

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

**AMENDMENT NO. 7**

This ITQ amendment No. 7 is raised to;

- 1- Amend article 4.5 'ITQ Reference Project Forms- Annex C (Mandatory at ITQ closing)';
- 2- Amend Annex C 'ITQ Reference Project Forms';
- 3- Publish Canada's responses to outstanding industry questions received during the question period.

**1. At article 4.5 'ITQ Reference Project Forms- Annex C (Mandatory at ITQ closing)' of the ITQ, REVISE as follows;**

**DELETE:** the previous bullet 'd)' in its entirety.

**INSERT:** the following in its place:

- d) For Mandatory Experience Requirements C.4 and C.5, the Respondent may have acquired its experience from an international location but must have Canadian Presence as specified in the ITQ Definitions.

**2. At Annex C 'ITQ Reference Project Forms', REVISE as follows;**

**DELETE:** the previous 'C.5: ITQ Reference Project Form' in its entirety.

**INSERT:** the following new version included below:

| <b>Annex C.5: ITQ Reference Project Form</b>  |  |
|---|--|
| <b>Respondent</b>   |  |
| <b>Name</b>   |  |
| <b>Address</b>  |  |
| <b>Mandatory Experience Requirement #5</b>  |  |
| <p>The Respondent must have provided to a Customer, customer-accessible service portals located in Canada for an IP Telephony service (see definition of this term) for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this ITQ. where the service portal(s) met or exceeded all of the following:</p> <ul style="list-style-type: none"> <li>a. provided 7 day x 24 hour x 365 day on-line access using a web browser;</li> <li>b. provided bilingual (English and French) online help and online menus;</li> <li>c. provided access to incident tickets and change requests;</li> <li>d. provided access to service reports and service level metrics;</li> <li>e. provided access to service orders; and</li> <li>f. provided access to service documentation including operations guides and procedures.</li> <li>g. it was either located in Canada or, if it was located outside of Canada, the Respondent has a "Canadian presence" (see definition of term)</li> </ul> |  |
| <b>Reference Project for Mandatory Experience Requirement #5</b>  |  |

|   |  |
|---|--|
| <b>Entity under contract to Customer Organization to perform the reference project</b>  |  |
| <b>Project Name</b>   |  |
| <b>Project Duration (including start date, completion of implementation and end date, if applicable)</b>  |  |
| <b>General Project Description (e.g. work performed, experienced gained)</b>  |  |
| <b>Specific description regarding that project demonstrating the Respondent's experience in providing 7 day x 24 hour x 365 day on-line access using a web browser</b>  |  |
| <b>Specific description regarding that project demonstrating the Respondent's experience in providing bilingual (English and French) online help and online menus</b>   |  |
| <b>Specific description regarding that project demonstrating the Respondent's experience in providing access to incident tickets and change requests</b>  |  |
| <b>Specific description regarding that project demonstrating the Respondent's experience in providing access to service reports and service level metrics</b>   |  |
| <b>Specific description regarding that project demonstrating the Respondent's experience in providing access to service orders</b>  |  |
| <b>Specific description regarding that project demonstrating the Respondent's experience in providing access to service documentation including operations guides and procedures</b>  |  |
| <b>Location (City and Country) of the service portal. If the location is outside of Canada, the address of the Respondent's physical office located in Canada and the number of employees the Respondent employs working full time in Canada.</b> |  |
| <b>Name of Customer Organization</b>  |  |
| <b>Customer Organization Primary Contact Name</b>   |  |
| <b>Customer Organization Primary Contact Telephone</b>  |  |
| <b>Customer Organization Primary Contact Email</b>  |  |
| <b>Customer Organization Backup Contact Name</b>  |  |
| <b>Customer Organization Backup Contact Telephone</b>   |  |
| <b>Customer Organization Backup Contact Email</b>   |  |

**3. Responses to Industry questions received during the question period.**

| Question  | Answer  |
|---|---|
| <p>#10- Company would like to request that SSC remove the words "<i>located in Canada</i>" from Requirement 5 and insert the following clause:</p> <p><i>g. it was either located in Canada or, if was located outside of Canada, the Respondent has a "Canadian presence" (see definition of term)</i></p> | <p>Please refer to the changes made to the ITQ in this amendment.</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 | 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       |
| Amendment No. 003 | September 4, 2014  | Extension to the ITQ closing date                    |
| Amendment No. 004 | September 12, 2014 | Extension to the ITQ closing date                    |
| Amendment No. 005 | September 15, 2014 | Make changes and publish responses to questions      |
| Amendment No. 006 | September 16, 2014 | Revise Annex C                                       |
| Amendment No. 007 | September 19, 2014 | Make changes and publish responses to questions      |