



## RETURN BIDS TO:

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Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

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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> 006
<b>Client Reference No. - N° de référence du client</b> G9292-17-0324	<b>Date</b> 2018-11-05
<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</b> <b>at - à 02:00 PM</b> <b>on - le 2018-11-16</b>	<b>Time Zone</b> <b>Fuseau horaire</b> 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</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>

#	Question	Answer
117	<p>RFQ, Page 35 of 95, Form B-3, Respondent Profile</p> <p>The profile structure distinguishes between the Primary Provider of Resources for the transition and ongoing delivery of Contact Centre Services and a subcontractor. Please confirm that the Team Member, whether a related party or third party, acting as the Primary Provider of Resources is not included in the definition of a subcontractor and, therefore, any and all relevant experience of the Team Member acting as the Primary Provider of Resources may be referenced/included with that of the Main Contractor in its response to the RFQ.</p> <p>For example :</p> <p>1 - GENERAL</p> <p>Respondent = Company A</p> <p>2 – RESPONDENT TEAM STRUCTURE</p> <p>Primary Provider of Resources for transition... = Company B</p> <p>Primary Provider of Resources for ongoing delivery... = Company B</p> <p>3 – LIST OF SUBCONTRACTORS/THIRD PARTY PROVIDERS</p> <p>Subcontractor of other goods/service = Company C</p> <p>The question is – are the combined resources and experience of Company A (Respondent) and/or Company B (Team Member) considered eligible and acceptable in responding to the Mandatory Technical Criteria and Rated Technical Criteria? In certain criteria (e.g. R-3.2, where it states “The experience of subcontracted organizations will not be accepted for evaluation purposes in response to this criterion”), it seems to exclude SUBCONTRACTORS (Company C) only.</p>	<p>Where the Respondent is a JV/consortium of which Company B is a member, and Company B is not the Main Contractor, as the Representative of the Respondent (i.e. the Company A scenario as proposed), then:</p> <ol style="list-style-type: none"> <li>1. The experience of Company B will be considered as part of the JV unless otherwise stated.</li> <li>2. The experience of Company B will not be considered where the evaluation criteria explicitly state that only the capability of the Main Contractor, as the representative of the Respondent, will be considered as in M-2.</li> </ol> <p>Where Company B is not a member of a JV/consortium, Company B will be a subcontractor to the Respondent. Where Canada requires the capabilities of the Respondent, the qualifications of subcontractors will not be considered relevant unless explicitly stated otherwise.</p> <p>As set out in the definitions in Appendix A, page 21:</p> <p>A <b>Respondent</b> is the person or entity (or, in the case of a consortium, the persons or entities) submitting a Response.</p> <p>Form B-3 on page 35 outlines the Respondent Profile. Section 2 – Respondent Team Structure requests the name(s) of the Primary Provider of Resources for transition and the Primary Provider of resources for ongoing delivery of services. This section of the Respondent Profile should be completed only if the Respondent is a Joint Venture/Consortium as these Primary Providers are not subcontractors.</p> <p>In the mandatory and rated evaluation criteria, “The Respondent” is as defined in Appendix A. The Respondent is not inclusive of sub-contractors, therefore sub-contractors will not be evaluated unless explicitly stated in the evaluation criteria.</p>

		<p>As set out in the definitions in Appendix A, page 21:</p> <p>A <b>Joint Venture</b> is an association of two or more parties who combine their money, property, knowledge, expertise or other resources in a single joint business enterprise, sometimes referred as a consortium, to respond together on a requirement. In any contract they will be determined as being joint and several.</p> <p>Form B-2 on page 34 is the Joint Venture/Consortia Declaration and must be completed for Respondents submitting a Response as a Joint Venture/Consortia.</p> <p>In the mandatory and rated evaluation criteria, if "The Respondent" as defined in Appendix A is a Joint Venture/Consortia, all members of the Joint Venture/Consortia will be evaluated unless explicitly stated in the evaluation criteria.</p> <p>As set out in the definitions in Appendix A, page 21:</p> <p>The <b>Main Contractor</b> means the Contractor who is responsible for the completion of a project, under contract with the owner of the job. The obligation of the Main Contractor is to complete a project and includes, but is not limited to, the obligations of any subcontractors contracted for the purposes of delivering the project. In the case of a Joint Venture submitting a response, the Main Contractor must be the Representative of the Joint Venture.</p> <p>In the mandatory and rated evaluation criteria, the "Main Contractor", in the case of a Joint Venture submitting a response, must be the Representative of the Joint Venture, and only the Representative of the Joint Venture will be evaluated.</p>
118	Can you extend the deadline for submission of questions?	The deadline for question submission is extended to Thursday November 8 <sup>th</sup> at noon
119	<p>RFQ, Page 38 of 95, M-2, Items 3 and 7:</p> <p>We respectfully request that Canada amend these requirements to include respectively 100 (no.3) and 175 (no. 7) concurrent agents from a Respondent <b>or client</b> facility. We believe that</p>	<p>As set out in the RFQ, Annex J Section 1.3 "The Contractor must provide and make ready for use, the facilities, and contact centre infrastructure and services required to support</p>

	<p>project references that demonstrate this requisite level of experience and expertise in providing Contact Centre Services should not be excluded by virtue of the location of service delivery alone and are, in all cases, important and relevant in assessing a Respondent's capability and suitability to provide the Contact Center Services envisaged by this RFQ – in combination with the other Mandatory Criteria that ensure that the Respondent also possesses the requisite physical and technology infrastructure experience and expertise.</p>	<p>the Wave 1 1 800 O-Canada and CIS services”.</p> <p>The requirement that the Respondent have demonstrated that they have delivered projects of similar size and scope from Respondent facilities in Canada will remain unchanged.</p>
120	<p>RFQ, Pages 33 to 65 of 95:</p> <p>With respect to CC resources (human capital), the Mandatory and Rated Technical Criteria require that the Respondent demonstrate their ability to provide the requisite volume of resources. How will Canada assess and ensure that the Respondent possesses the experience and expertise in providing the <b>quality</b> of resources necessary to deliver the highest standard of service required by Canadians?</p>	<p>Requirements setting out the profile of resources including language skills will be incorporated in the RFP and associated contracting instruments. This is out of scope of the RFQ and may be part of the RFP evaluation.</p>
121	<p>Given that there are critical issues that require response and/or clarification, we respectfully request that the closing date be extended by two weeks, i.e. to November 30, 2018</p>	<p>We have already extended the RFQ submission deadline by 2 weeks.</p> <p>The closing date is remaining unchanged (November 16th, 2018 at 14:00 EST).</p>
122	<p>R-1.4 and R-4.3: As a follow up to Canada's response to question 82, in Amendment 4, please confirm that Canada does NOT want more than two (2) contact centre sites, or at least will not pay for data connections for more than 2 sites. Would this be true if the Contractor has more than 2 sites that are fully compliant with Canada's security, population and infrastructure specifications? We believe that having three sites provides a more secure environment for business continuity/disaster recovery.</p>	<p>Canada does not exclude a vendor from employing more than 2 facilities. However, Canada will not install data communications at more than 2 contractor locations.</p>

MODIFICATIONS TO RFQ DOCUMENT									
5	<p><u>Modification 5:</u></p> <p>In Appendix A, page 21:</p> <p>DELETE:</p> <p>A <b>Respondent</b> is the person or entity (or, in the case of a consortium, the persons or entities) submitting a Response.</p> <p>REPLACE with:</p> <p>A <b>Respondent</b> is the person or entity (or, in the case of a consortium, the persons or entities) submitting a Response. <b>It does not include the parent, subsidiaries or other affiliates of the Respondent, or its subcontractors.</b></p>								
6	<p><u>Modification 6:</u></p> <p>On page 35 at FORM B-3: RESPONDENT PROFILE:</p> <p>DELETE:</p> <p>2 – RESPONDENT TEAM STRUCTURE</p> <p>REPLACE with:</p> <p>2 – RESPONDENT TEAM STRUCTURE <b>(to be completed only if the Respondent is a Joint Venture/Consortia)</b></p>								
7	<p><u>Modification 7:</u></p> <p><u>On page 37, Appendix C – Evaluation Criteria and Submission Requirements, 3.0 Technical Evaluation</u></p> <p><b><u>ADD the following to the criteria noted below:</u></b></p> <table border="1"> <thead> <tr> <th>Criteria(s)</th><th>ADD</th></tr> </thead> <tbody> <tr> <td><b>M-1 Respondent Profile – Core Contact Centre Services Organization;</b> and <b>M-2 Respondent Profile – Previous Project Experience</b></td><td><u>The Respondent must be the Main Contractor.</u> In the case of a Joint Venture submitting a response, the Main Contractor must be the Representative of the Joint Venture.</td></tr> <tr> <td><b>M-3 Respondent Profile – Core Infrastructure Resources</b></td><td>Where the Respondent is a JV/Consortium, the locations and number of full time employees in Canada may reflect the combined resources of the JV/Consortium.</td></tr> <tr> <td><b>M-4 Respondent Profile – Security</b></td><td>Where the Respondent is a JV/Consortium, each member of the JV/Consortium must demonstrate compliance by providing a valid Security Screening Certificate file number issued by CISC that confirms DOS clearance at the level of Protected B or confirmation of sponsorship.</td></tr> </tbody> </table>	Criteria(s)	ADD	<b>M-1 Respondent Profile – Core Contact Centre Services Organization;</b> and <b>M-2 Respondent Profile – Previous Project Experience</b>	<u>The Respondent must be the Main Contractor.</u> In the case of a Joint Venture submitting a response, the Main Contractor must be the Representative of the Joint Venture.	<b>M-3 Respondent Profile – Core Infrastructure Resources</b>	Where the Respondent is a JV/Consortium, the locations and number of full time employees in Canada may reflect the combined resources of the JV/Consortium.	<b>M-4 Respondent Profile – Security</b>	Where the Respondent is a JV/Consortium, each member of the JV/Consortium must demonstrate compliance by providing a valid Security Screening Certificate file number issued by CISC that confirms DOS clearance at the level of Protected B or confirmation of sponsorship.
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<b>M-5 Respondent Profile – Financial Viability</b>	Where the Respondent is a JV/Consortium, each member of the JV/Consortium must indicate in the Response below that they acknowledge and accept their consent to Canada performing its own financial viability assessment of the JV/Consortium member.
<b>M-6 Respondent Profile – Facility Location</b>	Where the Respondent is a JV/Consortium, each member of the JV/Consortium must acknowledge and accept that the location of the JV/Consortium members' Facilities that will be proposed in response to any RFP resulting from this procurement process must meet requirements 1 and 2 of M-6.
<b>R-1.2 Respondent Business Maturity - Years</b>	Where the Respondent is a JV/Consortium, the number of years for which the JV/Consortium member that has been providing CC Services for the highest number of years will be used to determine the points awarded.
<b>R-1.3 Respondent Business Maturity – Sector</b>	Where the Respondent is a JV/Consortium, the calculation of memberships, awards and benchmarking will be calculated as the sum of these measures for each of the JV members.
<b>R-1.4 Respondent Business Facilities in Canada</b>	Where the Respondent is a JV/Consortium, the number of facilities and staffing will be calculated as the sum of the number of facilities and staffing for each of the JV members.
<b>R-1.5 Respondent Capability – Range of Supported CC Services across all clients</b>	Where the Respondent is a JV/Consortium, the range of contact centre Contacts supported will be calculated as the sum of the contact centre Contacts supported for each of the JV members.
<b>R-1.6 Respondent Capability – CC Resourcing and Management</b>	Where the Respondent is a JV/Consortium, the number of Employees in Canada will be calculated as the sum of the number of Employees in Canada for each of the JV members.
<b>R-1.7 Respondent Capability – Training</b>	Where the Respondent is a JV/Consortium, the number of Employees providing training will be calculated as the sum of the number of Employees providing training for each of the JV members.
<b>R-1.8 Respondent Capability – Staff Tenure</b>	Where the Respondent is a JV/Consortium, the average employment tenure and retention will be calculated as the average employment tenure and retention rate across all of the JV members.
<b>R-1.9 Respondent Capability – Innovations and Investment</b>	Where the Respondent is a JV/Consortium, the examples required may be provided across all of the JV members
<b>R-2.1 Respondent Implementation Project References ; and</b>	Where the Respondent is a JV/Consortium, the references may come from any member of the JV/consortium.

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.  
**006**  
 File No. - N° du dossier  
**G9292-170324.cy007**

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

	<b>R-2.2 Respondent Project Onboarding, Staffing and Recruitment References</b>	
	<b>R-3.1 Respondent Capability – Process and Methodology</b>	Where the Respondent is a JV/Consortium, the documented processes and methodologies may come from any member of the JV/consortium.
	<b>R-3.2 Respondent Capability – Process and Methodology</b>	Where the Respondent is a JV/Consortium, the prior experience may come from any member of the JV/consortium.
	<b>R-4.1 Project Security – Security Policy</b>	Where the Respondent is a JV/Consortium, the comprehensive security policy should be demonstrated for each member of the JV/consortium.
	<b>R-4.2 Project Security - Privacy Policy</b>	Where the Respondent is a JV/Consortium, the privacy protection plan response should be demonstrated for each member of the JV/consortium.
	<b>R-4.3 Project Security – Disaster Recovery / Business Continuity</b>	Where the Respondent is a JV/Consortium, the overall approach and disaster recovery plan response should be demonstrated for each member of the JV/consortium.
	<b>R-4.4 Respondent Business Location Security</b>	Where the Respondent is a JV/Consortium, the security measures response should be demonstrated for each member of the JV/consortium.