



SHARED SERVICES CANADA

Amendment No. 002 to the Invitation to Qualify for the Procurement Process for Audio & Web Conferencing (AWC) Services

Invitation to Qualify No.	10050751	Date	July 20, 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 and to provide REVISED BID SUBMISSION FORMS.

Q6:

Would the Crown consider extending the delivery due date by three weeks (August 19th, 2016) to allow potential suppliers sufficient time to properly prepare and respond to the ITQ for Audio and Web Conferencing Services?

A6:

Canada is extending the ITQ closing date to August 8, 2016.

Q7:

We would like to ask the following Clarifying Question related to 5.5. and 6.5

Further to the response associated with Question 5, we would like to confirm that a **bilingual** existing customer Service Portal that meets all stated requirements but is not necessarily currently dedicated to Audio and Web conferencing is a compliant reference to demonstrate existing capability.

A7:

Canada is making the following changes to Section 5.5 and Section 6.5 (and Bid Submission form 6.5) and is deleting Section 5.6 and Section 6.6 (and Bid Submission form 6.6).

Section 5.5 and Section 6.5

CHANGE FROM:

The Respondent must have provided to a Customer a Service Portal(s), accessible by the Customer, for an Audio Conferencing Service during a Service Period of at least 24 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Contractor provided:

CHANGE TO:

The Respondent must have provided to a Customer a Service Portal(s), accessible by the Customer, for an Audio Conferencing Service, Web Conferencing Service, or other service during a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Contractor provided:

DELETE:

Section 5.6 and Section 6.6, and Bid Submission Form 6.6

Q8:

I'm part of a consortium that is seeking to submit on this ITQ. Our group would like to request a 3 week extension to the closing date to formalize our team and responses to the mandatory criteria.

A8:

Please see response to Q6.

Q9:

Reference Section 6.1, M1: Will Canada amend the structure of its customer reference requirement for both the annual volume of Audio Conferencing Minutes and the volume of individual Audio Conferences

from an individual customer reference to an aggregate volume measured on the total customers supported in the last 3 years for two 12-month periods?

A9:

Canada is making the following changes to Section 5.1 and Section 6.1 (and Bid Submission form 6.1)

Section 5.1 and Section 6.1

CHANGE FROM:

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:

CHANGE TO:

The Respondent must have provided to a Customer or multiple customers, 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 a Customer or multiple customers:

Q10:

Canada translated the English words "Web Conferencing Services " by " Services de vidéoconférence ," in French as noted in the description of the needs of the French home page for this invitation . « Le Canada a besoin de services d'audioconférence et de vidéoconférence gérés à l'usage exclusif du Canada ». It should have read « Le Canada a besoin de services d'audioconférence et de cyberconférence gérés à l'usage exclusif du Canada », since you have translated the "Web conferencing services" from " Les services de Cyberconférence" in French as indicated in the French title of this invitation to qualify. We believe that are looking for web conferencing services and not of videoconferencing as indicated in the English version of the description of requirements « Canada has a requirement for a managed Audio and a Web Conferencing Service dedicated to Canada ».

Can you confirm that you will make the correction to avoid any confusion

A10:

Canada confirms .that we have a requirement for Web conferencing and that the translation should be « Le Canada a besoin de services d'audioconférence et de cyberconférence gérés à l'usage exclusif du Canada » Canada will correct the document.

Q11:

Reference Section 6.2, M-2, will Canada amend the structure of its customer reference requirement for both the annual volume of Web Conferencing Minutes and the simultaneous Web Conferences from an individual customer reference to an aggregate volume measured on the total customers supported in the last 3 years for two 12-month periods?

A11:

Canada is making the following changes to Section 5.2 and Section 6.2 (and Bid Submission form 6.2) .

Section 5.2 and Section 6.2

CHANGE FROM:

The Respondent must have provided to a Customer an Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Respondent provided all of the following to the Customer:

CHANGE TO:

The Respondent must have provided to a Customer or multiple customers, a Web Conferencing Service for a Service Period of at least 12 continuous months (in the last 3 years prior to the closing date of this ITQ) where during the Service Period the Respondent provided all of the following to a Customer or multiple customers: