



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Public Works and Government Services / Travaux  
publics et services gouvernementaux  
Kingston Procurement  
Des Acquisitions Kingston  
86 Clarence Street, 2nd floor  
Kingston  
Ontario  
K7L 1X3  
Bid Fax: (613) 545-8067

## 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 / Travaux  
publics et services gouvernementaux  
Kingston Procurement  
Des Acquisitions Kingston  
86 Clarence Street, 2nd floor  
Kingston  
Ontario  
K7L 1X3

<b>Title - Sujet</b> Outside Sales	
<b>Solicitation No. - N° de l'invitation</b> 21C11-188779/B	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> 21C11-18-8779	<b>Date</b> 2018-06-27
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$KIN-650-7513	
<b>File No. - N° de dossier</b> KIN-7-48196 (650)	<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 2018-07-03</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<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> Rombough, Lori	<b>Buyer Id - Id de l'acheteur</b> kin650
<b>Telephone No. - N° de téléphone</b> (613) 545-8061 ( )	<b>FAX No. - N° de FAX</b> (613) 545-8067
<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> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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### **AMENDMENT #003**

The intent of this amendment is to answer questions from a potential bidder.

**Q1.** The following questions are related to page 24 of the RFP where it states: "The sales tend to be constrained by production capacity rather than the available market."

**Q1.1** We're are curious to know if you could elaborate on what this means. I gather from reading the opportunity that there is a mix of "Keep" accounts where we would be taking orders from prospects that are known to CORCAN that are somewhat well established. I also gather than there is an "Acquire" element of gaining new accounts. Based on the statement in page 24 would we expect a 50/50% ratio? Or is it more like 10% Keep accounts and 80% Acquiring new ones?

**A1.1** CORCAN is part of the Correctional Service of Canada and is an offender employment and employability program. Products and services sold by CORCAN are manufactured by federal offenders and production sites operate in federal correctional institutions during specific times. Production capacity may be limited by the virtue of institutional operations or other program aspects of offender employment training. For more information on CORCAN you may wish to review the Correctional Service of Canada website at [www.csc-scc.gc.ca](http://www.csc-scc.gc.ca). CORCAN information is located under the Working with Offenders tab, although other information about the Correctional Service of Canada may be of assistance.

The expectation is that the Contractor will provide service to current clients, reach out to past clients for repeat business and cultivate new client relationships. As our clients are mainly federal government departments, the concept of Keep and Acquire accounts may not necessarily be the same as in private sector sales contracts. Therefore, it is not possible to provide a percentile split, although "keep" accounts considering the normal definition would be more than 50%. The ability to acquire new accounts will be dependent on production capacity and type of product(s) in current client orders.

**Q1.2** I think we're wanting to get a sense of what to expect upon entry into the contract if awarded.

**A1.2** Information relating to the transitional at contract commencement can be found in Annex "A". The Contractor must acquire the knowledge of specific CORCAN operations, communication flow and products within a very short time period upon commencing the contract. There will be up to 2 weeks of cross over with the current Contractor where information would be transferred and the new Contractor would also have resources available within CORCAN to continue to acquire familiarity and make inquiries with. The Contractor has to be prepared to commence contract on date identified and immediately provide service to current clients.

**Q1.3** Also, are there any statistics from previous contracts that give sales KPI data? We don't need to know specifics but we're wondering how much of the contract is associated to being on the road. We're capable of doing really anything but to better understand the nature of the contract and prepare (if awarded) for what is to come we were curious about that. Is it 80% on the road and 20% calling/emailing or the exact opposite or more 50/50?"

**A1.3** This contract includes not only meeting with clients to acquire sales, but also provide customer service, as required, before and after the sale. Although communication ongoing is maintained through phone and email, there is a requirement to conduct, as much as possible, in person contact, and to be on site during or at completion of installation or immediately thereafter to ensure client service and problem solving throughout the process. We estimate that 80% or more of the time is "on the road". Also note that client contact and after sales service is not confined to government office hours. As timely client service is imperative, the Contractor may be required to deal with matters evenings and weekends

**All other terms and conditions remain unchanged.**