

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

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

Title – Sujet

**Debt Management Call Centre (DMCC) Maintenance
Services**

**Solicitation No. – No de
l'invitation**

2B0KB-13-1330

Date

September 20, 2013

Solicitation closes – L'invitation prend fin

On – le 2013-10-17

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 002

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

Questions and Answers

Question 1

Your current technology infrastructure includes Nortel CCMS, Release 6, which is no longer supported by the manufacturer (EoS). In order for maintenance contracts to be established with the manufacturer, you will need to upgrade the environment to Avaya Aura Contact Centre?

Will the Crown please amend the RFP to include this upgrade?

Answer 1

The Crown does not intend to upgrade Avaya (Nortel) Contact Centre Manager Server (CCMS) 6.0 at this time. As CCMS 6.0 is no longer manufacturer supported, the Contractor may exclude the CCMS 6.0 component from the Avaya Partner Assurance Support Services (PASS) program requirement in section 3.1.

Question 2

Due to the date when the answers to the last round of questions will be delivered to bidders (Sept 20th), we will not have enough time to make any changes that might be required and also receive internal bid approvals. In light of that, will the Crown please extend the bid closing date to Wednesday Oct 2nd?

Answer 2

The closing date has been extended until Thursday October 17th, 2013.

Question 3

To ensure a comprehensive and cost competitive solution would SSC extend the closing date to October 17th?

Answer 3

The closing date has been extended until Thursday October 17th, 2013.

Question 4

The Heron road System Serial # Z05054 shows Avaya Contact Center Release 6.0. The Mackenzie Avenue Lab system – Serial # 407526 shows Avaya Contact Center Release 6.0. Can you confirm these system are no longer in use?

Answer 4

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Avaya (Nortel) Contact Centre Manager Server (CCMS) 6.0 is in use in both the DMCC Production Environment and the Laboratory Environment. It is used only for the Meridian Link Services (MLS) to allow for Genesys T-Server to exchange messaging with the CS1000 (DMCC Production Environment) and Meridian Option 61C (Laboratory Environment). Please see the response to Question 1 for further details.

Question 5

4.2.1. (M) Response and Restoration Times

Bidder response table 0

COMPLIANCE SUBSTANTIATION

The Contractor must explain how it intends to meet the on-site response times identified in 0, Will the Crown please confirm what 0 is referring to? The table above appears to be Table 4-2.

Answer 5

There is an error in the Bidder Response Table in section 4.2.1. The bidder response table in section 4.2.1 should read as follows:

BIDDER RESPONSE TABLE 4.2.1 (M) Response and Restoration Times
COMPLIANCE STATEMENT <i>Bidder Response</i>
COMPLIANCE SUBSTANTIATION <i>The Contractor must explain how it intends to meet the on-site response times identified in Table 4-2 Outage Categories and Response Times, (M) Response and Restoration Time, for both the DMCC and Laboratory Telephone System and include the location of, and the number of, Technicians which will be available to support each site.</i>
<i>Bidder Response</i>
REFERENCE TO ADDITIONAL INFORMATION
<i>Bidder Response</i>