



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. 7
Solicitation No. N° de l'invitation T8080-230104	Date of Amendment Date de modification January 17, 2024 / 17 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 26	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 26	See Answer 1
Question 27	MTC 2, point (c), bidders are required to demonstrate that each project's billed value should not include amendments. As vendors are required to provide information on billed values over the last five years the reference to "exclusion of amendments" presents some confusion. Typically, amendments are applied to the contract value rather than the billed value. Could we kindly request clarification or reconsideration on the reference to "not including amendments"?
Answer 27	Canada has reviewed the Corporate Mandatory Criteria MTC2 and confirms that each project provided have a minimum billing of \$1M for professional services only, not including taxes and not including amendments.
Question 28	Regarding Corporate Mandatory Criteria MTC2, can the Crown please confirm that "taxes extra" means "excluding taxes"?
Answer 28	Canada has reviewed the Corporate Mandatory Criteria MTC2 and confirms "taxes extra" means "excluding taxes".
Question 29	Currently Attachment 3.2 - Customer Reference Contact Information Form that is required for all reference contracts, require Bidders to provide a copy of the entire reference contract. Government contract(s) can be upwards of 70 pages or more for a single contract and across all of these requirements, this will account for many large files including a lot of information which may not be necessary. This would create bid submission files that could exceed email submission capacity. In order to reduce the file size of documents that are required to be uploaded and trim down the unnecessary information, would the Crown please consider changing the requirement for Bidders to include the signed first page of the Contract and the associated SOW?
Answer 29	After review, Canada agrees to amend the Attachment 3.2 - Customer Reference Contact Information Form for Bidders to include only the signed first page of the awarded Contract and the associated Statement of Work.
Question 30	Please confirm that for MTC1 of resource grid Network Support Specialist – Level 1, Level 2 and level 3 the below is a misprint and should be struck from the grid: The Bidder should provide the following information for each Contract identified: 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.
Answer 30	After review, Canada has amended MTC1 resource grid for the Network Support Specialist Level 1, Level 2 and Level 3. See Amendment 7 below.
Question 31	For MTC1 of resource grid Network Support Specialist – Level 2 and level 3, the Crown have requested “5 to 10 years experience” and “10+ years of experience”. However 1b and 2b respective advise that the project must “Have been completed or ongoing in the last 5 years (as of bid closing date)”. Not only is this impossible, this is also unnecessarily restrictive for any resource who took significant time off between contracts at any point in the past 5 years for reasons such as parental leave, Covid-19, other illnesses, etc. As such, we ask the Crown to amend the requirement to remove the deadline of five years.
Answer 31	After review Canada is amended MTC1 for of resource grid Network Support Specialist – Level 2 and level 3 for 2b to read “Have been completed or ongoing in the last 10 years (as of bid closing date)”. See Amendment 7 below.
Question 32	For RTC9, RTC11 and RTC12 of the resource grid Network Support Specialist – Level 1, Level 2 and level 3 please confirm that the industry-recognized certificate is not limited to the certificates mentioned in the requirement: (i.e., Microsoft Certified systems Engineer, or Microsoft Certified Professional, A+ Certification).
Answer 32	Canada confirms that the industry-recognized certificate is not limited to the certificates mentioned in the requirement: (i.e., Microsoft Certified systems Engineer, or Microsoft Certified Professional, A+ Certification).
Question 33	Can the Crown please provide the solicitation ID of the contract award currently held by the incumbent, Ibiska.
Answer 33	The contract number for the incumbent, Ibiska is T8086-172044-001-ZM.

Amendment 7:

- 2 DELETE THE ATTACHMENT: Append C to Annex A Resources Assessment Criteria and Response Table, in its entirety and REPLACE with the following:

**APPENDIX C TO ANNEX A
RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE**

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

Part A: Resource Criteria

Part A: 1 B.12 Network Support Specialist – Level 1

MTC#	Mandatory Technical Criteria	Met / Not Met	Provide a cross reference to the proposal/CV where substantiating information can be found
MTC1	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:		

MTC#	Mandatory Technical Criteria	Met / Not Met	Provide a cross reference to the proposal/CV where substantiating information can be found
	<p>a. B12. Network Support Specialist Level 1: from 4 months to 5 years of experience.</p> <p>b. For each project(s) listed under the proposed resource's résumé, must include the following information:</p> <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 the resource worked on each project provided from y/m/d to y/m/d. d. The resource categories category 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. 		
	COMPLIANCE	YES / NO	

Part B: 1 Resource Rated Criteria:

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
RTC1	The Bidder should demonstrate that the proposed resource has experience using systems management software for logging and updating support tickets.	<p>2 Points</p> <p>4 to 7 months = 1 point</p> <p>>7 months = 2 points</p>		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
RTC2	The Bidder should demonstrate that the proposed resource has experience using BMC Remedy Smart IT systems management software (or similar systems, such as Assyst or Service Now) for logging and updating support calls.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC3	The Bidder should demonstrate that the proposed resource has experience installing and supporting Windows 7 or higher.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC4	The Bidder should demonstrate that the proposed resource has experience providing end user support for the record and document management tools SharePoint or RDIMS/Hummingbird DM or GCDOCS.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC5	The Bidder should demonstrate that the proposed resource has experience providing technical support for Smartphones such as IOS and Android mobile devices.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC6	The Bidder should demonstrate that the proposed resource has experience installing and supporting Outlook 2010 or higher.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC7	The Bidder should demonstrate that the proposed resource has experience using remote administration and support tools.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC8	The Bidder should demonstrate that the proposed resource has experience providing technical support in a boardroom environment.	2 Points 4 to 7 months = 1 point >7 months = 2 points		
RTC9	The proposed resource should have graduated from a two-year program of study from a recognized post-secondary institution with acceptable specialization in computer science, or information technology, or information management. OR The proposed resource has an industry-recognized certification (i.e., Microsoft Certified systems Engineer, or Microsoft Certified Professional, A+ Certification).	3 Points Three points (3) for a diploma from post-secondary institution with acceptable specialization in computer science, information technology, information management. OR		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
	<p>For each program or certification presented, a copy of the diploma and/or certification should be included in the Bidder's proposal.</p> <p>Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p>One (1) point per certification maximum of 3 points</p>		
MAXIMUM AVAILABLE POINTS:			19	
MINIMUM POINTS REQUIRED:			11	
POINTS ACHIEVED:				

Part A: 2 B.12 Network Support Specialist – Level 2

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> <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 5-10 years (as of bid closing date). <p>1. 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 the resource worked on each project provided from y/m/d to y/m/d. d. The resource categories category 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. 		
COMPLIANCE		YES / NO	

Part B: 2 Point Rated Technical Criteria

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
RTC1	The Bidder should demonstrate that the proposed resource has experience using	2 Points		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
	systems management software for logging and updating support tickets.	4 months < 5 years = 1 point 5+ years = 2 points		
RTC2	The Bidder should demonstrate that the proposed resource has experience using BMC Remedy Smart IT systems management software (or similar systems, such as Assyst or Service Now) for logging and updating support calls.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC3	The Bidder should demonstrate that the proposed resource has experience installing and supporting Windows 7 or higher.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC4	The Bidder should demonstrate that the proposed resource has experience providing end user support for the record and document management tools SharePoint or RDIMS/Hummingbird DM or GCDOCS.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC5	The Bidder should demonstrate that the proposed resource has experience in technical support for Smartphones such as IOS and Android mobile devices.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points = 2 points		
RTC6	The Bidder should demonstrate that the proposed resource has experience installing and supporting Outlook 2010 or higher.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC7	The Bidder should demonstrate that the proposed resource has experience using remote administration and support tools.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC8	The Bidder should demonstrate that the proposed resource has experience providing technical support in a boardroom environment.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC9	The Bidder should demonstrate that the proposed resource has experience scripting using PowerShell.	2 Points 4 months < 5 years = 1 point		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
		5+ years = 2 points		
RTC10	The Bidder should demonstrate that the proposed resource has experience providing technical and administrative support for IM/IT Security systems such as McAfee or Entrust Identity Guard or PKI.	2 Points 4 months < 5 years = 1 point 5+ years = 2 points		
RTC11	The proposed resource should have graduated from a two-year program of study from a recognized post-secondary institution with acceptable specialization in computer science, or information technology, or information management. OR The proposed resource has an industry-recognized certification (i.e., Microsoft Certified systems Engineer, or Microsoft Certified Professional, A+ Certification). For each program or certification presented, a copy of the diploma and/or certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.	3 Points Three (3) points for having a diploma from a post-secondary institution with acceptable specialization in computer science, information technology, information management. OR One (1) point per certification maximum of 3 points		
MAXIMUM AVAILABLE POINTS:		23		
MINIMUM POINTS REQUIRED:		13		
POINTS ACHIEVED:				

Part A: 3 B.12 Network Support Specialist – Level 3

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 3: 10+ years of experience. <p>1. For each project(s) listed under the proposed resource’s résumé, it must include the following information:</p> <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 5-10 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 the resource worked on each project provided from y/m/d to y/m/d. d. The resource categories category 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. 		
COMPLIANCE		YES / NO	

Part B: 3 B.12 Network Support Specialist – Level 3

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
RTC1	The Bidder should demonstrate that the proposed resource has experience using systems management software for logging and updating support tickets.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC2	The Bidder should demonstrate that the proposed resource has experience using BMC Remedy Smart IT systems management software (or similar systems, such as Assyst or Service Now) for logging and updating support calls.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC3	The Bidder should demonstrate that the proposed resource has experience installing and supporting Windows 7 or higher.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points.		
RTC4	The Bidder should demonstrate that the proposed resource has experience providing end user support for the record and document management tool Sharepoint or GCDOCS or RDIMS/Hummingbird DM.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC5	The Bidder should demonstrate that the proposed resource has experience providing technical support for Smartphones such as IOS and Android mobile devices.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points.		
RTC6	The Bidder should demonstrate that the proposed resource has experience installing and supporting Outlook 2010 or higher.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC7	The Bidder should demonstrate that the proposed resource has experience using remote administration and support tools.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points.		
RTC8	The Bidder should demonstrate that the proposed resource has experience	2 Points		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
	providing technical support for IOS or Android or Blackberry mobile devices.	5 years < 10 years = 1 point 10+ years = 2 points		
RTC9	The Bidder should demonstrate that the proposed resource has experience scripting using PowerShell.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC10	The Bidder should demonstrate that the proposed resource has experience providing technical and administrative support for IM/IT Security systems such as McAfee or Entrust Identity Guard or PKI.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC11	The Bidder should demonstrate that the proposed resource has experience performing a team lead/supervisory role in an IT Help Desk or IT Desktop support environment.	2 Points 5 years < 10 years = 1 point 10+ years = 2 points		
RTC12	<p>The proposed resource should have graduated from a two-year program of study from a recognized post-secondary institution with acceptable specialization in computer science, or information technology, or information management.</p> <p>OR</p> <p>The proposed resource has a current or previously achieved industry-recognized certification (i.e., Microsoft Certified systems Engineer, or Microsoft Certified Professional, A+ Certification).</p> <p>For each program or certification presented, a copy of the diploma and/or certification should be included in the Bidder's proposal. Failure of not providing a copy could result in</p>	<p>3 Points</p> <p>Three (3) points for having a diploma from a post-secondary institution with acceptable specialization in computer science, information technology, information management.</p> <p>OR</p> <p>One (1) point per certification maximum of 3 points</p>		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
	Canada not allocating the point for the stated certification.			
MAXIMUM AVAILABLE POINTS:		25		
MINIMUM POINTS REQUIRED:		15		
POINTS ACHIEVED:				

3.0 RATED TECHNICAL CRITERIA – POINTS SUMMARY

Item #	Resource Category	Maximum Points Available	Minimum Points Required	Points Achieved
Part B. 1	B.12 Network Support Specialist – Level 1	19	11	
Part B. 2	B.12 Network Support Specialist – Level 2	23	13	
Part B. 3	B.12 Network Support Specialist – Level 3	25	15	
Maximum Total Points				/ 67
Minimum Total Points				96
Points Scored				/ 96

2. DELETE THE ATTACHMENT: Attachment 3.2, Customer Reference Contract Information Form in its entirety and REPLACE with the following:

Customer Reference Contact Information :
Name of client organization: _____
Name of client: _____
Client's title: _____
Client telephone n°. _____
Email address: _____

Contract Information: The Bidder must provide with this Form a copy of the reference contract, to only include the signed front-page of the awarded contract and the Statement of Work.	
Contract n°: _____	
Start date: _____ End date: _____	
Total contract value (excluding Applicable Taxes and not including amendments): _____	
Core categories provided: _____	
By signing below, the Bidder certifies that the information provided in this Form is accurate.	
Signature of authorized representative of the Bidder:	Name: _____
	Title: _____
	Signature: _____
	Date: _____

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME