

Australian Competition and Consumer Commission (ACCC)

RFT 2015-01

Call Centre Services Tender

Addendum Number 1

4 March 2016

INTRODUCTION

This Addendum Number 1 forms part of the Request for Tender for Call Centre Services (RFT2015-01) and is issued to potential respondents in accordance with clause 3.4 of the RFT.

Questions received via eMail and Responses

Question 1:

Whether companies from Outside Australia can apply for this? (like, from India or Canada)

Answer:

As noted on AusTender, due to technical limitations, access to the ACCC systems for the purposes of delivery of the Services can only be achieved by a Contractor providing the Services within Australia. This is a condition of participation in the tender.

Question 2:

Whether we need to come over there for meetings?

Answer:

No, but as noted on AusTender, due to technical limitations, access to the ACCC systems for the purposes of delivery of the Services can only be achieved by a Contractor providing the Services within Australia. This is a condition of participation in the tender.

Question 3:

Can we perform the tasks (related to RFP) outside Australia? (like, from India or Canada)

Answer:

As noted on AusTender, due to technical limitations, access to the ACCC systems for the purposes of delivery of the Services can only be achieved by a Contractor providing the Services within Australia. This is a condition of participation in the tender.

Question 4:

Can we submit the proposals via email?

Answer:

Tenders must be lodged electronically via the Australian Government Tender System, AusTender, at <https://www.tenders.gov.au> before the Tender Closing Time and in accordance with the tender lodgement procedures set out in clause 7 and on AusTender.

Tenders lodged by any other means, including by hand, facsimile or email, will not be considered.