

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

Title - Sujet IT CLIENT SERVICES OPERATIONS	
Solicitation No. - N° de l'invitation 01B68-140150/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 01B68-140150	Date 2014-09-26
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-611-27922	
File No. - N° de dossier 611zm.01B68-140150	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-10-06	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Patel, Ankoor	Buyer Id - Id de l'acheteur 611zm
Telephone No. - N° de téléphone (819) 956-1202 ()	FAX No. - N° de FAX (819) 953-3703
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

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.