



Procurement and Contracting Services
30 Victoria Street
Gatineau, Quebec K1A 0M6

AMENDMENT TO INVITATION TO QUALIFY

The Invitation to Qualify is hereby amended; unless otherwise indicated, all other terms and conditions of the Invitation to Qualify remain the same.

RFSO Amendment No. 2	ITQ Amendment Date: December 6, 2017
Office of the Chief Electoral Officer File No. ECTD-ITQ-16-0192	
Title: Managed Services Contact Center	
Invitation to Qualify Closing Date: January 3, 2018 at 2:00PM (Gatineau time)	
ENQUIRIES – address enquiries to the Contracting Authority: Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 proposition-proposal@elections.ca	
Attention: Tiffany Denny	Tel No. 819-939-1481

Part 1. Interpretation

- 1.1** Elections Canada hereby amends in accordance with this amendment the Invitation to Qualify (ITQ) Corporate and Events Hosting and Operations Management bearing number ECTD-ITQ-16-0192 and dated November 24, 2017 (the "ITQ"). This amendment hereby forms part of the ITQ.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the ITQ and used in this amendment shall have the same meanings assigned to them in the ITQ

Part 2. Questions and Answers

The following question(s) have been asked in response to the ITQ and Elections Canada hereby answers as follows:

2.1 Question No. 1

Question:

With respect to the Mandatory Requirements of the above referenced ITQ, would Elections please consider changing or removing the mandatory requirements M4 and M5 for language percentages and replace it with proof of delivering language services and meeting all relevant requirements for language service levels?

Original:

M4. Demonstrated experience in providing inbound Contact Centre services where the services provided was at a minimum, 50% English and 10% French.

Requested change:

M4. Demonstrated experience in providing inbound Contact Centre services with contractual English and French language requirements where the services provided met or exceeded service levels.

Original:

M5. Demonstrated experience in providing inbound Contact Centre services where the services provided was at a minimum, 50% English and 10% French.

Requested change:

M5. Demonstrated experience in providing inbound Contact Centre services with contractual English and French language requirements where the services provided met or exceeded service levels.

Answer:

Annex A: ITQ Mandatory Evaluation Criteria is amended in accordance with Section 3.1 of this amendment.

Part 3. Amendments

3.1 In Annex A – ITQ Mandatory Evaluation Criteria:

Delete: Annex A: ITQ Mandatory Evaluation Criteria in its entirety.

Insert: Annex A: ITQ Mandatory Evaluation Criteria (Revised December 6, 2017) attached to this ITQ Amendment.

Annex A: ITQ Mandatory Evaluation Criteria (updated December 6, 2017)

Respondents must meet all of the mandatory requirements in this annex. In accordance with Part 4 – Evaluation Procedures and Basis of Qualification, Elections Canada may contact the client-reference contact for the referenced project(s) to validate Respondent’s responses.

Substantiation of Technical Compliance

1. Respondents must respond to the corresponding mandatory requirements by providing a description explaining, demonstrating, substantiating and justifying their qualifications. Respondents are requested to utilize the unique number and associated title of each mandatory requirement in their response. Respondents are requested to indicate where their mandatory requirement is met by entering the location (e.g. volume/binder number, page number, etc.) in the “Cross Reference to Response” column. Respondent’s responses to the mandatory requirements will be evaluated as either “Met” or “Not Met”. A single “Not Met” will result in the response being deemed non-responsive.
2. Respondents are requested to submit a Project Reference Check Form for each project claimed in response to corresponding mandatory requirement(s).
3. Respondents should only provide the required reference project(s) as indicated in each mandatory requirement. If more than the required number of reference project(s) is provided, the Respondents will be required to clarify which reference project(s) apply to corresponding mandatory requirement(s).
4. In determining years of experience, overlapped years or months for projects submitted by the Respondent to demonstrate such experience will only be counted once for evaluation purposes.
5. Reference project(s) must have been commenced by the ITQ closing date. For projects that have not been completed at the ITQ closing date, the project duration will be calculated as the duration between the project start date and the ITQ closing date.

#	ITQ Mandatory Evaluation Criteria	Cross Reference to Response
M1	<p>Corporate / Organization</p> <p>By completing Form 1-Response Submission Form, the Respondent must provide its full legal name and information. If the Respondent is a joint venture, the full legal name of each joint venture member must be provided as well.</p>	
M2	<p>Organizational Chart</p> <p>The Respondent must provide an organization chart for the Respondent showing all persons including, but not limited to, organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies or subsidiaries, whether partly or wholly-owned, as well as individuals, directors, officers and key employees.</p>	
M3	<p>Corporate & Financial Stability</p> <p>In addition to M1 the Respondent must demonstrate they have been in business and operated as a contact center(s) for more than five consecutive years.</p> <p>Respondent must provide the following information:</p> <ul style="list-style-type: none"> ✓ Proof of uninterrupted company registration ✓ Respondent IT Security Contact (Name, Telephone Number and e-mail Address); ✓ Respondent Privacy Contact (Name, Telephone Number and e-mail Address); ✓ Brief Company History; 	
M4	<p>Official Languages and Contact Centre Outsourcing Experience (Calls)</p> <p>Within the last five years of the ITQ closing date, the respondent must demonstrate that they have experience in inbound Contact Centre operations with contractual English and French language requirements where the services provided met or exceeded service levels.</p>	

	<p>The Respondent must demonstrate that they meet the requirement by providing one project description using Form 2 – Project Reference Check Form for the noted experience obtained within the time period specified above.</p> <p>The project description must demonstrate the following;</p> <ul style="list-style-type: none"> ✓ Ability to deal effectively with the anticipated inbound English and French calls; and ✓ How the approach responded to client requirements and achieved the desired result. 	
<p>M5</p>	<p>Official Languages and Contact Centre Outsourcing Experience (E-mail)</p> <p>Within the last five years of the RFP closing date, the respondent must demonstrate that they have experience in inbound Contact Centre operations with contractual English and French language requirements where the services provided met or exceeded service levels.</p> <p>The Respondent must demonstrate that they meet the requirement by providing one project description using Form 2 – Project Reference Check Form for the noted experience obtained within the time period specified above.</p> <p>The project description must demonstrate the following;</p> <ul style="list-style-type: none"> ✓ Experience in Contact Centre E-mail response operations; ✓ Ability to deal effectively with the anticipated volume of e-mails in both official languages of Canada (English and French) ✓ How the approach responded to client requirements and achieved the desired result. 	