

**APPENDIX 1 TO ANNEX A  
ITQ MANDATORY REQUIREMENT RESPONSE FORM**

<b>Attachment : PISA 2.0 Mandatory Evaluation Criteria Checklist</b>	
Customer #	
<b>Respondent name</b>	
<b>Client Industry/Business Sector or Customer name</b>	
<b>Type of commodity Infrastructure</b>	<input type="checkbox"/>
<b>Timeframe (within the past 5 years)</b>	
<b>Public sector customer</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>One Customer reference in Canada</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Previous experience as primary Contractor with public sector Customer</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Language of support</b>	<input type="checkbox"/> French <input type="checkbox"/> English <input type="checkbox"/> Other:
<b>Bilingual toll free number</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Nationwide presence</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>International Support</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Type of support</b>	<input type="checkbox"/> Onsite <input type="checkbox"/> Other:
<b>Hours of support</b>	<input type="checkbox"/> 24/7 <input type="checkbox"/> Other:
<b>Response time</b>	
<b>E-mail Support</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Electronic Ticketing System Support</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Local 3<sup>rd</sup> Party Vendor Partnership</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Comments, additional substantiation or details</b>	