



Bid Solicitation Amendment No. 001

Stream 1: Enterprise Contact Centre Services (ECCS) Supply Arrangement RFSA Refresh

Solicitation No.	BPM010227/D	Date	December 15, 2021
File GCDOCS No.	N/A	GETS Reference No.	

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	January 6, 2022 @ 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 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	Can you verify that Annex forms B and C are what is required to be prequalified?
A1	Respondents must meet the Mandatory Experience Requirements of Annex B and Mandatory Service Requirements of Annex C. Please refer to Article 4.4 Content of Response for the documentation required in a RFSA submission to this process.
Q2	Further on the security clearance request, it seems as “Organizations must get sponsored before they can register and begin the screening process. “. Can you sponsor us to get the screening process started with PSPC’s CSP?
A2	Canada confirms it will sponsor any Respondent attempting to obtain a security clearance.
Q3	Annex K - RFP and Resulting Contract Clauses - Can you please elaborate the purpose of this form? Do we need to fill-it out and submit it? Or does it serve as an example only and no action is required from our end.
A3	There is no requirement to complete or submit this form. Annex K forms part of the template solicitation and resulting contract clauses under the Supply Arrangement. The Respondent agrees to be bound by all the terms and conditions of this solicitation, including the documents incorporated by reference into it.
Q4	Are you able to grant an extension to this RFSA by two weeks? This RFSA is released during the holiday season, we have multiple employees taking vacation.
A4	Canada will not be extending this RFSA closing date
Q5	Can companies from Outside Canada can apply for this?
A5	Yes but organizations must meet the mandatory requirements of this RFSA.
Q6	Will we need to come over there for meetings?
A6	There are no meetings required for this RFSA. If this changes, meetings will be conducted virtually.
Q7	Can we perform the tasks (related to RFP) outside Canada?
A7	Yes but organizations must meet the mandatory requirements of this RFSA.

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	2021-12-15	- Canada's Response to Industry Questions