

NOTICE OF PROPOSED PROCUREMENT (NPP)
For
TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

GSIN: D302AAH - Informatics Professional and Consulting Services – Maintenance Operations, Support

Reference Number:	23-238384/A – AMD 01	Solicitation Number:	23-238384/A – AMD 01
Organization Name:	Department of Foreign Affairs, Trade and Development		
Solicitation Date:	2023-08-11	Closing Date:	2023-08-28 2023-09-11 02:00 PM Eastern Daylight Time EDT
Anticipated Start Date:	as soon as possible		
Estimated Delivery Date:	2023-09-11 2023-09-25	Estimate Level of Effort:	220 days per resource
Contract Duration:	Initial Contract Period of one (1) year with two (2), one (1) year Option Periods		
Solicitation Method:	Competitive		
Comprehensive Land Claim Agreement Applies:	No	Number of Contracts:	Up to three (3)

Applicable Trade Agreements:

- the Canadian Free Trade Agreement (CFTA),
- the Canada-Chile Free Trade Agreement (CCFTA),
- the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
- the Canada-Columbia Free Trade Agreement (CCoIFTA)
- the Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- the Canada-Honduras Free Trade Agreement (CHFTA)
- the Canada-Korea Free Trade Agreement (CKFTA)
- the Canada-Panama Free Trade Agreement (CPanFTA)
- the Canada-Peru Free Trade Agreement (CPFTA)
- the Canada-Ukraine Free Trade Agreement (CUFTA)
- World Trade Organization Agreement on Government Procurement (WTO-AGP)

Requirement Details

Tendering Procedure: Selective Tendering

This requirement is open only to those TBIPS Supply Arrangement Holders who qualified under Tier 1 for services in the National Capital Region for the following categories:

Resource Category	Level of Expertise	Estimated Number of Resources Required
Stream 4: Business Services -	Level 2	

B.10. Help Desk Specialist		Up to 10
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The following SA Holders have been invited to submit a proposal:

1. 1511995 Ontario Inc., Tundra Technical Solutions in Joint Venture
2. 1511995 Ontario Limited, ipss inc., in jv
3. Acosys Consulting Services Inc.
4. ACOSYS CONSULTING SERVICES INC./ SERVICES CONSEILS ACOSYS INC.,
PRICEWATERHOUSECOOPERS LLP, IN JOINT VENTURE
5. Adirondack Information Management Inc., Amita Corporation, Artemp Personnel
Services Inc., The AIM Group Inc.,in JOINT VENTURE
6. ADRM Technology Consulting Group Corp.
7. ADRM Technology Consulting Group Corp. and Randstad Interim Inc
8. Advanced Chippewa Technologies Inc.
9. Alika Internet Technologies Inc.
10. Alivaktuk Consulting Inc. & NavPoint Consulting Group Inc. in JV
11. Brascoupe Professional Services Inc. and Altis Human Resources (Ottawa) Inc., in
Joint Venture
12. CDW Canada Inc.
13. Dalian Enterprises and Coradix Technology Consulting, in Joint Venture
14. Donna Cona Inc.
15. DONNA CONNA INC., IBM CANADA LIMITED IN JOINT VENTURE
16. Excel Human Resources Inc.
17. IPSS INC.
18. Itergy International Inc.
19. Koroc Consulting Inc., Isheva Inc. in JOINT VENTURE
20. MAKWA Resourcing Inc.
21. Makwa Resourcing Inc., TPG Technology Consulting Ltd. in JOINT VENTURE
22. Maplestream Inc., Cofomo Ottawa Inc., in Joint Venture
23. Maverin Inc.
24. Michael Wager Consulting Inc.
25. MINDWIRE SYSTEMS LTD., Akkada Professional Services inc., HubSpoke Inc., in
Joint Venture
26. NATTIQ INC.

27. NewFound Recruiting Corporation
28. Nisha Technologies Inc.
29. Nisha Technologies Inc., Contract Community Inc., IN JOINT VENTURE
30. Onaki Création S.E.N.C., IBISKA TELECOM INC., in Joint Venture
31. Symbiotic Group Inc.
32. OpenFrame Technologies, Inc.
33. T.I.7 Inc. in Joint Venture with Tiree Consulting Inc.
34. Taligent Consulting Inc.
35. Tato Recruiting Inc., S.I. SYSTEMS ULC, in Joint Venture
36. Turtle Island Staffing Inc.
37. Turtle Technologies Inc.

Description of Work:

The requirement is for client-focused resources who can provide IM/IT support over the telephone, in tickets (Service Requests and Incidents), by email and using chat tools. They support the Department of Foreign Affairs, Trade and Development's (DFATD) clients, including DFATD employees, contractors and our partners and co-locators with network accounts, working from home or from a DFATD location in Canada and globally.

Help Desk agents are required to work at the Service Desk (IM/IT call centre) on a rotating shift schedule (8 hour shifts, includes an unpaid half hour meal break) and provide continuous 24/7/365 IM/IT operational support.

DFATD has an ongoing, operational requirement to have contractors fulfill the role IM/IT Service Desk Agents.

The objective of DFATD is to operate the IM/IT Service Desk with agents (24/7/365) who are responsible for complex information management and information technology (IM/IT) incident/problem troubleshooting, resolution and escalation as they pertain to the ministry's global IM/IT infrastructure and its respective software and hardware.

DFATD will be awarding up to three (3) contracts for a total of 10 resources combined.

Incumbent Information:

There is no incumbent in any specified role(s)

Security Requirement: Common PS SRCL #34 applies

Minimum Corporate Security Required: SECRET

Minimum Resource Security Required: SECRET

Contract Authority

Name: Cadmiel Martel

Phone Number: 613-791-6369

Email Address: Cadmiel.Martel@international.gc.ca

Inquiries

Inquiries regarding this RFP requirement must be submitted to the Contracting Authority named above. Request for Proposal (RFP) documents will be e-mailed directly from the Contracting Authority to the Qualified Supply Arrangement Holders who are being invited to bid on this requirement. BIDDERS ARE ADVISED THAT "BUYANDSELL.GC.CA" IS NOT RESPONSIBLE FOR THE DISTRIBUTION OF SOLICITATION DOCUMENTS. The Crown retains the right to negotiate with any supplier on any procurement. Documents may be submitted in either official language.

NOTE: Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a "Qualified SA Holder", please contact RCNMDAI.-NCRIMOS@pwgsc.gc.ca