



Bid Solicitation Amendment No. 001

Government Contact Centre Services (GCCS) Stream 2: Contact Centre as a Service (CCaaS)

Request for Supply Arrangement (RFS)

Solicitation No.	BPM010227/C	Date	October 13, 2021
File GCDOCS No.	N/A	GETS Reference No.	PW-21-00966946

Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5	
Contracting Authority <small>(The Contracting Authority is the contact for all questions and comments about this document)</small>	Name	James Graves
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Closing Date and Time	October 27, 2021 @ 2:00 PM	
Time Zone	Eastern Time (ET)	
Destination of Goods/Services	Not applicable – Pre-Qualification Process Only	
Email Address for Response Submission by the Closing Date	Response are to be submitted in the P2P portal For any questions or concerns, please email the Contracting Authority: james.graves2@canada.ca	

This Amendment revises the GCCS – Stream 2 (CCaaS) RFSA Refresh released by SSC on October 5, 2021. The GCCS – Stream 2 (CCaaS) RFSA remains unchanged, except as explicitly amended by this document.

This Bid Solicitation Amendment No. 001 is raised to:

1 – Publish Canada’s response to Industry questions;

1) Publish Canada’s response to Industry questions:

Amd 001	
Q1	Would we be able to request an extension for submission? An extra 3-4 weeks would better empower us to engage our partner ecosystem and work on a potential joint-submission process.
A1	Due to operational requirements and by virtue of this being the 2 nd round Refresh, Canada does not intend to extend the RFSA at this time.
Q2	Can companies from Outside Canada can apply for this? (from India or USA)
A2	Respondents outside of Canada may submit to this RFSA but must meet the Mandatory Requirements as per Annex B and Annex C.
Q3	Will we need to come over there for meetings?
A3	There are no meetings anticipated for this RFSA phase. If this changes, Canada will host meetings virtually.
Q4	Can we perform the tasks (related to RFP) outside Canada? (like, from India or USA)
A4	Please clarify the tasks being referenced.
Q5	Can we submit the proposals via email?
A5	Per the RFSA, Respondents must submit their Responses through the P2P Portal.
Q6	Can you confirm the number of CCaaS agents?
A6	Canada will not provide the requested information at this time. Numbers of users/agents will be identified in any subsequent RFP issued to pre-qualified Suppliers under the Supply Arrangement.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

The following is a summary of Attachments/Amendments issued to date to this solicitation:

Document Tracking	Distribution	Date	Description
Amendment 001	P2P & Buy&Sell	2021-08-13	- Canada’s Response to Industry Questions