

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

October 9, 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 003

This amendment is raised to respond to a question about solicitation 2B0KB-13-1330 and amend the statement of work (SOW).

Question

Based on your answer to Question #1 in amendment #2, you stated that Bidders may exclude the CCMS 6.0 component from the PASS program.

Basically, the weakest link in your environment will become the CCMS Meridian Link Services. Meaning, this impacts other areas of the RFP, such as SLAs even for the Genesys solution. The Genesys solution is highly dependent on the CCMS MLS. Without the Link Genesys will have no connectivity to the PBX.

Will the Crown please confirm the following?

1. Please remove from the RFP, wording related to CCMS maintenance from sections 3.3 and 3.4.

Response: Sections 3.3 and 3.4 will be updated to limit the scope of maintenances services for CCMS.

2. Confirm that SLA penalties will not apply in any case when there is an outage related to the CCMS Meridian Link.

Response: Section 13.1 will be updated to include a clause that will address the SLA penalties with respect to CCMS.

Please add the following condition to section 3.3 and 3.4 of the SOW:

As Avaya (Nortel) Contact Centre Manager Server (CCMS) is no longer manufacturer supported, maintenance services for this software shall be limited to:

- a) Preventative Maintenance
- b) Diagnostic and Repair
- c) Maintenance and Service Reporting
- d) Technical Support

Should the Crown choose to upgrade to a manufacturer supported successor of Avaya (Nortel) Contact Centre Manager Server (CCMS), the full scope of maintenance services as stated in section 3.2 shall apply to the successor software.

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Please add the following conditions to section 13.1 of the SOW:

If a Telephone System Outage occurs due to a CTI Link Failure the following conditions shall apply:

- a) The Contractor shall respect the Response and Restoration Times detailed in section 4.2.1.
- b) The Telephone System Outage shall be considered an Excused Outage if the Contractor provides conclusive evidence to the Crown indicating that the root cause of the CTI Link failure was Avaya (Nortel) Contact Centre Manager Server (CCMS).
Should the Crown choose to upgrade to a manufacturer supported successor of Avaya (Nortel) Contact Centre Manager Server (CCMS), a CTI Link failure caused by the successor software shall not be considered an Excused Outage.