



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

Susan Westall  
susan.westall@pwgsc.gc.ca

**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**  
Communication Procurement Directorate/Direction de  
l'approvisionnement en communication  
360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> NOTICE OF SECURITY SPONSORSHIP	
<b>Solicitation No. - N° de l'invitation</b> G9292-170324/B	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> G9292-17-0324	<b>Date</b> 2018-07-27
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SCY-007-75107	
<b>File No. - N° de dossier</b> cy007.G9292-170324	<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 2018-10-16</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Westall, Susan	<b>Buyer Id - Id de l'acheteur</b> cy007
<b>Telephone No. - N° de téléphone</b> (613) 949-8350 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## **Amendment No. 002**

**Q:** In the Notice of Security Sponsorship, Canada is requesting that potential bidders provide the civic address for two facilities in Canada (item “d”). The two facilities refer to what, exactly?

**A:** As further set out in the pending RFQ, for business continuity purposes, there will be a requirement to operate from a minimum of two (2) geographically distributed Facilities in Canada that must be located in such a way as to avoid being subject to the same set of risks (e.g. climatic, seismic, utility, social). The two Facilities must not rely on the same infrastructure (e.g. transportation, telecommunications, water supply, and electric power). Moreover, the operation of one Facility must not be impaired by a wide-scale evacuation or the inaccessibility of staff at the other Facility.

“Facility” means the location within the sovereign territory of Canada from which the Contractor will provide and deliver Contact Centre Services as required by Canada.

“Contact Centre Services” are the portfolio of services provided by a Contact Centre to respond to a contact from an external party. The services may include but are not limited to:

1. CC Project Planning Services.
2. CC Project Design Services
3. CC Project Onboarding Services including staffing, training, testing and making ready for live production
4. CC Day-to-Day Agent, Supervisor and Quality Management Services (real-time operation management, staff retention)
5. CC Workforce Management Services
6. CC Infrastructure Integration, Operation, Security, Support and Management;  
and
7. CC Reporting Services.

Potential bidders whose organizations currently do not hold a valid PROTECTED B level Document Safeguarding for any of their Facilities are encouraged to initiate the security clearance process immediately by providing the address for at least one Facility.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**