

**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> 003
<b>Client Reference No. - N° de référence du client</b> 01B68-140150	<b>Date</b> 2014-09-26
<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>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>

---

## **Amendment 003 - Questions and Answers**

**Question 14:**

Is there currently a swapping/sparing pool and related processes in place today?

**Answer 14:**

The question is unclear; if you are referring to a pool of "prequalified" Help Desk resources that can be called up by the Contractor on short notice the answer is no. If this does not answer your question please rephrase and resubmit.

**Question 15:**

How much of the equipment receiving level 2 calls normally, is currently under warranty?

**Answer 15:**

AAFC is responsible for tasking and managing the Contractor resources (see Annex A, SOW), as such AAFC will identify new or changing resource requirements to the Contractor. The question is not relevant to the Contractor's Scope of Work and will not be answered.

**Question 16:**

Are there significant seasonal changes in that average (i.e. public holidays, busier seasons, etc.)?

**Answer 16:**

There are no significant seasonal impacts to the requirements for Contractor resources.

**Question 17:**

How many tickets per month currently require level 2 support, on average, by location?

**Answer 17:**

The question is not relevant to the Contractor's Scope of Work and will not be answered.

**Question 18:**

Section 3.2, b) iv) Previous Similar Projects (p. 13/ 148 of the RFP) specifies that work will be considered to "closely match" if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given resource category in Annex A. Please confirm that it is sufficient to demonstrate that our resources performed 50% of the tasks listed in the "Tasks and Responsibilities as specified in the TBIPS Supply Arrangement" section, and that we do NOT need to also demonstrate that our resources performed 50% of the tasks listed in the "Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement" for the B.10 Help Desk

Solicitation No. - N° de l'invitation

01B68-140150/A

Amd. No. - N° de la modif.

003

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

---

Specialist category, as these "Additional" tasks vary greatly with the different roles, and are also very specific to Agriculture Canada.

**Answer 18:**

Please refer to Attachment 2 – Bid Evaluation Criteria, section 2.1 Corporate Experience which clearly sets out the requirements for Corporate Reference Projects; including the requirement that each of the three reference contracts “Must have billed a minimum of 2000 days in the B.10 Help Desk Specialist category (any Level). As such the Bidder’s response must demonstrate that its resources performed 50% of the tasks listed in the “Tasks and Responsibilities” as specified in the TBIPS Supply Arrangement for the B.10 Help Desk Specialist category.