

SHARED SERVICES CANADA

Solicitation Title: National Telecommunications Support Services (NTSS) for Transport Canada /Shared Services Canada (SSC)

AMENDMENT # 01

Solicitation number:	15-38836	
Buyandsell reference number:	PW-16-00725722	
Date:	March 09, 2016	
Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, ON K1G 4A8	
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Closing Date	Thursday, March 24, 2016 - 17:00 Eastern Daylight Time (EDT)	

This amendment 001 is raised to:

- 1) Amend the ACAN closing date;
- 2) Amend article 8 of the Notice of Proposed Procurement.
- 3) Amend article 1.0 General service requirements of the SOW.

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- 1) ACAN closing date is amended to read:
Wednesday, March 24, 2016 - 17:00 Eastern Daylight Time (EDT)

- 2) Article 8. is amended to read:

8. Suppliers' right to submit a statement of capabilities: Suppliers who consider themselves fully qualified and available to provide the services and/or goods described herein, may submit a statement of capabilities in writing to the contact person identified in this notice on or before the closing date of this notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

Minimum Essential Requirements: Any interested supplier must demonstrate by way of a Statement of Capabilities that it can fulfill the requirements of the Statement of Work (SOW), associated solicitation documents and the following requirements in order to be able to carry out the work:

- A minimum of 3 years of experience in the delivery of telecommunications support professional services within the last 10 years;
- A minimum of 1 year of experience in the past 10 years conducting the type of telecommunications support work, as described in the SOW, for at least one project similar in size, scope and complexity. Please describe the project in detail;
- Knowledge and understanding of compatibility and inter-operability of the systems, products and services offered by different telecomm providers;
- Ability to build and establish a custom portal, help desk and processes for Transport Canada's telecommunications support services, within 90 days of the contract award;
- Ability to provide the required telecommunications support services on national basis, with Regional Service Managers located physically in each region and National Service Manager located physically in the National Capital region;
- Provide a detailed description on how a potential supplier would fulfill all requirements of the Statement of Work and Annexes A-G.

If a potential supplier submits a statement of capabilities during the posting period that meets the requirements set out in this ACAN, the government will proceed to a full tendering process on either the government's electronic tendering system or through traditional means in order to award the contract.

If no other supplier submits on or before the closing date a statement of capabilities meeting the requirements set out in this ACAN, a contract will be awarded to the pre-selected supplier.

3) ADD the following to article 1.0 General service requirements of the SOW:

The Contractor must develop a customized solution for legacy voice services that meets TC's requirements, operates in TC environment and follows TC's internal procedures.

This solution shall:

- Provide a portal with systems integration to execute monitor and track Moves, Adds, Changes as well as service assurance (ticketing, etc).
- Provide a help desk system that shall process, monitor, track telecomm requests and tickets.
- Provide bilingual help desk resources that shall provide assistance to Transport Canada telecom officers to execute Moves, Adds, Changes on the legacy voice platforms. The resources shall interface with other providers as well as in-house systems.
- Ensure compatibility and inter-operability of the systems, products and services offered by different telecomm providers.
- Ensure processes for generating and management of trouble reports.

Note: In the imminent future, SSC will be migrating from legacy voice services, which are presently in place at TC, to new platforms via other contract vehicles for non-legacy services, such as VOIP or hosted voice systems.