



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving
PWGSC
33 City Centre Drive
Suite 480C
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095**

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet Call Centre Personnel Services	
Solicitation No. - N° de l'invitation EQ712-160497/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client EQ712-160497	Date 2016-02-12
GETS Reference No. - N° de référence de SEAG PW-\$TOR-033-7043	
File No. - N° de dossier TOR-5-38158 (033)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-02-17	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Martin, Lesley	Buyer Id - Id de l'acheteur tor033
Telephone No. - N° de téléphone (905) 615-2069 ()	FAX No. - N° de FAX (905) 615-2060
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

AMENDMENT 004 ANSWERS QUESTIONS FROM POTENTIAL BIDDERS

- Q1. Could you please clarify if all temporary workers must begin at Level 1 (Junior), or if they will begin at various levels, based on their experience levels and other factors (which we are to outline in our response).
- A1. All temporary workers will start at Level 1
- Q2. In section **4.1.1.2 Point Rated Technical Criteria**, R2 Corporate Commitment and Strategy Alignment, 1. Corporate Commitment, you ask for "The Bidder's potential corporate and administrative support for the requirement as demonstrated by (b) The size, skills and experience of the Bidder's corporate team." Could you please clarify as to the exact type of information you are looking for in this section?
- A2. We are looking for the size and makeup of the team that will be supporting the contract, along with a general description of their job title and experience. Specific names are not required just your company's overall plan for the clients support.