

**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> 004
<b>Client Reference No. - N° de référence du client</b> 01B68-140150	<b>Date</b> 2014-10-02
<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>

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## **Amendment 004 - Questions & Answers**

**Question 19:****7.8(g) Price Protection - Most Favoured Customer**

A competitive RFP process that results in a comparison of rates proposed by more than one Bidder is the most fair, efficient, and effective means of determining the lowest price and best value to Canada, as the Bidder has to bid against competitors. Current policy in the Canadian Government for competitive RFPs indicates that clauses, such as the Price Protection - Most Favoured Customer Clause, apply only to non-competitive procurement process for goods and services over \$50,000. In this case, the RFP is competitive and has an evaluation methodology that establishes a competitive financial outcome. Canada is already protected by Section 14 Price Justification of the Standard Instructions 2003 - Goods or Services that governs the bid response. Therefore the price protection clause should not have been included in the Articles of Agreement. Given that this is a competitive process, inclusion of the price protection clause is inconsistent with the practice agreed to between Canada and ITAC representing the IT community.

**Answer 19:**

The subject clause is not applicable and has been removed from the RFP through a solicitation amendment.

**Question 20:**

R6. For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate its experience providing a team of bilingual (English and French) B.10 Help Desk Specialist resources (regardless of the level).

Would Agriculture considering expend this to allow for the inclusion of all resources Categories and not just B.10 Help Desk Specialist?

**Answer 20:**

The RFP remains unchanged.

**Question 21:**

To ensure adequate time for bidders to prepare a bid of this nature, we respectfully request an extension of at least one week.

**Answer 21:**

The RFP closing date remains unchanged.

**Question 22:**

(e) Blank Prices: Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

Can PW please confirm that any \$0 responses will not be used in the calculation of the lower and upper median bands?

Solicitation No. - N° de l'invitation

01B68-140150/A

Amd. No. - N° de la modif.

004

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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**Answer 22:**

3.3 (e) has been removed from the RFP through a solicitation amendment. Note that as per 3.3 (a) Pricing: "Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring entry in the pricing tables." Every cell for the region(s) being bid on require a single, firm, all-inclusive price quoted in Canadian dollars.