



## SHARED SERVICES CANADA

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

Invitation to Qualify No.	10050751/A	Date	January 4, 2017
GCDocs File No.		GETS Reference No.	PW-17-00762356

This Amendment revises the ITQ originally released by SSC on January 4, 2017. Except as expressly amended by this document, all the terms and conditions of the ITQ remain unchanged.

This ITQ Amendment No. 001 is raised to:

- 1 – Publish Canada's responses to Industry questions received during the question period; and
- 2 – Extend the ITQ 'Closing Date and Time' to January 31, 2017 at 14:00.

#### **1 – Publish Canada's responses to Industry questions received during the question period:**

Question No.	Question	Answer
1	Our customer references are built on the same architecture in a US Amazon AWS data centre, and are being redeployed in the newly opened Amazon data centres in Montreal. Will this be acceptable?	Canada deems this as acceptable.
2	The document states the following:  Note: If the Respondent is submitting multiple customer Reference Projects to meet this requirement and the Reference Projects collectively demonstrate the Mandatory Experience requirement, the Respondent must write "Yes" on each form. Does that mean that all clients must meet all	The Respondent may provide more than one Reference Project to demonstrate how they meet some of the mandatory requirements. Should the Respondent decide to provide additional Project References, the Respondent must include in its response all the information required by the applicable forms provided in Annex A for each additional Project Reference.

	<p>requirements on the form? Or can we submit different customers for each item. I.e. audio customer may not do enough web minutes and vice-versa.</p>	<p>Please also refer to section 2.3 d).</p>
3	<p>Is it acceptable to submit one form and specify which customers allow us to be compliant for each question?</p>	<p>The Respondent may provide more than one Reference Project to demonstrate how they meet some of the mandatory requirements. Should the Respondent decide to provide additional Project References, the Respondent must include in its response all the information required by the applicable forms provided in Annex A for each additional Project Reference. Please also refer to section 2.3 d).</p>
4	<p>Shared Services Canada has released the Invitation to Qualify for Audio Web Conferencing services with a requested submission date set at January 25th, 2017. As a result of Holiday vacation schedules, we (as well as our associated partners) have several individuals with pre planned vacations that will be returning next week, and in order to have those resources fully engaged with the intention of providing Shared Services Canada a fully compliant response, we are respectfully requesting a one month extension to the January 25th contemplated submission due date.</p>	<p>Canada will grant an extension to January 31, 2017.</p>
5	<p>Shared Services Canada [SSC] has indicated that only one respondent being Bell Canada had previously qualified and was re-issuing the ITQ with the intent to have more respondents participate in the Refine Requirements phase of the procurement. As the modifications to the previous ITQ requirements appear to be minimal and still focused on the previous contract service model we recommend that SSC retract the ITQ and engage industry for input on the scope and technology strategy. This has been the approach taken for other large SSC procurements and will provide Canada a better perspective on what technologies and partners are available hopefully improving the service, reducing risk and lowering cost to government and SSC.</p>	<p>The requirement remains unchanged.</p>

6	<p>Shared Services Canada will have the ability to deliver the majority of the current Web and Audio conferencing services under the proposed Workplace Communications Services (WCS) via the Desktop Communications Services (DCS) capabilities. This approach would provide Canada the following benefits and want to ensure that contract overlap has been taken into account.</p> <ul style="list-style-type: none"> <li>•Cost Savings: Reduction in cost through consolidation of services</li> <li>•Consolidation and Harmonization of Contracts: Avoid duplication in procurement process and contracts</li> <li>•IT Strategic Plan: Minimize the number of different user experiences thus driving adoption and productivity</li> </ul> <p>It is our recommendation that SSC cancel the ITQ to assess the overlap of services and re-issue with a reduced scope of services based on the review.</p>	The requirement remains unchanged.
7	<p>Will Canada agree to provide the ITQ Respondents with a minimum 24 hour advance notice of any attempt to contact audio conferencing reference customers? If Canada is unwilling to provide Respondents with this advance notification, will Canada extend the closing date of the ITQ to February 22, allowing us the time to properly secure the consent of all our customer references needed to participate in this process?</p>	No, Canada will not provide Respondents with any advanced notice prior to contacting customer references. Please see the answer to question no. 4 in regards to an extension.
8	<p>Point 3.2 c), page 13 of 33 states that a Respondent might as well be a joint venture. Would that include a Group of companies based all over the world with HQ in USA and the main Respondent/Contact based in Canada?</p> <p>As the Canadian Chorus Call office, we are certainly not able to meet all your Requirements, but we could do as an International Group. Would that work?</p>	Please refer to section 1.4 c) and 1.12 f) of SSC's Standard Instructions.
9	<p>In regards to Annex B, could you please further define the meaning of "Client Data"?</p>	All client information that Shared Services Canada owns to support the service.
10	<p>As outlined below, we are willing to obtain any necessary security clearances as needed. Canada requires us to have a sponsor in order to proceed with the application. As such, is SSC willing to sponsor us now or in the future should we reply to any RFPs related to this ITQ?</p> <p>1.9 Security Clearance Requirement a) A preliminary version of the Security</p>	Yes, Canada is willing to sponsor Respondents in order to obtain necessary security clearances related to ITQ No. 10050751/A.

	<p>Requirements Checklist (SRCL) has been included as Annex B to this ITQ. These requirements are subject to change and are provided for information purposes. However, any supplier that does not have the security clearances described in the preliminary SRCL may wish to initiate the process to ensure it meets the requirements. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.</p>	
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**2 – Extend the ITQ ‘Closing Date and Time’ to January 31, 2017 at 14:00:**

**DELETE:** the previous ‘Closing Date and Time’ on the front page in its entirety; and

**INSERT:** January 31, 2017 at 14:00.