

**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

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| Title - Sujet Telephone Services/Contact Centre S | |
| Solicitation No. - N° de l'invitation G9292-170324/C | Amendment No. - N° modif. 005 |
| Client Reference No. - N° de référence du client G9292-17-0324 | Date 2018-10-31 |
| 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

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| 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 |
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| 110 | The sites have been identified but the segregation is not required other than for Service Canada, so we would not go ahead and segregate space prior to winning the contract. So based on that I am not sure what CISD can audit and clear ahead of contract award | See response to Q83 for the immediate requirements that are applicable at the RFQ stage. Requirements for the RFP stage and before contract award are under review and will be set out in the final RFP documents. |
| 111 | R-1.8 - Employee retention is a better indication of the health of an organization than tenure. This also penalizes an organization who has been operating a contracted contact center for less than 4 years which is not indicative of being unable to deliver the service for Canada. Scoring existing processes for recruiting and financial compensation to employee benefits varies from contract to contract and would not necessarily be applicable to this requirement. We suggest scoring on a percentage of employee retention for the company as a whole within the Contact Centre offering. | Canada recognizes that the vendor may have different processes for recruiting and financial compensation to employee benefits that can vary from contract to contract. Canada recognizes that staff retention will also predict best future performance. The requirement for Staff Tenure has been amended to include the average staff retention for employees in Canada as calculated over a four-year period ending July 31, 2018. See below MODIFICATIONS TO RFQ DOCUMENT. |
| 112 | Appendix H, Section 1.0 Security Clearance Requirements for RFQ Stage indicates a mandatory requirement for respondents to obtain Designated Organization Screening (DOS), or have been sponsored for DOS prior to the closing of the RFQ. Section 2.0 Security Clearance Requirements for RFP Stage indicate that prior to the closing of subsequent Request for proposals, Designated Organization Screening must be approved by PSPC's Canadian Industrial Security Directorate (CISD) and approved Document Safeguarding at the PROTECTED B level issued by CISD for both of the Bidder's proposed facilities. Would the Procurement Authority consider bidders who may not be able to fully secure these credentials prior to the closing of the RFQ and RFP, but who could provide a timeline that would illustrate our ability to acquire the necessary credentials prior to the implementation of the program? | See response to Q110. |

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| 113 | <p>Section 1.4.3 (page 8 of 95) states the ESDC connectivity model will utilize several capabilities. In particular:</p> <ol style="list-style-type: none"> 1. The telephony and call processing will be provided through the current voice infrastructure and the Rogers VCC platform (migration to the GC Genesys/IBM platform (HCCS) or an alternative will take place in a later phase of the project). Calls will be forwarded to the Contractor provided contact centre agents using a mechanism established between the Contractor and SSC/Rogers (e.g. using SIP trunking or direct call forwarding through the PSTN). 2. Access to the Government provided infrastructure, knowledgebase, and business systems (e.g. as required to support CIS initiatives) will be through secure VDI desktop access. The SSC provided remote VDI desktop access services. <p>Please confirm. Will ESDC provide Telco and the interaction Platform for suppliers to access over VDI, or does supplier need to provide this technology?</p> | <p>As set out in Annex J:</p> <ol style="list-style-type: none"> 1. Canada will provide contractor access to the Rogers VCC platform. 2. Canada will provide all 1 800 toll free services. 3. Canada will provide the data link required to provide data access through the VDI framework to all applications required to support the CC services. 4. Contractor data traffic flowing to Rogers VCC (e.g. to register agent as available) must use the GC-provided VDI framework. 5. The Contractor must provide connectivity required to allow forwarding of voice calls from GC-provided Rogers VCC platform to contractor facilities/agents. |
| 114 | <p>M-2 Previous Project Experience indicates that the Respondent must provide 3 projects that demonstrate that the Respondent has performed the Main Contractor role in projects for the provision of Contact Centre Services as defined in Appendix A. The section continues to note that Previous Project Experience References for each project must have (#4) Provided Contact Centre Services for which independent security vetting was required for agents prior to training.</p> <p>Would a Bidder who could not demonstrate this previous experience be considered for evaluation if they could demonstrate a path to implementing a process prior to Wave 1?</p> | <p>Canada requires that the referenced project had an explicit requirement for security clearances for agents. Such clearances may include but are not limited to common police checks, government of Canada CISC clearances, client security certificates or equivalent formal, documented security clearance process.</p> <p>As required in form C-1.1: "<i>The Respondent must identify the minimum level of security vetting required for all agents delivering Contact Centre Services on the referenced project where the minimum level of security vetting must include agent background checks.</i>"</p> |
| 115 | <p>What is the current square footage for the call centre?</p> | <p>As per Appendix J – Statement of Requirements section 2 (P16) "The current contact centre is spread over 3 sites located in Ottawa"</p> |

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| | | <ul style="list-style-type: none"> - 2 sites are dedicated to regular activities and cover 3,238 Usable m² (Um²) / 3,737 Rentable m² (Rm²) - 1 site is used as temporary overflow capacity when required but designated as Disaster Recovery / Business Continuity site first and foremost and cover 313 Um² / 366 Rm² |
| 116 | <p>We will be participating in a consortium with another organization for the delivery of the 1 800 O-Canada services? We will be the primary centre and ensure that our partner meets all RFQ requirements? Please advise if there is a separate structure of submission for this.</p> | <p>Any interested party or parties may submit a Response. Respondents may be individuals, corporations, joint venture/consortia, partnerships or any other legal entities, subject to the provisions of Appendix E, Section 15 of this RFQ.</p> <p>Respondents participating as consortia must complete and submit FORM B-2: JOINT VENTURE/CONSORTIA DECLARATION on page 34 of the RFQ document.</p> |
| MODIFICATIONS TO RFQ DOCUMENT | | |
| 4 | <p>RFQ document APPENDIX C – EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS</p> <p>3.0 Technical Evaluation</p> <p>R-1.8 Respondent Capability – Staff Tenure (P46)</p> <p>DELETE the following:</p> <p>The Respondent should demonstrate a track record in retaining trained staff by:</p> <p>1. Stating the average employment tenure for employees in Canada as calculated over a 4 year period ending July 31, 2018 (i.e. average number of years of employment with the Respondent).</p> <p>REPLACE with:</p> <p>The Respondent should demonstrate a track record in retaining trained staff by:</p> <p>1. Stating the average employment tenure and average retention percentage for employees in Canada as calculated over a 4 year period ending July 31, 2018 (i.e. average employment tenure = average number of years of employment with the Respondent. Retention rate = 100 – Turnover rate)</p> <p>Turnover includes resignations and terminations, but excludes leaves of absence, reassignments, contractual project closures and vacation. The turnover rate must be calculated</p> | |

as follows: the total number of exits (termination of employment offers, resignations) of team members divided by the average size of the team during the specified period.

DELETE the following:

Points will be awarded in the following manner:

5 pts = The Respondent has identified an average employment tenure of 4 or more years and has provided a detailed and comprehensive response to points 2a through 2d.

4 pts = The Respondent has identified an average employment tenure of 4 or more years and has provided a very good and comprehensive response to points 2a through 2d.

3 pts = The Respondent has identified an average employment tenure of 4 or more years and has provided a good response to points 2a through 2d; or, the Respondent has identified an average employment tenure of 3 or more years and has provided at least a very good and comprehensive response to points 2a through 2d.

2 pts = The Respondent has identified an average employment tenure of 2 or more years and has provided a fair response to points 2a through 2d.

1 pts = The Respondent has an average employment tenure of 2 or more years and has provided a poor response to points 2a through 2d, or, the Respondent has **not** identified a retention rate and has provided at least a good and comprehensive response to points 2a through 2d.

0 pts = Response does not address the requirement

REPLACE with:

5 pts = The Respondent has identified an average employment tenure of 4 or more years, a retention rate of 55% or more and has provided a detailed and comprehensive response to points 2a through 2d.

4 pts = The Respondent has identified an average employment tenure of 4 or more years, a retention rate of 55% or more and has provided a good and comprehensive response to points 2a through 2d.

3 pts = the Respondent has identified an average employment tenure of 3 or more years, a retention rate of 55% or more and has provided at least a good and comprehensive response to points 2a through 2d.

2 pts = The Respondent has identified an average employment tenure of 2 or more years, a retention rate of 55% or more and has provided a fair response to points 2a through 2d.

1 pts = The Respondent has an average employment tenure of 2 or more years, a retention rate of 55% or more and has provided a poor response to points 2a through 2d; or, the Respondent has **not** identified a retention rate and has provided at least a good and comprehensive response to points 2a through 2d.

0 pts = Response does not address the requirement or Respondent has an average employment tenure of less than 2 years and a retention rate of less than 55%.