

Return Bids to: - Retourner les soumissions à :

Shared Services Canada/Services partagés Canada

See herein / Voir dans ce document

Proposal to: Shared Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à: Services partagés Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Name and Address -
Raison sociale et adresse du Fournisseur/de
l'entrepreneur**

Telephone No. – No de téléphone

() _____

Fax No. – No de télécopieur

() _____

***Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder –
Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire***

Name and title/Nom et titre

Signature

Date

**REQUEST FOR PROPOSAL
AMENDMENT / MODIFICATION DE LA
DEMANDE DE PROPOSITION**

Title – Sujet Debt Management Call Centre (DMCC) Maintenance Services	
Solicitation No. – No de l'invitation 2B0KB-13-1330	Date September 10, 2013
Solicitation closes – L'invitation prend fin On – le 2013-09-26 At – À 2:00 P.M. Time zone – EDT Fuseau horaire HSE	
Contracting Authority – Autorité contractante See herein / Voir dans ce document	
Telephone No. – No de telephone (613) 562-6245	
Fax No. – No de télécopieur (613) 957-8511	
Destination - Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	

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Amendment 001

The purpose of this amendment is to answer questions asked by bidders and to amend the RFP accordingly.

Questions and Answers

Question 1

Can the Crown provide us with the following information:

- inventory on peripherals such as Voice Mail and contact center applications outside of Genesys.
- the Power supply – Batteries / rectifiers or AC components information if applicable

Answer 1

Peripheral Contact Centre Applications

All peripheral contact centre applications are listed in Annex A and Annex B of the Statement of Requirements.

Power Supply Information

DMCC (Production Environment)

UPS Battery Array

Absolyte GNB 24 Cell Battery Array

Individual Battery Cell Specifications:

Absolyte IIP
Non-Spillable Battery
Type: 90A07
256 Ampere Hours

Rectifier

Emerson Candeo SP 48300 Rectifier

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Laboratory Environment

UPS Battery Array

N/A – The Laboratory environment is supported by a large scale UPS/Generator system that is out of scope for the requested maintenance services in this RFP.

Rectifier

Nortel MFA 150 Interconnect and Distribution Unit
3 X Nortel MPR 25 Rectifiers

Question 2

APPENDIX A, STATEMENT OF REQUIREMENTS

10. (H) Professional Services

10.1. (M) Avaya Contact Center Manager Server Application Specialist

The Contractor must provide, on as and when requested basis, an Avaya Contact Center Manager Server Application Specialist with at least two (2) years' experience developing and delivering call routing scripts. The Contact Center Manager Server Application Specialist must provide operational support to SSC staff.

10.2. (M) Genesys Specialist

The Contractor must provide, on an as and when requested basis, a certified Genesys Professional to provide consulting and programming services to SSC as and when may be required. Specifically these Genesys Specialists must:

- a) develop, test, and deliver Genesys application programming; and
- b) provide operational support to SSC staff.

These Specialists must be fully trained and have a least two (2) years experience in programming the Genesys product suite.

Referencing the information above for Professional Services, there is no place in the Basis of Payment - Annex B to provide hourly rates for either the Avaya Contact Center Manager Server Application Specialist or the Genesys Specialist. Can the Crown please amend the RFP to provide Bidders with a location to provide an hourly PS charge for those two types of resources?

Answer 2

An RFP amendment will be issued to include the changes to the pricing table to include hourly rates for the Avaya Contact Center Manager Server Application Specialist and the Genesys Specialist

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Question 3

Can the Crown provide us with the phone numbers of these 2 sites.

Debt Management Call Centre (DMCC) (Production Environment) – CS1000M (upgrade from Opt 81)
875 Heron Road
Ottawa, ON
K1A 0L5

Laboratory Environment – Connaught Building,
555 Mackenzie Avenue
Ottawa, ON
K0A 1B0

Answer 3

The phone numbers of the DMCC and Laboratory environment will not be provided until the time of contract award.

Question 4

Is there a list of the Genesys components (Hardware and Software) that will be covered?

Answer 4

There is a list of the Genesys software components and their corresponding version listed under the header “Genesys Applications” in Annex A and Annex B of the Statement of Requirements.

The table below lists the primary hardware components that host the Genesys software components and indicates whether the component is SSC Maintained or Contractor Maintained. The quantity includes the equipment located at the DMCC and Laboratory Environment.

SSC Maintained – Indicates that Shared Services Canada maintains the hardware component(s)

Contractor Maintained – Indicates that the awarded Contractor will be responsible for maintaining the hardware component(s)

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Hardware Component	Quantity	SSC Maintained or Contractor Maintained
HP R5500 UPS each with 4 Extended Run Time Modules (ERMs)	2	SSC Maintained
HP C3000 Enclosure with 7 Blade Servers	3	SSC Maintained
HP MSA2000 Storage System	6	SSC Maintained
HP ML370 Server	5	SSC Maintained
Dialogic JCT2T1EW card	10	Contractor Maintained

Question 5

Can the Crown provide us with the system serial number for both PBX's.

Debt Management Call Centre (DMCC) (Production Environment) – CS1000M (upg from Opt 81
875 Heron Road
Ottawa, ON
K1A 0L5

Laboratory Environment – Connaught Building,
555 Mackenzie Avenue
Ottawa, ON
K0A 1B0

Answer 5

The serial numbers for both PBX's are as follows:

Debt Management Call Centre (DMCC) (Production Environment): **Z05054**

Laboratory Environment – Connaught Building: **407526**

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Question 6

Can the Crown extend the first deadline for questions for two weeks or allow a second set of questions after the RFP Amendment release.

Due to the release of this RFP during the summer holiday period; we have not been able to receive feedback quickly enough from our stakeholders to meet the Sep 3rd first deadline for questions. With the long weekend ending Sep 2nd, would the Crown please extend the first deadline for questions until Friday Sep 6th?

Answer 6

The deadline for questions will be extended until September 17, 2013 with answers provided no later than September 20, 2013.