

**HOSTED CONTACT CENTRE SERVICES (HCCS)**  
**INVITATION TO QUALIFY (ITQ)**  
**QUESTIONS AND ANSWERS (Q&A)**

Q&A 001

ITQ no.: 10034679/A

Date: February 20, 2014

## HCCS ITQ Questions and Answers

Question #	Question	SSC Response
1	<p>SSC recently released ICSS National ITQ with an initial closing date of February 7th, 2014 which has been extended to February 28th based on an initial release date of Dec.24th, 2013. This represents over a two month period to respond to that ITQ. HCCS provides a surprisingly short three week period for responses, with the release date being Feb 10th and a close date of March 4th. This is less than half the response period for ICSS National. Given the level of effort required to respond to HCCS, which will be very similar to ICSS National, would Canada please provide just provide us a 4-6 week extension so that we can schedule resources appropriately and provide a thorough and accurate response to SSC?</p>	<p>Canada does not intend to extend the closing date of the ITQ at this time. Canada believes that 3 weeks is enough time to gather the required evidence to prove that the Respondent meets the experience criteria outlined in Appendix B.</p> <p>Please note that ICSS National was a 2 step procurement process, whereas HCCS is a 3 step process.</p>
2	<p>Section 2.1.1 of the ITQ indicates that all clauses and conditions are set out as per the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada. While SACC 04 includes a (2007-11-30) Definition "Bidder", please confirm that the inclusion of this clause does not restrict respondents from referencing relevant projects that may have been conducted outside Canada and therefore necessarily contracted through the Bidder's parent company or affiliate due to global corporate structuring.</p>	<p>There is no restriction on referencing projects outside of Canada. Canada will not change the current definition of "Bidder". Please refer to article 2.1.3 on Joint Ventures.</p>
3	<p>With respect to Article 2.1.3 (specifically regarding Joint Ventures) and the Experience Requirements (as stated in Annex B), can Shared Services Canada please confirm that the experience requirements can be met by either member of the Joint Venture?</p>	<p>Please refer to ITQ amendment #1</p>

4	<p>We respectfully ask for clarification on section 4.1.5.</p> <p>If two companies are technically considered part of the same Responding Group (given your definition of a responding group section 4.1.5) and if they are not bidding together and have different solutions, will you accept the submission of two bids, each from a different member of the responding group, on its own?</p>	No, this is not allowed based on article 4.1.5
5	<p>As in previous SSC RFQs and RFPs, if bidders cannot obtain signatures due to the short timeframe for the HCCS ITQ response and customer accessibility, will an email attestation be accepted? As per the following example from a previous SSC RFP:</p> <p>“If bidders cannot obtain signatures, an email attestation will be accepted. The email attestation must accompany the completed form(s) as an attachment and must include the following statement in the email itself “As a Reference for the firm identified in the attachment, by providing this email, I confirm that I am a representative of the Client Organization identified in the attached and that I have read and understood the Mandatory Technical Requirements Annex – B Experience Requirements described in the attached page(s).”</p>	Please refer to ITQ amendment #1
6	<p>Due to the legal difficulties for some clients to provide signatures for references, and the length of time for their associated approvals should they be allowed to provide a signature, we are respectfully requesting that for Customer Reference Criteria 1, Criteria 2, Criteria 3, and Criteria 4 where it states “Signature of the authorized representative of the customer:” be removed. The removal of the Customer Signature will not lessen the validity of the response, as the SSC will still have client contact names and emails for reference verification. Furthermore, removing the signature requirement would bring consistency amongst the current SSC ITQs, such as</p>	Please refer to ITQ amendment #1

Solicitation No. - N° de l'invitation  
10034679/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur  
C71

Client Ref. No. - N° de réf. du client  
RAS 13-14706

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VM

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	<p>the one for Data Centre Co-Location Services (DCCS), which only requires Client Organization Contact Name, Client Organization Contact Telephone, and the Client Organization Contact Email.</p> <p>Based on this, will Canada please confirm that for Customer Reference Criteria 1, Criteria 2, Criteria 3, and Criteria 4, that the “Signature of the authorized representative of the customer:” will be removed as a requirement.</p>	
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