at 04:00 Saturday 8 May 2021 and ending 06:05 8 May 2021.

- Applicable time period = 125 minutes

2. Whitehorse Consolidation (**600 DNs**):

- i. Major Incident starting at 03:00 Saturday 8 May 2021 and ending 04:00 8 May 2021; and
- ii. Major Incident starting at 17:00 Monday 10 May 2021 and ending 20:05 10 May 2021.

- Applicable time period = 60 minutes + 185 minutes = **245 minutes**

The LD Consolidation MSA Credit for this monthly billing period is:

$$((15,000 \text{ DNs} \times \$0.01 \times 100 \text{ minutes}) + (600 \text{ DNs} \times \$0.01 \times 245 \text{ minutes})) = \$14,700.$$

Note: Assuming the highest total monthly invoice amount for the last 6 monthly billing periods is \$500,000, the maximum monthly LD Consolidation MSA Credit allowed is (20% of \$ 500 000) = \$100 000.

Example of Service Credit Calculations (continued)

LD No Re-PIC Action Credit:

Assuming the following:

- 1. **Three (3)** 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
- 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.

The Re-PIC Action Credit for this monthly billing period is: (**3 DNs** X \$500) = \$ 1,500.

Note : The maximum LD No Re-PIC Action Credit allowed is \$ 50,000 per monthly billing period.

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.
- 2. The Contractor does not complete a PIC order within the specified order timeframes.

The No-PIC Action Credit for this monthly billing period is \$500.00 per no pic.

Note : The maximum service credit allowed is \$ 5 000 per monthly billing period

Insert

Example of Service Credit Calculations

LD No Re-PIC Action Credit:

Assuming the following:



3. **Three (3)** 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
4. The Contractor does not issue a re-PIC order within 30 calendar days of being informed of the PIC loss, removal, or re-assignment.

The Re-PIC Action Credit for this monthly billing period is: (**3 DNs** X \$50) = \$ 150.00

Note : The maximum LD No Re-PIC Action Credit allowed is \$ 5,000 per monthly billing period.

LD No PIC Action Credit:

Assuming the following:

- 3.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.
4. The Contractor does not complete a PIC order within the specified order timeframes.

The No-PIC Action Credit for this monthly billing period is the monthly LD usage incurred on the GOC landline account for the Non-PIC line to a maximum of \$5,000. The maximum of 2 months LD usage billed to the GOC for each ticket occurrence

5) Concerning Question 23 – 7.12(f) Payment Credits

Question:

Due to the nature of services we provide through various 3rd parties around the world and the fact suppliers will not agree to specific T&C's of this contract we are requesting that credits be removed for any services we provide via 3rd party since we cannot be held accountable for missed SLA's if an overseas supplier changes their service and/or no longer meets the RFP requirements.

Response:

The SLA noted in 7.12 (f) payment credits is only applicable to Table 8 which includes equal access lines located in Canada only.

No Change.

6) Concerning Question 24 – 7.12 (g) Price Protection -Most Favored Customer

Question:

The services are procured via competitive process and the winning supplier's proposal will have already been evaluated against the Technical and Financial requirements of the RFP.



The Minute volumes in the pricing tables were identified as “for evaluation purposes only and Canada does not warrant or guarantee any volumes in the future”.

The RFP is requesting rates that requires the contractor to try and secure for up to 8yrs static rates with multiple 3rd party suppliers and with exchange rate considerations.

The contractor is not allowed to increase rates to Canada in the event their costs increase over the contract period.

Based on the above we are requesting this section be removed in it's entirety given Canada's own evaluation will already be identifying the winning contractor that has fulfilled all requirements of the RFP and that Contractor will have to assume ongoing risk over the 4yr or up to 8yr contract period.

Response: Item 7.12 (g) is deleted

7) Concerning Question 25- Annex A, Table 7 Item #2

Question:

There are scenarios where Item #2 penalizes the contractor for a PIC that has not worked and may not be the fault of the contractor. Please update item # 2 with the following wording:

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 and the Contractor cannot demonstrate that it has requested a PIC order from the LEC per the requirements of the Contract.

Response:

Once the Vendor confirms PIC completion SSC expects the vendor has all the appropriate LEC confirmations. If SSC identifies Long Distance is still present on telephony bills the Vendor is expected to take corrective action and perform all due diligence with the appropriate LEC.

No change.

8) Concerning Question 26 regarding Annex D – Pricing Table 1 Price per minute tab

Question

All rates are to include land and mobile termination numbers. Standard industry practice is to apply a different rate for mobile termination.



To ensure GOC gets the lowest possible rate In countries outside of US and Canada, Would SSC consider adding an option to put in different rates for these countries for both land and mobile terminations?

Response:

SSC has amended the Pricing and Financial Evaluation Worksheet to now include 3 distinct sections and have updated the Title Page of the Worksheet to include how the evaluation is being conducted

The 3 tabs in the worksheet are:

- Tab 1 – Canada to North American landline and mobile destinations
- Tab 2 – Canada to International Landline destinations
- Tab 3 – Canada to International Mobile destinations

9) Concerning Table 10 Revise Usage Table to indicate International Mobile Termination

Delete

Table 10 – Usage Detail File Preferred Information in CSV

Note: File name must include: "LD"; Billing Date, Billing Number; and Contract Number	
Field Name	Description
Originating City	The full city name of the point of origin of the call
Originating Province	Originating call point Province when the call originates in Canada or US.
Originating Country	Originating Country call point (Mandatory when Province (or State) is not populated)
Originating Number (CLID)	Telephone number that initiated the call
Original Calling Number	In CIC+BTN locations the telephone number that the long distance originated from (the most important number). The actual number incurring the LD charge
Charge Number	The number used to identify where the LD charge is billed. For Centrex Consolidations, the number used for billing purposes. The original Called number and charge number must be provided in this scenario.
Terminating Number	Terminating telephone number -
Terminating City	The full city name of the call termination
Terminating Province	Terminating call point Province (or State) when the call terminates in Canada or US.
Terminating Country	Terminating country (Mandatory when Province (or State) is not populated)
Start Date and Time	Call Start date and time (EST) YYYYMMDDHHMMSS
End date and Time	Call End date and time (EST) YYYYMMDDHHMMSS
Actual Call Duration	The total number of seconds between Start time and End time.
Billable Call Duration	The total number of Billable seconds. The actual seconds rolled up to the next full 6 second increment.
Call Rate	The actual rate of the Call which will be used to validate the Call Code and will be



Note: File name must include: "LD"; Billing Date, Billing Number; and Contract Number	
Field Name	Description
	validated against the contract – (implied 4 decimal)
Call Cost	Cost of the Call excluding Tax (implied 3 decimal)
Call GST	GST Cost of the Call – (implied 3 decimal) Right Justified NOTE: GST and HST cannot be charged on the same Call (Tax is based on the Call Origin)
Call HST	HST Cost of the Call – (implied 3 decimal) Right Justified. NOTE: GST and HST cannot be charged on the same call (Tax is based on the Call Origin)
Call QST	QST Cost of the Call – (implied 3 decimal) Right Justified. NOTE: QST and HST cannot be charged on the same call (Tax is based on the Call Origin)
Total Call Cost	Total Cost of the Call including Tax (implied 3 decimal)

Table 10 - Usage Detail File

Insert

Table 10 – Usage Detail File Preferred Information in CSV

Note: File name must include: "LD"; Billing Date, Billing Number; and Contract Number	
Field Name	Description
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Original Calling Number	In CIC+BTN locations the telephone number that the long distance originated from (the most important number). The actual number incurring the LD charge
Charge Number	The number used to identify where the LD charge is billed. For Centrex Consolidations, the number used for billing purposes. The original Called number and charge number must be provided in this scenario.
Terminating Number	Terminating telephone number -
Terminating City	The full city name of the call termination
Terminating Province	Terminating call point Province (or State) when the call terminates in Canada or US.
Terminating Country	Terminating country (Mandatory when Province (or State) is not populated)
Terminate on Mobile	Y or N
Start Date and Time	Call Start date and time (EST) YYYYMMDDHHMMSS
End date and Time	Call End date and time (EST) YYYYMMDDHHMMSS
Actual Call Duration	The total number of seconds between Start time and End time.
Billable Call Duration	The total number of Billable seconds. The actual seconds rolled up to the next full 6 second increment.
Call Rate	The actual rate of the Call which will be used to validate the Call Code and will be validated against the contract – (implied 4 decimal)
Call Cost	Cost of the Call excluding Tax (implied 3 decimal)
Call GST	GST Cost of the Call – (implied 3 decimal) Right Justified NOTE: GST and HST cannot



Note: File name must include: "LD"; Billing Date, Billing Number; and Contract Number	
Field Name	Description
	be charged on the same Call (Tax is based on the Call Origin)
Call HST	HST Cost of the Call – (implied 3 decimal) Right Justified. NOTE: GST and HST cannot be charged on the same call (Tax is based on the Call Origin)
Call QST	QST Cost of the Call – (implied 3 decimal) Right Justified. NOTE: QST and HST cannot be charged on the same call (Tax is based on the Call Origin)
Total Call Cost	Total Cost of the Call including Tax (implied 3 decimal)

Table 10 - Usage Detail File

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