



Bid Solicitation Amendment No. 003

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

Request for Supply Arrangement (RFS)

Solicitation No.	BPM010227/C	Date	November 5, 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 (The Contracting Authority is the contact for all questions and comments about this document)	Name	James Graves
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Closing Date and Time	November 15, 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. 003 is raised to:

- 1 – Publish Canada’s response to Industry questions; and
- 2 – Amend the RFSA document to introduce Applicability of COVID-19 vaccination requirements to individual solicitations in Requests for Supply Arrangements (RFSAs); and
- 3 – Amend Annex K - Resulting Contract Clauses, Supplemental General Conditions to introduce clauses related to COVID-19 Vaccination Policy for Supplier Personnel; and
- 4 – Amend Annex K – Resulting Contract Clauses to introduce the COVID-19 Vaccination Requirement Certification; and
- 5 – Amend Form 2: CCaaS Software Publisher Authorization Form, changing the terminology from Reseller to Respondent;

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.

Amd 002	
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 th .
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: https://buyandsell.gc.ca/procurement-data/tender-notice/PW-21-00966946
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 SCSl 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.

Amd 003	
Q15	Throughout the documentation there are reference to ISO 27001, ISO 27017, ISO 27002, ISO 17020, SOC 2 Type 2, as well as all the requirements for the Guardrail assessments.

	Can there be confirmation that all of these certifications are required? If so, can SSC detail why they require certifications that cover the same requirements (example ISO 27001 and SOC 2, Type 2)?
A15	All 3 certifications are required annually. Although ISO and SOC2 are similar in nature, they each provide different information that SSC Security Management requires as part of their assessments.
Q16	Would Canada please change Form 2: CCaaS Software Publisher Authorization this to: "identify all of the Licensing Entities' proprietary CCaaS that are proposed by the Respondent".
A16	Form 2: CCaaS Software Publisher Authorization Form has been amended as of RFSA Amd 003 release.
Q17	The reference requirements are too steep for us to meet given the relatively new service offerings being asked for.
A17	Canada will not reduce the experience requirements. The experience requirements have already been reduced since the previous RFSA Refresh process, to take into account that the service is new. Canada requires that suppliers on the SA have the level of breadth and scope of experience required to support SSC's enterprise clients. As the vehicle is a Supply Arrangement, there will be opportunities to refresh on an annual basis and allow suppliers to get onto the vehicle at later dates should their business evolve and the experience requirements be attained.
Q18	Based on our partner model and the recent developments in cloud technologies, we require that Experience Requirements managing Contact Center as a Service are not directly associated with the proposed solution. Requirement #1 for Annex B (page 40) Requirement #2 for Annex B (page 41) Requirement #3 for Annex B (page 42) Requirement #4 for Annex B (page 43) Original [...]to manage the Contact Centre as a Service, proposed in this response, in Canada[.. Proposed change [...]to manage a Contact Centre as a Service solution, in Canada[..]
A18	Respondents need to demonstrate experience with the specific CCaaS proposed in the response, not any proprietary CCaaS solution, but the same proprietary CCaaS solution the Respondent is proposing in the RFSA Response, to adequately demonstrate experience in managing the proposed CCaaS solution in partnership with the proposed partner. SSC confirms that the Bidder needs to demonstrate experience in managing CCaaS as defined in the RFP Terminology (i.e. the solution not the service including agents, etc.). SSC requires the CCaaS solution as an end-to-end managed service, not vendor management of the SSC Partner service including agents, etc.

Q19	<p>Based on our partner model and the recent developments in cloud technologies, we require that Experience Requirements managing Contact Center as a Service are not directly associated with the proposed solution.</p> <p>Requirement #5 for Annex B (Page 44) b) and c)</p> <p>Original [...]for the CCaaS proposed in this response [..] Proposed change [...]for a managed Contact Centre as a Service solution[..]</p>
A19	<p>Respondents need to demonstrate experience with the specific CCaaS proposed in the response, not any proprietary CCaaS solution, but the same proprietary CCaaS solution the Respondent is proposing in the RFSA Response, to adequately demonstrate experience in managing the proposed CCaaS solution in partnership with the proposed partner.</p> <p>SSC confirms that the Respondent needs to demonstrate experience in managing CCaaS as defined in the RFP Terminology (i.e. the solution not the service including agents, etc.).</p> <p>SSC requires the CCaaS solution as an end-to-end managed service, not vendor management of the SSC Partner service including agents, etc.</p>

2) Amend RFSA document, Article 1.2 Requirement, as follows to introduce clauses related to the Applicability of COVID-19 vaccination requirements to individual solicitations under a resulting Supply Arrangement:

INSERT: S3037T – Applicability of COVID-19 vaccination requirements to individual solicitations in Requests for Supply Arrangements (RFSAs):

The requirement covered by the bid solicitation of any resulting supply arrangement may be subject to a vaccination requirement pursuant to the COVID-19 Vaccination Policy for Supplier Personnel.

3) Amend Annex K – Resulting Contract Clauses, insert Supplemental General Conditions related to COVID-19 Vaccination Policy for Supplier Personnel, as follows:

INSERT: Supplemental General Conditions:

4013 (2021-10-19) - Compliance with on-site measures, standing orders, policies, and rules applies to and forms part of the Contract applies to and forms part of the Contract.

A3080T – COVID-19 vaccination requirement:
This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. Failure to complete and provide the COVID-19 Vaccination Requirement Certification as part of the bid will render the bid non-responsive

A3015C: Certifications – Contract:

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

A3081T – COVID-19 vaccination requirement certification:

In accordance with the COVID-19 Vaccination Policy for Supplier Personnel, all Bidders must provide with their bid, the COVID-19 Vaccination Requirement Certification attached to this bid solicitation, to be given further consideration in this procurement process. This Certification incorporated into the bid solicitation on its closing date is incorporated into, and forms a binding part of any resulting Contract.

4) Amend Annex K – Resulting Contract Clauses, insert COVID-19 Vaccination Requirement Certification, as follows:

INSERT:

ANNEX ____ (TBD) - COVID-19 Vaccination Requirement Certification

I, _____ (*first and last name*), as the representative of _____ (*name of business*) pursuant to _____ (*insert solicitation number*), warrant and certify that all personnel that _____ (*name of business*) will provide on the resulting Contract who access federal government workplaces where they may come into contact with public servants will be:

(a) fully vaccinated against COVID-19 with Health Canada-approved COVID-19 vaccine(s); or

(b) for personnel that are unable to be vaccinated due to a certified medical contraindication, religion or

other prohibited grounds of discrimination under the *Canadian Human Rights Act*, subject to accommodation and mitigation measures that have been presented to and approved by Canada; until such time that Canada indicates that the vaccination requirements of the COVID-19 Vaccination Policy for Supplier Personnel are no longer in effect.

I certify that all personnel provided by _____ (*name of business*) have been notified of the vaccination requirements of the Government of Canada’s COVID-19 Vaccination Policy for Supplier Personnel, and that the _____ (*name of business*) has certified to their compliance with this requirement.

I certify that the information provided is true as of the date indicated below and will continue to be true for the duration of the Contract. I understand that the certifications provided to Canada are subject to verification at all times. I also understand that Canada will declare a contractor in default, if a certification is found to be untrue, whether made knowingly or unknowingly, during the bid or contract period. Canada reserves the right to ask for additional information to verify the certifications. Failure to comply with any request or requirement imposed by Canada will constitute a default under the Contract.

Signature: _____

Date: _____

5) Amend Form 2: CCaaS Software Publisher Authorization Form, as follows:

DELETE: In its entirety;

INSERT: Form 2 - CCaaS Software Publisher Authorization Form v2

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	2021-10-13	- 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
Amendment 003	P2P & Buy&Sell	2021-11-05	- Canada's Response to Industry Questions - Amend the RFSA document to include clauses related to COVID-19 Vaccination Policy for Supplier Personnel; - Amend Annex K to include clauses related to COVID-19 Vaccination Policy for Supplier Personnel - Amend Form 2: CCaaS Software Publisher Authorization Form