



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

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

Title - Sujet Telephone Services/Contact Centre S	
Solicitation No. - N° de l'invitation G9292-170324/C	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client G9292-17-0324	Date 2018-10-18
GETS Reference No. - N° de référence de SEAG PW-\$SCY-007-75582	
File No. - N° de dossier cy007.G9292-170324	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-11-16	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Westall, Susan	Buyer Id - Id de l'acheteur cy007
Telephone No. - N° de téléphone (613) 949-8350 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

Questions		Answers
1	If I did not attend this information session, can I still submit a response?	Yes
2	Will the list of attendees be published?	No
3	Will the questions and answers be published?	Yes. To ensure an open, fair and transparent process, all questions and answers will be published on buyandsell.gc.ca.
4	Will a copy of the presentation be made available?	Yes. A copy of the presentation will be posted on buyandsell.gc.ca in both official languages.
5	Will extensions to the closing date be considered?	The closing date has been extended to November 16, 2018 at 14:00 EST.
6	a) What is the budget? b) What is the value of the current contract?	a) The GC does not publish project budget numbers. b) The value of the current contract is available on buyandsell.gc.ca.
7	a) Is there an incumbent? b) How are the current services being delivered?	a) No. This is a new operating model. b) A description of how the current services are being delivered is in section 2 of the Statement of Requirements (Appendix J). The current contract for human resources is with Quantum Management Services Ltd.
8	There is a broad set of requirements and we need to team up with other firms to meet the requirements. Can we form a team?	Yes, but see provisions for consortia responses and structures in the RFQ, including Form B-2: Joint Venture/Consortia Declaration.
9	Can we use the references of our subcontractors to meet the requirements for references in the RFQ?	As stated in BOLD in evaluation criteria that require references, the experience of subcontracted organizations will/will not be accepted for evaluation purposes in response to this criterion, as appropriate.
10	Can we use the same reference for more than one criterion?	Yes. As stated in the RFQ, Respondents may use the same project reference for multiple Sample Project responses (e.g. solution architecture, migration, testing, etc.).
11	Do we have to use the reference forms as provided?	Yes, where it is explicitly identified that the Bidder must fill in the reference forms.
12	Can we obtain copies of detailed project materials referenced in the RFQ?	Detailed application and reporting materials contain confidential materials to the GC. These materials will be provided to the Bidders selected to participate in the RFP stage of the solicitation.
13	Where is the pricing evaluation in the RFQ?	There is no price evaluation in the RFQ stage. Financial proposals are required in the Stage 2 - RFP stage response only.

14	What is the process for a Financial Viability Assessment?	This will be performed by PSPC using established guidelines. Refer to the RFQ section 4.3.1 – Financial Viability Assessment
15	Are Joint Ventures allowed to respond?	Yes, but see provisions for joint venture Responses and structures in the RFQ, including Form B-2: Joint Venture/Consortia Declaration.
16	What is the process for questions during the RFQ process?	The process is set out in the RFQ Section 2.5. The timeline for questions and responses is set out in the RFQ timeline in Section 2.4.
17	Can I email in my response?	The submission process is set out in the RFQ Section 3.1. Respondents may use the epost Connect service provided by Canada Post Corporation to transmit their response electronically. Respondents must refer to Appendix E for further information.
18	What do you mean by “geographically dispersed” facilities?	Facilities must be geographically separated to ensure continuity of services in the case of natural disasters or other significant localized events that disrupts services. For example, facilities should be located far enough apart so that they would not be subject to the same climactic event, be in the same fault zone or depend on the same population base (in the case of epidemic or social unrest). Multiple facilities in the same metropolitan area would not be sufficiently “geographically dispersed”. E.g. Ottawa/Gatineau or Toronto/Scarborough. Respondents must refer to Appendix J section 3.3, for the complete list of facilities requirements.
19	RFQ, Page 5 of 95, Section 1.3 In the event that a respondent is successful under the current RFQ without identifying a joint-venture and/or subcontracting arrangement, is the respondent permitted to add/include a joint-venture and/or subcontractor in responding to the ensuing RFP, in the event that they determine at that time that the joint-venture and/or subcontracting arrangement would be beneficial to service delivery to the Crown based on information in the RFP? In other words, does the absence of a joint-venture and/or subcontract declaration in the RFQ preclude such an arrangement being proposed in the RFP?	The team as evaluated through this RFQ process must be the same team as will be invited to respond to the RFP. Intent is to identify members of a joint-venture and subcontractors as part of the RFQ (see form B-1, B-2, B-3) on pages 32 to 35. Provisions for making changes to respondent team are outlined in section 16 on page 76 of the RFQ.

20	RFQ, Page 37 of 95, Section M-1 Please confirm if the appendix mentioned in this question should refer to Appendix J (and not Appendix A).	The reference is correct. Appendix A sets out the definitions for "Contact Centre (CC) Services".
21	RFQ, Page 37 of 95, Section M-1 Would an existing Business Unit dedicated to providing staffing and management of contact centre resources demonstrate compliance with M-1, or must the Business Unit specifically provide facilities and technical infrastructure?	As set out in M-1 the Respondent must have an existing Business Unit that is focused on the provision of Contact Centre Services as defined in Appendix A. As defined in Appendix A Contact Centre Services are "The portfolio of services provided by a Contact Centre to respond to a contact from an external party. Contact Centre Services may include but are not limited to: <ol style="list-style-type: none"> 1. CC Project Planning Services (see Section 5 of Appendix J); 2. CC Project Design Services (see Section 5 of Appendix J); 3. CC Project Onboarding Services including staffing, training, testing and making ready for live production (See Section 5 of Appendix J); 4. CC Agent, Supervisory and Operational services (see Section 5 of Appendix J); 5. CC Infrastructure Integration, Operation, Management and Support (see Section 5 of Appendix J); 6. CC Transition-out Services (see Section 5 of Appendix J); and 7. CC initial start-up, implementation and transition-in services (see Section 4 of Appendix J).
22	RFQ, Page 38 of 95, Section M-2 This Mandatory requirement states that project experience must be for the "Respondent directly". We also note in this section that, in the case of a Joint Venture, the Main Contractor must act as the official Representative. Please confirm if experience from either member of a Joint Venture will be admissible for M-2 or if only that of the Main Contractor will be considered.	Where the Respondent is a Joint Venture, the references must be for the JV directly. References for individual JV members that are not the Main Contractor will not be accepted as meeting the requirement.
23	RFQ, Page 39 of 95, Section M-3, Subsection 1b Please confirm whether the provision of Contact Centre Services that meet all criteria in terms of volume / capacity but that are housed within a client-owned facility are acceptable.	M-3 requires that the Respondent demonstrate that they have sufficient core infrastructure resources (facilities and employees) in Canada to provide and deliver a CC initiative of the size and scope of the required ESDC CC initiative. To be compliant at least one Respondent facility in Canada must currently house a minimum of 175 concurrent CC agents and be located in an area with existing commercial high-capacity network services.

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G9292-170324
Client Ref. No. - N° de réf. du client
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Amd. No. - N° de la modif.
002
File No. - N° du dossier
G9292-170324.cy007

Buyer ID - Id de l'acheteur
cy007
CCC No./N° CCC - FMS No./N° VME

24	RFQ, Page 40 of 95, Section M-4 Please confirm that a valid Security Screening Certificate file number that confirms DOS clearance at the level of Protected B, produced for either member of a Joint Venture, is acceptable.	As set out in M-4, the Respondent must hold a valid DOS clearance or have been sponsored for DOS. Where the Respondent is a JV, the JV as an entity must meet the requirement.
25	Annex J, Page 5 of 59, Section 1.1, Subsection 1 Please define "management". What specific positions / functions fall under this umbrella?	As set out in Annex J Section 1 "Detailed specifications associated with functional, non-functional, infrastructure interfaces, implementation project logistics and related materials will be provided to Respondents qualified under this RFQ through the subsequent RFP process." For information purposes, the scope of the "management" roles and responsibilities or "operational management" are outlined in Annex J Table 5.4-1 under the broader umbrella of the Contact Centre Agent, Supervisory and Operational Services that are set out in Section 5.4

26	<p>Annex J, Page 24 of 59, Section 3.1 Please define “operational management” and expand on the scope of this requirement.</p>	<p>As set out in Annex J Section 1 “Detailed specifications associated with functional, non-functional, infrastructure interfaces, implementation project logistics and related materials will be provided to Respondents qualified under this RFQ through the subsequent RFP process.”</p> <p>For information purposes, as set out in Annex J Section 5, the Contractor must provide and deliver the services required to plan, design, on-board, operate and otherwise deliver CC project services throughout the project lifecycle where such lifecycle services include but are not limited to:</p> <ol style="list-style-type: none"> 1. Project Planning Services as further set out in Section 5.1 2. Project Design Services as further set out in Section 5.2 3. Project Onboarding Services as further set out in Section 5.3 4. Contact Centre Agent, Supervisory and Operational Services as further set out in Section 5.4 (more specifically, the scope of the “management” roles and responsibilities or “operational management” are outlined in Annex J Table 5.4-1) 5. Contact Centre Infrastructure Integration, Operation, Management and Support as further set out in Section 5.5 6. Transition Out Services as further set out in Section 5.6
27	<p>Given the sheer volume of information necessary to prepare a complete and accurate response for Canada, and the time required for joint ventures to coordinate their efforts, we respectfully request an extension to the November 2nd submission date.</p>	<p>See response to Q5</p>
28	<p>Re Form B-3, List of Subcontractors – Can Canada clarify whether they want names and services for all services provided as part of the program or just those actually subcontracted (e.g. our telephony service is hosted and managed offsite)?</p>	<p>Form B-3 requires the names of subcontractors /third party service providers that would be involved in the delivery of 1-800 o-Canada contact centre services (i.e. provider of voice telephony services, data processing related services, etc.). These are parties that would be subject to the integrity provisions of the RFQ and any subsequent flowdown of the security, privacy and other obligations of the Respondent in a resulting contract.</p>

29	<p>Re R-1.5 Range of Supported CC Services – Is Canada requesting that the contractor have its own hardware/software to provide these services (specifically 3, 4, and 5 – web portal to click to talk, chat, SMS) or must we provide the level of experience in providing service to customers using non-voice communications. If the contractor were to provide the portal / web site, and SMS, chat hardware / software technologies / platforms what would be required to ensure that the communications to the citizen was transparent (in the same format as Canada). For example, for SMS communications would the Contractor have to be a registered short code provider or would contractor use Canada's short code registration?</p>	<p>Canada is not requesting that the vendor have its own hardware/software/web portal to provide these services.</p> <p>The implementation of new contact centre “modalities” is a longer-term objective of Canada. It will not be part of the initial implementation phase. The platform to deliver these modalities may or may not be part of the future requirement (TBD).</p> <p>At RFQ stage Canada is evaluating the capabilities of the vendors to deliver such “modalities” . The vendor should answer based on their current experience. Specific requirements associated with these new modes will only be discussed as part of the RFP and more specifically the change request process associated with the contract.</p>
30	<p>Will the contractor be paying for any licenses to access any Canada systems?</p>	<p>No</p>
31	<p>Will the Waves during the transition be a blend of the categories of work or will the Waves potentially be segregated?</p>	<p>Wave 1 requires the full scope of required CC services. Wave 1 includes the full 1 800 O-Canada content and core CIS projects. Wave 2 has incremental CIS projects.</p>

32	Canada-provided Knowledgebase and Agent Interface – IMPACT. How will updates be communicated and who trains on the updates when they occur	<p>No changes are expected with the current agent workflow nor on the way updates are communicated and consumed by the agents.</p> <p>The majority of the time, no training is required for updates or developments. Agents must use the knowledge repository to field each and every call and should trust that the information that they have at their fingertips is always the most up to date.</p> <p>Updates are communicated through the knowledge repository, on the default page that agents see with each new client interaction. Agents are expected to go through these updates “on the fly”, as they get posted and as they relate to the call that they are immediately handling.</p> <p>Should these updates be significant and include a large amount of new procedures or information that depart from the norm (as it could be the case for some CIS projects), specific review time may need to be scheduled for agents and sometimes it may need to be supported/re-enforced by trainers or supervisors. In these instances, Canada will provide the content in advance and flag the requirement to the vendor that will schedule and operationalize the content review as they see fit for the established deadline.</p> <p>More details will be provided as part of the RFP phase.</p>
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33	<p>The contractor must operate the project from at least 2 distinct facilities to provide service redundancy – Business Continuity and Disaster Recovery. The Contractor contact centre facilities must be located in Canada. The facilities must be sufficiently geographically dispersed within Canada so that they cannot be affected simultaneously by adverse climatic conditions, infrastructure service disruptions (e.g. power outages), and crisis situations. Given the recent tornado event in the Ottawa/Gatineau area is Canada re-evaluating BCP/DR best practices? What would Canada's expectations be if a catastrophic event renders a site, as part of a larger geographic area, unusable for a period of days? While we can cut over and ramp up quickly this could also be accompanied by a surge of calls (e.g. to ask about disaster recovery or services in the wider sense). Also even if our centre is not directly affected but the wider community infrastructure is badly affected, access to fuel may be problematic (diverted to hospitals and similar priority facilities before call centres) and water may not be available. What else has Canada put in place to secure the facilities?</p>	<p>Canada has comprehensive BC/DR requirements associated with the Contact Centre Services being procured. They are outlined in section 3.5 of Appendix J and will be further detailed in the RFP.</p> <p>The vendor will be responsible for DR associated with the contractor provided facilities in the context of this contract and in cooperation with Canada to enable implementation of an effective DR plan involving resources from multiple sources (e.g. Canada, Contractor and others). That is why the requirement for the 2 facilities provided by the vendor is to be sufficiently geographically dispersed within Canada so that they cannot be affected simultaneously by adverse climatic conditions, infrastructure service disruptions (e.g. power outages), and crisis situations. If a site is rendered non-operational by a catastrophic event, site number 2 must be able to continue to operate.</p>
34	<p>Are all of training materials, QA monitoring score sheets and reporting already in place and ready to be given to contractor? Will these only be provided at onset? If yes, will contractor be able to evolve all materials over time?</p>	<p>Yes all of training materials, QA monitoring score sheets and reporting already in place and ready to be given to contractor. Yes the contractor will be able to evolve the material overtime as long as it continues to meet Canada's requirements.</p>
35	<p>1.4 Project Information - Per the reference to a contract length of "up to 10 years", can Canada please describe what the minimum term will be, and what optional renewal terms are included in these ten years ie 5 year fixed term with option for 1 Renewal term... 5 year contract with multiple optional extensions at 1 year each etc.</p>	<p>Five year fixed term contract period with 5 one-year optional periods</p>

36	<p>1.4.1 Project Background - Please specifically indicate whether there will be a mandatory requirement, (including in the forthcoming RFP) to offer employment to, and/or to hire any existing staff used to provide the services today to ESDC/Service Canada. If not a mandatory requirement would a proposal contemplating such use of existing staff be viewed more favourably, than any bids not contemplating this approach ie a rated requirement?</p>	<p>There is no mandatory requirement to offer employment to existing contractor resources.</p> <p>The evaluation criteria related to selection of the preferred proponent will be provided in the RFP.</p>
37	<p>4.2 Selection of Qualified Respondents - In the ITQ there was reference to potential social procurement initiatives and specifically, the potential to require a certain percentage of sourcing to be placed with organizations with ownership by an underrepresented group. Is this no longer a mandatory or rated requirement for this RFQ (other than as a tie breaker under 4.2) or the subsequent RFP?</p>	<p>Social procurement requirements are not part of this RFQ but may be a requirement in the subsequent RFP</p>
38	<p>3.4 Response Form and Content - Does the Respondent have to submit a hard copy as well if using e post connect - or can the respondent submit only on e post connect.</p>	<p>Respondents may submit only on e-post connect without having to submit a hardcopy</p>
39	<p>4.3.1 Financial Viability Assessment- Please verify that respondent is only required to submit financial information if formally requested to do so per paragraph 1 of 4.3.1</p>	<p>Correct</p>

40	<p>4.3.1 Financial Viability Assessment - This second paragraph after item d) in 4.3.1 conflicts with the last paragraph of 4.3.1. The former refers to the ultimate parent while the later refers to the legal entity submitting. Please clarify</p>	<p>Information to validate financial viability is required from both the Respondent (i.e. legal entity submitting) and the ultimate parent (as applicable).</p> <p>As outlined in section 4.3.1 Financial Viability Assessment- If requested, the Respondents must provide the Procurement Authority with information required to determine the Respondent's financial viability regardless of how the Respondent is organized (sole proprietorship, joint venture, consortia or other in accordance with section 1.3, and Appendix B Form B-2, and Appendix E, section 22 of the RFQ). The information that a Respondent must submit will depend on how they are organized, and, as such, section 4.3.1 provides instructions for a variety of organizations. During the Financial Viability Assessment Canada reserves the right to request further information from Respondents if required.</p> <p>The statement "<i>If the Respondent is a subsidiary of another company, then any financial information in (a) to (d) above required by the Procurement Authority must be provided by the ultimate parent company</i>" highlights the requirement for the Respondent to provide financial information of their ultimate parent company (as applicable) to assess financial viability.</p> <p>The statement "<i>Respondents must submit their financial statements for the legal entity outlined in their Response</i>" highlights the requirement for the Respondent to submit financial statements for the legal entity that represents the Respondent. In the case where a Respondent is a Joint Venture or Consortia, the Respondent must submit financial statements for the legal entity as identified in Form B-2: Joint Venture/Consortia Declaration. Should one of the members of the joint venture/consortia identified in Form B-2 be a subsidiary, then the member must submit financial information from their ultimate parent company.</p>
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41	<p>APPENDIX B – FORMS AND CERTIFICATIONS - Please clarify by definition, what would constitute a “joint Venture / Consortium in (Form B-2) vs a Subcontractor (Form B-3). By definition in the RFQ a joint venture is an “association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise”.</p> <p>Intent is to clarify that is our response contemplates a Primary (Prime), and Subcontractor (Sub) relationship, that is not otherwise a joint Venture, that this be called out in Form B-3 (not B-2)</p>	Respondents who are not responding as a Joint Venture/Consortium (as per the definition in the RFQ) are not required to submit form B-2
42	<p>3.1 Mandatory Technical Criteria - In the Table for Mandatory Criteria, please explain what is sought in the last column – “Page Number(s) in Bid”?</p>	The Respondent is requested to identify which page numbers in their response are applicable to each mandatory technical criteria
43	<p>3.1 Mandatory Technical Criteria - Per M-2: There is no specific question, yet the section contains a response box</p> <p>What response is sought in the response box for M-2, given the references actually are provided in Annex C-1.1.</p> <p>Is the response requested here, simply to state compliance that the references in Annex c-1.1, meet all of the criteria in M-2</p>	In response to M-2, the Respondent must complete the Main Contractor Sample Project form provided in Annex C-1.1 Previous Project Experience References for each project.
44	<p>3.1 Mandatory Technical Criteria - M-6, (2.) (also applies to R-1.1 (3.))</p> <p>As this is a scored Mandatory requirement, item 2 under M-6 should be defined / measurable. What is considered to be a “sufficient population base”, such that a respondent would know if they meet the criteria?</p>	<p>Census subdivision as defined by Statistics Canada with population of over 45,000 residents:</p> <p>https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/hlt-fst/pd-pl/Table.cfm?Lang=Eng&T=307&S=3&O=D</p> <p>Where a census subdivision is conjoined with another municipality, (e.g. is part of a continuous urban area), the population base of the overall urban area will be considered.</p>
45	<p>3.1 Mandatory Technical Criteria: M2 – may we use projects that are still active with us as examples</p>	<p>Yes</p> <p>Note: At least one of the projects must have been in live operation accepting incoming voice calls for a period of at least 6 months prior to the date of RFQ issue (i.e. October 5th, 2018).</p>

46	3.1 Mandatory Technical Criteria: Do M-5 & M-6 require any more verbiage than shown (Response – agree to provision)	The statement “Agree to the provision” is sufficient. It will be considered as an official commitment and understanding of the requirement from the vendor
47	3.1 Mandatory Technical criteria: Does the submission required in M-5 need to be completed and submitted at same time in the RFQ response.	See response to Q39 and Q40.
48	Does ESDC have a preference as to where the contact centres are located?	Location requirements and considerations are outlined in Appendix J section 3.3
49	Can we propose a multiple site solution with different geographic locations?	Yes. Location requirements and considerations are outlined in Appendix J section 3.3
50	Can you define the task of a Senior Information Officer	<p>Any information provided in Appendix J section 2 describes the current 1 800 O-Canada and CIS service delivery model, services, team structure and results. This section is provided to help contextualize the opportunity and the historical data provided in appendix J.1. This information should not be considered as requirements for the new contract.</p> <p>In the current business model, Senior Information Officers are expert call center agents. In addition to delivering quality information to the public, the senior information officer supports the team by acting as a resource person for information officers, performing quality assurance activities and helping supervisors with their daily tasks.</p>

51	Is the training for the multi skilled agents also 2 weeks?	<p>Detailed requirements for agent training will be provided in the RFP.</p> <p>For information purposes only:</p> <ol style="list-style-type: none"> 1. The training requirements and duration are defined on a per call center service basis: each one of them being a different "skill" to be acquired. 2. As described in Appendix J section 2.1 for 1 800 O Canada: the formal training is 10 days followed by 10 days of practical training (taking live calls in a controlled environment with support). 3. As described in Appendix J section 2.2 for CIS: training for each service will also include a formal training and a practical training. The duration of the formal training can vary between 3 day and 5 days for new agents , For experienced agents, the formal training requirement on a new service or "skill" may be minimal (i.e. as low as 1 hour and up to 3 days for most services and 5 for more complex services).
52	What percentage of the total of agents needs to be multi skilled?	<p>Detailed requirements for agent skill and language capability will be provided in the RFP.</p> <p>For information purposes only:</p> <ol style="list-style-type: none"> 1. Appendix J.1 provides the detail of how CIS services are currently grouped for service delivery purposes. Agents in these service groups are mostly multi-skilled to all the services that are grouped together. In addition, some 1 800 O Canada agents or CIS agents are also multi-skilled on some CIS services to provide extra coverage and flexibility on those services. However, this is not the norm. 2. Any information provided in Appendix J section 2 describes the current 1 800 O-Canada and CIS service delivery model, services, team structure and results. This section is provided to help contextualize the opportunity and the historical data provided in appendix J.1. This information should not be considered as requirements for the new contract.

53	Please tell us the exact sections (pages etc) in the RFP that have to be responded to.	Pages 31 to 65 of the RFQ or Appendix B (Forms and certifications) and Appendix C (Evaluation criteria)
54	Appendix G – 8.0 Governing Law: Does the signature templates for Qualified respondents and Qualified respondent team members have to be filled out. If so where shall we insert?	No. As indicated in Appendix G, Appendix G is For Information Purposes ONLY at the RFQ Stage
55	Can we blend 1-800 O Canada agents and CIS agents?	Yes, blending is an option as long as service results remain equivalent for English and French callers and each service can meet its service targets (in particular, the 1 800 O Canada service cannot boost CIS results and deliver lower results because of it).
56	What is the rationale for having 100% of employees bilingual? Typically we have a minimum 35-50% for this size and scale of program. Do all agents need to be bilingual?	All agents do not need to be bilingual.
57	Do you have call volumes by province in English/French?	Yes. They can be provided at the RFP stage. See Appendix J.1 for some statistics associated with French and English call pattern on 1 800 O-Canada.
58	Who is responsible for call recordings - will this be supply by Rogers Vcc or contractor If by contractor - what is the retention period	Call recording is a feature of the Rogers VCC platform that will be provided by Canada to the vendor. There are a small percentage of CIS services for which call recording is not available. In these instances the vendor will need to monitor calls live (same as currently). This information will not be retained by the Vendor.

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59	Is screen capture required - will this be supplied by Rogers Vcc or contractor If by contractor - what is the retention period	Screen capture is a feature of the Rogers VCC platform that will be provided by Canada to the vendor This information will not be retained by the Vendor
60	Is there a special form or procedures for questions other than sending directly to Susan?	The form to be used for questions is provided in Appendix F (p80). All forms and questions must be submitted to Susan.
61	How many suppliers will be at the meeting?	This information will not be disclosed
62	May we have the names of the companies attending	This information will not be disclosed

63	<p>As per the PSPC Minister's mandate letter, PSPC is expected to develop "initiatives to increase the diversity of bidders on government contracts, in particular businesses owned or led by Canadians from under-represented groups, such as women, Indigenous Peoples, persons with disabilities, and visible minorities, and take measures to increase the accessibility of the procurement system to such groups while working to increase the capacity of these groups to participate in the system".</p> <p>The RFQ refers to Aboriginal Business in three areas including Appendix A – 2 Definitions.</p> <p>1) 4.2 Selection of Qualified Respondents</p> <p>'If a tie remains, the Respondent identifying their organization as an Aboriginal Business in Form B-3 Respondent Profile will be selected. If an additional method of tie breaking is required, the Respondent with the highest overall score in R2 will be selected.'</p> <p>2) Form B-3: Respondent Profile</p> <p>'Respondent is an Aboriginal Business as defined in Appendix A (Yes/No)'</p> <p>Throughout the LOI/RFI process, PSPC committed to include a Social Procurement strategy for this project. The RFQ does not include any mandatory requirements in support of this strategy. What is the intent of PSPC to ensure that all four of the qualified respondents have Social Procurement Strategies as put forth in Annex B – Social Procurement, Section 2.16 of the Request for Information Version 1.6 (updated – 28 February 2018)?</p>	Social Procurement evaluation criteria will not be part of the qualification criteria at the RFQ stage.
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64	Can we get a WORD version of the RFQ?	Yes. A MS Word version will be provided by the Canada Contact Person upon request (susan.westall@pwgsc.gc.ca). The PDF version as posted is the official version.
65	Page 50 of the Appendix J document 5.4 "the per-agent available hourly costs may not include one-time start-up costs; please explain point 1. Reads - one time cost for training of initial agents, supervisors, trainers, and qualified analysts	<p>The paragraph reads:</p> <p>The per-agent available hourly costs may not include one-time start-up costs:</p> <ol style="list-style-type: none"> 1. One-time costs for training of initial agents, supervisors, trainers, and quality analysts. 2. One-time costs for licensed software where explicitly required and requested by Canada. 3. One-time costs associated with custom report generation. 4. On-time costs associated with start-up, implementation and transition requirements detailed in Section 4. <p>I.e. the one-time cost for training of initial agents, supervisors, trainers, and quality analysts is not included / bended with / or otherwise embedded in the agent available hour costs but is treated separately. Instead it will be included in one-time onboarding costs.</p>
66	Is there a requirement for an executive summary?	Evaluation will be based on the Respondent responses to the mandatory and rated criteria in Appendix C. There is no requirement for an executive summary.
67	Is Canada distributing calls through their PBX or are they routed to the contractor?	See Annex J Section 3.2.Target Environment