

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

AMENDMENT NO. 2

This ITQ amendment No. 2 is raised to;

- 1- Extend the ITQ closing date from September 2, 2014 to September 8, 2014; and
- 2- Publish Canada's responses to Industry questions received during the question period.

- 1. The ITQ closing date is hereby extended to September 8, 2014 at 2:00pm Eastern Standard Time (EST)**
- 2. Publish Canada's responses to Industry questions received during the question period.**

Question	Answer
<p>#1- Company X respectfully requests that Shared Services Canada consider extending the closing date of ITQ – Workplace Communication Services No. 14-18078/2 to September 5, 2014 because of the Labour Day Weekend.</p>	<p>The ITQ closing date has been extended in this ITQ amendment.</p>
<p>#2- 4.2.1 A Respondent can be a corporation, a partnership or a joint venture</p> <p>With the goal of improving our solution and value in response to ITQ 14-18078/2, is it acceptable for applicants to submit proposals as "Partnerships" despite having submitted a proposal to the original ITQ 14-18078/1 as a "Corporation"?</p>	<p>ITQ 14-18078/2 is a new ITQ. Previous respondents can submit completely different responses, using different projects, etc. Suppliers who have not previously responded are also welcome to participate.</p> <p>To participate as a "partnership", however, a legally constituted partnership would need to exist and have acquired the required experience as a partnership.</p> <p>In the case of a joint venture, however, Article 4.5.4 provides as follows: "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>This means that, for Mandatory Experience Requirement #1, where a single project reference is required that satisfies all the criteria, that project must be a project where one member of the joint venture was under contract to perform the work and met all the criteria. On the other hand, in the case of Mandatory Experience Requirement #2, where multiple project references can be used to satisfy the criteria, the reference projects could be from different members of the joint venture (and they could be different members than the member used to qualify for Mandatory Experience Requirement #1).</p>

	<p>In the case of a joint venture that becomes a qualified respondent, it must be the same joint venture (with all the same members) that ultimately bids on any resulting RFP, and all of the members would be jointly and severally liable for the performance of any resulting contract.</p>
<p>#3- In order to increase the overall competitiveness of the Workplace Communication Services (WCS) project, we are respectfully requesting that the SSC act with consistency with previous SSC projects that contained a similar ITQ phase, the Email Transformation Initiative and Hosted Contact Center Services, and allow vendors to use their own organization, parent or affiliate as a qualified reference, providing that the reference(s) meet the requirements as stated in Annex C of the ITQ. Can the SSC confirm, in order to be consistent with past SSC projects, that Section 4.5.6b) be changed:</p> <p>FROM</p> <p>b) For Mandatory Experience Requirement C.1, C.4 and C.5, all Respondents must use Project References of their own.</p> <p>TO</p> <p>b) For Mandatory Experience Requirement C.1, C.4 and C.5, all Respondents can use Project References of their own organization, parent or affiliate.</p> <p>And confirm the corresponding Mandatory Experience Requirements would then also need to be modified accordingly.</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 requires that the entity responsible for performing the contract with Canada have the required experience itself. The experience obtained by a parent or affiliate is not the experience of the Respondent and is not acceptable because the parent or affiliate will not be responsible for performing the work under any resulting contract.</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 its relationship with a parent or other affiliate in order to respond to this ITQ. One or more suppliers may seek to qualify in response to the ITQ by forming a joint venture, as indicated at Article 4.2 (see also Answer #2 above). In that regard, Article 4.5.4 says this:</p> <p style="padding-left: 40px;">4.5.4 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. Nevertheless, a supplier who seeks to qualify as part of a joint venture can serve as a subcontractor to any supplier ultimately awarded the contract. What is important is that any</p>

	given supplier (including its affiliates) can only use its experience once in order to seek qualification in response to this ITQ.
<p>#4- To be consistent with recently released SSC projects that followed a similar process to WCS, including the Email Transformation Initiative and Hosted Contact Center Services, we are respectively requesting that the SSC allow vendors to use client references from their parent or affiliate organizations. Canadian companies, who are part of a global organization with a parent or affiliate outside of Canada, constantly leverage global skills, experience and best practices for Federal Government projects, while still adhering to the Federal Government's security and privacy requirements. Therefore, can the SSC change Section 4.5.6c):</p> <p>FROM</p> <p>For Mandatory Experience Requirements C.2 and C.3, the Respondent may have acquired its experience working in the capacity of a subcontractor to a third party, as long as it was the Respondent that did the work associated with the experience requirement. In relying on this type of experience, the Respondent must provide the name of the prime contractor and a contact person with the prime contractor who can confirm the work performed by the Respondent as its subcontractor.</p> <p>TO</p> <p>For Mandatory Experience Requirements C.2 and C.3, the Respondent may have acquired its experience working in the capacity of a subcontractor to a third party, as long as it was the Respondent that did the work associated with the experience requirement. In relying on this type of experience, the Respondent must provide the name of the prime contractor and a contact person with the prime contractor who can confirm the work performed by the Respondent as its subcontractor. The Respondent can use references from be their own organization, parent or affiliate.</p> <p>And confirm the corresponding Mandatory</p>	Please see answer to Q3. above.

Experience Requirements would then also need to be modified accordingly	
#5- We respectfully request that the solicitation close date be extended to September 9, 2014, given the current short response time and the fact that there is a statutory holiday during the response time.	The ITQ closing date has been extended to September 8, 2014. No further extensions will be granted.

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	August 18, 2014	Delete Annexes G and H which no do apply to this ITQ
Amendment No. 002	August 25, 2014	Extension and published responses to questions