

Questions for Industry

Shared Services Canada (SSC) requires a Conferencing & Operator Assisted Service (COAS) that provides the following for the Government of Canada (GC):

- a) Audio and Web Services; and
- b) Operator Assisted Service provided on Vendors platform with an optional future solution provided by the Vendor using GC platform.
 - i) Stream 1: Services are provided by the Vendor's own conferencing platform(s)
 - ii) Stream 2: **Optional Future Solution** - Services are provided by the Vendor's resources leveraging the Government of Canada's conferencing platforms.

The following table lists several questions and points of clarification SSC is requesting from the Industry. Industry responses will assist SSC in developing the Statements of Work (SOW's).

#	Draft Clauses from SOW	Question
1	The Audio Conferencing Service is self-serve on demand conference call involving two (2) or more participants speaking to each other by telephone or internet connection initially enabled by a computer	Is there Industry technology to allow a participant to initiate PSTN and computer audio calling on an audio conference?
2	The Audio Conferencing Service must allow any Participant, who is unable to access an Audio Conference, to obtain real-time assistance from the Audio Conference Operator using a Dual Tone Multi-Frequency (DTMF) invoked command (*0).	Is there Industry technology to allow a participant to have real time access to an Operator via computer audio?
3	The Audio Conference Service must allow a minimum of 2500 concurrent Audio Conferences. The Audio Conference Service must allow a minimum of 5000 Participants in all concurrent Audio Conferences.	1. Are there any restrictions or capacity issues with number of concurrent audio conferences? 2. Are there any restrictions or capacity issues with number of concurrent participants?
4	The COAS Service must provide a Portal with a landing/splash page/home page in both English and French (bilingual), as specified by Canada, that enables the Participant to select their language of choice (English or French) which will then result in all subsequent pages and prompts being displayed and text inputs in the selected language	Does your OEM software provide a landing/splash page/home page in both English and French? If the OEM software is provided in one language, do you have the capability of providing the landing page in English and French to meet the GC requirements?

#	Draft Clauses from SOW	Question
		Can you develop a solution that meets the requirements for both languages as stipulated?
5	The Service Portal must allow the Account holder to register for a single account in the Portal and use with the same account, ie. user name and password, to also select any COAS service identified on the Portal Landing Page.	<ol style="list-style-type: none"> 1. Can the Contractor use the same username and password for portal access and all COAS services? 2. If this is a software limitation, how can the Contractor achieve this requirement?
6	The Contractor must validate that the registration from the Account holder is from a valid GC email address	Can the Contractor validate that the email addresses is GC Email address – can you automate this?
7	The Web Conferencing Service must allow a user to record the main Web Conference content and Participant interactions including audio communications. The Web Conferencing Service must allow a Web Conference Recording for each sub conference (e.g. breakout room) of unlimited duration	Can conference activity in breakout rooms be recorded?
8	<p>The COAS Service must provide Real Time Closed Captioning in both Official Languages (English and French).</p> <p>The COAS Service must provide Real Time Translation for Closed Captioning in both Official Languages (English and French).</p>	<ol style="list-style-type: none"> 1. Can the proposed OEM software provide standardized Real Time Closed Captioning services in both languages (English and French)? 2. Can the proposed OEM software provide standardized Real Time translation for the Closed Captioning Service?
9	The COAS Service must provide the estimated cost and any additional charges (e.g., cancelation, reschedule etc.) to the Requester for an OAS Conference by email following the reservation.	<ol style="list-style-type: none"> 1. Does your OEM software provide an estimated cost of a conference at time of reservation? 2. If the OEM software does not provide the estimated cost at time of reservation, do you have the capability of providing the requirement as stipulated? 3. Can you develop a solution that meets the requirements for the provision of estimated costs at time of reservation as stipulated?
10	<p>The Contractor must provide the following on the Portal:</p> <p>The details for the scheduled conference including (As and when available</p>	What are the standard COTS products available?

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	<p>from the COTS product), in PDF format:</p> <ul style="list-style-type: none"> i. conference type; ii. requesters name, email address, department name and phone number; iii. applicable features; iv. connection details (URL, phone number, etc.); v. date and time of meeting; vi. length of time for meeting; and vii. number of participants. 	
11	<p>The Service Portal must include Role Based Access Controls (RBAC) that allows access to Service Portal pages, applications and functions of each of the COAS Services.</p>	<p>If the SOW is designed to allow an Account holder to access all COAS Services on the Portal Landing Page including administration and report functions – Can this be done with no restrictions or limitations?</p>
12	<p>Cancellation policy for Operator Assisted Service.</p>	<p>What is the standard cancellation policy for Operator Assisted Service</p>
13	<p>The Contractor must ensure that their fluently bilingual (English and French) Operators support Clients using the applications that relate to the Accessibility, Accommodation and Adaptive Computer Technology program (AAACT) involving considerations such as:</p> <ul style="list-style-type: none"> i. protocols and procedures that allow Users with disabilities to communicate with other Users, including designated speaking opportunities and giving them the option to signal that they would like to speak, using American Sign Language (ASL) as a minimum; ii. accommodating telecommunications devices such as teletype devices (TTY); iii. captioning; and iv. ensure compatibility with alternate input devices available to Users with disabilities attending web and video conferences. 	<ol style="list-style-type: none"> 1. Does the Contractors SaaS software meet the Accessibility, Accommodation and Adaptive Computer Technology program (AAACT) requirements as specified? https://www.canada.ca/en/shared-services/corporate/aaact-program.html 2. If not, how does the Contractor plan to meet these mandatory requirements?

#	Draft Clauses from SOW	Question
14	Transition Period – The Contractor must commence transition of services based on timeline from receiving the Authority to Operate within one (1) calendar month from the current GC audio/web conferencing Service	Is this feasible, or can it be transitioned in less time?
15	Stream 2 future option solution using GC platforms, primarily MSTeams.	Canada is exploring the viability of this future optional solution. SSC requires industry feedback to further assess the option.