



# **SHARED SERVICES CANADA**

*Toll Free Network Service (TFNS)*

**INVITATION TO QUALIFY**

*ITQ no.: 14-19241/A*

**ITQ AMENDMENT 001**



**INVITATION TO QUALIFY  
TOLL FREE NETWORK SERVICE (TFNS)  
FOR  
SHARED SERVICES CANADA (SSC)  
  
ITQ AMENDMENT 001**

This amendment is raised to make changes to the Invitation to Qualify (ITQ) document(s) posted on Buy and Sell.

**1) At ITQ Title Page:**

**DELETE:**

<b>Solicitation Closes – L'invitation prend fin on – le : September 05, 2014 – le 05 septembre, 2014</b>	<b>Time Zone / Fuseau horaire</b> Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
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**INSERT :**

<b>Solicitation Closes – L'invitation prend fin on – le : September 05, 2014 – le 05 septembre, 2014  at – à : 2:00 PM – 14:00 hr</b>	<b>Time Zone / Fuseau horaire</b> Eastern Daylight Time (EDT) / Heure Avancée de l'Est (HAE)
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**2) At Title of the Page 2:**

**DELETE:**

**INVITATION TO QUALIFY HOSTED CONTACT CENTER SERVICE FOR SHARED SERVICES CANADA**

**INSERT:**

**INVITATION TO QUALIFY TOLL FREE NETWORK SERVICE FOR SHARED SERVICES CANADA**



**3) At Annex B - Evaluation Criteria 4, Item 5:**

**DELETE:**

The Respondent must describe a Toll-Free Service provided to a Customer that includes a Toll-Free Network Service with a minimum of 25,000 active Toll-Free Numbers in the Respondent's routing database.

**INSERT:**

The Respondent must describe a Toll-Free Service provided to one or more Customers, which is comprised of a minimum of 25,000 active Toll-Free Numbers in the Respondent's routing database. (Note: The Respondent must provide reference for each Customer).

**4) QUESTION # 1:**

Reference Annex B - ITQ page 5 of 6, Evaluation Criteria 4, item 1; Canada uses the term "...Hybrid VoIP trunking and PSTN national toll-free service...". We interpret "hybrid" to mean that Canada is requesting a reference Customer where there was a combination of VoIP trunking and PSTN national toll-free. Can Canada please confirm that our interpretation is correct?

**ANSWER # 1:**

That is correct.

**5) QUESTION # 2:**

Re: Annex B - Evaluation Criteria 2 – Web Service Portal

It is possible that a respondent could have experience in providing customers with a Web Service Portal that includes items a) – g), but is not necessarily toll-free-specific. Demonstration of this experience should be sufficient to meet the intent of Service Canada's requirements for Criteria 2.

As such, could Service Canada please re-phrase the requirement to read:

"The respondent must describe an existing or recent (within last 5 years) web service portal that was produced by the Respondent for their customer's toll free **or like** services that includes all of the following features:"

**ANSWER # 2:**

Yes, Canada accepts this change. The Evaluation Criteria 2 is amended to read:



EVALUATION CRITERIA 2		
CRITERIA DESCRIPTION	PROOF OF COMPLIANCE	REFERENCE LOCATION IN ITQ RESPONSE
Ability to provide a secure web service Portal for Toll-Free Network Services in Canada	<p>1. The Respondent must describe an existing or recent (within last 5 years) web service Portal that was produced by the Respondent for their customer's Toll-Free or like services in Canada that includes <u>all</u> of the following features:</p> <ul style="list-style-type: none"> <li>a) 7 day X 24 hour throughout the year secure web browser on-line access.</li> <li>b) Bilingual (English and French) online help and online menus.</li> <li>c) Incident and change management tracking.</li> <li>d) Detail statistical reporting.</li> <li>e) Service management reporting on service level metrics.</li> <li>f) Service ordering and tracking capability.</li> <li>g) Service documentation including user guides, and service procedures.</li> </ul> <p>The Respondent must provide a Customer reference for the above noted service that identifies: The customer's name and address, e-mail, and phone number.</p>	
<b>CRITERIA #2 PASS/FAIL</b>		

**All Other Terms and Conditions Remain Unchanged**