

HOSTED CONTACT CENTRE SERVICES (HCCS)

INVITATION TO QUALIFY (ITQ)

QUESTIONS AND ANSWERS (Q&A)

Q&A 005

ITQ no.: 10034679/A

Date: March 10, 2014

HCCS ITQ Questions and Answers

Question #	Question	SSC Response
16	<p>Question: SSC is willing to accept multiple references to satisfy the requirements outlined in Criteria M1(d), although each reference used must also satisfy Criteria 1a, b, c, and e (response to Q10, Amd3). We have a similar experience to the respondent who submitted that question.</p> <p>It has also been our experience that multimedia cross-platform contact center interactions have not been widely adopted or deployed to such a significant scale, that a client reference would have been provided for 24 contiguous months over 5 sites, with 1000+ concurrent agents, 500+ IVR ports and with over 100 agent skills. Adoption of these technologies typically provides significant efficiencies which decreases the number of sites, agents and skills; and of course electronic communications like email, IM and SMS text are irrelevant to IVR (Interactive Voice Response).</p> <p>We believe this requirement is restrictive and will likely reduce the number of capable respondents who would comply.</p> <p>We request SSC to reconsider its response to this question, and instead amend the requirement to "</p> <p>d) the hosted contact center service agents must have handled at minimum of two of the following technologies: voice, email, SMS text message, voice mail, and/or Instant Message contacts using the contact center service.?</p>	<p>Canada is also willing to accept the following for 1d</p> <p>d) the hosted contact centre service agents must have handled all of voice, email and instant messaging and at least two of the following contact types where the references for the following contact types do not have to meet criteria 1a, b, c, and e:</p> <ul style="list-style-type: none">- fax- voicemail- social media- web chat- video chat over the web- sms text messages

17	<p>Additionally, given that Criteria 1 indicates that "the Respondent must demonstrate that they have provided a hosted contact center service to an organization for a period of at least 24 continuous months in the last 3 years leading up to the first published response closing date" it is possible that the report to be produced would have to span 2012-2013. As the date of validity has been established in the opening of the criteria we respectfully request that this be removed from criteria 1d as follows:</p> <p>The Respondent must provide a report that lists the number of voice, email, SMS, text message, voice mail, and instant message contacts that were handled by the agents using the hosted contact center service.</p>	<p>The report must be for a contiguous year that occurred within the period that satisfies this requirement.</p>
18	<p>We believe that the request to show a minimum of 5 sites is onerous. Contact center best practice is to have 3 sites. Therefore, we respectfully request that the requirement for Criteria 1a be amended as follows:</p> <p>a) a minimum of 3 sites where each site has at least 1 hosted contact center service agent handling contacts. Each site must be in a different city where no one city can be within 100KM of the other. The Respondent must provide the 3 civic addresses and city of these sites.</p>	<p>Canada requires five sites.</p>

19	<p>If five sites are required, then 100KM between all of the sites is a challenge in that where organizations have more than the standard 3 consolidated call centres, some of the sites may be within the same city.</p> <p>We believe that the government can test the distance capabilities of the solution by requiring that some sites be more than 100Km from all others.</p> <p>Therefore, we respectfully request that the requirement for Criteria 1a be amended as follows:</p> <p>a) a minimum of 5 sites where each site has at least 1 hosted contact center service agent handling contacts. Each site must be in a different campus where at least two campus' need to be further than 100KM of each other. The Respondent must provide the 5 civic addresses and city of these sites.</p>	<p>Canada will also accept:</p> <p>A minimum of 5 sites where each site has at least 1 hosted contact centre service agent handling contacts. Each site must be in a different building in a campus and at least two campuses need to be in different provinces. The Respondent must provide the 5 civic addresses and city of these sites.</p>
20	<p>The extension provided indicates that the response is due at "Date: March 12, 2014 Time: 23:45h."</p> <p>Normally SSC uses end of day 23:59, could the Crown please confirm that they do in fact want to receive the ITQ documents courier way bill to show 23:45 at the latest.</p>	<p>The Closing Date and Time is:</p> <p>Date: March 12, 2014 Time: 23:45h</p>

21	Please confirm that in keeping with other bids of similar scale and scope that a bidder may use the support they provide to their own hosted contact center as a reference.	A Respondent may use the support they provide to their own hosted contact centre as a reference.
22	We appreciate the courtesy that SSC has continued to show with respect to the difficulty in obtaining client reference approvals, we would like to prevail upon the department to extend the due date to past the school March break periods as we are concerned that with so many people taking this traditional holiday period we may lose access to key customer resources and references beyond our control. Therefore, would SSC please extend the due date one week to March 19?	Canada does not intend to change the closing date.

23	<p>Given that clients must review and attest to the references being accurate and true as provided in all criteria, and that bidders have been instructed as per b) Annex B - ITQ Experience Requirements. (i) "Where Respondents are requested to refer to substantiating material in their response, the substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Respondent has met the requirement." the further request to have reports generated to demonstrate the requirement seems excessive and contradicts many of our client's requests for confidentiality (even with redacted information as some believe the format of the report is competitively sensitive. We would therefore request that the following be removed:</p> <p>1b) The Respondent must provide a report which demonstrates this requirement.</p> <p>1c) The Respondent must provide a report that demonstrates compliance with this requirement.</p> <p>1d) The Respondent must provide a report for the calendar year 2013 that lists the number of voice, email, SMS, text message, voice mail, and instant message contacts that were handled by the agents using the hosted contact center service.</p> <p>1e) The Respondent must provide a configuration report that demonstrates compliance with this requirement</p>	<p>Canada will make the requirement to provide a report in Criteria 1b, c, d, and e optional.</p>
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24	<p>We applaud the SSC's fair and reasonable response to question 10 and its recognition of the challenge presented by substantiating bidder experience for Criteria 1d with a single large-scale Customer Reference where agents have utilized ALL of the five access channels specified.</p> <p>It is understood that the purpose of requiring five specific access channels in Criteria 1d is to fairly identify Respondents who have the relevant experience in delivering large-scale multi-channel hosted contact center services. We believe SSC can address both the issue raised in question 10 and achieve greater certainty of relevant Respondent experience by accepting for Criteria 1, a Customer Reference who has used at least five of the nine access channels listed by SSC in Annex A 2.2.1.5,</p> <p>Therefore, we respectfully request that Criteria 1 item d) be revised to read as follows:</p> <p>"d) the hosted contact centre service agents must have handled at least five of the following contact types:</p> <ul style="list-style-type: none">- voice- fax- email- voicemail- instant messaging- social media- web chat- video chat over the web- sms text messages" <p>Alternatively, it may be effective for SSC to require the</p>	<p>Canada is also willing to accept the following for 1d</p> <p>d) the hosted contact centre service agents must have handled all of voice, email and instant messaging and at least two of the following contact types where the references for the following contact types do not have to meet criteria 1a, b, c, and e:</p> <ul style="list-style-type: none">- fax- voicemail- social media- web chat- video chat over the web- sms text messages
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	<p>Respondent to substantiate five channels with three most important channels in use today defined and allow the Customer Reference to substantiate an additional two from the wider list of channels under consideration, as such we respectfully request Criteria 1 item d) would be revised to read as follows:</p> <p>"d) the hosted contact centre service agents must have handled all of voice, email and instant messaging and at least two of the following contact types:</p> <ul style="list-style-type: none">- fax- voicemail- social media- web chat- video chat over the web- sms text messages" <p>In conclusion, during the ten year contract the communication channels needed will most certainly change over time, as such the Respondent should demonstrate the capacity to support multiple channels concurrently and be continually adaptable to new ones.</p>	
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25	<p>Criterion 1 c) requires that a minimum of 500 IVR ports be in use concurrently for a minimum of 2 hours per day Monday to Friday.</p> <p>We are requesting this be amended to 100 IVR ports in order to provide a compliant client reference.</p> <p>While we have relevant experience providing services for 2000+ IVR ports, across multiple customers, in the Banking sector for example, this requirement is nearly impossible to demonstrate in concert with the other requirements in Criteria 1. For example clients who leverage email and IM channels would of course reduce the number interactive voice ports, given they are not required for this alternative contact method. Multi-channel drives fewer port requirements, and therefore the two requirements run counter to each other.</p> <p>Please amend 1c) as requested</p>	<p>Canada will accept a client reference with 100 concurrent IVR ports to satisfy criteria 1c</p>
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26	<p>With respect to Criteria 1: Customer Reference, hosted managed contact centres are typically run in a tenanted shared model with data separation between the different clients sharing the service. For example, Client "A" may utilize 500 concurrent agents, Client "B" may use 200 and Client "C" may use 300. Concurrently, the system supports 1,000 agents, but a single client cannot attest to this. However, the bidder's system administrator will have access to the total usage.</p> <p>Therefore, please confirm that the client reference is only required to verify their specific usage of the Hosted managed contact centre and that SSC will accept bidder-supplied collected reports outlining the total concurrent system usage</p>	<p>Canada will accept customer references of less than 1000 agents as long as they have at least 300 agents amongst all of their business units. All of the references must add up to 1000 agents being hosted on the same infrastructure.</p>
27	<p>In question and answer #10, SSC agreed to allow multiple references to satisfy the requirements outlined in Criteria 1d. However, SSC stated that each reference used to satisfy criteria 1d must also satisfy Criteria 1a, b, c, and e. With respect to the requirements for SMS text messages and Instant Message contacts, the uptake of these nascent contact centre technologies has been slow in the enterprise market. Although we have customers large enough to meet the requirements of items 1a, b, c and e, these customers have not elected to implement SMS text messages and Instant Message contacts even though they are equipped to do so. This is an industry trend amongst large enterprise customers and is not reflective of our capabilities in the marketplace. As such, we are respectfully requesting that SSC remove the requirements for both SMS text messages and Instant Message contacts from the ITQ.</p>	<p>See Answer 24.</p>

Solicitation No. - N° de l'invitation
10034679/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
C71

Client Ref. No. - N° de réf. du client
RAS 13-14706

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VM
