

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving
PWGSC
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095

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
Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet Canada Business Ontario - Contact C	
Solicitation No. - N° de l'invitation QD003-141411/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client QD003-141411	Date 2014-02-10
GETS Reference No. - N° de référence de SEAG PW-\$TOR-016-6490	
File No. - N° de dossier TOR-3-36182 (016)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-02-19	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Yari, Helen	Buyer Id - Id de l'acheteur tor016
Telephone No. - N° de téléphone (905) 615-2081 ()	FAX No. - N° de FAX (905) 615-2060
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

This solicitation amendment is issued to:

1. Provide Questions and Answers received to date; and
2. Provide clarifications, provide questions and answers from the Bidders' Conference.
3. Amend the Request for Proposal/Statement of Work (SOW).

1. Questions (Q) and Answers (A) received to date:

Q1. As outlined in the RFP in Part 7 at 3. Security Requirement:

"The Contractor/Offoror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

The Contractor/Offoror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC."

Outline the steps involved in obtaining the DOS and the Reliability Status.

A1. For information on security requirements, bidders should consult the "Security Requirement on PWGSC Bid Solicitation - Instructions for Bidders" document on the Departmental Standard Procurement Documents Website:

<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31> as indicated in Part 1 - Article 2. subsection (iii) and in Part 6 - Article 2. of the RFP

Q.2 Can the Crown include the following SACC Manual clause N000C (effective date 2013-04-25) Limitation of Liability - Information Management/Information Technology (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/5/N/N0000C/4>) in the RFP in order to limit the bidder's liability?

A.2 No.

Q.3 Does the current service provider have an existing 'transition out plan upon failing to renew the contract'? Can I have a copy of this transition out plan?

A.3 Not available. This is the property of the current contractor.

Q.4 Is there any possibility to delay the April 1 2014 commencement date?

A.4 No.

The following Questions and Answers relates to Annex A, Statement of Work (SOW):

Q.5 In section A. - "Government facility with computer workstations, tools, and equipment that currently exist at the location and will be made available to the Contractor."

Is the contractor responsible for upgrades and maintenance of these facilities?

A.5 No

Q.6 At 6.1 c) - "Whether there is static on the line, a sticky key on a handset, or a trunk group out of service, etc., the Help Desk will completely manage every problem until final resolution and normal operation of the equipment/service is restored."

Is there a sliding scale of expected resolution time attached to the scenarios outlined (and others)?

A.6 Approx. 7 to 48 hours from dispatch.

Q.7 At 1.7 - "Single Point of Contact Help Desk, located off site, which can provide support for both voice and data services. This is the key interface between staff and CBO's various service providers and vendors. The Help Desk team is comprised of telephony professionals dedicated to servicing the unique needs of the Call Centre."

Would this Help Desk be able to handle overflow calls from the CBO Call Centre?

A.7 No.

Q.8 Canada Business Ontario (CBO) is a federal venture, and calls are often referred to outside partner organizations if a caller requires further assistance. Since calls are transferred from the CBO Call Centre, is it also acceptable to overflow to our bilingual site in Montreal?

A.8 No.

Q.9 At 3.9 - "The contractor must provide unlimited remote programming changes for the PBX and voice mail systems, including voicemail password resets. The contractor must act as a SPOC and dispatch requests to other vendors and service providers who work with CBO. All requests must be recorded, tracked, followed-up, escalated if necessary with the vendor, and closed with the CBO user who placed the request."

Please provide further explanation of this specific request i.e. how does this currently work?

A.9 The Manger contacts the help Desk and places a order for the repair, the help desk then creates a ticket and either performs the repair or places a call with one of the vendors for the repair. The help desk then tracks the repairs to ensure that the repair has been completed.

Q.10. At 6.2 a) - "Inventory Tracking Reports - Standard MCS services include importing CBO extension information. Additional inventory tracking capability is available to track items for which Help Desk services are being provided (cell phone, etc.). As move, add, change and deletion activity is completed through the Help Desk, the Contractor will update the inventory records. Spare or unassigned inventory can be tracked through this database."

Please outline specifically the inventory which will need to be tracked by the Contractor's Help Desk.

A.10 Add, change and deletion activities, type of repairs, turn around time, vendor dispatched, vendor costs etc.

Q.11 At 6.5 b) - "The current and up to twenty-four (24) months of traffic study data are available for historical purposes."

Please provide the previous 24 months of traffic i.e. load and pattern of calls per day/month, seasonality, etc.

A.11 Bidders may request this report through the Contracting Authority.

Q.12 Is there a specific requirement definitions regarding education, specific skills, work experience and security requirements for the "highly skilled staff" referenced in Annex A Statement of Work, B Requirements Subsection 1.1?

A.12 "Highly skilled staff" refers to the on-site Call Centre agents. Call Centre agents must have the following qualifications, educations, skills, experience and security requirement:

- Knowledge of the Government structure: Federal / Provincial / Municipal with an emphasis on programs and services related to innovation, technology, research and development;
- Excellent Internet searching skills and research skills;
- Familiarity using Windows and Microsoft Office (Outlook, Word, Excel and PowerPoint)
- Post-Secondary education – university in one of more of the following fields: science, engineering, information technology, or other related field;
- minimum of 1 year experience in customer service;

Language Skills:

- Bilingual Call Centre agents - English oral and written; French oral and written to federal bilingual level (CCC/CCC) or equivalent; and
- Unilingual Call Centre agents - English oral and written

Security Requirement: See RFP - Part 7 at 3. Security Requirement.

Q.13 Is there a list of computer hardware / software, telecommunication equipment, call centre hardware/software currently used to support this initiative?

A.13 Computers desktop 486 with two – 22" monitors; Softwares - Microsoft 2010, Power Point, Excel, and Lotus; Telecommunication equipment - PPX, servers, telephones; Software - Avaya Aura CCM 6.

Q.14 Is there a list of vendors?

A.14 Bell Canada and Rogers

Q.15 Is there a Traffic volume, arrival pattern, peaks, low points and trends in the last 24 months for the Contact Centre

A.15 Yes. Bidders may request this report through the Contracting Authority.

Q.16 Is there a call volume, arrival pattern, peaks, low points, trends and types of problem in the last 24 months for the Help Desk?

A.16 Call volumes and types of problems data are available for the last 10 months.

2. Optional Site Visit and Bidders' Conference

Various section of the Request for Proposal were reviewed - Security; Evaluation Procedures; and Certifications.

Questions and Answers from the Bidders' Conference:

Q.17 Who is the incumbent?

A.17 Bell Canada

Q.18 Bilingual Requirement - "equivalent to the federal bilingual level (CCC/CCC)" How do you obtain federal bilingual level (CCC/CCC) equivalency and who administers the testing?

A.18 The federal bilingual level (CCC/CCC) is the qualification standards and proficiency level, which must be met for both official languages – English and French for this requirement. The proficiency levels for each of the three language skills are:

- Written Comprehension in the Second Official Language – Level C
- Written Expression in the Second Official Language – Level C
- Oral Proficiency in the Second Official Language – Level C

The Treasury Board of Canada Secretariat defines the qualification standards and proficiency level in relations to the Official Languages in the following Website:

<http://www.tbs-sct.gc.ca/gui/squn03-eng.asp#requirements>

It is the Contractor's responsibility to administer testing to ensure that the Call Centre Agents meets the language requirement.

Q.19 Will the new contractor be able to hire the current agents of the Contact Centre?

A.19 Not able to answer as the agents are Bell Canada's employees.

Q.20 What kinds of software systems are being used at the Contact Centre?

A.20 See Question and Answer 13.

Q.21 What is the Client Relationship Manager (CRM) solution currently being used?

A.21 In-house software. It is used to record callers information

Q.22 What kind of information does it capture?

A.22 Gender, names, postal code, type of enquiry. Two (2) separate CRM solution based on call received. The proposed Contractor will continue to use existing system.

Q.23 Is there a continuity plan for Disaster?

A.23 Yes, if there is a disaster in Toronto, Contact Centre calls can be routed to National Call Centre in Ottawa.

Q.24 How fast can the contract be awarded?

A.24 It will depend on the number of bids received. How fast it will be evaluated.

Q.25 Who owns the training material?

A.25 Canada.

Q.26 Does the historical report include Help Desk Services?

A.26 No. But data will be made available in terms of volumes. Bidder may request this information through the Contracting Authority.

Q.27 Is Help Desk part of the contract?

A.27 Yes.

Q.28 It states that Help Desk is to be located off-site. Can it be out of province?

A.28 Yes.

Q.29 Help Desk resources - Do they have to be bilingual?

A.29 No.

Q.30 Help Desk resources - Do they need security?

A.31 Yes, subject to same security. See Questions and Answers received to date 1. Above.

Q.31 Is there training material and current training time for the Call Centre agents?

A.31 Yes, Bidders Bidder may request this information through the Contracting Authority.

3. Amend Request for Proposal

At – Annex A, Statement of Work

Under - 2. RESOURCES

Delete: 2.1 In its entirety.

Insert:

- 2.1 The provision of 12 on-site Call Centre agents with the following qualification to provide client services:

- Knowledge of the Government structure: Federal / Provincial / Municipal with an emphasis on programs and services related to innovation, technology, research and development;
- Excellent Internet searching skills and research skills;
- Familiarity using Windows and Microsoft Office (Outlook, Word, Excel and PowerPoint)
- Post-Secondary education – university in one of more of the following fields: science, engineering, information technology, or other related field;
- minimum of 1 year experience in customer service; and
- Language Requirement:

- Bilingual (English and French) Call Centre agents - Qualification standards and proficiency level CCC/CCC in both official languages – English and French as defined in the Treasury Board of Canada Secretariat Website:
<http://www.tbs-sct.gc.ca/gui/squn03-eng.asp#requirements>
- Unilingual Call Centre agents - English oral and written

As demands fluctuate, the Contractor may be required to provide “Higher” or “Lower” Call Centre agents to operate at or above the 80/20 service standards level. The “Higher” level being 12 Call Centre agents plus one or more Call Centre agent. Conversely, “Lower” level being 12 Call Centre agents less one or more Call Centre agent. The determination of “Higher” or “Lower” resource level will be determined 30 days prior to exercising the option period.

Under - 3. Duties

Insert:

- 3.16 The Contractor is responsible for administering tests to ensure that the Call Centre Agents meet the qualification standards and proficiency level CCC/CCC in relations to the official languages (English and French) as defined in the Treasury Board of Canada Secretariat Website:
<http://www.tbs-sct.gc.ca/gui/squn03-eng.asp#requirements>

Under - 6. HELP DESK SERVICES

Delete: 6.2 a) In its entirety.

Insert:

6.2 Inventory Tracking Reports - A Help Desk Service

- a). Standard MCS services include importing CBO extension information. Additional inventory tracking **capability** is available to track items for which Help Desk services are being provided (cell phone, etc.). As move, add, change, deletion activities, is completed through the Help Desk, the Contractor will update the inventory records. In addition, type of repairs, turnaround time, vendor dispatch, and repair cost, spare or unassigned inventory can be tracked through this database as well.