



## SHARED SERVICES CANADA

### **Amendment No. 004 to the Invitation to Qualify for the Procurement Process for Audio & Web Conferencing (AWC) Services**

Invitation to Qualify No.	10050751	Date	July 28, 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.

**Note: The date for submitting questions ended on July 28, 2016, and additional time to submit questions about Amendment 003 ONLY was given until July 29, 2016. Canada does not commit to answer questions received after this, or to answer questions concerning issues other than those concerning Amendment No. 003.**

**Q15:**

We have received Amendment No. 002.

After review we would like to confirm if it necessary for us to complete Annex B – Security Requirements Check List (SRCL).

**A15:**

In Amendment # 003 Canada has amended Annex B – Preliminary Security Requirements Check List (SRCL). The Preliminary SRCL states the security requirements for the services, therefore; respondents are required to reference the form, but do not need to fill anything out in this form.

**Q16:**

I'm contacting you in regards to solicitation 10050751 - Invitation to Qualify for the Procurement Process for Audio & Web Conferencing (AWC) Services. Amendment 003 indicates that SSC has amended and replaced the Preliminary Security Requirements Checklist (SRCL) – Annex B but no new document has been uploaded. Would you please provide us a copy of the new document, or let me know when it will be uploaded to Buy and Sell.

**A16:**

Due to a technical issue, the Preliminary Security Requirements Checklist (SRCL) was not made available on Buy and Sell. This technicality has been addressed and the document should be available with this amendment.

**Q17:**

Reference Amendment 003, Answer 12 (A12), added simultaneous to the 750,000 Audio conferences , "750,000 **simultaneous** Audio Conferences". 750,000 simultaneous Audio Conferences equates to 5.25 Million Participants at one the same time, is adding the word simultaneous here an error?

**A17:**

Canada has corrected the inconsistency between Section 5.1 a) iv and Section 6.1, 4<sup>th</sup> item, in reference to this subject. Bid Submission Form 6-1, 4<sup>th</sup> item has been changed to :

"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 **750 simultaneous** Audio Conferences with an average of 7 Participants per Audio Conference.

**Q18:**

SSC provided revised response submission forms with Amendment 003. In section 6.5 of the form, the time frame of 12 continuous months was inadvertently changed to 1 continuous months. We believe this was just a typo. Would SSC please revise section 6.5 in the submission form as follows to ensure it is consistent with section 5.5 in the Mandatory Experience Requirements as revised in Amendment 002:

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: a 7 day x 24 hour x 365 day on-line access from the Internet using a web browser to:

- a) incident tickets;
- b) change request tickets;
- c) reports;
- d) service orders; and
- e) documentation.

**R18:**

Canada has corrected the Bid Submission Form.

**Q19:**

*SSC's answer to question 12 inserted the word "simultaneous" after the number 750,000 in the bid form, section 6.1. We believe SSC intended to revise section 6.1 such that it refers to 750 simultaneous audio conferences. This is consistent with the requirements stated in section 5.1 of the Mandatory Experience Requirements. Would Canada please amend the bid form, section 6.1 to read as follows:*

*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 **750 simultaneous** Audio Conferences with an average of 7 Participants per Audio Conference.*

**R19:**

Canada has corrected the Bid Submission Form.