

RETURN BIDS TO:
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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. 002
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	
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 002 - Questions & Answers

Question 6:

Please confirm if Level 1 help desk resources are expected to work on a daily basis from vendor site, or from AAFC client site?

Answer 6: The Help Desk resources must work onsite at AAFC (see Section 6, Working Hours of Annex A, SOW)

Question 7:

Please confirm that resumes are not required to be submitted in proposal responses at this stage. But rather resumes will be submitted after contract award in response to specific TAs.

Answer 7: Confirmed, see answer #2 in Q&A set #1

Question 8:

To ensure adequate time for all vendors to pursue and fairly compete for this business (currently provided by a service provider) we respectfully request a 2 week extension to the RFP close date. Would the Client kindly consider an extension to October 27, 2014?

Answer 8: The RFP closing date remains unchanged

Question 9:**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 the assessor can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

- - Please confirm that this is requirement of the RFP response?

Answer 9: No. To clarify, Appendix C to Annex D describes the process that will be used to propose and evaluate resources at time of Task Authorization (TA) (i.e. AFTER contract award).

Question 10:

a) On page 125 and 126 of 148 the RFP list Role #14 twice and does not include a role #13 - Please clarify

b) The 2nd role #14 on page 126 of 148 is missing an M2 - Please clarify

Solicitation No. - N° de l'invitation

01B68-140150/A

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

01B68-140150

Amd. No. - N° de la modif.

002

File No. - N° du dossier

611zm01B68-140150

Buyer ID - Id de l'acheteur

611zm

CCC No./N° CCC - FMS No/ N° VME

Answer 10:

To clarify:

- a) a) Role #14 is a single role that had a duplicated header & M1 on 2 pages in the RFP. Role #14 has M1, M2, and M3 from pages 125-126.
- b) b) Role #13 is there on pages 124-125 and has a single M1. The header is on page 124 and the M1 on page 125

Question 11:

Attachment 2 does not identify any resources.. Please clarify

Answer 11: See answer #2 in Q&A set #1

Question 12:

Our question is with regard to mandatory criteria M.1. The area in which we have a specific concern is M.1.e. This requirement asks for three (3) contracts valued at \$1,000,000 each to demonstrate the bidding companies corporate capability. This mandatory is very restrictive and most likely eliminates many vendors who have been providing Help Desk support services to Federal Government clients for the past ten years. Departments have moved away from large departmental Standing Offers towards smaller TBIPS and THS call-ups or contracts. These TBIPS and THS contracts are typically shorter in duration and do not receive the same levels of funding. The companies that have been successful with these TBIPS and THS contracts have developed a speciality in the recruiting/screening and retention processes required to support Help Desk contracts. We respectfully ask the requirement be changed to one (1) contract of \$1,000,000 plus an additional cumulative total in excess of \$2,000,000 providing Help Desk support while meeting mandatory items M.1.a thru d.

Answer: The RFP remains unchanged.

Question 13:

May we receive a MS Word copy of the evaluation criteria and SOW?

Answer 13:

Yes, upon request via e-mail.