



## 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](mailto: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)

<b>Title - Sujet</b> IT Business to Provide Desktop Support Services / Services informatique de support de bureau		<b>Amendment No. - N° modif.</b> 3
<b>Solicitation No. N° de l'invitation</b> T8080-230104	<b>Date of Amendment Date de modification</b> January 10, 2024 / 10 janvier 2024	
<b>Address enquiries to : - Adresser toute demande de renseignements à :</b> Barbara Gorman  <b>E-Mail Address - Courriel : Barbara.gorman@tc.gc.ca</b>		
<b>Destination</b> 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.

<b>Delivery required Livraison exigée</b> See herein - Voir aux présentes	<b>Delivery offered Livraison proposée</b> Not applicable - Sans objet
<b>Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>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) :</b>	
<b>Name - Nom</b>	<b>Title - Titre</b>
<b>Signature</b>	<b>Date</b>

## 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 14	Regarding criterion MTC1: The first paragraph requires projects/contracts conducted "in the last seven years (as of bid closing date), where the requirement 1 in that criterion specifies that projects/contracts must "have been completed or ongoing in the last five (5) years (as of bid closing date)". Which time span is correct?
Answer 14	Canada confirms the five (5) years time span is correct. See Amendment 2.
Question 15	Would TC accept IM/IT contract references for similar/equivalent TBIPS categories such Help Desk Specialist, Operations Support Specialist, System Administrator, Network Analyst?
Answer 15	See answer 5.
Question 16	The RFP has a contract period of 1 year plus 2 additional 6 month optional periods. Can the crown confirm that it is the intention for the contract period to expire after 24 months. This seems like a short period for a TIER 2 contract. Majority of TIER 2 RFP's are for 5 year contract periods. Is there any specific reason as to why the contract period is much shorter for this particular requirement?
Answer 16	After review, Canada is amending the RFP with the contract period to read: one (1) contract, for one year plus (2) 2 additional one (1) year options. See Amendment 3 below.

### Amendment 3:

1. DELETE THE ATTACHMENT 1.2 Summary in its entirety and REPLACE with the following:

#### 1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of Transport Canada (the "Client") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of up to one (1) contract, for one year plus two (2) **six-month one-year periods** irrevocable options allowing Canada to extend the term of the contract.
- (c) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 – Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), Canada Korea Free Trade Agreement (CKFTA) and the Canadian Free Trade Agreement (CFTA).
- (e) The Federal Contractor's Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 – Resulting Contract Clauses and the attachment titled “Federal Contractors Program for Employment Equity – Certification.”
- (f) This bid solicitation is to establish contracts with task authorizations for the delivery of the requirement detailed in the bid solicitation across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will be treated as a separate procurement, outside the resulting contract
- (g) As of October 11, 2019, it is mandatory to consider including accessibility criteria in procurement requirements for goods or services, in accordance with subsections 4.2.26 and 4.2.27 of the Treasury Board Contracting Policy. Considering accessibility criteria and features is obligatory with this requirement. For additional information consult the [Treasury Board Contracting Policy](#).
- (h) The TBIPS Supply Arrangement EN578-170432 is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.

**All TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-170432 series of SAs are invited to compete.**

- (i) SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-170432 as that joint venture at the time of bid closing in order to submit a bid.
- (j) The Resource Categories described below are required on an as and when requested basis in accordance with the TBIPS SA Annex "A": (<https://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html>).

**Resource Category and Levels**

TBIPS #	Resource Category	Level of Expertise	Number of Resources Required
B.12	Network Support Specialist	1	3
B.12	Network Support Specialist	2	12
B.12	Network Support Specialist	3	1

**1.1 Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 10 working days from receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

- 2. DELETE THE ATTACHMENT 7.6 Contract Period in its entirety and REPLACE with the following:

## 7.6 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends one year later; and
  - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional ~~six (6) month~~ one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
  - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**