



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

Acquisitions et relations avec les  
fournisseurs  
180 rue Kent, 13<sup>ieme</sup> étage  
Ottawa, Ontario  
K1P 0B6

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

## Comments - Commentaires

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

Title – Sujet	
<b>Professional Services</b>	
Solicitation No. – N° de l'invitation <b>10052719/A</b>	Amendment No. – N° de modif. <b>002</b>
Client Reference No. – N° référence du client RAS 16-41857-0	Date Septembre 9, 2016
GETS Reference No. – N° de reference de SEAG	
File No. – N° de dossier CCG.10052719	
Solicitation Closes – L'invitation prend fin <b>THE CLOSING DATE IS REVISED : LA DATE DE CLOTURE EST REVISER : at – à 02 :00 PM on – le Sept 20, 2016</b>	Time Zone Fuseau horaire  Daylight Savings time (DST)  Heur Avance de l'est (HAE)
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à:  Kenny Leung	Buyer Id – Id de l'acheteur CCQ
Telephone No. – N° de téléphone : 613 286-8979	FAX No. – N° de FAX Not applicable
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : Kenny Leung: (613) 790-6964 Shared Services Canada (SSC) 180 Kent Street, 13th Floor, Ottawa, Ontario, K1G 4A8	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date



## **SOLICITATION AMENDMENT # 002**

The purpose of this amendment is to:

- 1) Amend 1.1.1 Mandatory Technical Criteria;
- 2) Respond to bidder questions

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### **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 Operation Support Specialist, Level Three (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>		



Mandatory Requirement		Requirement Met (Y/N)	Cross Reference to Resume
	The corporation must have had at least 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.		



## **2) Response to bidder questions (Q&A)**

**Question 1:** For MC1, corporate capability, will you accept either Private or Public Sector references?

**Answer 1:** Only Public Sector references.

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