

**SHARED SERVICES CANADA**

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

**AMENDMENT # 03**

Solicitation number:	15-38836	
Buyandsell reference number:	PW-16-00725722	
Date:	March 10, 2016	
Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, ON K1G 4A8	
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Closing Date	Thursday, March 24, 2016 - 17:00 Eastern Daylight Time (EDT)	

This amendment 003 is raised to:

- 1) Amend article 8 of the Notice of Proposed Procurement.
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- 1) 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, within 90 days of the contract award, a custom portal, help desk and processes for Transport Canada's telecommunications support services;
- 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;
- Ability to build and provide, within 90 days of contract award, the required secure web internet site (portal) which shall include:
  - system integration to execute moves, adds and changes as well as service assurance ticketing;
  - access to the on-line inventory, as described in the SOW clause 5.2.2.
- Ability to provide and maintain a consolidated inventory of all telecommunications products, services and/or equipment used by Transport Canada as described in the SOW clause 5.2.2;
- Ability to provide all reports requested in the SOW:
  - Activity report (clause 5.2.4) ;
  - Monthly Management Reports (clause 5.2.5);
- Ability to provide services to all TC locations in all time zones across Canada, in accordance with the SOW clause 5.4;
- Ability to provide services in both official languages English and French (oral and written);
- In addition, interested suppliers shall provide a detailed description demonstrating how they will 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.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**