

**STATEMENT OF WORK**  
**National Telecommunications Support Services (NTSS) for Transport Canada (TC)**

**1.0 General service requirements**

Shared Services Canada (SSC), on behalf of TC, requires a full range of telecommunications support services to support the business requirements of Transport Canada on an on-going basis. The services must be delivered nationally including local presence for each Transport Canada region. The Contractor shall develop a customized help desk and web-based portal to meet the requirements of the telecommunications support services.

**2.0 Purpose**

Provision of the telecommunications support services help desk to TC on a national basis, in order to:

- Provide services with consistent level of service;
- Simplify billing and reporting and make it available in all regions;
- Implement standards with more efficacy;
- Provide standardized regional delivery;
- Provide better service through a single point of contact in each region;
- Provide a better control of Transport Canada national telecommunications inventory;
- Implement services more quickly.

**3.0 Overall service objectives**

The Contractor shall provide telecommunications support services that encompasses the following:

- Provision of the telecommunications support services on an ongoing basis;
- Provision of an consistent service levels nationally;
- Adherence to Transport Canada's national telecommunications strategy;
- Provision of the national service management – single point of contact;
- Provision of a regional focus (i.e. local presence for each Transport Canada region);
- Provision of regional and national reports based on established service levels;
- Becoming knowledgeable and responsive to Transport Canada business needs;
- Management of a national inventory of telecommunications products and services;
- Procurement of telecommunications services that meet client needs;
- Adherence to national service standards and government contracting regulations.

**4.0 Current Environment**

**4.1 Inventory**

Please refer to Annex B – Telecomm Services Inventory for a summary of Transport Canada national telecommunications inventory.

#### **4.2 Telecommunications Products and Services**

The following Telecommunications products, services, and/or equipment are used in Transport Canada but not all provided through this vehicle.

- Basic telephone lines, including fax lines and modem lines, etc.
- Centrex lines
- Telephone sets (e.g. analogue, digital, STU III, etc) whether leased or owned
- Fax machines
- Modems
- Telephone headsets
- Telephone features and software changes
- New line orders
- Long distance services (ITSB and other carriers)
- Calling cards (TeleCanada)
- Toll-free lines
- Voice messaging
- Line load control
- Telecommunications devices for the hearing and speech impaired
- Teleconferencing service and equipment
- Moves, add and changes
- Wireless – cellular and blackberry
- Pagers
- TV Cable and satellite services
- Centrex Application, ACD, UCD, 800-Applications, Voice-applications

#### **5.0 Service requirements**

Services shall be provided in both official languages English/French (oral and written). See Appendices F and G for Service level and features standards.

The Contractor must provide the following elements of the service requirements:

##### **5.1 Service Administration and Management**

The Contractor must carry out all operational functions necessary for the delivery, administration and management of the service on a national basis. The requirement of the national service includes, but is not limited to:

- Ongoing service administration and management;
- Telecom service contract administration and work activity reporting;
- Billing administration and reporting;

- Workload monitoring and management;
- Planning and requirements definition;
- Identification and assessment of options;
- Development and presentation of recommendations;
- Advice to meet Shared Services Canada/Transport Canada business requirements;
- Telecom features and systems design;
- Quoting and estimating of services;
- Monthly management reports;
- Implementation and installation management.

## **5.2 Operational Support Services**

Operational support services are the ongoing day-to-day activities required to support TC's telecommunications requirements. Operational support services that will be delivered by the Contractor include, but are not limited to:

### **5.2.1 Client Service Requests**

Processing TC requests for telecommunications products, services and/or equipment which include, but are not limited to:

- New service, service enhancements, expansion, upgrades and/or repairs;
- Assessing the requirement, identifying service options and costs;
- Service ordering using government procurement process for acquisitions;
- Updating of the TC inventory to reflect service order moves, additions or changes;
- Monitoring the implementation in accordance with the service level standards;
- Usage and support of the web (Dynadocs) platform for all orders across Canada.

The Contractor shall NOT be responsible for administering and/or maintaining the following equipment and services:

- Answering machines;
- Data cabling;
- Fax machines;
- Teleconference equipment;
- LAN/WAN;
- Modems;
- Toll fraud.

### **5.2.2 Inventory management**

The contractor must provide and maintain a consolidated national inventory of all telecommunications products, services and/or equipment used in Transport Canada with regional sub-groupings in electronic format. An ad hoc reporting capability shall be provided both nationally and regionally.

The inventory must include but is not limited to:

- Location of service (city, building, floor, location, etc.);
- Service type;
- Usage justification for specific items (e.g. modems line);
- Associated client name and organizational identifier;
- Telephone numbers including software features and equipment records;
- Service application (voice, modem);
- Invoicing information (account number, associated charges);
- Indication of whether equipment is owned or leased;
- Indication of whether the equipment is currently in use or is spare;
- Supplier or service provider name;
- Service order information for moves, adds, or changes.

Inventory updates shall be completed no later than two (2) business days after the notification of a completed move, add or change order.

Shared Services Canada/Transport Canada requires on-line access capability to the inventory via a secure web internet site and must be electronically accessible to SSC utilizing the Microsoft Office 2000 Suite of products.

### **5.2.3 Problem escalation and change management**

The Contractor must provide a problem escalation procedure and change management process that adheres to established TC processes and procedures. Please refer to Annex D – Transport Canada Problem Escalation Procedures and Annex E – Transport Canada Change Management Process for samples of established Transport Canada procedure and process.

The problem escalation procedure must include, but is not limited to:

- Type of problem;
- Time and date the problem was reported;
- Analysis of the problem;
- Corrective action taken;
- Status of the action and estimated time to repair;
- Problem tracking and progress.

The change management process must include, but is not limited to:

- Description of the change;
- Time and date the change was requested;
- Reason for the change;
- Original start and completion times/dates;
- Revised start and completion times/dates.

Both the proposed problem escalation procedure and the change management process must be able to provide current status information upon request.

#### **5.2.4 Invoicing**

The Contractor must provide an activity report detailing the information on orders placed for telecommunications services such as moves, adds, changes, pager changes (MACDs) and so on. This report shall contain sufficient information to allow SSC to verify invoices for those services against the orders. SSC will disburse payments for services rendered on a monthly basis.

Activity report, detailing the information on the placed telecommunications orders such as MACDs, must contain sufficient information to validate invoices.

The report must adhere to the following guidelines:

- Reports generated on a monthly basis;
- Reports printed in hard copy;
- Available in soft copy using MS 2000;
- Reports available in soft copy using Microsoft Office 2000 suite of products;
- Reports sorted by Transport Canada responsibility centre;
- Reports mailed to the responsibility centre manager.

#### **5.2.5 Monthly management reports**

The contractor must establish monthly management reports on a national and regional basis that include, but are not limited to:

- Exception report: any activities which are not meeting planned dates;
- Operational activities or volumetric: numbers and types of service moves, adds or changes, number and types of problems and resolutions;
- Actual and forecast telecommunication service expenditures and variance analysis;
- Performance measurement against established service level standards;
- Monthly face-to-face service level meetings are to be established and to be held at Transport Canada Headquarters' location in Ottawa or by teleconference.

Note: All reports must be available, upon request, in hard copy, soft copy using Microsoft Office 2000 suite of products and via a secure web site (portal) maintained by the contractor.

### **5.3 Service location and sites**

The Contractor shall designate a Regional Service Manager in each region (including the NCR) who will be responsible for the support service provision in each region and will act as the Contractor's single point of contact.

### **5.3.1 Transport Canada sites**

A current list of all Transport Canada sites is shown in Annex A – Transport Canada Sites.

### **5.3.2 Transport Canada regional head offices**

The following is a list of Transport Canada regional head offices as well as regional boundaries.

#### ***Pacific Region***

The Pacific Region encompasses all Transport Canada sites within the province of British Columbia. The Transport Canada regional head office is physically located in Vancouver at 800 Burrard Street.

#### ***Prairie and Northern Region***

The Prairie and Northern Region encompasses all Transport Canada sites within the provinces of Alberta, Saskatchewan, Manitoba, Yukon, Nunavut and the Northwest Territories. The Transport Canada regional head office is physically located in Winnipeg at 344 Edmonton Street.

#### ***Ontario Region***

The Ontario region encompasses all Transport Canada sites within the province of Ontario. The Transport Canada regional head office is physically located in Toronto at 4900 Yonge Street.

#### ***Quebec Region***

The Quebec Region encompasses all Transport Canada sites within the province of Quebec. The Transport Canada regional head office is physically located in Dorval at the Dorval Airport, 700 Leigh Capreol.

#### ***Atlantic Region***

The Atlantic Region encompasses all Transport Canada sites within the provinces of New Brunswick, Prince Edward Island, Nova Scotia, and Newfoundland and Labrador. The Transport Canada regional head office is physically located in Moncton at 95 Foundry Street.

#### ***National Capital Region***

The National Capital Region encompasses all Transport Canada sites within the Ottawa-Gatineau vicinity and is the location of Transport Canada's national headquarters office. The Transport Canada headquarters office is physically located in Ottawa at 330 Sparks Street, Tower C.

## **5.4 Hours of service**

The Contractor shall provide services to all TC locations during normal working hours in all time zones across Canada. Normal working hours are from 8h00 to 17h00 local time, 5 days per week, with the exception of statutory holidays observed by the federal government.

All urgent repair requests received outside of these hours of coverage will be referred to the local telephone company's (Telco) repair service. Standard Telco service level agreements (SLA's) will apply for all urgent repairs.

### **5.5 Service cost effectiveness**

The Contractor shall always execute the procurement of telecommunications products, services and/or equipment through Shared Services Canada. All services shall be designated and delivered at the lowest cost to SSC for TC. It is possible that some services may be delivered more cost effectively from a local cost perspective. The national cost consideration shall always take precedence.

### **5.6 Service level standards**

In providing services, the Contractor shall abide by the norms, standards, policies and guidelines sets forth by SSC for TC.

The Contractor's performance will be measured against the guidelines detailed in Annex F – Telecommunications Service Level Standards. The Telecommunications Service Level Standards applies to major centres and will be adjusted for remote sites. Emergency service requests will be handled on an individual basis. Annex G – Telecommunications Products/Features Standard shows the basic and enhanced level of services that are offered to TC.

Move, add or change requests that are placed by noon of any given business day will be forwarded for treatment before the end of that same business day. Orders received after noon of any business day will be forwarded for treatment by noon of the next business day.

### **5.7 Telecommunications service policy**

The objective within SSC /TC is to provide the telecommunications services and features required by staff to effectively fulfill their job function.

The Contractor shall provide services requested by any SSC/TC staff member, according to the Telecommunications Products/Features Standard. For service and feature requests outside these standards, the Contractor must obtain the appropriate authorization from SSC management. The SSC prime or authorized delegate in each region will provide information on authorizations required for specific services or features.

## **6.0 Contractor Responsibilities**

All work performed, and services rendered, shall be to the satisfaction of and subject to acceptance by SSC. The Contractor shall ensure that the contract personnel will be equipped with the necessary tools, equipment and location (e.g. pagers, computers, offices) to provide the service.

### **6.1 Key Personnel definition**

The Contractor shall provide certain skilled, experienced professional and/or technical personnel who are essential for successful Contractor's accomplishment of the work to be performed. These are defined as "Key Personnel". No substitutions shall be made of accepted Key Personnel except for sudden illness, death, or termination of employment. Substitutions shall only be accepted if in compliance with Paragraph 6.3 Substitution of Key Personnel, below.

### **6.2 Key Personnel designation**

For the purpose of this contract, the Contractor's National Service Manager and Regional Service Managers are designated as Key Personnel.

#### **6.2.1 National Service Manager**

The Contractor shall, immediately upon the award of this contract, designate a National Service Manager. The National Service Manager shall be the Contractor's authorized point of contact with the SSC's Manager of the Wireline Voice Managed Services. The National Service Manager must be empowered to act on behalf of the Contractor relating to the contract, Contractor employees and any other issues of the contract. This National Service Manager will act as the single point of contact to SSC on national issues.

The designated National Service Manager shall be fully responsible for the operations of the Contractor in the performance of all work under the contract and is authorized to accept on behalf of the Contractor any notice, consent, order, direction, decision or other communication that may be given to the Contractor.

The Contractor is responsible for ensuring that knowledgeable personnel are available in case of either planned or unplanned absences.

#### **6.2.2 Regional Services Managers**

Contractor representatives, designated as Regional Service Managers, shall be empowered to act on behalf of the Contractor on all regional matters relating to the contract, Contractor employees and any other issues. The Regional Service Managers are directly accountable to the National Service Manager for this service.



The Contractor is responsible for ensuring that knowledgeable personnel are available in case of either planned or unplanned absences, at no additional cost to SSC.

### **6.3 Substitution of Key Personnel**

Contractor shall inform SSC (Manager, Wireline Voice Managed Services) in writing, of its plans to substitute Key Personnel, at least fifteen (15) calendar days in advance of the substitution effective date. The Contractor shall provide a complete curriculum vitae for the proposed substitute showing that the substitution possess equivalent skills and experience as the current incumbent.

### **6.4 Security requirements**

The Contractor must observe security regulations at all times while conveying, preparing, or remitting items, and ensure that sensitive information and/or assets are handled in accordance with Government Security Policy (GSP) and SSC Corporate Security Policy.

Suitable Contractor staff, which may be required to work on Transport Canada premises to provide any service, must pass an Enhanced Reliability check. The Contractor shall contact Transport Canada Security Office to obtain the required security level.

The Contractor's staff, when on Transport Canada sites, must carry company identification cards (TC Visitor's Pass) at all times.

### **6.5 Insurance Requirements**

The Contractor shall, at all times during the execution of the contract, maintain sufficient public liability and property damage against personal injuries and loss or damage of the property to fully cover the Contractor's liabilities to any person. The insurance provided under this policy shall include coverage for all risks associated with the activities of the Contractor. Coverage shall be one million dollars (\$1,000,000) with not more than one thousand dollars (\$1,000) deductible.

The Contractor shall maintain a 3-D (dishonesty, disappearance and destruction) employee policy. Coverage shall be ten thousand dollars (\$10,000) with a zero or nil (\$0) deductible.

Policies for "All Risk" shall be jointly in the name of the Contractor and Her Majesty the Queen. The proceeds of such insurance shall be payable only to Her Majesty the Queen in right of Canada.

Immediately following notification of contract award and preceding the start of any work, the Contractor shall have his insurance company or broker provide written confirmation that the insurance and bonding required herein are in force.

If a Contractor already has insurance policies in place with deductibles higher than the above requirements, SSC will accept a statement signed by an authorized Contractor's representative stating that the Contractor will take responsibility for the deductible amount not covered under their policies.

If a Contractor already has insurance policies in place, the Contractor must get a rider from the insurance company stating that, for the purpose of this contract, policies will be jointly in name of the Contractor and Her Majesty the Queen in right of Canada.

#### **6.6 Adherence to government policies**

The Contractor shall adhere to all federal, provincial and municipal government regulations.

#### **7.0 Contract period and start date**

The National Telecommunications Support Services (NTSS) contract will be awarded for a period of one year with an the irrevocable option to extend the term of the contract by up to 1 additional 1-year periods under the same terms and conditions.

Subject to satisfactory receipt of required insurance, and licensing, the Contractor shall start providing service as of April 1<sup>st</sup>, 2016.