



## 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  
January 30, 2024 / 30 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> 8
<b>Solicitation No. N° de l'invitation</b> T8080-230104	<b>Date of Amendment Date de modification</b> January 18, 2024 / 18 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~~  
January 30, 2024 02:00 PM

**THIS SOLICITATION AMENDMENT IS RAISED TO:**

1. Provide answer to question from potential suppliers.

**QUESTIONS AND ANSWERS:**

Question #	Qs and As T8080-230104
Question 34	Mandatory corporate criterion MTC1 states that Bidders must use the Corporate Reference Response Form - Table 1 to demonstrate the projects the Bidder provided for IM/IT technical support for. Would the Crown please confirm that Table 1 is to be used for the rest of the mandatory and point-rated corporate requirements to demonstrate IM/IT contracts, not Attachment 3.2 – Customer Contact Information?
Answer 34	Canada confirms that Table 1 is to be used for the rest of the mandatory and point-rated corporate requirements to demonstrate IM/IT contracts, not Attachment 3.2 – Customer Contact Information.
Question 35	Mandatory corporate criterion MTC1 states that Bidders 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. Would the Crown please confirm our understating that Bidders can demonstrate remote and onsite services cumulatively throughout the three (3) contracts?
Answer 35	Canada confirms that Bidders can demonstrate remote and onsite services cumulatively throughout the three (3) contracts.
Question 36	Resource Security Clearance - We recommend that Transport Canada select either Reliability or Secret clearance in the SRCL, or select the higher of the two i.e. Secret only, or create separate pricing for each Resource Level e.g. B.12 Level 3 – Reliability, B.12 Level 3 – Secret, B.12 Level 2 – Reliability, B.12 Level 2 – Secret, etc. Departments often find themselves in challenging positions when selecting both clearances under the same Pricing Schedule, as suppliers underestimate the costs required for the higher clearance which puts undo delays on project timelines.
Answer 36	Canada has reviewed and will not modify the resource security clearance. The security clearance level required for a resource will be either security or reliability clearance and will be determined at the Task Authorizations (TA) stage for each TA to be issued.
Question 37	Due to the delays in receiving the Q&A and the changes required to implement said amendments into the revised bid response template and forms, we respectfully request a 2-week extension to the bid submission date. We understand the current contract is coming up for expiry, however suppliers should be afforded reasonable time to ensure their bids comply with the recently published Q&A.
Answer 37	Canada has reviewed and will extend the bid submission date to January 30, 2024.
Question 38	Will the Crown please confirm that MTC1 of the resource grids are required to map to the list of tasks in the statement of work upon contract award and not the TBIPS tasks.
Answer 38	Canada confirms that MTC1 of the resource grids are required to map to the list of tasks in the statement of work upon contract award and not the TBIPS tasks.
Question 39	The current structure of “Annex B Basis of Payment” will result in a large discrepancy between the levels and won't adhere to the market rate of those levels. The number of resources required for the level 2 category is significantly higher than the level 3 and level

	1, yet vendors don't have control of this bill rate because it makes up 80% of what level 3's bill rate will be. Currently the market shows there is on average a 10% difference between levels as has been demonstrated by multiple RFP's this past year. Can the Crown please confirm they will change the firm price.
Answer 39	Canada has reviewed Annex B, Basis of Payment and confirms it will not change the firm per diem percentages for each Level 2 and Level 1 resources for each period of the contract.

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