



Matériel and Procurement Services / Services du matériel et des acquisitions  
Procurement Hub – Fredericton / Centre d'approvisionnement – bureau de Fredericton  
301 Bishop Drive / 301, allée Bishop  
Fredericton (N-B) E3C 2M6

F5211-170007

16 January 2017

**Subject: REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION  
TBIPS Solicitation F5211-170007**

**ADDENDUM #1 / ADDENDA N° 1**

Further to the above- mentioned Request for Proposal documentation previously forwarded to your firm, Addendum (#1) is hereby issued.

Pour faire suite à la documentation d'accompagnement de l'appel d'offres susmentionné transmise à votre entreprise, l'Addenda n° 1 est émis.

**Question 1: Would DFO please confirm that a candidate with an ITIL Foundation Certification will score the full three (3) points on R.3 for the Project Manager – Level 2 grid?**

**Answer 1: Yes it will.**

**Questions 2: Would the client accept a qualified Project Manager with basic French abilities?**

**Answer 2: Unfortunately no, the client requires a Project Manager with advanced bilingual proficiency.**

**Question 3:  
Annex A – Statement of Work; 4. TASKS, (a) General, item (iii) (page 45)**

- (iii) Resolve problems by providing first and second level support using tools and specialized applications, such as telephone and e-mail, and by providing on-site and remote assistance;**

**It is our understanding that that there is no requirement for second level support in this RFP. Should this be removed from the bid?**

**Answer 3: It should read first and second Tier support and not level. In other words level 1 OPS will mainly does Tier 2 but can be called upon to do Tier 1.**

**Question 4: Annex A – Statement of Work; 4. TASKS, (a) (i) - page 46**

- (i) Supervise the work of, provide direction and support to, the:  
(A) Operations Support Specialists;  
(B) System Administrators, and  
(C) Network Analysts.**

**This bid requires the supervision of Operation Support Specialists only. The other 2 categories should be removed.**

**Answer 4: Items B and C should be removed.**

**Please note that the bid solicitation closing has been extended until January 24<sup>th</sup>, 2017 at 2:00PM Atlantic Time.**