



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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT
CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ

RETURN BIDS TO: RETOURNER LES SOUMISSIONS À :

By e-mail to: - Par courriel au :

Barbara.gorman@tc.gc.ca

Attention: - Attention :
Barbara Gorman

Solicitation Closes - L'invitation prend fin

At - à :
2:00 PM - 14:00

On - le :
January 23, 2024 / 23 janvier 2024
Time Zone - Fuseau Horaire :

Eastern Standard Time (EST)
Heure normale de l'Est (HNE)

Title - Sujet IT Business to Provide Desktop Support Services / Services informatique de support de bureau		Amendment No. - N° modif. 2
Solicitation No. N° de l'invitation T8080-230104	Date of Amendment Date de modification January 8, 2024 / 8 janvier 2024	
Address enquiries to : - Adresser toute demande de renseignements à : Barbara Gorman E-Mail Address - Courriel : Barbara.gorman@tc.gc.ca		
Destination See herein - Voir aux présentes		

Instructions: Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

Instructions : Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.

Delivery required Livraison exigée See herein - Voir aux présentes	Delivery offered Livraison proposée Not applicable - Sans objet
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Person authorized to sign on behalf of Vendor/Firm (type or print): La personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) :	
Name - Nom	Title - Titre
Signature	Date

RFP QUESTIONS AND ANSWERS AND AMENDMENTS

File: T8080-230104

Initiative: IT Business to Provide Desktop Support Services

RFP Issued: January 3, 2024

RFP Closes: January 23, 2024 02:00 PM

THIS SOLICITATION AMENDMENT IS RAISED TO:

1. Provide answer to question from potential suppliers.
2. Make amendments to the Request for Proposal.

QUESTIONS AND ANSWERS:

Question #	Qs and As T8080-230104
Question 3	Would the Crown please confirm if there is currently, or has been within the past 6 months, any contracted resource performing the services described within the RFP? If so, please identify the incumbent and contract value.
Answer 3	See Answer 2
Question 4	Would the Crown please confirm that Bidders may cross map equivalent resource categories when demonstrating contracts and experience for the corporate mandatory and point-rated criteria?
Answer 4	Canada confirms Bidders may cross map equivalent resource categories when demonstrating contracts and experience for the corporate mandatory and point-rated criteria.
Question 5	<p>Regarding Attachment 4.1 Bid Evaluation Criteria, MTC2 states the following: Demonstrate the Bidder's ability to provide a minimum of two resources at different levels of the B.12 - Network Support Specialist of the TBIPS resource category at the same time to meet the demands of the department.</p> <p>Considering that many resources working under different titles on municipal, provincial, and federal projects / contracts perform the same or similar work as a TBIPS B.12 - Network Support Specialist, as defined in Section 5, Resource Requirements, of the Annex A - Statement of Work, would the crown accept resources from other TBIPS categories and non-tbips categories (municipal, provincial) as equivalent as long as the contracted resource is mapped to 70% of the work described in Annex A SoW?</p> <p>Subsequently, given the same rationale, would the crown also accept this level of equivalency mapping to requirements MTC4, MTC5, and MTC6?</p>
Answer 5	Canada confirms that we will accept resources from other TBIPS categories and non-TBIPS categories (municipal, provincial) as equivalent as long as the contracted resource is mapped to 70% of the work described in Annex A SoW. Canada confirms that we will also accept this level of equivalency mapping to requirements MTC4, MTC5, and MTC6 as well.
Question 6	In response to MTC1, will the Crown accept projects for services provided for private sector companies (with a user base of more than 2,000)?
Answer 6	Canada confirms that we will not accept projects for services provided for private sector companies (with a user base of more than 2,000).
Question 7	Regarding MTC1, can the Crown please confirm whether "in line with" is equivalent to "similar to" as per Section 3.2 (iv) of the RFP?

Answer 7	Canada confirms that it is “in line with” is equivalent to “similar to” as per Section 3.2 (iv) of the RFP.
Question 8	Can the Crown please confirm that contracts that are ongoing as of the bid closing date will be acceptable, as per the mandatory criteria sub-sections in relation to MTC1?
Answer 8	Canada confirms that contracts that are ongoing as of the bid closing date will be acceptable, as per the mandatory criteria sub-sections in relation to MTC1.
Question 9	In relation to MTC2, can the Crown please confirm if “50% of the points of responsibility listed” should be in relation to the responsibilities identified in the Statement of Work included in this bid opportunity or to the responsibilities identified in the TBIPs resource category B.12 Network Support Specialist?
Answer 9	Canada confirms that 50% of the points of responsibility provided should be in relation to the responsibilities identified in the Statement of Work included in this bid opportunity or to the responsibilities identified in the TBIPs resource category B.12 Network Support Specialist. See Amendment 3.
Question 10	Due to the level of detail required to prepare a proposal that will offer the best value to the Crown, we request a two-week extension to the bid closing date, to Feb. 6, 2024.
Answer 10	See Answer 1
Question 11	Is there currently, or has there been in the past year, an incumbent vendor performing similar services to the duties described in this solicitation? If so, can the Crown please provide the name of the vendor and the value and duration of the contract?
Answer 11	See Answer 2
Question 12	In response to the MTC requirements, specifically MTC1 through to MTC6, where the Crown is seeking illustration of resource experience, can it please be confirmed how respondents should best highlight the experience as part of the projects/contracts being referenced?
Answer 12	Canada confirms that Bidders responses should highlight the experience as part of the projects/contracts being referenced by providing detailed and specific examples of work completed and/or responsibilities / job functions performed. These examples should clearly indicate any actions taken along with the results.
Question 13	Regarding criterion MTC1: Given that the criterion recognizes the possibility of multiple different public sector clients at different levels, is substantiation of equivalency permitted, and if so, what form should it take? (e.g. attestation by client of equivalency, demonstration of 70% of tasks associated with role in Tasks and Deliverables section on page 41 of RFP document, etc.)
Answer 13	See Answer 5.

Amendment 2:

1. DELETE THE ATTACHMENT 4.1 BID EVALUATION CRITERIA – MTC1 in its entirety and REPLACE with the following:

Part A: Corporate - Mandatory Criteria

MTC#	Corporate - Mandatory Criteria	Met / Not Met	Bidder’s Response (Reference to Substantiating Materials Included in Bid)
MTC1	<p>Bidder’s Demonstrated Resource Capacity</p> <p>The Bidder must demonstrate its experience in providing resources for IM/IT technical support for remote and onsite services by providing three (3) IM/IT projects/contracts that were conducted in the last seven five years (as of bid closing date), whereas the services provided is in line with Section 5, Resource Requirements, of the Annex A - Statement of Work. The</p>		

MTC#	Corporate - Mandatory Criteria	Met / Not Met	Bidder's Response (Reference to Substantiating Materials Included in Bid)
	<p>three projects must be for services provided for municipal, or provincial, or federal government department or crown agency organization clients.</p> <p>The three projects submitted will be used to assess the mandatory criteria listed under sub-sections MTC 1.1 through MTC 1.5 below.</p> <ol style="list-style-type: none"> 1. Each project/Contract identified must: <ol style="list-style-type: none"> a. Have been with a single client; and b. Have been completed or ongoing in the last five (5) years (as of bid closing date). 2. The Bidder should provide the following information for each Contract identified: <ol style="list-style-type: none"> a. The name of the client organization; b. The Contract number or reference number; c. The start and end dates for the Initial Contract Period, not including amendments; d. The resource categories and level provided under the Contract and a brief description of their tasks; e. The total number of days billed per resource under the Contract. f. A brief summary of the project objectives, needs and issues which necessitated the Bidder's contribution; and g. Provide a rationale of how the services were provided on-time, on-budget and in accordance with the established project objectives. 3. Bidders must use the Corporate Reference Response Form - Table 1 (included below) to demonstrate the projects the Bidder provided for IM/IT technical support for remote and onsite services in each of their reference contracts. 		

2. DELETE THE ATTACHMENT 4.1 BID EVALUATION CRITERIA - MTC2 in its entirety and REPLACE with the following:

Part A: Corporate - Mandatory Criteria

MTC#	Corporate - Mandatory Criteria	Met / Not Met	Bidder's Response (Reference to Substantiating Materials Included in Bid)
MTC2	<p>For each of the three projects submitted in response to MTC1 each project must:</p> <ol style="list-style-type: none"> a. Be of a minimum duration of twelve (12) months, within the last five years (as of bid closing date); 		

MTC#	Corporate - Mandatory Criteria	Met / Not Met	Bidder's Response (Reference to Substantiating Materials Included in Bid)
	<p>b. Demonstrate the Bidder's ability to provide a minimum of two resources at different levels of the B.12 - Network Support Specialist of the TBIPS resource category at the same time to meet the demands of the department; and</p> <p>c. Each project provided have a minimum billing of \$1M (for professional services only, taxes extra and not including amendments).</p> <p>To be deemed compliant, levels 1, 2, and 3 of the B.12 - Network Support Specialist of the TBIPS resource category must demonstrated cumulatively across the 3 projects/contracts with (6 resources).</p> <p>Note: 50% of the points of responsibility provided should be in relation to the responsibilities identified in the Statement of Work included in this bid opportunity or to the responsibilities identified in the TBIPs resource category B.12 Network Support Specialist.</p>		

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME