



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. 008
Client Reference No. - N° de référence du client G9292-17-0324	Date 2018-11-08
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
126	<p>Solicitation RFQ Document - Appendix A – Definition and Interpretation - Form B-2: Joint Venture/Consortia Declaration:</p> <p>1. Could Canada please provide the definitions of “Joint Venture” and “Consortium”. References are made throughout the RFQ document to both these. Sometimes the references appear to suggest that they have the same meaning and yet other times they appear to have different meanings. We need clear direction on the above. From a legal perspective, these two words have very different definitions which do not align with the RFQ document. Below are more conventional definitions.</p> <p>A consortium is an association of two or more individuals, companies, organizations or governments (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.</p> <p>A joint venture is a legal organization that takes the form of a short term partnership in which the persons jointly undertake a transaction for mutual profit. Generally each person contributes assets and share risks</p> <p>2. Can Canada confirm that either a consortium or a joint venture structure under conventional definitions would be an acceptable Respondent for B-2</p>	<p>As identified in the RFQ document, Appendix A – Definition and Interpretation (P27):</p> <p>“ A joint venture 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>This is a standard Government of Canada definition. It doesn't have to be a legal entity.</p>
127	<p>M-2 Annex C-1: Project Reference Forms</p> <p>Solicitation Amendment 004 Clarification #82</p> <p>#1: In response to Q#82 of Amendment 004, Canada indicates that they would sponsor a new facility in Canada if requested but limits references to existing Canadian facilities. If an organization meets the criteria in North America and is seeking to expand business into Canada, would Canada be willing to consider 2 of 3 project references delivered from respondent facilities within North America?</p>	<p>#1: No. Only the projects delivered in Canada will be considered as references.</p>

	<p>#2: For Mandatory criteria M2 point number 3 for which Project reference 3.3.2 Annex C1.1 must be completed : where Canada is asking for 100 simultaneously active agents, would this include agents that work remotely (i.e., virtual agents from their homes) or must they be housed specifically in a vendor facility?</p> <p>#3: Will it be mandatory in the subsequent RFP that the bidders use existing employees to deliver the services required?</p>	<p>#2: No. As per M2 #3 (P38) of the RFQ document :</p> <p>“ The provided projects must each: Have provided services requiring a minimum of 100 concurrent agents from Respondent facilities in Canada.”</p> <p>#3: No there are no mandatory requirements for the bidder to use existing employees to deliver the services.</p>
128	<p>Solicitation Amendment 001 Page 22</p> <p>In Amendment 001 Canada states on page 22 of the Information Session presentation:</p> <p>“If there are less than 4 Qualified Respondents, all Qualified Respondents will be selected for participation in the Stage 2 RFP process. Should there be an insufficient number of Qualified Respondents after Stage 1 to permit a competition in Stage 2, Canada reserves the right to cancel Stage 2 or to modify the Stage 1 requirements and re-publish the solicitation using the same or a different approach.”</p> <p>#4 Can Canada please indicated what they would consider an insufficient number of Qualified Respondents?</p>	<p>As per RFQ document P71 section 6.0 Rights of the Procurement Authority</p> <p>Canada reserves the right to do any/or all of the following without liability to Canada:</p> <ul style="list-style-type: none"> a. reject any or all Responses received in response to the RFQ pursuant to Section 9, Section 10, Section 12, Section 13, Section 14, Section 15, Section 16, or Section 20 of this Appendix; b. reject the Response if the Respondent assigns or transfers its rights in its Response; c. cancel or defer the RFQ or the Project at any time; d. reissue the same RFQ or a different RFQ document in relation to the Project; e. if less than four (4) Qualified Responses are received and the requirements are not substantially modified, reissue the RFQ by inviting only the Respondents to resubmit Responses within a period designated by the Procurement Authority; f. change the dates, deadlines, process and requirements described in this RFQ; g. accept or reject any or all of the Responses; and h. change the limits, scope and details of the Project. <p>Canada will apply its reserved right as appropriate.</p>