



## Bid Solicitation Amendment No. 001

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

Solicitation No.	<b>BPM010227/F (21849)</b>	Date	<b>September 11, 2023</b>
File GCDOCS No.	N/A	GETS Reference No.	

Issuing Office	Shared Services Canada 400 Cooper Street Ottawa, ON K2P 2N1		
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Closing Date and Time	<b>October 6, 2023 @ 2:00 PM</b>		
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: <a href="mailto:andree-anne.malette@ssc-spc.gc.ca">andree-anne.malette@ssc-spc.gc.ca</a>		

This Bid Solicitation Amendment No. 001 is raised to:

1 – Publish Canada’s response to Industry questions;

**1) Publish Canada’s response to Industry questions:**

<b>Amd 001</b>	
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.”

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

The following is a summary of Attachments/Amendments issued to date to this solicitation:

<b>Document Tracking</b>	<b>Distribution</b>	<b>Date</b>	<b>Description</b>
Amendment 001	P2P & Buy&Sell	September 11, 2023	- Canada’s Response to Industry Questions