

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions -**  
**TPSGC**  
**11 Laurier St. / 11, rue Laurier**  
**Place du Portage, Phase III**  
**Core 0A1 / Noyau 0A1**  
**Gatineau**  
**Québec**  
**K1A 0S5**  
**Bid Fax: (819) 997-9776**

## 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

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
 Communication Procurement Directorate/Direction de  
 l'approvisionnement en communication  
 360 Albert St./ 360, rue Albert  
 12th Floor / 12ième étage  
 Ottawa  
 Ontario  
 K1A 0S5

<b>Title - Sujet</b> TELEPHONE REFERRAL SERVICES	
<b>Solicitation No. - N° de l'invitation</b> G9420-120003/B	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> G9420-12-0003	<b>Date</b> 2013-02-14
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CY-007-62049	
<b>File No. - N° de dossier</b> cy007.G9420-120003	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-03-11</b>	
<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Westall, Susan	<b>Buyer Id - Id de l'acheteur</b> cy007
<b>Telephone No. - N° de téléphone</b> (613) 949-8350 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

---

**Amendment 002****Question 1:**

Please confirm where responses should be submitted:

**Answer 1:**

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation:

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Question 2:**

Page 140, Appendix F, item 2.5 – there appears to be missing information regarding minimum service levels

**Answer 2:**

See Modification 1 below.

**Question 3:**

Are there any restrictions/limitations on the new proponent taking over and rebadging the existing workforce?

**Answer 3:**

There are no restrictions however this would be an arrangement made between the incumbent and the incoming contractor. Service Canada is not the employer.

**Question 4:**

Upon commencement, is it possible for the new proponent to have access to the "standby list" of suitable candidates that have already been interviewed and security screened by the exiting proponent?

**Answer 4:**

This would be an arrangement made between the incumbent and the incoming contractor. Service Canada is not the employer.

---

**Question 5:**

What employment related benefits do Full Time and Part Time staff enjoy today?

**Answer 5:**

This is proprietary information of the incumbent contractor. The team members are all employees of the contractor. The Government of Canada has no responsibility with regard to staff and staffing. Service Canada is not the employer.

**Question 6:**

Is it possible to receive the full list of staff by FT and PT staff by position and their respective start dates?

**Answer 6:**

See answer 5.

**Question 7:**

What have the historic turnover rates been running at for the **Operations Team** over the past 2 years?

**Answer 7:**

See answer 5.

**Question 8:**

What have the historic turnover rates for the **IMC team** been running at over the last 2 years?

**Answer 8:**

See answer 5.

**Question 9:**

We note that, in R10, only the curriculum vitae of the OMT members are requested. Do you want CVs for the off-site management team members as well?

**Answer 9:**

No

---

**Modification 1:**

On page 140, Appendix F, item 2.5, ADD the following:

- Foundation Skills – individual Information Officers must have an average score of 90%
- Finesse Skills – individual Information Officers must have an average score of 90%
- Information Accuracy – individual Information Officers must have an average score of 85%

DELETE on page 140, Appendix F, item 2.6, and REPLACE with:

## 2.6 Performance Expectations

- 90% of the Contractor's staff achieved a performance rating of "meet expectations" for each group (1-800, CIS, IMC) over the course of six (6) months period for performance appraisals due during that period.
- Performance appraisals due during that period but not delivered will be included in the total for that period and given a rating of "Does Not Meet".

### Modification 2:

DELETE on page 9, item 1.1.1, M1, and REPLACE with the following

**M1** The Bidder MUST provide a corporate profile demonstrating their corporate knowledge and experience in the provision of contact centre services. The Bidder must include the full legal name of the firm submitting the proposal. The bidders corporate profile must also identify all joint venture, consortia, partners or subcontractors, as applicable to this requirement.

### Modification 3:

On page 9, item 1.1.1, M3, ADD the following:

Four (4) consecutive years means that services were provided for four uninterrupted years.

### Modification 4:

The pass threshold for rated criteria R6, R8, R9, R12 and R16 are modified. The following modifications apply to pages 10 through 18 of PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION; and pages 145 through 156 of ANNEX G – RATED CRITERIA EVALUATION GRIDS.

Modification 4 a) - 1.1.2 Stage 2 – Point Rated Technical Criteria – Page 10:

Replace the Rated Criteria Grid with the following:

Rated Criteria		Max Score	Pass Threshold
<b>Bidder's Corporate Capability</b>			
R1	Overall Presentation and Format of Proposal	4	-
R2	Corporate Commitment and Strategy Alignment	15	10
R3	Project Experiences	20	14
R4	Information Management Experience	15	7.5
R5	Risk Management	15	10
R6	Quality Assurance and Quality Control (QA/QC)	20	10
R7	Relationship Management	10	7

R8	Bidder's Understanding of Public Sector Contact Centres	10	-
<b>Service Requirements</b>			
R9	CEC Scenario	20	10
R10	Management Team	20	12
R11	Recruitment Methodology	20	14
R12	Training and Professional Development	15	7.5
R13	Team Member Retention Strategy	20	14
R14	Bidder's Automated Time Capture and Reporting System	10	5
R15	Innovation and Value-Added	6	-
R16	Additional Requirement for Contact Centre Resourcing Beyond NCR	10	-
<b>Total Proposal Score and Threshold (based on 70% of maximum score)</b>		<b>230</b>	<b>161</b>

Modification 4 b) - 1.1.2 Stage 2 – Point Rated Technical Criteria and Annex G – Rated Criteria Evaluation Grid:

On Page 13 and 149:

DELETE:

**R6 Quality Assurance and Quality Control (QA/QC)** (maximum points 20, pass threshold 14)

REPLACE WITH:

**R6 Quality Assurance and Quality Control (QA/QC)** (maximum points 20, pass threshold 10)

On Page 14 and 151:

DELETE:

**R8 Bidder's Understanding of Public Sector Contact Centres** (maximum points 10, pass threshold 5)

REPLACE WITH:

**R8 Bidder's Understanding of Public Sector Contact Centres** (maximum points 10, pass threshold 0)

On Page 15 and 151:

DELETE:

**R9 CEC Scenario** (maximum points 20, pass threshold 12)

REPLACE WITH:

**R9 CEC Scenario** (maximum points 20, pass threshold 10)

On Page 17 and 154:

DELETE:

**R12 Training and Professional Development** (maximum points 15, pass threshold 10)

REPLACE WITH:

**R12 Training and Professional Development** (maximum points 15, pass threshold 7.5)

On Page 18 and 156:

DELETE:

**R16 Additional Requirement for Contact Centre Resourcing Beyond NCR** (maximum points 10, pass threshold 5)

REPLACE WITH:

**R16 Additional Requirement for Contact Centre Resourcing Beyond NCR** (maximum points 10, pass threshold 0)

---

#### Modification 5:

On page 11, Rated Criteria R3, DELETE the following from 2. Services Provided:

d. Strategy for long term retention of skilled and/or key team members;

---

#### Modification 6:

On page 16, Rated Criteria R10, B. On-Site Operations Management Team (OMT):

DELETE:

The Bidder should provide the curriculum vitae and language capability of their proposed OMT resources named above.

REPLACE WITH:

The Bidder should provide the curriculum vitae and language capability of the Project Manager and Resource Coordinators named above.

---

**Modification 7 – Changes to Annex G – RATED CRITERIA EVALUTION GRIDS:**

On page 145, ADD the following:

**Definitions:**

No Clarification Required means:

- There is no missing information;
- The response is clear and complete;
- All elements requested have been addressed; and
- Provides evaluators with a complete understanding of the information presented.

Clarification Required means:

- Some information is missing; or
- The response is unclear; or
- Not all elements have been addressed; or
- Does not provide evaluators with a complete understanding of the information presented.

DELETE, on page 146 at R2 c) Local Functional Office and REPLACE with:

c) Local Functional Office (Max 2 points)	1	No local functional office or commitment to establish	Existing or proposed functional office does not demonstrate understanding or capability to meet requirements; Number of testing/screening workstations existing or proposed is less than 5	Existing or proposed functional office demonstrates understanding and capability to meet requirements; Number of testing/screening workstations existing or proposed is 5 or more
---	---	---	--	---

DELETE, on page 148, at R4 "Content Description (max 5 points)" and REPLACE with:

Content Description (max 5 points)	2.5	Content was not maintained or updated	Content simple or maintenance limited; Language is unilingual; Content is updated at minimum once every 6 months	Content complex and high maintenance activity; Content is fully bilingual (English and French; Content is updated more frequently than once every 6 months
------------------------------------	-----	---------------------------------------	--	--

**All other terms and conditions remain the same**