



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. 6-1
Solicitation No. N° de l'invitation T8080-230104	Date of Amendment Date de modification January 15, 2024 / 15 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 21	<p>APPENDIX C TO ANNEX A, RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE – Part A Resource Criteria. For all three GRIDS under MTC1 – Section 2. There is a requirement to provide the following information for each Project/Contract identified in MTC1 – Section 1:</p> <ol style="list-style-type: none"> a. Name of the client b. Contract Number c. The start and end dates for the initial Contract Period 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. <p>If a Vendor is awarded the Solicitation and receive a draft Task Authorization and recruit a potential candidate that will meet the requirement for MTC1 – Section 1, the candidate may have worked on a project or Contract within the last 5 years with another Vendor. In this cause the awarded Vendor would not likely have access to the information listed above (MTC1 – Section 2, a,b,c,d, and e). This information would be held by the previous vendor that contracted the resource within the past 5 years. The resource would not have been exposed to that information and would not be able to provide in their resume. Can the Crown please remove MTC1 – Section 2, a to e.</p>
Answer 21	Canada has reviewed, APPENDIX C TO ANNEX A, RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE – Part A Resource Criteria, MTC1 and have amended MTC1. See Amendment 6 below.
Question 22	The RFP states in MTC1 “The three projects submitted will be used to assess the mandatory criteria listed under sub-sections MTC 1.1 through MTC 1.5 below”. Please confirm this numbering is a typo and the Crown intended this instruction to state “...assess the mandatory criteria listed under MTC2, MTC3, MTC4, MTC5, MTC6”.
Answer 22	Canada has reviewed, Corporate Mandatory Criteria, MTC1 and for MTC1 it is amended to read “...under-sections MTC2, MTC3, MTC4, MTC5, MTC6 below. See Amendment 6 below.
Question 23	For MTC1.2.e please confirm that bidders only need to show the “total number of billed days per resource under the contract” in the category B.12 Network Support Specialist or similar equivalent category.
Answer 23	After review, Canada confirms for Corporate Mandatory Criteria, MTC1.2.e that the Bidder needs to show the “total number of billed days per resource under the contract” in the category B.12 Network Support Specialist or similar equivalent category.

Question 24	For RTC3.2.b “its ability to deliver requirements on schedule” please confirm the Crown will be evaluating the bidder’s ability to deliver its requirements on schedule and not evaluating deployed resources.
Answer 24	After review, Canada confirms for Corporate Mandatory Criteria, RTC3.2.b “its ability to deliver requirements on schedule” that the Canada will be evaluating the Bidder’s ability to deliver its requirements on schedule and not evaluating deployed resources.
Question 25	As the bidder community is waiting for the Crown’s answers to questions and will then require additional time to make amendments to their proposals based on your answers, please provide a one-week extension to this solicitation.
Answer 25	See Answer 1.

Amendment 6:

1.0 DELETE THE ATTACHMENT: Appendix C to Annex A, Resources Assessment Criteria and Response Table Part A:2 B.12 Network Support Specialist – Level 2, MTC1 in its entirety and REPLACE with the following:

MTC#	Mandatory Technical Criteria	Met / Not Met	Provide a cross reference to the proposal/CV where substantiating information can be found
MTC1	<p>The proposed resource must meet the minimum years of experience in accordance with the Resource Category under which they have been proposed as indicated below:</p> <ul style="list-style-type: none"> • B12. Network Support Specialist Level 2: from 5 to 10 years of experience. <p>1. For each project(s) listed under the proposed resource’s résumé, it must include the following information:</p> <ul style="list-style-type: none"> a. The resource’s projects provided must demonstrate the experience providing professional IM/IT services *relevant and *similar to the tasks for the Resource Category and Level as described in the Annex A, SOW under section 5.2 of this bid solicitation. <p>Each project/Contract identified must:</p> <ul style="list-style-type: none"> a. Have been with a single client; and b. Have been completed or ongoing in the last 5 years (as of bid closing date). <p>2. The Bidder should provide the following information for each Contract identified:</p> <ul 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; The start and end date that 		

MTC#	Mandatory Technical Criteria	Met / Not Met	Provide a cross reference to the proposal/CV where substantiating information can be found
	<p>the resource worked on each project provided from y/m/d to y/m/d.</p> <p>d. The resource categories category and level provided under the Contract and a brief description of their tasks; and</p> <p>e. The total number of days billed per resource under the Contract.</p> <p>*Relevant and *similar is defined as resources who have performed a minimum of 50% of the tasks listed in the Statement of Work.</p>		
COMPLIANCE		YES / NO	

2 DELETE THE ATTACHMENT: Attachment 4.1 Bid Evaluation Criteria, Part A; Corporate – Mandatory Criteria MTC1, in its entirety and REPLACE with the following:

MTC#	Corporate - Mandatory Criteria	Met / Not Met	Bidder's Response (Reference to Substantiating Materials Included in Bid)
MTC1	<p>Bidder 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 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 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 MTC2, MTC3, MTC4, MTC5, MTC6 below.</p> <p>1. Each project/Contract identified must:</p> <ul 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). <p>2. The Bidder should provide the following information for each Contract identified:</p> <ul 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; 		

MTC#	Corporate - Mandatory Criteria	Met / Not Met	Bidder's Response (Reference to Substantiating Materials Included in Bid)
	<p>e. The total number of days billed per resource under the Contract.</p> <p>f. A brief summary of the project objectives, needs and issues which necessitated the Bidder's contribution; and</p> <p>g. Provide a rational of how the services were provided on-time, on-budget and in accordance with the established project objectives.</p> <p>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.</p>		

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME