



Bid Solicitation Amendment No. 003

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

Solicitation No.	BPM010227/F (21849)	Date	October 6, 2023
File GCDOCS No.	N/A	GETS Reference No.	

Issuing Office	Shared Services Canada 400 Cooper Street Ottawa, ON K2P 2N1		
Contracting Authority <small>(The Contracting Authority is the contact for all questions and comments about this document)</small>	Name	Andrée Anne Malette	
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Closing Date and Time	October 20, 2023 @ 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: andree-anne.malette@ssc-spc.gc.ca		

This Bid Solicitation Amendment No. 003 is raised to:

1 – Publish Canada’s response to Industry questions;

1) Publish Canada’s response to Industry questions:

Amd 001	
Q1	Can you confirm the submission deadline for the opportunity: Government Contact Centre Services (GCCS): Stream 1 - Enterprise Contact Centre Services (ECCS) RFSA Refresh? Is it September 19, 2023 (listed in the amendment), or October 6, 2023 (listed in the email dated August 28, 2023?
A1	SSC confirms that the closing date is October 6, 2023 @2pm. (Eastern Time (ET)
Q2	For the Mandatory Experience Requirement #4 for Annex B, can the respondent use multiple customers to meet the requirement? Or could the requirement of 400 agents be lowered?
A2	SSC confirms that one customer reference must be provided for Annex B requirement #4. For the Mandator Experience Requirement #4 for Annex B, the requirement states: “The Respondent must have provided an Enterprise Contact Centre Service, in Canada, with 25 Agents as the Prime Contractor for a period of at least 24 continuous months (which can include the implementation phase) in the last 5 years prior to the closing date of this RFSA. ”
Amd 003	
Q3	Our team is in the process of responding to the RFSA and with sharing reference and client details, we require a MNDAs to be in place. Do you have a template you would like us to use or should we share a copy of our MNDAs for you to sign?
A3	No, SSC does not have a Template. SSC considers signing a NDA as a condition of bid response and will declare a respondent non-compliant.

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 & CanadaBuys	September 11, 2023	- Canada's Response to Industry Questions
Amendment 002	P2P & CanadaBuys	September 28, 2023	- Extend Closing Date
Amendment 003	P2P & CanadaBuys	October 6, 2023	- Publish Canada's response to Industry questions.