NOTICE OF PROPOSED PROCUREMENT (NPP)
For
TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

GSIN: D316B TELECOMMUNICATIONS NETWORK SERVICES

Reference Number:	CIO/WTSB0007	**Solicitation Number:**	IC401545
Organization Name:	Industry Canada **–** Chief Information Office Sector		
Solicitation Date:	2016-04-07	**Closing Date:**	*2016-04-21 11:00 AM Eastern Daylight Saving Time EDT*
Anticipated Start Date:	*2016-06-01*		
Estimated Delivery Date:	*N/A*	**Estimate Level of Effort:**	220 days / year
Contract Duration:	*The initial contract period will be from date of contract award and ends one (1) year after.*		
Solicitation Method:	Competitive	**Applicable Trade Agreements:**	WTO-AGP, NAFTA, AIT, Canada-Chile, Canada-Colombia, Canada-Panama, Canada-Peru
Comprehensive Land Claim Agreement Applies:	No	**Number of Contracts:**	*1*

<u>Requirement Details</u>

Tendering Procedure: **Selective Tendering**

This requirement is open only to those TBIPS Supply Arrangement Holders who qualified under Tier 1 for services in the National Capital Region for the following category:

Fifteen (15) Level 1 Help Desk Specialist (Suppliers to bid fifteen (15)), and;
Fifteen (15) Level 2 Help Desk Specialist (Suppliers to bid fifteen (15)), requirement is up to thirty (30) on any given combination, at any time.

The following SA Holders have been invited to submit a proposal:

1. 49 Solutions Inc.
2. Accenture Inc.
3. B.D.M.K. Consultants Inc.
4. Calian Ltd.
5. CloseReach Ltd.
6. Coradix technology Consulting Ltd.
7. Deloitte Inc.

8. Emerion
9. Equasion Business Technologies Consulting Inc and Watershed Information Technology Inc in CJV
10. Excel Human Resources Inc.
11. Harrington Marketing Limited
12. I4C INFORMATION TECHNOLOGY CONSULTING INC
13. IMP Group Limited
14. IPSS INC.
15. IT Services Canada Inc.
16. Procom Consultants Group Ltd.
17. RainMakers Consulting Services Inc
18. TELUS Communications Inc.
19. Valcom Consulting group Inc.
20. Veritaaq Technology House Inc.

Description of Work:

1. MANDATE

The mandate of the Chief Information Office (CIO) of Innovation, Science and Economic Development (ISED) formerly Industry Canada is to maximize ISED's business performance through modern and progressive management of information technology (IT) services, policies, and resources. The CIO Branch is specifically responsible for:

1. Establishing IM/IT strategies and policies that support the overall mandate of the Department and are consistent with established funding envelopes;
2. Aligning IM/IT resources with departmental priorities and IM/IT plans through a practical governance structure;
3. Providing high-quality, affordable IM/IT services to departmental business partners;
4. Providing high-quality and responsive support to departmental IM/IT users;
5. Establishing department-wide technology standards and architecture to maximize opportunities for horizontal investments in IM/IT across the department; and
6. Directing and supporting a program of IM activities to ensure the effective and efficient management of information within Industry, Science and Economic Development.

The Workplace Technology Services Branch (WTSB) Directorate of the Chief Information Office (CIO) is specifically responsible for providing a variety of IT-related services within Innovation, Science and Economic Development Canada (ISED) such as: Service Desk, Desktop Support, Desktop Engineering and Application Integration Testing on a national level.

2.0 BACKGROUND

ISED relies heavily on Information Management (IM) and Information Technology (IT) to accomplish its goals and maintain efficiency. Consequently, ISED's technology infrastructure must to be sturdy, reliable and adapt quickly to changing business requirements. The infrastructure needs to enable ISED to adopt new technologies flexibly when required and it must facilitate an efficient and productive operation. Such a high reliance on ISED's technology infrastructure means that a first class support is a necessity

WTSB provides a full line of Service Desk and Desktop Support Services to approximately 4,800 clients within ISED in the National Capital Region (NCR) and approximately 1,500 users in the Regions. These services are currently provided by a mixture of government employees and contracted resources.

3.0 PROJECT REQUIREMENTS/OBJECTIVES

ISED currently requires Help Desk Specialists to supplement existing resources on an "as and when required" basis. The breakdown in Help Desk levels are as follows: the group of resources will consist of up to 15 Level 1 Help Desk Specialists resources and up to 15 Level 2 Help Desk Specialist resources. The combination of resource levels are subject to change based on operational requirements but at any one time, a maximum of 30 resources will be used for the work. The 30 resources must be available upon contract award.

There is a need for bilingual and unilingual technicians in ISED's support model as follows: all Help Desk Specialists (both levels) in the NCR, Montreal and Moncton must be bilingual, French unilingual in Quebec City, and English unilingual in all other region.
There is also a need for shift work. ISED employees in the NCR receive IT support services between the hours of 7:30 am to 6:00 pm and the Service Desk provides national support from 6:30 am to 8:00 pm. The hours of service in the regions are usually between 8:00 am to 5:00 pm local time. The regular weekly work days are Monday to Friday. As well, extra hours may be required on short notice in the evenings and on weekends (NCR and Regions).

4. SCOPE OF WORK / KEY ACTIVITIES

Help Desk Specialist Level 1 responsibilities include but are not limited to:

- Initial receipt of client requests for assistance received by telephone, e-mail or other means of communication, entry of information related to these requests into the departmental incident and problem tracking systems;
- Provide first level support to resolve client requests for assistance including remote control of client workstations;
- Dispatch second level support if required;
- Installation, maintenance, and troubleshooting of hardware and software at the user workstation;
- Roll out of new/updated software on workstations;
- Installation, maintenance, and troubleshooting of operating systems at the user workstation;
- Installation, maintenance, and troubleshooting of desktop connectivity, multi-media kits, network cables, RAM, video cards etc.;
- Installation of new users' PC's;
- Installation, maintenance, and troubleshooting of network printers; and

- Set up of remote access PC's, laptops, printers, and software.

Help Desk Specialist Level 2 responsibilities include but are not limited to:

- Provide technical expertise/advice to IT Service Desk/Desktop Support Junior level resources;
- Monitor the IT Service Desk's telephone systems;
- Contact clients to follow-up on completed calls and to determine level of user satisfaction based on follow-up questionnaire;
- Input data into the departmental incident and problem tracking systems;
- Installation, maintenance, and troubleshooting of hardware and software at the user workstation;
- Roll out of new/updated software on workstations;
- Installation, maintenance, and troubleshooting of operating systems at the user workstation;
- Installation, maintenance, and troubleshooting of desktop connectivity, multi-media kits, network cables, RAM, video cards etc.;
- Installation of new users' PC's;
- Installation, maintenance, and troubleshooting of network printers; and
- Set up of remote access PC's, laptops, printers, and software.

5.0 MANAGEMENT OF PROJECT

The resources will work either in the NCR Desktop Support Services team, the IT Service Desk and Centre of Expertise team or the Regional Desktop Support Services team under the management of the Workplace Technology Service Branch.

6.0 WORK LOCATION

The contractors will carry out the work on ISED premises located in Ottawa, Ontario or Gatineau, Quebec for the NCR and across Canada (Atlantic, Quebec, Ontario, Prairies and Northern Regions, Pacific). The list below indicates the locations where ISED currently has IT technicians providing support to ISED users. These locations are where a contracted resource may be located for a work placement to provide Help Desk Specialist services.

6.1 National Capital Region:

235 Queen Street, Ottawa, ON;
151 Tunney's Pasture, Ottawa, ON;
155 Queen Street, Ottawa, ON;
3701 Carling Avenue, Ottawa, ON; and
50 Victoria Street, Gatineau, QC.

6.2 Atlantic Region

1045 Main St., Moncton, NB
505 Barrington St., Halifax, NS; and

10 Bartter's Hill, St. John's, NL.

6.3 Quebec Region

1550 d'Estimauville street, Quebec, QC; and
1155 Metcalfe Street, Montreal, QC.

6.4 Ontario Region

70 Foster Drive, Sault Ste. Marie, ON;
451 Talbot St, London, ON;
19 Lisgar Street, Sudbury, ON;
55 Bay St. North, Hamilton, ON;
151 Yonge St., Toronto, ON;
232 Yorktech Dr., Markham, ON;
139 Northfield Drive, Waterloo, ON; and
175A Admiral Blvd. Mississauga, ON.

6.5 Western Region

5th Avenue South West, Calgary, AB;
9700 Jasper Avenue, Edmonton, AB;
123 2nd Ave S, Saskatoon, SA; and
400 St. Mary Street, Winnipeg, MB.

6.6 Pacific Region

300 West Georgia Street, Vancouver, BC.

7.0 LANGUAGE REQUIREMENT

The Contractor resources must meet one of the following:

7.1 Unilingual English fluent in English

The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors; or

7.2 Bilingual fluent in both official languages of Canada (French and English)

The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors; or

7.3 Unilingual French fluent in French

The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors as dictated by Regional requirements.

*** Bidders must submit a bid for all resource categories

*** The work is currently being performed by contracted resources and ISED personnel

Security Requirement:

Minimum Corporate Security Required: FSC **-** Secret

For NCR Offices:

PWGSC FILE #: Common PS SRCL #4 applies

Minimum Resource Security Required: Secret

For Regional Offices:

PWGSC FILE #: Common PS SRCL #4 applies

Minimum Resource Security Required: Secret

<u>**Contract Authority**</u>

Name: Stephanie Cleroux
Phone Number: 343-291-1358
Email Address: stephanie.cleroux2@canada.ca

<u>**Inquiries**</u>

Inquiries regarding this RFP requirement must be submitted to the Contracting Authority named above. Request for Proposal (RFP) documents will be e-mailed directly from the Contracting Authority to the Qualified Supply Arrangement Holders who are being invited to bid on this requirement. BIDDERS ARE ADVISED THAT "BUYANDSELL.GC.CA" IS NOT RESPONSIBLE FOR THE DISTRIBUTION OF SOLICITATION DOCUMENTS. The Crown retains the right to negotiate with any supplier on any procurement. Documents may be submitted in either official language.

NOTE: Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a "Qualified SA Holder", please contact RCNMDAI.-NCRIMOS@pwgsc.gc.ca