

ANNEX A

QUALIFICATION REQUIREMENTS RESPONSE

Response Form for Mandatory Experience Requirement	
Respondent	
Respondent's Name	
Respondent's Address	
Mandatory Experience Requirement 1	
<p>The Respondent must have manufactured and/or marketed, supplied, tested, implemented and maintained at least one of the infrastructures listed below. The Respondent must demonstrate that this experience occurred prior to the posting date of this ITQ, for a North American customer, within a data center. Respondents must demonstrate experience in at least one of (a) or (b) or (c) or (d). Please ensure that the example provided meets each of the criteria listed above.</p> <p>Respondents must include a reference that can be contacted to confirm the experience including :</p> <p>Name Title Company Email address Phone number.</p> <p>(a) Servers – x86, UNIX and non-x86 Servers (b) Storage & Back Up (c) Converged Infrastructure (d) Appliances</p>	
Response to Mandatory Experience Requirement 1	

Mandatory Requirement 2

2A The Respondent (Reseller) must demonstrate how they will provide bilingual (French and English) support 5 days a week 8 AM – 5 PM EST.

OR

2B The Respondent (OEM) must demonstrate how they will provide a bilingual (French and English) Service Desk with toll-free support that must be 24 hours per day, 7 days per week and 365 days per year with a Service Level Agreement of 30 minutes or better response time to a live agent.

Response to Mandatory Requirement 2

Mandatory Requirement 3

The Respondent's OEM partners must demonstrate how they will provide onsite support on a 24 hours per day, 7 days per week and 365 days per year basis with a 4 hour or better response time in at least 4 of the 6 Main Geographical Regions across Canada as defined in Annex C – Definition of Terms for server and/or storage infrastructure.

Response to Mandatory Requirement 3

Mandatory Requirement 4

The Respondent must certify that as per section 3.4c Certifications that all Equipment, software and systems are Off-the-Shelf.

Response to Mandatory Requirement 4

The respondent certifies Equipment, Software and systems are Off-the-Shelf .