



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Public Works and Government Services / Travaux
publics et services gouvernementaux
Kingston Procurement
Des Acquisitions Kingston
86 Clarence Street, 2nd floor
Kingston
Ontario
K7L 1X3
Bid Fax: (613) 545-8067

**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
Public Works and Government Services / Travaux
publics et services gouvernementaux
Kingston Procurement
Des Acquisitions Kingston
86 Clarence Street, 2nd floor
Kingston
Ontario
K7L 1X3

Title - Sujet Call Centre Agents	
Solicitation No. - N° de l'invitation QD003-197452/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client QD003-19-7452	Date 2019-02-13
GETS Reference No. - N° de référence de SEAG PW-\$KIN-655-7733	
File No. - N° de dossier KIN-8-50163 (655)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-02-19	
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: Semple, Patrick	Buyer Id - Id de l'acheteur kin655
Telephone No. - N° de téléphone (613) 530-3117 ()	FAX No. - N° de FAX (613) 545-8067
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

Amendment 004 to the solicitation is raised to add the transition to the SOW, reaffirm the responses to AMD 002 questions 5 & 6, and answer additional question, as follows:

Reference: Annex "A" Statement of Work

Insert:

10. Transition

a. Transition at the start of the contract

If required, classroom training will be provided by FedDev employees to new call centre agents. We would seek to schedule this training in the week (or ideally two weeks) before April 1st to ensure that any new call centre agents are prepared to operate on the first day. FedDev employees will be onsite to provide additional coaching and training on the job from April 1st onward. It is understood that there will be learning curve for new call centre agents.

b. Transition at the end of the contract

During the last month of the resulting contract, a process to provide a transition period of formal and on-the-job training to personnel who will be providing the next on-site service may be required; in which case the PA may require that the contractor provide its on-site personnel for training during the month transition period, if applicable.

Reaffirm, as per AMD 002, the response to question 5:

Reference: In Annex A, Section 4.1. "Attachment 1 - Annex A provides the profile of experience and abilities that team members should have in order to perform their duties at a satisfactory level."

Delete: "Attachment 1 - Annex A provides the profile of experience and abilities that team members should have in order to perform their duties at a satisfactory level."

Insert: "*Annex A - Part 2* provides the profile of experience and abilities that team members should have in order to perform their duties at a satisfactory level."

Reaffirm, as per AMD 002, the response to question 6:

Reference: Annex C, M3, reference to "Manager at Annex B at 1.1.1 and 1.1.2"

Delete: "Manager at Annex B at 1.1.1 and 1.1.2"

Insert: "Manager at *Annex A - Part 2* at 1.1.1 and 1.1.2".

Additional Question:

Question: Given the snow storm blanketing Ontario and the upcoming family day provincial holiday we request a 3 day extension to Feb 22. Thank you for your consideration.

Solicitation No. - N° de l'invitation
QD003-197452/A
Client Ref. No. - N° de réf. du client
QD003-19-7452

Amd. No. - N° de la modif.
004
File No. - N° du dossier
KIN-8-50163

Buyer ID - Id de l'acheteur
kin655
CCC No./N° CCC - FMS No./N° VME

Answer: Unfortunately, we cannot extend the closing date.