



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. 004
Client Reference No. - N° de référence du client G9292-17-0324	Date 2018-10-26
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

#	Question	Answer
81	Does ESDC have a rough timetable of when the conversion from the Rogers VCC platform will occur? Will ESDC pay for training costs for agents as part of the conversion?	<p>Annex J section 3.2.2 (P26) "Migration of the contact centre management platform from Rogers VCC to a successor contact centre management platform may take place within the first 3 years of the contract".</p> <p>Annex J section 1.1 (P6) "On expiry of this Rogers VCC contract, Canada may require a timely transition to a successor contact centre management platform such as the Government's HCCS (based on the on a Genesys/IBM platform)."</p> <p>The Rogers VCC Contact is currently scheduled to expire in March 2022.</p> <p>ESDC Confirms that it will pay for the agent training costs associated with migration from Rogers VCC to a successor platform.</p>
82	Section R-1.4 and R-4.3 - If the vendor adds a new dedicated site in Canada for this program, would ESDC sponsor the Protected B application for the site? Are there upfront requirements that ESDC would like? Is there a maximum number of sites that ESDC would want for this program?	<p>Yes PSPC can sponsor the Protected B application for new vendor sites if requested.</p> <p>All requirements associated with Facilities are detailed in Appendix J section 3.3 (P29). See also RFQ document Appendix H - RFQ Security Guide (P86) for details about facilities security certification at the various steps of the procurement process. See also RFQ document Appendix C, M-6 Respondent Profile – Facility Location (P41).</p> <p>Canada will provide and pay for data connectivity to 2 vendor sites only.</p> <p>Having more than 2 sites will bring about network performance considerations and could cause delays due to security requirements (especially at transition time).</p>
83	How do we demonstrate evidence of sponsorship in the RFQ? Should we have some formal document that says we have been sponsored for DSC?	<p>See Appendix H – RFQ Security Guide (P86). Respondents must obtain Designated Organization Screening (DOS), or have been sponsored for DOS, prior to the RFQ Response Submission Deadline. No formal documentation is required. The Canada Contact Person will verify security status with the Canadian Industrial Security Department (CISD).</p>

84	<p>Requested changes to RFP Mandatory and Evaluated Criteria</p>	<p>The following preamble provides a context for the responses to Q86 through Q100.</p> <p>As indicated in the RFQ, Canada is implementing a 2-step procurement process. Each step will have a specific focus.</p> <ul style="list-style-type: none"> - The focus of the RFQ is to qualify a list of up to 4 vendors based on demonstrated capacity, capabilities and experience to implement the ESDC CC project as illustrated by vendor's existing facilities, resources and previous experience with projects of similar size and scope to the ESDC CC project (see Appendix J – Statement of Requirements). This capability is to use the government provided CC platform (Rogers VCC) by providing the required number of resources and facilities to meet the service requirements as set out in the RFQ. - The RFP stage will focus on detailed, costed implementation proposals from qualified vendors from the RFQ stage. <p>For clarity, as set out in Annex J Section 1.4, the CC solution platform is out of scope for this procurement and will be provided by Canada.</p> <p>Canada will not remove any RFQ mandatory and rated criteria or introduce qualitative criteria at RFQ stage when they can be best evaluated at RFP stage.</p>
85	<p>M-2 – Points 3 and 7 – Request to remove these requirements as the number of existing employees does not directly reflect the ability for an organization to staff to contractual obligations against service levels, and is not indicative of the capability of an organization. A more appropriate requirement is the demonstrated ability to meet and / or exceed all service level objectives. Modern omni-channel offerings have reduced the need for live agents.</p> <p>The current draft would preclude the ability to bring very pertinent references (in terms of the nature of the services delivered) which</p>	<p>Canada recognizes that modern omni-channel offerings have reduced the need for live agents but this doesn't apply to Canada's immediate requirements.</p> <p>The contractor is required to provide CC resources and associated facilities to complement the government provided CC solution platforms.</p> <p>Requirements for resources (P100 to 175) and facilities in the RFQ are established based on minimum levels the vendor will be called upon to deliver on day 2 of this project. More details are provided in Annex J Section 2: The current 1</p>

	are smaller than this requirement in terms of size.	<p>800 O—Canada and CIS model and in the related volumetrics provided Appendix J.1</p> <p>Down selection in this RFQ is based on demonstrating that the vendor “has done it before” in terms of demonstrated capacity, capabilities and experience to implement the ESDC CC project as illustrated by vendor’s existing facilities, resources and previous experience with projects of similar size and scope to the ESDC CC project (see Appendix J – Statement of Requirements).</p> <p>Points 3 and 7 will not be removed.</p>
86	M-2 - The reference requirements in M-2 are quite restrictive. Would Canada please change point 5 of requirement M-2 to “At least one of the projects must have provided Contact Centre Services in English and French” rather than requiring all of the references to be provided in English and French?	See below MODIFICATIONS TO RFQ DOCUMENT
87	In the “Summary of Key Information” on page 1, the Enquiries are due no later than 10 calendar days before the response submission deadline. In amendment 1, however, the Response submission deadline was extended to November 16 th , but the End of Solicitation period on page 10 of the RFQ document was not extended. Can you please confirm that the end of the solicitation enquiry period is indeed November 6 th as a result of the submission extension?	<p>The end of the solicitation enquiry period is November 6, 2018.</p> <p>See below MODIFICATIONS TO RFQ DOCUMENT.</p>
88	M-3 – Points 1b) and 2a) – Request to remove these requirements as any contact centre would need to hire and staff to meet this requirement. Agents are never left idle and space is never left unused. The number of existing employees does not directly reflect the ability for an organization to staff to contractual obligations against service levels, and is not indicative of the capability of an organization. A more appropriate requirement is the demonstrated ability to meet and / or exceed all service level objectives.	<p>See response to Q84.</p> <p>M-3 – Points 1b) and 2a) will not be removed.</p>

89	<p>R-1.4 - This does not allow a vendor to speak to their ability to have capacity to deliver the service, including disaster recovery in alignment with programs similar to Canada's requirements.</p> <p>We feel this should be removed and the vendor's approach to facilities along with business continuity be evaluated during the RFP phase.</p>	<p>As set out in the RFQ Section 3, the vendor facilities will be connected to the GC by data networks provided by the GC and with disaster recovery of the GC-provided CC solution platform being the responsibility of the GC. The requirements demonstrate that the Respondent has facilities supporting an agent pool of similar size to that required by Canada and in a location that is serviced by appropriate telecommunications that can be used by Canada to connect to the vendor facilities easily and at an affordable price to deliver the CC services.</p> <p>The requirement will not be removed.</p>
90	<p>R-1.5 - The volumes indicated are not indicative of effectiveness in service delivery. Suggest removing volumes. Additionally, we would suggest this should be removed until Canada determines what technology is in scope.</p>	<p>The requirement does not address effectiveness in service delivery but in the range of contact centre contact modalities supported and used by Canada to meet the immediate transition requirements, and which could be of interest to Canada in the future.</p> <p>The volumes indicate the scale of services commensurate with the ESDC requirement.</p> <p>The volumes will remain unchanged.</p> <p>Canada has determined what technology is in scope – please refer to Annex J Section 1.3. Annex J Section 1.4 sets out the products and services that are out of scope including the overall CC solution platform.</p>
91	<p>R-1.6 – request to remove as the number of existing employees does not reflect a contact centre provider's ability to scale or deliver this service.</p>	<p>The number of existing employees demonstrates that the Respondent has already established a scale of operations equivalent to that required by Canada and can do it again.</p> <p>The requirement will remain unchanged.</p>
92	<p>R-1.7 - The number of employees in training roles does not constitute a vendor's capability to deliver quality. It also does not guarantee that the resources are available or capable of delivering services to Canada. Scoring should be reflective of the process, methods, tools and approach to providing training, not the # of employees.</p> <p>We suggest the scoring be changed to reflect that. We request that all references to number of employees be removed.</p>	<p>The number of existing employees demonstrates that the Respondent has already established a scale of operations, including training, that is equivalent to that required by Canada and can do it again. The requirement will remain unchanged.</p>

93	R-2.1 - We request this be removed. Again, this is reflective of existing agents and facilities which does not speak to an organization's ability to scale to deliver services.	The requirement to provide references will remain.
94	R-2.2 - We request the number of agents be removed. Again, this is reflective of existing agents and facilities which does not speak to an organization's ability to scale to deliver services.	The requirement to provide references will remain.
95	Annex C – 1.1 - #3 - The number of agents employed does not reflect the ability to deliver quality service against contract terms. Suggest removing	Correct, this is not a qualitative evaluation. The requirement aligns the reference with the size and scope of the ESDC requirement. The requirement will remain unchanged.
96	Annex C – 1.2 #2 - The number of agents employed does not reflect the ability to deliver quality service against contract terms. Suggest removing	Correct, this is not a qualitative evaluation. The requirement aligns the reference with the size and scope of the ESDC requirement. The requirement will remain unchanged.
97	Annex C – 1.3 #3 - The number of agents employed does not reflect the ability to deliver quality service against contract terms. Suggest removing	Correct, this is not a qualitative evaluation. The requirement aligns the reference with the size and scope of the ESDC requirement. The requirement will remain unchanged.
98	Annex C – 1.3 #4 - The number of agents employed does not reflect the ability to deliver quality service against contract terms. Suggest removing	Correct, this is not a qualitative evaluation. The requirement aligns the reference with the size and scope of the ESDC requirement. The requirement will remain unchanged.
99	Regarding APPENDIX C – EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS 1.4 If the quantity of reference projects in the Response exceeds the limit stipulated by the submission requirements, projects will be evaluated in the order they are supplied and any extraneous examples will not be evaluated. and Section 3 – Response preparation instructions 3.5 – Format instructions, f) Only material included within the Respondent's	Respondents may include attachments with their response submission. Information provided in attachments submitted with a response submission will be considered during evaluation subject to the details in the evaluation criteria.

	<p>response will be evaluated. Reference material outside of the Respondent's response will not be considered</p> <p>Do Sections 1.4 and 3.5 suggest that Respondents cannot include attachments and that if we do they will not be evaluated? If so, in the places where you ask for samples or we need to provide lengthy responses with charts etc., how are we to provide this information so that it will be included in our evaluation?</p>	
100	<p>The RFQ states that Canada is looking for a contact centre that has multiple facilities across Canada or partnering with other centres as a JV solution. If a vendor does not have a JV solution to present for the RFQ and currently operate out of one centre in Canada, would that vendor still be eligible to participate in the RFQ or would that automatically disqualify then as a potential candidate.</p>	<p>The evaluation criteria as stated in the RFQ do not preclude a response from a vendor that does not have a JV solution to present for the RFQ and currently operates out of one centre in Canada.</p> <p>Please see responses to Q8, 9,19 in Amendment 002 and Q 77 in Amendment 003 regarding JVs.</p>
101	<p>Appendix A, Definitions:</p> <p>Are we notified of urgent/crisis projects via Task Authorization as well, or will there be a separate protocol given turnaround time?</p>	<p>The process for issuance of Task Authorizations, management of change requests and related factors will be included in the contracting and statement of requirements materials provided in the RFP.</p>
102	<p>1.4 Project Information:</p> <p>Are updates to VDI / IT applications on vendor workstations applied to both Production and DR at the same time to keep DR up to date?</p>	<p>Basic Desktop Software Requirements including VDI components are outlined in Appendix J – Statement of Requirement - section 3.2.3.1 Desktop Device Specifications (P 28).</p> <p>The vendor will be responsible to update these components on their sites as required.</p> <p>More information will be available at RFP stage only.</p>

103	<p>Appendix J, 2.2:</p> <p>We understand that some CIS projects may have a turnaround as short as 24 hours. However, what is the typical lead time to setup CIS-specific tools such as credentials, testing access, VDI access, training modules, etc.?</p>	<p>Set up time of new projects varies.</p> <p>The average set up time is currently 2 weeks (including all the elements that you have listed) for new CIS projects. .</p>
104	<p>1.4 Project Information:</p> <p>How do you envision the overlap between current provider and next provider? Will it be a simultaneous ramp up/down of all call types to reduce call flow to current provider? Or will it be separated by the type of call (e.g. 800 vs CIS; lower complexity roles ramping to higher complexity)?</p>	<p>The transition and onboarding activities will be coordinated among and between the selected Contractor, the current services providers and Canada. A detailed onboarding plan will be required as part of the RFP process.</p>
105	<p>Appendix J, 1.2 Project Objectives:</p> <p>We have noted a critical component is the 'longer-term transformation of how Canada delivers services to Canadians is the development of an overarching Integrated Channel Management Strategy'. Can ESDC expand on this, including the expectations from the Contractor?</p>	<p>The development and evolution of the ESDC Integrated Channel Management strategy is an ongoing initiative and is designed to enable flexibility to accommodate changes in citizen preference for access modalities. The Contractor will provide the resources and facilities to deliver the services as set out through the procurement process and as amended over the contract term through the process set out in the contract to reflect changes in resourcing and facility services required to support current and emerging contact modalities.</p>
106	<p>R-3.1:</p> <p>Will ESDC-provided training materials be in both English and French?</p>	<p>Yes</p>
107	<p>Project Overview; 1.4.3 Strawman Target Environment:</p> <p>Wisdom WFO will be provided to the Contractor for workforce management; will training be provided? If so, what does the training duration look like?</p>	<p>The training duration for Wisdom WFO varies by role / user. The training duration for an agent is approximately 1 hour.</p> <p>Training will be provided by ESDC.</p>
108	<p>Is there a tool to view real-time wait times or are these metrics only available in reports provided by ESDC?</p>	<p>Real time data is available from VCC. The Contractor will have access to this data.</p>

109	Is there a qualification form to be filled out and returned or are the qualifications outlined in Annex J to be addressed and submitted as part of the qualification process?	See response to Q53 in addendum #002. See also in RFQ document, Section 3 – Response Preparation Instructions (P12); Appendix E – Respondent Instructions (P70) and Appendix I – Administrative Checklist (P88). For clarity, as set out in Annex J section 1 “the purpose of this document is to provide background information on the current model and opportunity to prospective vendors as well as to establish the high-level scoping of the CC requirements ...”. Respondents are not required to provide responses directly to Annex J.
MODIFICATIONS TO RFQ DOCUMENT		
1	On the RFQ document page 1 – Summary of Key Information, change the RESPONSE SUBMISSION DEADLINE to November 16, 2018 by 14:00 EST	
2	RFQ document APPENDIX C – EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS 3.0 Technical Evaluation M-2 point 5 (P38) has been amended as follows: DELETE the following: 5. Have provided Contact Centre Services in English and French. REPLACE with: 5. At least one of the projects must have provided Contact Centre Services in English and French.	
3	On the RFQ document, section 2 PROCUREMENT PROCESS 2.4 Anticipated Procurement Schedule (P10) DELETE the following: Table 2.4-1: Anticipated Procurement Schedule Key Activities Timeline STAGE 1 – REQUEST FOR QUALIFICATION RFQ posting	

Solicitation No. - N° de l'invitation
G9292-170324
 Client Ref. No. - N° de réf. du client
G9292-17-0324

Amd. No. - N° de la modif.
004
 File No. - N° du dossier
G9292-170324.cy007

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

	<p>Vendor proof of concept Proposal Submission Deadlines: Financial Announcement of successful Bidder Award of Contract</p> <p>REPLACE with:</p> <p>Table 2.4-1: Anticipated Procurement Schedule Key Activities Timeline</p> <p>STAGE 1 – REQUEST FOR QUALIFICATION</p> <p>RFQ posting Information Session End of Solicitation Enquiry Period Response Submission Deadline Response Evaluation Completion</p> <p>STAGE 2 – REQUEST FOR PROPOSALS</p> <p>RFP release to Qualified Proponents Commercially Confidential Meetings Vendor proof of concept Proposal Submission Deadlines: Financial Announcement of successful Bidder Award of Contract</p>	<p>March 2019 Technical February 2019 February 2019 April 2019 May 2019</p> <p>October 5, 2018 October 17, 2018 November 6, 2018 November 16, 2018 November 30, 2018</p> <p>January 2019 January 2019 March 2019 Technical February 2019 February 2019 April 2019 May 2019</p>
--	---	--