



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 0B2 / Noyau 0B2

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

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT**

(See original solicitation document.)

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 ITSM - AXIOS ASSYST	
Solicitation No. - N° de l'invitation W6369-15P5JP/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client W6369-15P5JP	Date 2016-02-11
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-29763	
File No. - N° de dossier 380zm.W6369-15P5JP	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-02-23	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE	

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 NO. 001

This amendment is raised to revise the RFP and to answer Bidders' questions.

RFP REVISIONS

1. At Part 7 – Resulting Contract Clauses, Article 7.4 Standard Clauses and Conditions:

Add:

(c) **Non-Disclosure Agreement**

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed Non-Disclosure Agreement, attached at Annex D, and provide it to the Technical Authority before they are given access to information by or on behalf of Canada in connection with the Work.

2. At Attachment 4.1 Bid Evaluation Criteria, 1.2.1 Axios assist Implementation/Integration Specialist, Mandatory Criteria, M2:

Delete:

M2	<p>The Bidder must demonstrate that the resource has a minimum of ten (10) years of experience in designing, configuring, building, documenting and releasing Axios assyst and one or more ITSM-related software products such as Support Magic or Remedy in a large scale, complex environment.</p> <p>A minimum of 5 years of experience for the above will be accepted if the resource has Information Technology Infrastructure Library (ITIL) Expert/IT Service Management Certification.</p> <p>A copy of the certification must be provided with the bid.</p>		
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Insert:

M2	<p>The Bidder must demonstrate that the resource has a minimum of eight (8) years of experience in designing, configuring, building, documenting and releasing Axios assyst and one or more ITSM-related software products such as Support Magic or Remedy in a large scale, complex environment.</p> <p>A minimum of 5 years of experience for the above will be accepted if the resource has Information Technology Infrastructure Library (ITIL) Expert/IT Service Management Certification.</p> <p>A copy of the certification must be provided with the bid.</p>		
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Solicitation No. - N° de l'invitation
W6369-15P5JP/A

Amd. No. - N° de la modif.
001

Buyer ID - Id de l'acheteur
380zm

Client Ref. No. - N° de réf. du client
W6369-15P5JU

File No. - N° du dossier
380zmW6369-15P5JU

CCC No./N° CCC - FMS No/ N° VME

QUESTIONS AND ANSWERS

Q1. Mandatory 2 for the AXIOS ASSYST IMPLEMENTATION INTEGRATION SPECIALIST requires 10 years of experience designing, configuring, building, documenting and releasing Axios assyst and one or more ITSM-related software products such as Support Magic or Remedy in a large scale, complex environment. A minimum of 5 years of experience for the above will be accepted if the resource has Information Technology Infrastructure Library (ITIL) Expert/IT Service Management Certification.

Because of the specialized nature of this role, and the relatively short history of this product in Canada, would the crown consider changing this requirement to the following:

The Bidder must demonstrate that the resource has a minimum of five (5) years of experience in designing, configuring, building, documenting and releasing Axios assyst.

A1. Canada accepts a reduction to 8 years of experience for M2.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

NOTE: A BID ALREADY SUBMITTED MAY BE AMENDED PRIOR TO THE CLOSING DATE. AMENDING CORRESPONDENCE MUST ADDRESS THE SOLICITATION NUMBER AND THE CLOSING DATE AND MUST BE ADDRESSED TO:

**BID RECEIVING
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA
11 LAURIER STREET
PLACE DU PORTAGE, PHASE III
MAIN LOBBY, CORE 0B2
GATINEAU, QUEBEC K1A 0S5**