



RETURN BIDS TO:

Shared Services Canada (SSC)

By email to: Jean-Charles.St-Onge@canada.ca

RETOURNER LES SOUMISSIONS À:

Services Partager Canada (SPC)

Par courriel a: Jean-Charles.St-Onge@canada.ca

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Issuing Office – Bureau de distribution

Procurement and Vendor Relationships | Achats et relations avec les fournisseurs
180 Kent Street | 180 Rue Kent
13th Floor
Ottawa, Ontario
K1P 0B6

Title – Sujet Long Distance Services for Shared Services Canada	
Solicitation No. – N° de l'invitation R000066683	Amendment No. – N° de modif. 016
Client Reference No. – N° référence du client P2P 66683	Date February 15, 2022
GETS Reference No. – N° de reference de SEAG PW-21-00957028	
File No. – N° de dossier N/A	
THE CLOSING IS EXTENDED : LA DATE DE CLOTURE EST PROLONGEE: at – à 02:00 PM on – le February 25, 2022	Time Zone Fuseau horaire Eastern Daylight Time (EDT)
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Jean-Charles St-Onge	Buyer Id – Id de l'acheteur CCG
Telephone No. – N° de téléphone : 613 618-0167	FAX No. – N° de FAX Not applicable
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Vendor/firm Name and address

Raison sociale et adresse du fournisseur/de l'entrepreneur

Facsimile No. – N° de télécopieur

Telephone No. – N° de téléphone

Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-

Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature

Date



SOLICITATION AMENDMENT # 016

The purpose of this amendment is to:

- 1) Correct Amendment 15 - Annex D – Pricing and Evaluation Table
 - 2) Respond to Question 27 -SOW 2.4.1.3
 - 3) Revise Item 2 PIC No Action Credit
 - 4) Advise of the Question and Answer period close-out
-

1) Correction of Annex D

Amendment 15 Annex D accidentally omitted Table 2-Implementation Professional Services.

Annex D has been corrected to add Table 2 with a Tab change only to change the name to Table 4 . The Summary Tab has also been modified to add Table 4.

2) Question 27 – 2.4.1.3 Concerning Fraud Management

Within 20 working days from Contract Award, and when changes are made to the fraud triggers during the Contract Period, the Contractor must provide a detailed description of its fraud trigger parameters and limits.

There are over several various rules/thresholds to detect toll fraud which are updated at any time and not communicated externally to customers. Can the wording be changed so it reads (or something similar to) within 20 working days from Contract Award, the contractor must provide a detailed description of their fraud Management program.

Delete:

Within 20 working days from Contract Award, and when changes are made to the fraud triggers during the Contract Period, the Contractor must provide a detailed description of its fraud trigger parameters and limits.

Insert:

Within 20 working days from Contract Award the Contractor must provide a detailed description of its fraud trigger parameters and limits.



3) Concerning Item 2 in the PIC No Action Credit.

Delete

2	No PIC Action Credit	Applies when a PIC is requested and confirmed but Long-distance appears on the client bill confirming a no PIC	The monthly LD usage incurred on the GOC landline account for the Non-PIC line to a maximum of \$5,000.00 /month	Maximum of 2 months LD usage billed to the GOC for each ticket occurrence
---	----------------------	--	--	---

Insert

2	No PIC Action Credit	Applies when a PIC is requested and confirmed but the Contractor is notified by SSC that Long- distance appears on the client bill confirming a no PIC	The monthly LD usage incurred on the GOC landline account for the Non-PIC line to a maximum of \$5,000.00 /month	Maximum of 2 months LD usage billed to the GOC for each ticket occurrence
---	----------------------	--	--	---

4) Concerning the Question and Answer Period of this RFP

Canada acknowledges the efforts put into this opportunity. We want to advise bidders the Q& A period will close effective February 17, 2022.

**ALL OTHER INFORMATION RELATED TO THIS SOLICITATION,
REMAINS UNCHANGED**