

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions**  
**- TPSGC**  
**11 Laurier St. / 11, rue Laurier**  
**Place du Portage, Phase III**  
**Core 0A1 / Noyau 0A1**  
**Gatineau**  
**Québec**  
**K1A 0S5**  
**Bid Fax: (819) 997-9776**

## 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

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

**Issuing Office - Bureau de distribution**  
Informatics Professional Services Division / Division  
des services professionnels en informatique  
11 Laurier St., / 11, rue Laurier  
3C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> IT CLIENT SERVICES OPERATIONS	
<b>Solicitation No. - N° de l'invitation</b> 01B68-140150/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 01B68-140150	<b>Date</b> 2014-09-17
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-611-27922	
<b>File No. - N° de dossier</b> 611zm.01B68-140150	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-10-06</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Patel, Ankoor	<b>Buyer Id - Id de l'acheteur</b> 611zm
<b>Telephone No. - N° de téléphone</b> (819) 956-1202 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## **Amendment 001 - Questions & Answers**

**Question 1:**

Could you tell us which organization(s) are currently providing help-desk services to Agriculture and Agri-Food Canada?

**Answer 1:**

IBM Canada is the incumbent provider.

**Question 2:**

The chart on page 7 of the solicitation references 29 resources that are required immediately after contract award. To clarify, are we to include resumes for the 29 required resources which meet the grids provided in the Task Authorization section in addition to the Mandatory and Rated Corporate Requirements at bid closing with our bid?

**Answer 2:**

No, in accordance with the Bid Evaluation Criteria contained in Attachment 2 of this RFP, Bidder will be evaluated on their Corporate Qualifications. Resources will be evaluated at time of Task Authorization (TA) using the Resource assessment Criteria contained in Appendix C to Annex A of this RFP. Bidders are not required to propose resources at time of RFP.

**Question 3:**

Please confirm how many resource resumes/grids need to be submitted in the proposal. Is it the full described positions? The first table denotes that many of the positions will only be evaluated after contract award – we weren't sure if this meant that some positions did not need to be submitted as part of the proposal.

**Answer 3:**

Please refer to Answer 2 above.

**Question 4:**

Are Bidders required to submit a separate bid for each region?

**Answer 4:**

No, Bidders are required to submit one Technical Proposal and one Financial Proposal containing proposed Per Diem rates for each applicable Region.

Solicitation No. - N° de l'invitation

01B68-140150/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

611zm

Client Ref. No. - N° de réf. du client

01B68-140150

File No. - N° du dossier

611zm01B68-140150

CCC No./N° CCC - FMS No/ N° VME

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**Question 5:**

Are Bidders required to submit rates for all six regions? What if a Bidder is not a qualified SA holder in one of the regions?

**Answer 5:**

No, it is at the discretion of the Bidder to determine which Region(s) for which they will submit Per Diem rates. However, Bidders may only submit pricing for Regions where they hold a valid TBIPS SA.