



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

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Informatics Professional Services - EL
Division/Services professionnels en informatique -
division EL
4C2, Place du Portage
Gatineau
Québec
K1A 0S5

Title - Sujet JUSTICE CANADA HELP DESK SERVICES	
Solicitation No. - N° de l'invitation 19335-160056/E	Amendment No. - N° modif. 013
Client Reference No. - N° de référence du client 19335-160056	Date 2017-11-10
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-637-31789	
File No. - N° de dossier 637el.19335-160056	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-11-16	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: Bitsene, Marlene	Buyer Id - Id de l'acheteur 637el
Telephone No. - N° de téléphone (873) 469-4833 ()	FAX No. - N° de FAX () -
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

Solicitation No. - N° de l'invitation
19335-160056/E
Client Ref. No. - N° de réf. du client
19335-160056/E

Amd. No. - N° de la modif.
013
File No. - N° du dossier
637e119335-160056/E

Buyer ID - Id de l'acheteur
637e1
CCC No./N° CCC - FMS No/ N° VME

AMENDMENT 013

BID SOLICITATION FOR THE ACQUISITION OF SERVICE DESK AND DESK-SIDE SUPPORT SERVICES FOR THE DEPARTMENT OF JUSTICE CANADA (JUS)

Solicitation No. - N° de l'invitation
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This amendment 013 is raised to:

1. to provide Answers to Questions raised by potential bidders

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1.

QUESTIONS AND ANSWERS

#	REFERENCE	QUESTION	ANSWER
95	Schedule A 3 - Cross Functional Services	<p>In response to Question #66, Canada withheld the JUS Service Continuity and Disaster Recovery Services document as it contains Protected B information.</p> <p>Will Canada please provide the RTO and RPO metrics at this stage of the RFP process?</p>	<p>Canada will not disclose Protected B information, including the Recovery Time Objective (RTO) and the Recovery Point Objective (RPO).</p> <p>Per table 3.1.3.7 Disaster Recovery, Schedule A 3 Cross Functional Services, the Contractor and Canada will work together to define strategies, process and procedures to meet Canada's requirement.</p> <p>The Crown can also confirm that Justice's DR requirement is consistent with that of most other enterprises and that a standard solution will likely meet the requirement.</p>
96	Evaluation Criteria and Response template	<p>R.15, Value Added Elements, states that "The Bidder should include up to five (5) additional services, enhanced services, service methodologies or other items that are not identified as part of the on-going services in the Statement of Work."</p> <p>Can Canada confirm that bidders must be prepared to deliver any Value Added Elements included in their proposal for no incremental fee?</p>	<p>Yes, Canada confirms that Bidders have the opportunity to include up to five (5) additional services, enhanced services, service methodologies or other item that could a) reduce cost while not reducing services levels, and/or b) improve service while not increasing cost of provision and/or c) improve efficiency while not increasing cost of provision.</p> <p>Please refer to the Evaluation Criteria and Response template and the answer to Question 88.</p>
97		Will Canada extend the closing date to November 30, 2017?	No, the bid closing date is November 16, 2017.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.