



Bid Solicitation Amendment No. 001

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

Solicitation No.	BPM010227/E	Date	July 29, 2022
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
	Telephone No.	(613) 668-9563
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	Postal Address	K1P 0B5
Closing Date and Time	August 16, 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 – Extend the RFSA closing date from August 2, 2022 to August 16, 2022; and
- 2 – Publish Canada’s response to Industry questions;

1) At the Front Page of the RFSA document, Closing Date and Time, amend as follows:

DELETE:

Closing Date and Time	August 2, 2022 @ 2:00 PM
Time Zone	Eastern Daylight Time (EDT)

INSERT:

Closing Date and Time	August 16, 2022 @ 2:00 PM
Time Zone	Eastern Daylight Time (EDT)

2) Publish Canada’s response to Industry questions:

Amd 001	
Q1	We would like to ask Canada for a 1 month extension to the deadline for BPM010227/E?
A1	Canada has provided a 2 week extension to August 16, 2022.
Q2	We would like to ask if Canada would entertain allowing U.S. references in the response?
A2	US references are acceptable.
Q3	We would like to ask Canada is there is a limit on the number of partners allowed in a joint venture agreement?
A3	A joint venture can be an association of two or more parties. In any RFSA response, the Respondent must clearly define all members of the joint venture. Please review RFSA Article 6.8 Evaluation of Joint Venture Experience.
Q4	We would like to request an extension (3weeks) for this RFP. We have critical resources who are unfortunately on vacation and we would like to be in a position to provide a solid response following our review.
A4	Canada has provided a 2 week extension to August 16, 2022.

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	July 29, 2022	<ul style="list-style-type: none">- Extend closing date- Canada's Response to Industry Questions