

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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## **HOSTED CONTACT CENTRE SERVICES (HCCS)**

### **INVITATION TO QUALIFY (ITQ)**

### **QUESTIONS AND ANSWERS (Q&A)**

#### **Q&A 003**

ITQ no.: 10034679/A

Date: February 26, 2014

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## HCCS ITQ Questions and Answers

Question #	Question	SSC Response
9	<p>Regarding Annex B, Customer Reference. If the respondent organization is largely responsible for the hosting services including implementation services, support and ongoing technology hosting, but not the direct contractual relationship, please confirm that they may include the customer as a reference.</p> <hr/> <p>RFP references to Customer Reference</p> <p>Customer Reference: The Respondent must provide a customer reference as per Annex B confirming that the Respondent has provided the applicable services. The Respondent may use the same or different customer references.</p> <p>The Respondent must demonstrate that they have provided a hosted contact centre service to an organization for a period of at least 24 continuous months in the last 3 years leading up to the first published response closing date, where the contact centre, as implemented, included all of the following:</p>	You do not need to have a direct contractual relationship with your reference.

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10	<p>Annex B, Criteria 1</p> <p>Item d) of Criteria 1: Respondent Experience and item d) of Criteria 1: Customer Reference both state:</p> <p>“d) the hosted contact centre service agents must have handled voice, email, SMS text message, voice mail, and Instant Message contacts using the contact centre service.”</p> <p>Because of the relatively new nature of multimedia cross-platform contact centre interactions, the adoption rate of large scale organizations has been slow. As such, the requirement to substantiate bidder experience with a single large-scale client reference where agents have utilized ALL of these technologies simultaneously will unnecessarily restrict the number of bidders that are able to proceed to the RRR and RFP stage.</p> <p>Therefore, we would recommend that, for item d), bidders be allowed to provide multiple customer references to substantiate the required experience.</p> <p>Alternatively, we respectfully request that item d) be revised to read as follows:</p> <p>“d) the hosted contact centre service agents must have handled at least two of the following technologies: voice, email, SMS text message, voice mail, and Instant Message contacts using the contact centre service.”</p> <p>The requested changes would allow the Crown to qualify a greater number of bidders while ensuring that each bidder has the necessary experience with multimedia cross-platform contact centre interactions. A greater number of potential bidders will ensure that the Crown ultimately receives best value at the RFP stage</p>	SSC is willing to accept multiple references to satisfy the requirements outlined in Criteria 1d. Each reference used to satisfy criteria 1d must also satisfy Criteria 1a, b, c, and e.
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11	<p><b>Solicitation Close Date</b></p> <p>Enterprise-level customers are often unable to sign off on customer reference forms (either in hardcopy or via email) without obtaining approval via time-consuming internal processes. Further, approval of these requests is not a top priority for these customers, making it difficult for bidders to obtain the customer references in a timely manner. Given that the majority of the ITQ submission is based on obtaining customer references, please extend the solicitation close date by a period of two weeks.</p>	See ITQ AMD002
12	<p>Due to the SSC releasing two ITQs with similar Solicitation Close dates, that are two business days apart:</p> <ul style="list-style-type: none"><li>• the DATA CENTRE CO-LOCATION SERVICES (DCCS), Solicitation 10032992/A, with a solicitation close date of Friday, February 28th, and</li><li>• the Hosted Contact Center Service (HCCS), Solicitation 10034679/A, with a solicitation close date of Tuesday, March 4th, and the overlap of resource required to submit responses and the large scale volumetrics required for the ITQ references, we are respectfully requesting a one-week extension to the Solicitation Close date for HCCS.</li></ul>	See ITQ AMD002
13	<p>The substantiation required for the Respondent Experience criteria includes the provision of a number of detailed reports. Due to the sensitive and sometimes proprietary nature of the information contained therein, some customer references may be unwilling to allow these reports to be provided to Canada in their entirety.</p> <p>Therefore, please confirm that bidders may submit example reports containing information of a 'like' nature and that the client can then verify the validity of this information through the signed or attested customer reference forms. If this is not acceptable, please confirm that Canada will accept a redacted report to substantiate any requirements requiring detailed reports.</p>	Canada will accept a redacted report.