



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Public Works and Government Services Canada  
ATB Place North Tower  
10025 Jasper Ave./10025 ave. Jasper  
5th floor/5e étage  
Edmonton  
Alberta  
T5J 1S6  
Bid Fax: (780) 497-3510

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Public Works and Government Services Canada  
ATB Place North Tower  
10025 Jasper Ave./10025 ave Jasper  
5th floor/5e étage  
Edmonton  
Alberta  
T5J 1S6

<b>Title - Sujet</b> EMERGENCY CALL SOLUTION	
<b>Solicitation No. - N° de l'invitation</b> W0127-180159/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> W0127-180159	<b>Date</b> 2018-05-22
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EDM-064-11368	
<b>File No. - N° de dossier</b> EDM-7-40215 (064)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-05-30</b>	<b>Time Zone</b> Fuseau horaire Mountain Daylight Saving Time MDT
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Scott, Dallas	<b>Buyer Id - Id de l'acheteur</b> edm064
<b>Telephone No. - N° de téléphone</b> (780) 224-7200 ( )	<b>FAX No. - N° de FAX</b> (780) 497-3510
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**This amendment is used to address solicitation W0127-180159/B as follows:**

**1) QUESTIONS AND ANSWERS**

Question #1: Shilo has one (1) Sentinel console today, however the wording of this RFP does not explicitly ask for one console- it seems to ask for five (5). If it is not five, then our assumption is that it is 5 call-takers that need to be trained to use the one (1) console?

Response #1: A single console to be used by a different operator for each shift. 5 call takers need to be trained to use one console.

Question #2: 3.1.1.4 of Annex "A", Statement of Work indicates "Remote viewing of call-taker status and call centre activities in real time, giving supervisors immediate information about system usage including the availability of each call-taker and the number of emergency and nonemergency calls in applicable queues." Please define "remote".

Response #2: Ability for the information to be viewed on a separate workstation

Question #3: Is the contractor responsible for supplying the PC?

Response #3: Yes.

Question #4: Under 3.3 Training of Annex "A", Statement of Work it indicates "... A 'playbook' of procedures to be used by the operator must also be developed and provided prior to the system entering operation." What is the definition of "playbook" and is this above and beyond the training course materials/product manuals?

Response #4: A book of instructions necessary to the operation of the system. Can be included in the training materials/product manuals.

Question #5: Where will the call taker(s) be located in relation to the telephone room?

Response #5: The telephone room is within 3m of the call taker.

Solicitation No. - N° de l'invitation  
W0127-180159/B  
Client Ref. No. - N° de réf. du client  
W0127-180159

Amd. No. - N° de la modif.  
001  
File No. - N° du dossier  
EDM-7-40215

Buyer ID - Id de l'acheteur  
EDM064  
CCC No./N° CCC - FMS No./N° VME

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**2) SOLICITATION CLOSE DATE**

REVISED CLOSING DATE OF:

02:00 PM MDT on 2018-05-30

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If your proposal has already been submitted, you may wish to revise it. Revisions to your proposal must be submitted in a sealed envelope with the contents clearly identified on the outside of the envelope. Any revisions to your proposal must be received by the Bid Receiving Unit on or before the time and date stated on page 1 of this document. Any revisions to your proposal received after the closing date and time will be considered late and will be returned unopened.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME AND ARE IN FULL EFFECT**