



# **SHARED SERVICES CANADA**

*Toll Free Network Service (TFNS)*

**INVITATION TO QUALIFY**

*ITQ no.: 14-19241/A*

**ITQ AMENDMENT 002**



**INVITATION TO QUALIFY  
TOLL FREE NETWORK SERVICE (TFNS)  
FOR  
SHARED SERVICES CANADA (SSC)  
  
ITQ AMENDMENT 002**

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:**

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

<p><b>Solicitation Closes – L’invitation prend fin on – le : September 12, 2014 – le 12 septembre, 2014</b></p> <p><b>at – à : 2:00 PM – 14:00 hr</b></p>	<p><b>Time Zone / Fuseau horaire</b> Eastern Daylight Time (EDT) / Heure Avancée de l’Est (HAE)</p>
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**2) At Article 2.3 Enquiries and Comments**

**DELETE:**

2.3.1 All enquiries must be submitted in writing or electronically to the Contracting Authority identified on the cover page of the Invitation to Qualify no later than 7 calendar days before the Invitation to Qualify closing date. Enquiries received after the date and time specified may not be answered.

**INSERT:**

2.3.1 All enquiries must be submitted in writing or electronically to the Contracting Authority identified on the cover page of the Invitation to Qualify no later than Friday September 5<sup>th</sup> 2014 at 2:00 PM EDT. Enquiries received after the date and time specified may not be answered.



### **3) QUESTION # 3**

re: Evaluation Criteria 4, item 6 – Service Management Report

It is possible that a respondent could have experience in providing customers with a Service Management Report that includes the information required in item 6, but is not necessarily toll-free-specific. Demonstration of this experience should be sufficient to meet the intent of Service Canada's requirement for Criteria 4, item 6.

As such, could Service Canada please modify Criteria 4, item 6 to read:

6. The Respondent must provide a copy of an existing Client's Service Management Report that demonstrates 99.99% toll-free or similar service availability.

### **QUESTION # 4**

re: Evaluation Criteria 4, item 7 – Service Report

It is possible that a respondent could have experience in providing customers with a Service Report that includes the information required in item 7, 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 4, item 7. Additionally, it is unusual for a client to request both year-to-date monthly expenditures and traffic usage in a single report. Provision of two distinct reports from the same customer should also satisfy the requirement for item 7.

As such, could Service Canada please modify Criteria 4, item 7 to read:

7. The Respondent must provide copies of existing Client's Service Reports that demonstrate the Respondent's ability to provide to the Client, on a quarterly basis, reports that track both year-to-date monthly toll-free or similar expenditures and traffic usage measureable by individual client.

### **QUESTION # 5**

Reference ITQ Evaluation Criteria 4, items 6 & 7; in most cases Customers regard their Customer Service Management Reports as highly confidential as they contain valuable financial information and business details. Without a Non-disclosure Agreement in place many Customers will not share this granular level of detail. Doing so violates their internal security policies.

Will Canada modify this requirement such that the vendors can; a) provide sample reports with this level of detail, or b) provide customer reports with the sensitive information removed or c) allow Canada to right to contact the reference Customer(s) to confirm that this level of detail is available to them?



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**RESPONSE TO THE QUESTIONS # 3, # 4 AND # 5:**

SSC agrees with the above requested modifications, more specifically:

ITEMS 6 & 7 OF THE EVALUATION CRITERIA 4 ARE AMENDED TO READ:

6. The Respondent must provide a copy of an existing Client's Service Management Report that demonstrates 99.99% toll-free, or similar service, availability.

The Respondents can provide the Report with the sensitive information removed AND allow Canada the right to contact the reference Customers to confirm that this level of detail is available to them.

7. The Respondent must provide copies of existing Client's Service Reports that demonstrate the Respondent's ability to provide to the Client, on a quarterly basis, reports that track both year-to-date monthly toll-free (or similar) expenditures and traffic usage measurable by individual client.

The Respondents can provide the Reports with the sensitive information removed AND allow Canada the right to contact the reference Customer(s) to confirm that this level of detail is available to them.

**All Other Terms and Conditions Remain Unchanged**