Conferencing & Operator Assisted Service (COAS)

Preamble:

SSC values the feedback received from the vendor community during one-on-one engagement sessions and responses to SSC's questions which were posted to Buy and Sell. This feedback is being taken into consideration in the preparation of SSC's SOW and RFP.

The information provided below compliments the very high level summary SSC provided on Industry Day and during one-on-one engagements and provides you a more complete picture of SSC's requirements of COAS pending the posting of the draft documents.

Today's conferencing services for audio and web are provided in both of Canada's Official Languages and meet Canada's security requirements. The audio and web services are delivered using a Software as a Service (SaaS) Conferencing Application to deliver self-serve on demand and unlimited conferencing to approximately 180 GC departments and agencies.

The Operator Assisted Services are designed to meet the Government of Canada (GC) demands for a range of GC issues primarily high-visibility events, large-scale conferences, regular consultations, stakeholder and public communications, core operations and critical emergency events, such as public health issues (pandemic), natural disasters (floods, fires) that impact Canadians interests domestically and internationally. These conferences are delivered in both of Canada's Official Languages and meet Canada's security requirements, always scheduled in advance however can be short notice depending on the emergency.

The security requirements for COAS are Protected A including but not limited to: at a minimum, the Portal, record keeping, information processing and others as stipulated by the Security Requirement Checklist. Security requirements must be met prior to Contract Award. The Contractor's Operators are required to have Reliability clearance level.

The components for COAS include, but are not limited to:

  i)   Operator Assisted Service (OAS) – The Service must provide operators who speak Canadian French and English fluently to provide support in the Users language preference without the need for a translator, providing the Operator role for large events including Q&A, using the SaaS application accessible over the Internet that allows conference hosts and attendees to connect via:

    a.   A telephone (mobile or land-line)
    b.   A browser-based web client that supports audio, video and content sharing capabilities
    c.   A standards-based (SIP) videoconferencing endpoint

    It's imperative that the OAS be scalable to handle any unforeseen/unplanned national or international event which would trigger an immediate need for additional skilled, bilingual resources.

ii)   Audio/web and Webcast Services provided by a SaaS Application (COTS) providing standard audio and web features and functionalities including:

   a.   Developed in accordance with Official Languages Act and Accessible Canada Act
   b.   Robust, feature rich audio/web SaaS Conferencing Application
   c.   Simultaneous interpretation
   d.   Live Closed Captioning
   e.   Translation of Closed Captioning (English and French)
   f.   Recordings (Retention - 30 days)
   g.   Accessibility features and functionalities
   h.   Update new features and functionalities in line with service technology evolution
   i.   Ability to add non standard features/functionalities as required

iii)   Portal (Contractor provided) – subject to Security requirements and SSC Approval to Operate (ATO):

   a.   Developed in accordance with Official Languages Act and Accessible Canada Act
   b.   Allow for User account management
   c.   Conference scheduling for both OAS and Audio/web, Webcast
   d.   Conference cost estimator (optional)
   e.   Allow for retrieval of reports and billing data
   f.   Provide connectivity to Contractor Help desk and allow for incident reporting
   g.   Single account to access all services

iv)   Direct billing to Clients (departments of Users for all payable services, other than licences)
v)   Toll Free usage
vi)   Interaction between computer audio and PSTN
vii)   GC Authorized Generic accounts (Security requirement)

SSC will be providing draft documents for the Statements of Work, the pricing sheet and the Request for Proposal (RFP) on Buy and Sell.

Current preliminary timelines for release of draft documents is expected in the 3rd quarter of 2022 and the final RFP before the end of 2022.