



**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

<b>Title - Sujet</b> Telephone Services/Contact Centre S	
<b>Solicitation No. - N° de l'invitation</b> G9292-170324/C	<b>Amendment No. - N° modif.</b> 003
<b>Client Reference No. - N° de référence du client</b> G9292-17-0324	<b>Date</b> 2018-10-23
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SCY-007-75582	
<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 at - à 02:00 PM on - le 2018-11-16</b>	<b>Time Zone</b> Fuseau horaire Eastern Standard Time EST
<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 (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>

#	Question	Answer
68	Is Edulinks being invited to this RFP?	No organization is specifically invited. The RFQ is open to anyone that sees the opportunity on Buyandsell.gc.ca.
69	Facilities requirements: Does it have to be a contact centre service specific facility?	<p>Requirements in terms of facilities are outlined in Appendix J and Section 3.3. Facilities need to meet the requirements. Some requirements are associated with geography, security, connectivity; all these requirements need to be followed and delivered. We have started a security sponsorship process for facilities.</p> <p>Facilities identified as part of M-3 or R-1.4 should house contact centre activities. For multidisciplinary companies, the requirements apply to the Facilities in Canada of the Respondent's Contact Centre Services organization – i.e. the Contact Centre Services Business Unit, as defined in Appendix A, and not the corporate entity as a whole.</p>
70	Will the entire facility be assessed or only components?	The components dedicated to call centre activities will be assessed.
71	For mobile texting, will this be a vendor (Contractor) provided solution, or will GC go to the contact centre (Contractor) saying this is what GC wants?	See answer to Q29 in Amendment 002
72	For mobile texting, will the SMS short codes that need to be purchased be acquired by the vendor (Contractor) or GC?	See Answer to Q29 in Amendment 002
73	For the mandatory requirement of providing previous client references, can we use current client references?	Yes.
74	Clarification, amendment 001 (information session PowerPoint) slide 28 - on left side, it specifically mentions CC; however, on right side, it was described as being for the organization - is the capability specific to the CC or for the entire company in Canada?	<p>As stated in R-1.6 "The Respondent should demonstrate that it has sufficient experience in recruiting, employing, and managing resources for CC initiatives as described in section 2 of Appendix J by <b>identifying the number of Employees in Canada currently employed by the Respondent's Contact Centre Services organization</b> excluding any contractors." For multidisciplinary organizations, the requirement applies to the number of Employees <b>in Canada currently employed by the Respondent's Contact Centre Services organization – i.e. the Contact Centre Services Business Unit, as defined in Appendix A, and not the corporate entity as a whole.</b></p>

75	How will you ensure that the 4 qualified bidders have a qualified social procurement strategy if it is not a mandatory component? Potential of having 4 qualified bidders who don't have a qualified social procurement strategy or direction. Suggest to clarify that social requirements in RFP can be met by the subs, not just the prime. (i.e. the tie breaker for RFQ should not be just when the Respondent is an Aboriginal-owned company)	See answer to Q63 in Amendment 002.  See below Modifications to RFQ Section 4 – Evaluation – 4.2 – Selection of Qualified Respondents (P18); and Form B-3 Respondent Profile (P35).
76	As there is currently no mandatory or rated criteria for aboriginal components, suggest to refer to aboriginal participation requirements from the Canada student loan reprocurement RFP.	See Answer to Q63 in Amendment 002 and Q75 .
77	Unclear about notion of partnership and subcontracting - if a respondent is successful under the RFQ, but feels in a better position to meet requirements with a partner or sub at the RFP stage, what flexibility is there to add them?	See answer to Q19 in Amendment 002. There is some flexibility to add subcontractors or resources at RFP stage.
78	Clarification - for R-2.1 and R-2.2, there was mention of providing 6 references; and for M-2, it appears to be for 9 references; so how many references are required to be provided?	3 references must be provided for each of M-2, R-2.1 and R-2.2. As indicated on page 53 of the RFQ (section 3.3 Annex C-1: Project references Forms) , the same project may be referenced in response to multiple requirements recognizing that each response should meet the specific requirements of the criterion (i.e. M-2, R-2.1, R-2.2) – i.e. Respondents may use the same project in response to M2, R-2.1 and R-2.2 but they should complete the appropriate form and ensure that the response addresses the requirement set out in the forms.  Consequently, the minimum number of reference projects that can be used is 3 (as one project can be referenced in response to M-2, R-2.1 and R-2.2)), and the maximum is 9.
79	Should the current service provider be included under 15.4 (section 15, Conflict of Interest – Unfair Advantage)?	No. The current service provider does not have access to information related to the RFQ that is not available to other Respondents, and that would, in Canada's opinion, give or appear to give the Respondent an unfair advantage.  See also answer to Q7 in Amendment 002.

80	<p>Clarification, amendment 001 (information session PowerPoint), slide 27 – There is a repetition but with different weighting:</p> <p>R-4.1 Project Security – Security Policy 1.50%</p> <p>R-4.2 Project Security - Privacy Policy 3.50%</p> <p>R-4.3 Project Security – Disaster Recovery / Business Continuity 2.50%</p> <p>R-4.1 Project Security – Security Policy 2.50%</p>	<p>As per page 52 of the RFQ <b>R-4.4</b> relates to <b>Business Location Security</b> with a weight of 2.5%</p> <p>See also below modifications to RFQ document APPENDIX D – APPLICABLE SCALES FOR RATED EVALUATION CRITERIA (P66 and 67)</p>
<b>MODIFICATIONS</b>		
1	<p>Section 4 – EVALUATION</p> <p>Subsection 4.2 – Selection of Qualified Respondents (P18):</p> <p>DELETE the following:</p> <p>In the event of a tie between two Respondents as the 4<sup>th</sup> and final Qualified Respondent, Canada may, in its sole discretion, select the Qualified Respondent as the Respondent having the highest overall score in rated criteria R1: Corporate Capability. 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>REPLACE with:</p> <p>In the event of a tie between two Respondents as the 4<sup>th</sup> and final Qualified Respondent, Canada may, in its sole discretion, select the Qualified Respondent as the Respondent having the highest overall score in rated criteria R1: Corporate Capability. If a tie remains, the Respondent identifying their organization as an Aboriginal Business in Form B-3 Respondent Profile will be selected. <b>If an additional method of tie breaking is required, the Respondent identifying any subcontractors that would be involved in the delivery of 1 800 O-Canada Contact Centre Services as Aboriginal Businesses in Form B-3 Respondent Profile will be selected.</b> If a tie still remains, the Respondent with the highest overall score in R2 will be selected.</p>	

2	<p>Section: APPENDIX B – FORMS AND CERTIFICATIONS FORM B-3 RESPONDENT PROFILE (P35)</p> <p>DELETE the following:</p> <p><b>3 - LIST OF SUBCONTRACTORS /THIRD PARTY SERVICE PROVIDERS THAT WOULD BE INVOLVED IN THE DELIVERY OF 1-800 O-Canada CONTACT CENTRE SERVICES</b> (i.e. provider of voice telephony services, data processing related services, etc.)</p> <table border="1"><thead><tr><th>SUBCONTRACTOR LEGAL NAME</th><th>SUBCONTRACTOR BUSINESS NAME</th><th>SERVICES PROVIDED</th></tr></thead><tbody><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td></tr></tbody></table> <p>REPLACE with:</p> <p><b>3 - LIST OF SUBCONTRACTORS /THIRD PARTY SERVICE PROVIDERS THAT WOULD BE INVOLVED IN THE DELIVERY OF 1-800 O-Canada CONTACT CENTRE SERVICES</b> (i.e. provider of voice telephony services, data processing related services, etc.)</p> <table border="1"><thead><tr><th>SUBCONTRACTOR LEGAL NAME</th><th>SUBCONTRACTOR BUSINESS NAME</th><th>SERVICES PROVIDED</th><th>SUBCONTRACTOR IS AN ABORIGINAL BUSINESS AS DEFINED IN APPENDIX A (YES / NO)</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr></tbody></table>	SUBCONTRACTOR LEGAL NAME	SUBCONTRACTOR BUSINESS NAME	SERVICES PROVIDED													SUBCONTRACTOR LEGAL NAME	SUBCONTRACTOR BUSINESS NAME	SERVICES PROVIDED	SUBCONTRACTOR IS AN ABORIGINAL BUSINESS AS DEFINED IN APPENDIX A (YES / NO)																
SUBCONTRACTOR LEGAL NAME	SUBCONTRACTOR BUSINESS NAME	SERVICES PROVIDED																																		
SUBCONTRACTOR LEGAL NAME	SUBCONTRACTOR BUSINESS NAME	SERVICES PROVIDED	SUBCONTRACTOR IS AN ABORIGINAL BUSINESS AS DEFINED IN APPENDIX A (YES / NO)																																	
3	<p>Section: APPENDIX D – APPLICABLE SCALES FOR RATED EVALUATION CRITERIA Subsection: Scoring Key (P66):</p> <p>DELETE the following:</p>																																			

	R-4	Security and Privacy	10%		60%
	R-4.1	Project Security – Security Policy		1.50%	
	R-4.2	Project Security - Privacy Policy		3.50%	
	R-4.3	Project Security – Disaster Recovery / Business Continuity		2.50%	
	R-4.1	Project Security – Security Policy		2.50%	
REPLACE with:					
	R-4	Security and Privacy	10%		60%
	R-4.1	Project Security – Security Policy		1.50%	
	R-4.2	Project Security - Privacy Policy		3.50%	
	R-4.3	Project Security – Disaster Recovery / Business Continuity		2.50%	
	R-4.4	Respondent Business Location Security		2.50%	

4

Section: APPENDIX D – APPLICABLE SCALES FOR RATED EVALUATION CRITERIA

Subsection: Scoring Instructions for Rated Requirements (P67)

DELETE the following:

Table 2 - Scoring Example for Section R-4

Criterion	Respondent's Score	x Weighting Factor	= Weighted Score
R-4.1	4/5 pts	1.50%	1.20
R-4.2	3/5 pts	3.50%	2.10
R-4.3	5/5 pts	2.50%	2.50
R-4.1	4/5 pts	2.50%	2.00
Section Score:			7.8

REPLACE with:

Table 2 - Scoring Example for Section R-4

Criterion	Respondent's Score	x Weighting Factor	= Weighted Score
R-4.1	4/5 pts	1.50%	1.20
R-4.2	3/5 pts	3.50%	2.10
R-4.3	5/5 pts	2.50%	2.50
R-4.4	4/5 pts	2.50%	2.00
Section Score:			7.8

5

## APPENDIX C – EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS

### 3.0 Technical Evaluation (P37 to 64)

The following is to clarify date and duration based requirements in the mandatory and rated criteria. Unless otherwise specified in a Mandatory or Rated criteria all date or duration based requirements will be evaluated from date of issue of the RFQ (October 5, 2018), Similarly “current” means “date of RFQ issue” or October 5th, 2018:

a) M-2: Item 6: clarification (P38)

“date of issue of this RFQ” is October 5, 2018

DELETE the following:

6. At least one of the projects must have been in live operation accepting incoming voice calls for a period of at least 6 months from the date of issue of this RFQ.

REPLACE with:

6. 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 issue of this RFQ

b) M-3: Item 1: clarification (P39)

‘currently’ is as of October 5, 2018

c) R1.2 – Respondent Business Maturity – Years – Modification (P43)

DELETE the following:

The Respondent should state the number of years for which the Respondent has been providing Contact Centre Services (as defined in Appendix A) in Canada.

REPLACE with:

The Respondent should state the number of years **from the date of issue of this RFQ (October 5, 2018)** for which the Respondent has been providing Contact Centre Services (as defined in Appendix A) in Canada.

d) R-1.3 Item 2: clarification (P43)

“date of issue of the RFQ” is October 5, 2018

e) R-1.5 – Respondent Capability – Range of Supported CC Services across all client – Modification (P45)

DELETE the following:

The Respondent should describe the range of contact centre Contacts supported where the range of contact types over the past 12 months should include but is not limited to:

REPLACE with:

The Respondent should describe the range of contact centre Contacts supported where the range of contact types over the past 12 months **from date of issue of this RFQ (October 5, 2018)** should include but is not limited to:

f) R-1.6 : clarification (P45)

'currently' means as of October 5, 2018

g) R-2.1 Respondent Implementation Project References: Modification (P48)

DELETE the following:

The Respondent should demonstrate that it has experience in providing the range of services that are required for the 1 800 O-Canada CC initiative (as illustrated by the 1 800 O-Canada and portfolio of CIS projects) by identifying **up to 3** relevant CC projects.

REPLACE with:

The Respondent should demonstrate that it has experience in providing the range of services that are required for the 1 800 O-Canada CC initiative (as illustrated by the 1 800 O-Canada and portfolio of CIS projects) by identifying **up to 3** relevant CC projects. **The projects must have been completed or ongoing within the past 5 years from date of issue of this RFQ (October 5, 2018)**

h) R-2.2 Respondent Project Onboarding, Staffing and Recruitment References: Modification (P48)

DELETE the following:

The Respondent should demonstrate its capability to identify and recruit qualified resources in a timely manner by providing up to 3 project references for which the Respondent recruited, trained, and deployed at least 175 agents in support of a client CC project by completing the Onboarding and Staffing Reference Project form provided in Annex C-1.3: Onboarding and Staffing Reference Project Form for each referenced project.

REPLACE with:

The Respondent should demonstrate its capability to identify and recruit qualified resources in a timely manner by providing up to 3 project references for which the Respondent recruited, trained, and deployed at least 175 agents in support of a client CC project by completing the Onboarding and Staffing Reference Project form provided in Annex C-1.3: Onboarding and Staffing Reference Project Form for each referenced project. **The projects must have been completed or be ongoing within the last 5 years from date of issue of this RFQ (October 5, 2018)**

i) R-4.4: clarification (P52)

'currently' means as of October 5, 2018