

This Invitation to Qualify (ITQ) Amendment 006 is issued to respond to questions received during the ITQ solicitation period.

Questions 1 through 21 and its answers can be found in the previous ITQ Amendments.

Question 22:

What is the anticipated value of the contract to be awarded by Public Works and Government Services Canada (PWGSC) under this solicitation?

Answer 22:

Canada is unable to provide an anticipated value of the contract to be awarded under this procurement process. Presently, the contract value for the current Parks Canada Reservation Service (PCRSv2) is \$26,547,155.81, however this value may not be representative for the next Parks Canada Reservation Service (PCRSv3) as the requirement has changed.

Question 23:

How many Reservation Call Centre Agents are employed by the current Reservation Call Centre?

Answer 23:

Parks Canada is not aware of the specific number of agents employed by the current Reservation Call Centre. Parks Canada does not require a specific number of agents, only that Parks Canada's call centre performance standards are met. For example, the PCRSv2 performance standards include:

- Inbound Call Response Time: On a monthly basis 80% of all calls for each of the English and French queues respectively must be answered by a call centre agent within 30 seconds.
- Abandoned Rate: On a monthly basis there must be no more than 10% abandon rate.
- Supervisor to Agent Ratio: There must not be more than 15 staffed call centre agents to 1 staffed call centre supervisor.
- Call Quality: The Average Call Quality score must be at least 80.0% per calendar month.
- E-mail Response Time: In each calendar month, 95% of all e-mail requests received must be responded to within 2 calendar days. 100% of e-mails that are beyond the scope of the PCRS (cannot be answered using the call centre agent's information tools) must be forwarded to Parks Canada's National Information Service within 1 calendar day of being received.
- Email Quality: A minimum of 80% of emails scored each month must meet the minimum quality requirements.
- Agent Errors: There must not be more than a cumulative 0.2% (2 per 1,000 interactions) error rate per calendar month.

Please note that these performance standards are for the PCRSv2 and may differ from the performance standards for PCRSv3.

Question 24:

How many current Reservation Call Centre agents are bilingual speakers?

SOLICITATION NO. - N° DE L'INVITATION
5P047-175117/C

AMD. NO. - N° DE LA MODIF.
006

BUYER ID - ID DE L'ACHETEUR
114XN

CLIENT REF. NO. - N° DE RÉF. DU CLIENT
5P047-175117/C

FILE No. - N° DU DOSSIER
114XN

CCC No./N° CCC - FMS No./N° VME

Answer 24:

Parks Canada is not aware of the number of bilingual (English and French) Reservation Call Centre agents , however, in 2018, the PCRSv2 call centre received over 178,000 inbound calls, and over 170,000 calls were answered by live agents. Approximately 87% of these calls were in English, and approximately 13% were in French.

All other terms and conditions remain unchanged.