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.

Title - Sujet	Amendment No. - N° modif.
IT Business to Provide Desktop Support Services / Services informatique de support de bureau	**9**

Solicitation No. N° de l'invitation	Date of Amendment Date de modification
T8080-230104	January 25, 2024 / 25 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

Comments - Commentaires

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

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.

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À :

By e-mail to: - Par courriel au :

Barbara.gorman@tc.gc.ca

Attention: - Attention :
Barbara Gorman

Delivery required Livraison exigée	Delivery offered Livraison proposée
See herein - Voir aux présentes	Not applicable - Sans objet

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

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)

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~~
January 30, 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 40	In response to question 31, the Crown have amended the MTC1 requirement to state "Have been completed or ongoing in the last 10 years (as of bid closing date)". For Network Support Specialist – level 3, this requirement is still impossible as any resource who took any time off at any point within the past 10 years for reasons such as parental leave, Covid-19, other illnesses, etc. would be unable to accrue over 10 years of experience within a 10 year limitation. As such, we ask the Crown to amend the requirement for Network Support Specialist – level 3 to read "Have been completed or ongoing in the last 15 years (as of bid closing date)".
Answer 40	After further review, Canada confirms that the resource criteria for MTC1, level 2 and MTC1 for level 3 resources is revised to experience within 15 years. See Amendment 9 below.

Amendment 9:

2   DELETE THE ATTACHMENT: Appendix 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:
	
	    a. B12. Network Support Specialist Level 1: from 4 months to 5 years of experience.
	
	    b. For each project(s) listed under the proposed resource's résumé, must include the following information:
	
	Each project/Contract identified must:
	
	    a. Have been with a single client; and
	    b. Have been completed or ongoing in the last 5 years (as of bid closing date).
	
	2. 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;~~ 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.	**2 Points** 4 to 7 months = 1 point >7 months = 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 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.	**3 Points** Three points (3) for a diploma from post-secondary institution with acceptable specialization in computer science,		

RTC#	Rated Technical Criteria	Maximum Points	Points Allocated	Provide a cross reference to the proposal/CV where substantiating information can be found
	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.	information technology, information management. OR One (1) point per certification maximum of 3 points		
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	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:
	
	• B12. Network Support Specialist Level 2: from 5 to 10 years of experience.
	
	1. For each project(s) listed under the proposed resource's résumé, it must include the following information:
	
	Each project/Contract identified must:
	
	   a. Have been with a single client; and
	   b. Have been completed or ongoing in the last ~~5 10~~ 15 years (as of bid closing date).
	
	1. 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;~~ 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	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: • B12. Network Support Specialist Level 3: 10+ years of experience. 1. For each project(s) listed under the proposed resource's résumé, it must include the following information: Each project/Contract identified must: a. Have been with a single client; and b. Have been completed or ongoing in the last ~~5 10~~ 15 years (as of bid closing date). 2. 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;~~ 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	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 a current or previously achieved 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	**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		

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

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME