



SHARED SERVICES CANADA

Amendment No. 001 to the Invitation to Qualify for the Procurement Process for Audio & Web Conferencing (AWC) Services

Invitation to Qualify No.	10050751	Date	July 6, 2016
GCDocs File No.	4095720 C.68 – RAS 15- 37470	GETS Reference No.	

This Amendment revises the ITQ originally released by SSC on June 28, 2016. Except as expressly amended by this document, all the terms and conditions of the ITQ remain unchanged.

This amendment is raised to answer the following questions.

Q1:

We are considering the following numbers above. Are we to understand that one single client does 12,5 million minutes of audioconferencing per month, on average, for 24 months? As you know, in Canada, if such clients exist, could you name one? Unless you are looking for a US-based provider?

5.1 ITQ Mandatory Experience Requirement M-1: Audio Conferencing Service

The Respondent must have provided to a Customer an Audio Conferencing Service for a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during each of the two 12-month periods in those 24 months, the Respondent provided all of the following to the Customer: i) 150,000,000 minutes of Audio Conferences; ii) 750,000 Audio Conferences; iii) 200 simultaneous Participants for a single Audio Conference; iv) 750 simultaneous Audio Conferences with an average of 7 Participants per Audio Conference; and v) an actual Annual Availability of the Audio Conferencing Service of a minimum of 99.8%. 5.2 ITQ Mandatory Experience Requirement M-2:

A1:

Canada is requesting the Respondent confirm they have delivered Audio Conferencing total minutes to a Customer (Respondent holds the contract with the Customer) as defined in Section 4 (Additional ITQ Definitions) and the mandatory criteria in Section 5.1 (a)

Q2:

We have the intention of initiating the process to ensure that we meet the security clearance requirements. Would one officer of the company (official representative) be enough ?

A2:

Prior to contract award and work commencement, each individual resource required to deliver the service must have a valid security clearance at the level indicated in the preliminary SRCL. The firm must also be cleared to the level indicated in the security requirements. **NOTE:** Obtaining facility and personnel clearances can be an extremely lengthy process and should be initiated immediately should you wish to continue with this ITQ.

Q3:

As we try to coordinate internally, we were wondering if we could know the end user client for this requirement?

A3:

This service is intended to be available to all Government of Canada.

Q4:

Simply to verify if the services of audioconference and cyberconference will have to be bilingual (in French and in English), as well as the service portal for navigation? Or only the phone support?

A4:

Canada confirms that the services of the Audio & Web Conferencing, and not only phone support, will have to be bilingual.

Q5:

5.5 and 6.5 Service for Portal for Audio Conferencing and 5.6 and 6.6 for Service Portal for Web Conferencing service

Canada currently has access to many supplier portals on a variety of existing Shared Services contract vehicles. Portals are customizable based on specific individual client requirements therefore we respectfully request a change to the 5.5 and 6.5 clauses to remove the requirement specific to Service Portal for Audio Conferencing and 5.6 and 6.6 Service Portal for Web Conferencing. We believe Canada's intent is to ensure that qualified suppliers are experienced at delivering portal capabilities on the various stated elements (incident tickets; change request tickets; reports; service orders and documentation etc.). Therefore we suggest that M-5 and M-6 clauses be combined and read as follows:

5.5 and 5.6 ITQ Mandatory Experience Requirement M-5 and M-6 : Service Portal

a) The respondent must have provided to a Customer a bilingual Service Portal(s), accessible by the customer, for a service period of at least 24 continuous months (in the last 3 years prior to the closing date of the ITQ) where during the Service Period the contractor provided:

- i) 24 hours x 7 days a week x 365 days a year on-line access from the Internet using a web browser for creating and viewing with the exception of planned outages r maintenance:
 - (A) Incident tickets;
 - (B) Change request tickets'
 - (C) Reports
 - (D) Service orders; and
 - (E) Documentation;

- ii) (A) Bilingual (English and French) online help, menus and portal navigation
(B) Remove paragraph since it seems to be related to a previous bid requiring phone support

This clause would ensure that all potential bidders have experience and can prove their capability to deliver a portal based on Canada's customized requirements.

A5:

Canada declines the suggestion. M-5 and M-6 will remain as is.