



**RETURN BIDS TO:**

**Shared Services Canada (SSC)**  
Procurement and Vendor Relationships  
180 Kent Street, 13th Floor  
Ottawa, Ontario  
K1P 0B6

**RETOURNER LES SOUMISSIONS À:**

**Services Partager Canada (SPC)**  
Acquisitions et relations avec les  
fournisseurs  
180 rue Kent, 13ieme étage  
Ottawa, Ontario  
K1P 0B6

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Issuing Office – Bureau de distribution**

Procurement and Vendors Relationships | Achats et relations avec les fournisseurs  
EO Division | Division EO  
180 Kent Street | 180 Rue Kent  
13th Floor  
Ottawa, Ontario  
K1P 0B6

<b>Title – Sujet</b> <b>Professional Services</b>	
<b>Solicitation No. – N° de l'invitation</b> 10052719/A	<b>Amendment No. – N° de modif.</b> 001
<b>Client Reference No. – N° référence du client</b> RAS 16-41857-0	<b>Date</b> Septembre 2, 2016
<b>GETS Reference No. – N° de reference de SEAG</b>	
<b>File No. – N° de dossier</b> CCG.10052719	
<b>Solicitation Closes – L'invitation prend fin</b> <b>THE CLOSING DATE IS REVISED :</b> <b>LA DATE DE CLOTURE EST REVISER :</b> <b>at – à 02 :00 PM</b> <b>on – le Sept 20, 2016</b>	<b>Time Zone</b> <b>Fuseau horaire</b>  Daylight Savings time (DST)  Heur Avance de l'est (HAE)
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Kenny Leung	<b>Buyer Id – Id de l'acheteur</b> CCQ
<b>Telephone No. – N° de téléphone :</b> 613 286-8979	<b>FAX No. – N° de FAX</b> Not applicable
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> Kenny Leung: (613) 790-6964 Shared Services Canada (SSC) 180 Kent Street, 13th Floor, Ottawa, Ontario, K1G 4A8	
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



**SOLICITATION AMENDMENT # 001**

The purpose of this amendment is to:

- 1) Amend 1.1.1 Mandatory Technical Criteria;

**1) At 1.1.1 – Mandatory Technical Criteria:**

The Mandatory Technical Criteria has been revised as follows

**Delete:** 1.1.1 Mandatory Technical Criteria In its Entirety;  
**Insert:**

The TBIPS SA Holder must comply with the Mandatory Requirements specified below.

This list of qualifications is essential and must be met by the contractor to perform the required tasks and produce deliverables outlined in the Statement of Work. The information provided about the proposed contractor must clearly describe how each of the qualifications in the list is met. Failure to adequately describe how a qualification is met will be determined as “not met”. If requested, the contractor must provide examples and reference information (may be checked) of their experience in the following:

The experience of the proposed resource must be clearly identified by providing the company name, the duration in months, the start and end dates, contact name, and contact phone number of each project or contract.

In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.

	Mandatory Requirement	Requirement Met (Y/N)	Cross Reference to Resume
MC1	<p><b>Corporate Capacity to provide sufficient resources at the Project Administration, Level One (3)</b></p> <p>The Bidder MUST demonstrate that they have the corporate capacity to provide sufficient resources in the category of a Operation Support Specialist, Level Three (3), who have serviced PBX's by identifying in their Technical Proposal:</p> <ul style="list-style-type: none"> <li>a)the Resource names,</li> <li>b)Project Name, Department and Contract Number,</li> <li>c)Dates of deployment,</li> <li>d)Resource Category and Level, and</li> <li>e)Description of duties</li> </ul> <p>The corporation must have had at least</p>		



	Mandatory Requirement	Requirement Met (Y/N)	Cross Reference to Resume
	two (2) Operations Support Specialists who have serviced PBX's, provided at the same time on the same project for at least 6 months within the past five (5) years.		
<b>M1</b>	Bidder's proposed resource must have a minimum of 10 years of experience as an Operations Support Specialist servicing PBX's.		
<b>M2</b>	Bidder's proposed resource must have a minimum of 5 years of experience using Call Pilot to create automated attendance.		
<b>M3</b>	Bidder's proposed resource must have a minimum of 5 years of experience performing and managing Telecom moves, adds and changes.		
<b>M4</b>	Bidder's proposed resource must have a minimum of 5 years of experience implementing and servicing video conference equipment.		
<b>M5</b>	Bidder's proposed resource must have a minimum of 5 years of experience installing and repairing CAT 5e cable.		
<b>M6</b>	Bidder's proposed resource must have valid Secret security clearance at bid closing (not at contract award).		
<b>M7</b>	The bidder must provide 3 work/client references from the last 4 projects which reflect Operations Support Specialist experience. The work/client references must be the project lead client that is an employee of the client organization and who can validate the resource's experience as an Operations Support Specialist.		



Shared Services Canada  
Services partagés Canada

**All other Information related to this Request for Proposal, remains unchanged**