



**R000124477**

**Advanced Contract Award Notice (ACAN) for:**

**PBX Private Network Services and PBX Decommissioning Support for Shared Services Canada (SSC)**

- 1. What is an ACAN:** An ACAN is a public notice indicating to the supplier community that a department or agency intends to award a contract for goods, services or construction to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a statement of capabilities. If no supplier submits a statement of capabilities that meets the requirements set out in the ACAN, on or before the closing date stated in the ACAN, the contracting officer may then proceed with the award.
- 2. Definition of requirement:** Shared Services Canada has a requirement for PBX private network services and support that must have national coverage and remain functional and interoperable with existing DND Canadian Switched Network (CSN) and US DoD Defense Switched Network (DSN), currently provided and accessible through TELUS Global Defence Network Services (GDNS) contract. The service and support contract will be used by SSC for continued support of DND Switched Voice Services (SVS) PBX network infrastructure during the transition to more modernized services such as Voice over IP.

The purpose of this Advance Contract Award Notice (ACAN) is to signal the government's intention to award a contract for these services to TELUS.

Before awarding a contract, however, the government would like to provide other suppliers with the opportunity to demonstrate that they are capable of satisfying the requirements set out in this Notice, by submitting a statement of capabilities during the 15 calendar day posting period.

PBX private network services and support to be provided are as stated in the attached "Statement of Work".

The following requirements are deemed mandatory:

- Nortel/Avaya CS1000 Release 5.0 DSN PBX hardware and software support;
- Nortel/Avaya Call Pilot 5.0 hardware and software support;
- Maintain existing CSN dial-plan and service interoperability with existing centralized, TELUS provided core, through GCNET Stream 2 WAN (also provided by TELUS);
- Contractor personnel must hold a minimum SECRET (Level 2) clearance;
- Must provide PBX WAN (PWAN) service to each PBX site for local and remote PBX monitoring and administration services;
- Must provide 24/7 centralized monitoring of PBX system status;
- Must provide MTTRS IAW SOW; and
- Must provide professional services for PBX service migration and decommissioning.

- 3. Government Contracts Regulations Exception and Limited Tendering Reason:** It is proposed that a contract be directed to TELUS for DND Switched Voice Services (SVS) PBX network infrastructure service and support, to be provided nationally. This requirement is directed to TELUS in accordance with exception Section 6 (d) of the Government Contracts Regulations that states that only one person or firm is capable of performing this contract.
- 4. Period of the proposed contract:** The initial contract period shall start on June 22, 2023, and will have duration of 2 firm plus 1 option year.



5. **Cost estimate of the proposed contract:** The Estimated cost of this contract is \$15,000,000.00 (Applicable Taxes and optional years included).

Please note that monthly recurring costs will be reduced to nil over the duration of this contract, as PBXs are decommissioned.

6. **Vendor details:**

TELUS Communications Inc.  
215 Slater St.  
Ottawa, ON  
K1P 5N5

7. **Suppliers' right to submit a statement of capabilities:** Suppliers who consider themselves fully qualified and available to provide the services and/or goods described herein, may submit a statement of capabilities in writing to the contact person identified in this notice on or before the closing date of this notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

8. **Minimum Essential Requirements:** Any interested supplier must demonstrate by way of a Statement of Capabilities that it can fulfill the requirements of the Statement of Work (SOW), associated solicitation documents and the following requirements in order to be able to carry out the work:

- 8.1 A minimum of 5 years of experience in the delivery of PBX services described in the Statement Of Work (SOW) within the last 6 years;
- 8.2 Must be able to support and maintain Nortel/Avaya CS1000 Release 5.0 DSN PBX hardware and software;
- 8.3 Must be able to support and maintain Nortel/Avaya Call Pilot 5.0 hardware and software;
- 8.4 Must be able to maintain existing DND Canadian Switched Network (CSN) dial-plan and service interoperability with existing centralized, TELUS provided core, through GCNET Stream 2 WAN (also provided by TELUS);
- 8.5 Contractor personnel must hold a minimum SECRET (Level 2) clearance, to provide remote and on premise support;
- 8.6 Must provide PBX WAN (PWAN) service to each PBX site for local and remote PBX monitoring and administration services;
- 8.7 Must provide 24 hour/ 7 days a week/ 365 days a year centralized monitoring of PBX system status at all sites;
- 8.8 Must meet minimum threshold Mean Time to Restore Service (MTTRS), as described in the SOW; and
- 8.9 Must provide professional services for PBX service migration and decommissioning, as described in the SOW.

In addition, interested suppliers shall provide a detailed description demonstrating how they will fulfill all requirements of the Statement of Work.



If a potential supplier submits a statement of capabilities during the posting period that meets the requirements set out in this ACAN, the government will proceed to a full tendering process on either the government's electronic tendering system or through traditional means in order to award the contract.

If no other supplier submits on or before the closing date a statement of capabilities meeting the requirements set out in this ACAN, a contract will be awarded to the pre-selected supplier.

**9. The closing date and time for accepting statements of capabilities is:**

**October 7, 2022 @ 2:00 PM Eastern Standard Time EST**

**10. Submission of statements of capabilities:** Suppliers may inquire or submit a statement of capabilities to;

Sarah Ahmed

Senior Procurement Officer/ Agent d'approvisionnement

Procurement and Vendor Relations | Acquisitions et relations avec les fournisseurs

Shared Services Canada | Services partagés Canada

Government of Canada

Email: [Sarah.Ahmed@ssc-spc.gc.ca](mailto:Sarah.Ahmed@ssc-spc.gc.ca)