



# Bid Solicitation Amendment No. 002

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

### Request for Supply Arrangement (RFS)

Solicitation No.	<b>BPM010227/C</b>	Date	October 22, 2021
File GCDOCS No.	N/A	GETS Reference No.	PW-21-00966946

Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario K1P 0B5	
Contracting Authority (The Contracting Authority is the contact for all questions and comments about this document)	Name	James Graves
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	Postal Address	K1P 0B5
Closing Date and Time	<b>November 15, 2021 @ 2:00 PM</b>	
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: <a href="mailto:james.graves2@canada.ca">james.graves2@canada.ca</a>	

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. 002 is raised to:

- 1 – Extend the RFSA closing date to November 15, 2021; and
- 2 – Publish Canada’s response to Industry questions.

**1) At the RFSA front page, extend the closing date and time as follows:**

**DELETE:            ~~October 27, 2021 @ 2:00pm ET~~**

**INSERT:            **November 15, 2021 @ 2:00PM ET****

**2) Publish Canada’s response to Industry questions:**

<b>Amd 001</b>	
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 <sup>nd</sup> 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.
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<b>Amd 002</b>	
Q7	This is a request for a 3-week extension for the RFSA due date.
A7	Canada has extended this solicitation to November 15, 2021 at 2pm Eastern as of this amendment.
Q8	We are requesting an extension to the response due date to November 15 <sup>th</sup> .
A8	Canada has extended this solicitation to November 15, 2021 at 2pm Eastern as of this amendment.
Q9	The following is a request for a 4 weeks extension to this RFSA.
A9	Canada has extended this solicitation to November 15, 2021 at 2pm Eastern as of this amendment.
Q10	I am trying to get the English version of the document, but I can't seem to find it within Merx. I have done the registration on the buy & sell site mentioned but have not received approval on that yet.  Would I be able to receive the English document for the RFP?
A10	Suppliers can access the documents for download in English and French on Buy&Sell without registration:  <a href="https://buyandsell.gc.ca/procurement-data/tender-notice/PW-21-00966946">https://buyandsell.gc.ca/procurement-data/tender-notice/PW-21-00966946</a>
Q11	Will the contact centres be processing credit card payments? If so, will PCI DSS be a requirement?
A11	PCI DSS is not currently a requirement. There is a possibility PCI DSS becomes a requirement at a later date per individual RFPs under the Supply Arrangement.
Q12	We will need a 2-week extension to submit the proposal.
A12	Canada has extended this solicitation to November 15, 2021 at 2pm Eastern as of this amendment.
Q13	Can you please confirm if an NDA has been signed between xxx and Canada for this RFx?
A13	Canada has not signed a NDA with any Suppliers for this RFSA and cannot comment on previous NDAs. If a NDA is required in this process, it will be provided.  At RFP stage a NDA may be a requirement as per SCSI assessment.
Q14	On page 22 of the RFSA, it indicates Annex E is mandatory. Please clarify?
A14	Respondents must provide clearances as proof that their organization and personnel meet the Annex E - SRCL requirements.  Although mandatory to be provided at RFSA closing, it will not be a condition of SA award if the SRCL security requirements are not met.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

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

<b>Document Tracking</b>	<b>Distribution</b>	<b>Date</b>	<b>Description</b>
Amendment 001	P2P & Buy&Sell	2021-10-13	- Canada's Response to Industry Questions
Amendment 002	P2P & Buy&Sell	2021-10-22	- Extend the RFSA closing date - Canada's Response to Industry Questions