



Public Services and Procurement Canada
Finance and Administration Branch
Departmental Materiel and Acquisitions Services
BY EMAIL to the Contracting Authority:
Marie-Anne.Clancy@tpsgc-pwgsc.gc.ca

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal to: Public Works and Government Services Canada

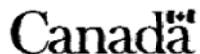
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred or attached hereto, the supplies and services listed herein or on any attached sheets at the price(s) set out therefor.

Propositions aux : Travaux publics et Services gouvernementaux Canada

Nous offrons par la présente de vendre à sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les articles et les services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Solicitation No. - N° de l'invitation 10072101	Type - Genre Amendment	Update - Mise à jour 001
Solicitation closes - L'invitation prend fin at - à 2:00 PM (EST) - 14h00 (HNE) on - le 2021-03-08	PWGSC File No. - N° de référence de TPSGC 10072101	

↑ Please ensure this area appears in window of return envelope / S'assurer que cette partie figure dans la fenêtre de l'enveloppe-réponse ↑



Date of Solicitation - Date de l'invitation 2021-02-04	
Address inquiries to - Adresser toute demande de renseignements à : Marie-Anne.Clancy@tpsgc-pwgsc.gc.ca	
Area code and Telephone No. Code régional et N° de téléphone	Facsimile No. N° de télécopieur
Destination New Brunswick	

Instructions:
Municipal taxes are not applicable.

Unless otherwise specified herein by the Crown, all prices quoted are to be net prices in Canadian funds including Canadian customs duties, excise taxes, and are to be F.O.B, including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax is to be shown as a separate item.

Instructions:
Les taxes municipales ne s'appliquent pas.

Sauf indication contraire, énoncée par la Couronne, dans les présentes, tous les prix indiqués sont des prix nets, en dollars canadiens, comprenant les droits de douane canadiens, la taxe d'accise et doivent être F.A.B, y compris tous frais de livraison à la (aux) destination(s) indiquée(s). La somme de la taxe sur les produits et services devra être un article particulier.

Delivery required - Livraison exigée	Delivery offered - Livraison proposée
Vendor Name and Address - Raison sociale et adresse du fournisseur	
Facsimile No. - N° de télécopieur	
Telephone No. - N° de téléphone	
Name and title of person authorized to sign on behalf of vendor (type or print) - Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'impression)	
Signature	Date

Amendment 001 is issued to provide answers to questions received from the industry.

Questions and Answers

With reference to section 5. Scope:

Question 1

Would you please let us know for what jobs/roles you are planning to test?

Answer 1

It will mostly be utilized for entry level positions in our Contact Centre (Pension Assistant) however it could also be used for other internal selection processes.

A Pension Assistant responds to client queries to identify and resolve problems; guides clients in articulating their information needs; clarifies the nature, scope and intent of their service needs; and ensures that these needs are addressed, including forwarding of various communication products (letters, booklets, forms, etc).

Question 2

Would you please let us know what specific skills you are trying to measure or need to have assessed in order to make better hiring or promotion decisions?

Answer 2

- Navigation / Using technology: This would assess a candidate's ability to use technology within a contact centre environment. Candidate should be able to easily navigate through several screens and/or software to find information needed to respond to customers' enquiries.
- Customer Service: This would assess a candidate's ability to focus on meeting customers' needs in a contact centre environment. This includes the tone and language used to respond to customers' questions, apologizing when appropriate and providing solutions that directly relate to customers' requests.
- Problem Solving: This would assess a candidate's ability to engage in problem solving with customers in a contact centre environment. This includes acquiring the necessary information from both clients and systems to understand the nature of the problem, working through ambiguity to determine the correct answer and tactfully explaining the situation to the clients.
- Verification and accuracy: This would assess a candidate's ability to listen to and record information received from customers in a contact centre environment accurately.

Question 3

Would you please let us know what's the problem you're trying to resolve? What's your source of pain?

Answer 3

We are looking for an assessment tool that simulates the environment of our contact centre for our entry level positions. We want to ensure that we hire candidates with the above mentioned competencies and our current tools are not meeting our needs.

Question 4

Would you please let us know Who you will be testing?

Answer 4

This assessment will be used to hire new employees off the street (external candidates) as well as employees who are already employed with the Government of Canada.

All other terms and conditions remain the same.