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Ontario

M2N 6A6

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre 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 Canada
Ontario Region
10th Floor, 4900 Yonge Street
Toronto
Ontario
M2N 6A6

Title - Sujet NSCC Temp Help Services		
Solicitation No. - N° de l'invitation EQ732-192729/A		Date 2019-06-28
Client Reference No. - N° de référence du client EQ732-192729		Amendment No. - N° modif. 001
File No. - N° de dossier TOR-9-42023 (009)	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$TOR-009-7783		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2019-06-12
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-07-15		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
Address Enquiries to: - Adresser toutes questions à: Holvec, Monique		Buyer Id - Id de l'acheteur tor009
Telephone No. - N° de téléphone (647) 616-3991 ()	FAX No. - N° de FAX () -	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required Accusé de réception requis	Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

Solicitation Amendment No. 001 is being issued to address the following:

A) Questions and Answers

Amendment:

A) Questions and Answers

Q1: Is this solicitation replacing the National Service Call Centre (NCSS) EQ732-190583 or if this is for resources over and above the existing contracts currently in place?

A1: The resources under EQ732-192729 do not represent additional resources. EQ732-192729 will replace EQ732-190583.

Q2: Are there incumbent firms providing these services to NSCC?

A2: Yes, but only until August 31, 2019.

Q3: How many vendors will be selected as a result of this RFP process?

A3: It is anticipated that up to three (3) standing offers will be issued as a result of this request for standing offers.

Q4: What is the historical spend and number of roles filled in 2018?

A4: The number of roles in 2018 was twelve (12) full time employees.
Spend is not comparable due to rate variations.

Q5: With respect to Annex "A" – *Statement of Work*, Section 1 – Background: "Over 35 variable shift employees". Are these 35 variable shift employees permanent government employees of NSCC, and will our temps be working within them?

A5: There are 36 full time AS-01 positions, but because staff can be on various types of leave, we never have all 36 onsite, therefore the need for temporary personnel resources.

Q6: With respect to Annex "A" – *Statement of Work*, Section 1 – Background:
How far in advance will the temporary resource know what their schedule is?
Will the schedule be a regular schedule?
Can PWGSC identify what the rotation is?
Will our temporary resources need to be constantly available?

- A6:** No employees are offered a "fixed" shift. The schedule is a rotation that is provided for approx. twelve (12) weeks. Two (2) weeks prior to expiring, a new schedule will be posted for another period of approx. twelve (12) weeks. There is no guaranteed rotation. Resources will always need to be able to work shifts within the twenty four (24) hours schedule. Agents can swap amongst themselves, but being assigned rotating shifts is a part of the role.
- Q7:** Please identify invoicing payment terms (30 days)
- A7:** As per section 7.2.1 – General Conditions (Page 18) the following clause applies:
2035 (2018-06-21), General Conditions - Higher Complexity, Payment Period:
1. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section entitled Interest on Overdue Accounts of the general conditions.
 2. If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within fifteen (15) days of receipt. The 30-day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within fifteen (15) days will only result in the date specified in subsection 1 of the clause to apply for the sole purpose of calculating interest on overdue accounts.
- Q8:** How many call center temps worked on statutory holidays in 2018?
- A8:** This fluctuates depending on the holiday, but it would be safe to say that on average, approximately 50% of the staff we had onsite during holidays were agency staff. During holidays we have between two (2) and (6) staff present (depending on the holiday and the shift).

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME