

**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. 007 |
| Client Reference No. - N° de référence du client G9292-17-0324 | Date 2018-11-06 |
| 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 |
|-----|---|---|
| 122 | Would Canada please explain the method in which they intend to contact the customer? I.e., Will customers be contacted multiple times for different information on the same project? | The references provided by the Respondent are subject to verification by Canada during the response evaluation period. Verification, if required by Canada, will take the form of email to the identified client contact with request to verify specific response materials. The Canada contact person will have the right to ask for additional information to validate the references before finalization of RFQ evaluation and selection of Qualified Respondents. The Response will be declared non-responsive if any references given by the Respondent are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the contact person for additional information will also render the Response non-responsive. |
| 123 | <p>#3 of the Project reference for M-2 requires that the customer contact verify information such as number of agents. In event that the customer may not be privy to the number of agents, how does Canada envision that information being verified by the customer contact?</p> <p>If the customer has not required reporting on the number of agents assigned to respond to the forecasts, will Canada make the vendor non-compliant if the customer indicates they cannot confirm this information?</p> | <p>Respondents are required to ensure that any materials provided in the references response can be validated by the referenced client or supporting vendor operational reports.</p> <p>No in this case, Canada will not make the vendor non-compliant. An operational report from the vendor's workforce management tool could be used to validate the information submitted.</p> |
| 124 | Since the vendor is already verifying capacity with respect to number of agents for a particular facility in the mandatory requirement M-3, would Canada consider removing the requirement for Criteria #3 in project Form Annex C-1.1? | <p>Respondents are required to complete the form C-1.1 for each reference proposed. The items required for C-1.1 refer to each individual project and evaluation as set out in M-2.</p> <p>The requirements in M-3 relate to the number of CC employees in Canada for the Respondent.</p> <p>These are two different requirements and will not be changed.</p> |
| 125 | In the event Canada will not remove the criteria #3 in M-3, in order to facilitate gathering the information and reviewing it with the customer, we respectfully request an extension to the due date | The closing date is remaining unchanged (November 16th, 2018 at 14:00 EST). |