

**WORKPLACE COMMUNICATION SERVICES
INVITATION TO QUALIFY (WCS-ITQ)**

AMENDMENT NO. 2

This ITQ amendment No. 2 is issued to publish Canada's responses to Industry questions.

<p>Question 1</p>	<p>Section 4.5.6b states "All Respondents must use Project References of their own and cannot rely on the experience of a subcontractor."</p> <p>In order to ensure that bidders have the opportunity to put forth experienced teams to meet the government's requirements, we request the following changes:</p> <ul style="list-style-type: none"> a) Would the GC consider changing the ITQ so that subcontractor references will be considered for reference requirements #2 and #3 at a minimum? , These are the requirements where traditional voice providers will need to draw on the experience of partners to deliver at the scale that will likely be required by the GC. b) If the GC will not change the requirement, how does the GC plan to ensure that prime bidders will team with experienced technology partner(s) including the solution manufacturer(s) with the required experience to implement a successful large deployment of the chosen solution? Will the GC be including requirements to ensure that bidders include the contractual involvement of experienced partners?
<p>Response 1</p>	<p>Ultimately concluding a contract with a supplier that is fully capable of providing the required services is Canada's top priority for this project. Canada will not amend Mandatory Experience Requirement #2 or #3 to allow for the use of subcontractor experience, because all the Mandatory Experience Requirements #1 through #5 are considered core functions with respect to which Canada requires experience. Canada requires that the entity responsible for performing the contract with Canada have that experience itself.</p> <p>This does not mean that a supplier with experience, for example, in 4 out of 5 of the Mandatory Experience Requirements cannot leverage a relationship with another party in order to respond to this ITQ. While Canada will not accept the experience of a subcontractor with respect to any Mandatory Experience Requirements, one or more suppliers may seek to qualify in response to the ITQ by forming a joint venture, as indicated at Article 4.2. In that regard, Article 4.5.4 says this: " In the case of a joint venture Respondent, each Project Reference given can be from a different joint venture member. The Project References are not required to be projects performed by the joint venture Respondent itself."</p> <p>However, all suppliers should note the constraints established by Article 4.2.2, which provides that, "For Workplace Communication Services, each Respondent (including related entities) will only be permitted to qualify once. If a Respondent or any related entities participate in more than one Response, Canada will provide those Respondents with 2 working days to identify one Response to be considered by Canada. Failure to meet this deadline may result in all responses being disqualified or in Canada choosing, in its discretion, which Response to evaluate." As a result, a supplier and its affiliates cannot participate in multiple joint ventures seeking to qualify with respect to this ITQ.</p>

Question 2	<p>Annex C.1 to C.5 ask for implementation and/or managed service references for geographically dispersed implementations which we can understand that the GC is asking for in order to assess experience in deploying in complex, geographically dispersed environments. With only 2,500 users required for these references, however, these requirements do not address the ability of a bidder to implement and manage the GC's requirement of a highly scalable as well as complex solution for over 170,000 users and possibly up to 400,000 users in 3000+ locations. We recommend that the GC add an additional requirement to the ITQ to assess how a bidder plans to address the scalability requirement of the solution that they will bid. Please consider adding a requirement that will ensure that potential respondents are partnering and assessing solutions at the ITQ stage that will scale to the appropriate volumes minimizing risk to GC and ensuring the right parties are included in the Refine Requirements stage of the RFP. If the GC doesn't include a way to assess experience or solutions to be more representative of the final GC user requirements or allow for subcontractor references then there is risk that the only bidders that qualify for the next phase of the RFP will not have the experience themselves or via a subcontractor to successfully meet the GC scale.</p>
Response 2	<p>No. Canada will not add an additional requirement to the ITQ to assess how a Respondent plans to address the scalability requirement of the proposed solution nor will Canada add a requirement to ensure that potential respondents are partnering.</p>
Question 3	<p>In this revised ITQ there is no mention of respondents being able to use subcontractor references, is it accurate then that all respondents must use their own company's personal references, in order to qualify to bid?</p>
Response 3	<p>See Responses to Question 1 and 5.</p>
Question 4	<p>Annex C-5 indicates the need to show bilingual online help and online menus. Being the RFP will mandate bilingual online help menus, is it necessary to have to have a bilingual reference? A unilingual reference should provide sufficient proof of a company's ability to create the help menu's within a service portal. Would Canada remove the bilingual aspect from the reference?</p>
Response 4	<p>No. Canada will not remove the bilingual aspect from the required reference.</p>

<p>Question 5</p>	<p>Would Canada consider replacing clause 4.5.6 (b) with the original ITQ requirement listed below? By maintaining the current language in 4.5.6 (b), Canada will greatly limit the potential for innovation and true cost savings by removing the ability for industry to leverage its subcontractors and combine their experience.</p> <p>4.5.6 b) For certain requirements specifically identified in Annex C, Canada will consider the experience of a subcontractor for qualification in delivering IP Telephony, Instant Messaging and Presence, and Desktop Video. However, in such cases, the Respondent will be required, at the Bid Solicitation Phase and during the performance of any resulting contract, to continue to provide the services of that subcontractor, unless the consent of the Contracting Authority is given to make a change. For subcontractor experience, the Respondent must provide a separate ITQ Reference Project Form describing the experience of the subcontractor on the subcontractor's own Reference Project with both primary and backup customer organization contact information for the subcontractor's customer. The Respondent is also requested to provide a letter from the subcontractor confirming the subcontractor's commitment to act as a subcontractor to the Respondent if awarded a Workplace Communication Services contract; if this letter is not included in the response on the ITQ closing date, it must be provided when requested by the Contracting Authority. Failure to comply with the request of the Contracting Authority and provide the required letter within the requested time period will result in the response being disqualified.</p>
<p>Response 5</p>	<p>Concluding a contract with a supplier that is fully capable of providing the required services is Canada's top priority for this project. Canada will not replace this ITQ No. 14-18078/1 Article 4.5.6 (b) with the Article 4.5.6 b) of the previous ITQ No. 14-18078 WCS. Canada requires that the entity responsible for performing the contract with Canada have that experience itself.</p> <p>See response to question 1 for additional details.</p>

ALL OTHER TERMS AND CONDITIONS OF THIS INVITATION TO QUALIFY
REMAIN UNCHANGED.

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Following is a summary of Amendments issued to date to this Invitation to Qualify (ITQ):

Document Tracking	Date	Description
Amendment No. 001	June 24, 2014	Extension of closing date to July 7, 2014
Amendment No. 002	June 27, 2014	Canada's Response to Industry Questions No. 1-5.