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**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

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

Title - Sujet Tower Support Services	
Solicitation No. - N° de l'invitation 08324-170252/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 08324-170252	Date 2018-03-19
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-639-32261	
File No. - N° de dossier 639el.08324-170252	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-03-28	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Villeneuve, Julie	Buyer Id - Id de l'acheteur 639el
Telephone No. - N° de téléphone (613) 858-9487 ()	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

This Solicitation amendment no. 002 is raised to reply to bidders questions.

Question 1

Could the Crown please confirm if there are any full-time / permanent and/or indeterminate employees at GAC that are currently doing the same work or similar as the resource categories and grids stated in this RFP?

If yes, can the Crown please clarify the classification and level of these employees?

Answer 1

SIS does not full time indeterminate employees doing the same work as the Help Desk Specialist(s) or the Technical Writer. SIS does have full time indeterminate CS02s doing the same work as the System Administrator(s).

Question 2

SA R.7 currently awards points based on the number of projects rather than years of experience. In this field, many resources work on long, ongoing, multi-year projects. The point allocation, as written, penalizes individuals who work on long-term projects. Would the Crown please consider revising the point allocation for this requirement to award points based instead on years of experience?

Answer 2

See changes to the RFP below.

Question 3

Mindful of Ontario's bill 148, could the Crown kindly clarify what the job classification would be for the Crown's full time/permanent employees who will be working closely with each of the following solicited categories:

- Help Desk Specialist(s) – Level 3
- Technical Writer(s) - Level 3
- System Administrator(s) - Level 3

The salary issue requiring pay equity of contractors and client-side permanent employees is outlined within the bill and is effective April 1st, 2018. The impact to pricing for this submission should be evident.

Answer 3

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SIS does not full time indeterminate employees doing the same work as the Help Desk Specialist(s) or the Technical Writer. SIS does have full time indeterminate CS02s doing the same work as the System Administrator(s).

Question 4

Is there an incumbent performing or incumbent company providing similar or related work/services currently or in the past? If so, could you provide the name of the incumbent company and the duration and value of the contract(s)?

Answer 4

Yes, we currently have 3 contracts that represent the 42 System Administrators and Help desk resources. We do not currently, or in the past, have a Technical Writer. The Technical Writer is a new requirement.

Contract 1 June 4 2016 to Mar 31, 2018 (in the process of being extended to April 30, 2018), vendor is Promaxis Systems Inc. and the total value of the TBIPS is \$1,264,572.10.

Contract 2 June 4 2016 to Mar 31, 2018 (in the process of being extended to April 30, 2018), vendor is Excel HR and the total value of this TBIPS is \$1,538,380.30.

Contract 3 May 17, 2017 to March 31, 2018, vendor Promaxis Systems Inc., and the total value of this THS SA is \$353,650.50.

Question 5

Due to the large number of RFP's currently released from various departments and the number of bilingual resources required on this RFP, would the Crown please grant a 1 week extension in order for bidders to provide the Crown with qualified resources.

Answer 5

This request is denied.

Question 6

Due to the high number of resources that are required for this bid and that reaching candidates during the March Break has been difficult we respectfully request for an extension of 2 weeks.

Answer 6

This request is denied.

Question 7

Could the client please disclose if there are any full time employees doing the same or similar work as is stated in this RFP for each of the categories (Technical Writer, System Administrator and Help Desk)? In order to comply with the legislation for Bill 148 "Equal pay for Equal Work" we are asking for this information to help with our assessment in determining a necessary bill rate to provide services. If there are FTE's doing similar work to the contractors that are going to be placed, how similar is their job scope?

Answer 7

SIS does not have full time indeterminate employees doing the same work as the Help Desk Specialist(s) or the Technical Writer. SIS does have full time indeterminate CS02s doing the same work as the System Administrator(s).

Question 8

Section 4.2 states "Only a certain number of resources per Resource Category will be evaluated as part of this bid solicitation". However, we are unable to find any further elaboration on this point in the RFP. Could the Crown please state clearly how many resources must be submitted with the bid for each category?

Answer 8

The number of resources for each category in each stream is identified at ATTACHMENT 4.1 - BID EVALUATION CRITERIA, of the RFP.

Question 9

HDS R.6 requires a minimum of 3 projects (minimum 2000 users) to clients in a MS Windows network environment. For 3 demonstrated projects, bidders are currently awarded 10 points. Please bear in mind that resources in this profession perform the same tasks continuously, regardless of the specific project. As written, the requirement penalizes candidates who have been working on the same project for multiple years. Would the Crown please consider revising the scoring methodology so that points are awarded for the number of years of experience, rather than the number of projects?

Answer 9

See changes to the RFP below.

Question 10

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1) For TW-R.2, the Crown has requested 5+ years' experience creating, editing and updating wiki pages. This requirement is unusually restrictive as most Government of Canada departments use enterprise-level solutions (e.g. SharePoint, OpenText, etc.) for the management of internal user documentation, as opposed to open-source Content Management Systems such as wiki.

To allow for a full range of qualified Technical Writers to bid, we request that the Crown amend this requirement to read, "creating, editing, and updating Intranet pages".

Response 10

See changes to the RFP below.

Question 11

2) Regarding SA-R.7, the Crown has indicated that proposed resources need a minimum of three (3) projects to score 10 points. Since most System Admins work in a general support role—and the scope of work outlined in Annex A is asking specifically for day-to-day planning and operations support in an IM/IT Service Desk environment—this request for project-based experience feels misplaced.

As such, would the Crown please amend SA-R.7 to allow for project equivalencies wherein twelve (12) consecutive months of experience for one client organization = 1 project?

Response 11

See changes to the RFP below.

Question 12

The bid submission form under attachment 3.1 contains a section for Bidder's Proposed Site(s) or Premises Requiring Safeguard Measures. As there is no requirement for safeguard measures listed under Part 6, please confirm that this section should be deleted.

Response 12

At **Attachment 3.1 – Bid Submission Form** of the RFP, delete in its entirety.

Insert:

ATTACHMENT 3.1

BID SUBMISSION FORM

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Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]		
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]		

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On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

Signature of Authorized Representative of Bidder

Question 13

The bid preparation instructions states that electronic submissions must include Section IV: Additional Information. This differs from the instructions for submitting the bid in hard copy, which only asks for Sections I-III. Could the Crown please clarify whether or not Section IV: Additional Information is required with the bid submission and, if it is required, what information should be included.

Response 13

At Clause 3.1 Bid Preparation Instructions, the following change applies:

Delete **(a)** in its entirety.

Insert:

(a) If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

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Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

If the Bidder is simultaneously providing a hard copy of the bid using another acceptable delivery method, and if there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the soft copy will have priority over the wording of the hard copy.

Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

The following changes apply to the RFP:

1. **Delete, ATTACHMENT 4.1 - BID EVALUATION CRITERIA**, in its entirety.

Insert:

**ATTACHMENT 4.1
BID EVALUATION CRITERIA**

To facilitate bid preparation and evaluation, Bidders must prepare and submit their proposal using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the resume should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the résumé. Only the specific answer should be provided.

The Technical proposals will be evaluated and scored in accordance with the following evaluation criteria (Mandatory Requirements and Point Rated Requirements).

1. WORKSTREAM 1 – BUSINESS SERVICES

No.	Mandatory Criteria		Compliant Yes/No
CM-1	Corporate Mandatory		
	HELD DESK SPECIALIST		
HDS-M1	Mandatory Requirements		
HDS-M2	Mandatory Requirements		
HDS-M3	Mandatory Requirements		
HDS-M4	Mandatory Requirements		
	TECHNICAL WRITER		
TW-M1	Mandatory Requirements		
TW-M2	Mandatory Requirements		
TW-M3	Mandatory Requirements		
No.	Point-Rated Criteria	Technical	Bidder

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		Points	Technical Score
HELD DESK SPECIALIST			
HDS-R1	Point Rated Requirement	15	
HDS-R2	Point Rated Requirement	15	
HDS-R3	Point Rated Requirement	15	
HDS-R4	Point Rated Requirement	15	
HDS-R5	Point Rated Requirement	5	
HDS-R6	Point Rated Requirement	15	
Maximum Technical Points – Help Desk Specialist		80	
TECHNICAL WRITER			
TW-R1	Point Rated Requirement	15	
TW-R2	Point Rated Requirement	15	
TW-R3	Point Rated Requirement	15	
TW-R4	Point Rated Requirement	15	
Maximum Technical Points – Technical Writer		60	
Total Maximum Technical Points – Workstream 1		140	

1.1 CORPORATE MANDATORY (CM)

Criteria	Mandatory Requirement	Bidder's Response	
		Demonstrated experience (Bidders to insert data)	Insert page # of resume
CM.1	<p>The bidder must have been awarded two contracts to provide Information Management, Information Technology (IM/IT) services to a large* Government client (Federal, Municipal, Crown Corporation) or a large* commercial client.</p> <p>For each referenced contracts:</p> <ul style="list-style-type: none"> (i) The contract value must be at least \$1,000,000 CAD; and (ii) The contracts must have had a duration of at least three years, and must have been awarded within the last five years prior to the posting date of this bid solicitation. <p>*Large is defined as a client that supports at least 3000 users.</p>		

1.2 MANDATORY REQUIREMENTS

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The bidder must propose five (5) resources for the Help Desk Specialist category and one (1) resource for the Technical Writer category and include an up to date résumé for each of the proposed resources.

1.2.1 HELP DESK SPECIALIST (HDS) – LEVEL 3

Experience and Expertise of the Proposed Help Desk Specialist, Level 3			
Name of proposed Resource: _____			
The Bidder MUST demonstrate that the Proposed Help Desk Specialist, Level 3 has:			
Criteria	Mandatory Requirement	Bidder's Response	
		Demonstrated experience (Bidders to insert data)	Insert page # of resume
HDS-M.1	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, providing help desk functions (example: via telephone calls, emails, instant messaging, etc), to clients in a Microsoft Windows network environment.		
HDS-M.2	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, assisting clients with all software programs within the Microsoft Office Suite.		
HDS-M.3	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, working with an incident/problem management tracking software (example: BMC Remedy Action Request System).		
HDS-M.4	The bidder must demonstrate that the proposed resource has a minimum of five (5) years of experience, within the last ten (10) years, helping clients to resolve an issue with Smartphones (example: Blackberry, Android, Apple) configuration and troubleshooting.		

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1.2.2 TECHNICAL WRITER (TW) – LEVEL 3

Experience and Expertise of the Proposed Technical Writer, Level 3			
Name of proposed Resource: _____			
The Bidder MUST demonstrate that the Proposed Technical Writer, Level 3 has:			
Criteria	Mandatory Requirement	Bidder's Response	
		Demonstrated experience (Bidders to insert data)	Insert page # of resume
TW-M.1	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, creating and editing technical documentation (example: procedures, policies, etc).		
TW-M.2	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, working with Microsoft Office Suite, including Power Point and Presentation.		
TW-M.3	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, using graphics software to create and edit pictures and graphics in documentation.		

1.3 POINT RATED REQUIREMENTS

1.3.1 HELP DESK SPECIALIST (HDS) – LEVEL 3

Experience and Expertise of the Proposed Help Desk Specialist, Level 3		
Name of proposed Resource: _____		
The Bidder SHOULD demonstrate that the Proposed Help Desk Specialist, Level 3 has:		
	POINT GRID	BIDDER'S RESPONSE

#	RATED CRITERIA	POINTS MAX		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME
HDS-R.1	The bidder must demonstrate that the proposed resource has experience supporting a Government of Canada Classified network, certified at a Secret Level or above. (Experience in supporting networks certified for processing Protected Level data will not be accepted.)	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
HDS-R.2	The bidder should demonstrate that the proposed resource has experience coaching clients, over the telephone, with Voice over Internet Protocol (VoIP) telephone sets (example: coaching on configuration, troubleshooting, telephone features, etc).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
HDS-R.3	The bidder should demonstrate that the proposed resource has experience coaching (example: configuration, troubleshooting, features, etc) clients, over the telephone, with tablets (example: iPad, Surface Pro, etc).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
HDS-R.4	The bidder should demonstrate that the proposed resource has experience using remote administration and support tools, (example: taking control of the client's desktop using	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

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	Microsoft's Remote Assistance, to assist clients with incidents and problems).				
HDS-R.5	The bidder should demonstrate that the proposed resource has experience working in an International Call Centre (example: providing remote support, over the telephone, to clients outside of Canada.	/5	1 to 2 years = 2 points 2+ to 3 years = 3 points 3+ years = 5 points		
HDS-R.6	The bidder should demonstrate that the proposed resource has a minimum of two years of experience providing help desk functions (example: via telephone calls, emails, instant messaging, etc), to clients in a Microsoft Windows network environment with a minimum of 2,000 users.	/15	2+ to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
MAX. AVAILABLE POINTS		/80			
MIN. POINTS REQUIRED		57			
BIDDER TECHNICAL SCORE					
Note: Proposals that do not meet the above minimum pass mark of 57 points for the proposed resource, will be found non-responsive.					

1.3.2 TECHNICAL WRITER (TW) – LEVEL 3

Experience and Expertise of the Proposed Technical Writer, Level 3		
Name of proposed Resource: _____		
The Bidder SHOULD demonstrate that the Proposed Technical Writer, Level 3 has:		
	POINT GRID	BIDDER'S RESPONSE

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#	RATED CRITERIA	POINTS MAX		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME
TW-R.1	The bidder should demonstrate that the proposed resource has experience preparing illustrations and diagrams for technical/user documentation.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
TW-R.2	The bidder should demonstrate that the proposed resource has experience creating, editing, and updating Intranet pages.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
TW-R.3	The bidder should demonstrate that the proposed resource has experience creating, editing and updating user manuals.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
TW-R.4	The bidder should demonstrate that the proposed resource has experience researching IT technical information.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
MAX. AVAILABLE POINTS		/60			
MIN. POINTS REQUIRED		40			
BIDDER TECHNICAL SCORE					
Note: Proposals that do not meet the above minimum pass mark of 40 points for the proposed resource, will be found non-responsive.					

2. WORKSTREAM 2 – IM/IT SERVICES

No.	Mandatory Criteria		Compliant Yes/No
CM-1	Corporate Mandatory		
	SYSTEM ADMINISTRATOR		
SA-M1	Mandatory Requirements		
SA-M2	Mandatory Requirements		

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SA-M3	Mandatory Requirements		
SA-M4	Mandatory Requirements		
SA-M5	Mandatory Requirements		
No.	Point-Rated Criteria	Maximum Points	Bidder Technical Score
	SYSTEM ADMINISTRATOR		
SA-R1	Point Rated Requirements	15	
SA-R2	Point Rated Requirements	15	
SA-R3	Point Rated Requirements	15	
SA-R4	Point Rated Requirements	15	
SA-R5	Point Rated Requirements	15	
SA-R6	Point Rated Requirements	15	
SA-R7	Point Rated Requirements	15	
	Maximum Technical Points – Workstream 2	105	

2.1 CORPORATE MANDATORY (CM)

Criteria	Mandatory Requirement	Bidder's Response	
		Demonstrated experience (Bidders to insert data)	Insert page # of resume
CM.1	<p>M1 The bidder must have been awarded two contracts to provide Information Management, Information Technology (IM/IT) services to a large* Government client (Federal, Municipal, Crown Corporation) or a large* commercial client.</p> <p>For each referenced contracts:</p> <ul style="list-style-type: none"> (i) The contract value must be at least \$1,000,000 CND; and (ii) The contracts must have had a duration of at least three years, and must have been awarded within the last five years prior to the posting date of this bid solicitation. <p>*Large is defined as a client that supports at least 3000 users.</p>		

2.2 MANDATORY REQUIREMENTS – SYSTEM ADMINISTRATOR (SA) – LEVEL 3

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The bidder must propose five (5) resources for the System Administrator (SA) category and include an up to date résumé for each of the proposed resources.

Experience and Expertise of the Proposed System Administrator, Level 3			
Name of proposed Resource: _____			
The Bidder MUST demonstrate that the Proposed System Administrator, Level 3 has:			
Criteria	Mandatory Requirement	Bidder's Response	
		Demonstrated experience (Bidders to insert data)	Insert page # of resume
SA-M.1	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, assisting clients with all software programs within the Microsoft Office Suite.		
SA-M.2	The bidder must demonstrate that the proposed resource has a minimum of five (5) years of experience, within the last ten (10) years, using remote administration and support tools, (example: taking control of the client's desktop using Microsoft's Remote Assistance, to assist clients with incidents and problems).		
SA-M.3	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, working with an incident/problem management tracking software (example: BMC Remedy Action Request System).		
SA-M.4	The bidder must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, installing, upgrading and troubleshooting computer hardware (example: desktops, laptops, printers, etc) in a large Microsoft Windows network environment..		

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SA-M.5	The bidder must demonstrate that the proposed resource has a minimum of five (5) years of experience, within the last ten (10) years, helping clients to resolve an issue with Smartphones (example: Blackberry, Android, Apple) configuration and troubleshooting.		
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2.3 POINT RATED REQUIREMENTS - SYSTEM ADMINISTRATOR (SA) – LEVEL 3

Experience and Expertise of the Proposed System Administrator, Level 3					
Name of proposed Resource: _____					
The Bidder SHOULD demonstrate that the Proposed System Administrator, Level 3 has:					
			POINT GRID	BIDDER'S RESPONSE	
#	RATED CRITERIA	POINTS MAX		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME
SA-R.1	The bidder should demonstrate that the proposed resource has experience supporting a Government of Canada Classified network, certified at a Secret Level or above. (Experience in supporting networks certified for processing Protected Level data will not be accepted.)	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.2	The bidder should demonstrate that the proposed resource has experience supporting, configuring and installing Voice over Internet Protocol (VoIP) telephone sets.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.3	The bidder should demonstrate that the proposed resource has experience supporting, configuring and installing tablets (example: iPad, Surface Pro, etc).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

SA-R.4	The bidder should demonstrate that the proposed resource has experience coaching and advising clients in the use of commercial off the shelf software (COTS) (excluding Microsoft Office Suite).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.5	The bidder should demonstrate that the proposed resource has experience with Transmission Control protocol/Internet Protocol (TCP/IP) and Ethernet in a large network (a minimum of 2000 users).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.6	The bidder should demonstrate that the proposed resource has experience providing walk-in-service (example: password resets, loan equipment, feature coaching, etc) to clients in a large organization (a minimum of 1500 users).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.7	The bidder should demonstrate that the proposed resource has a minimum of two years of experience installing, upgrading and troubleshooting computer hardware (example: desktops, laptops, printers, etc) in a large Microsoft Windows network environment with a minimum of 2000 users.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
MAX. AVAILABLE POINTS		/105			
MIN. POINTS REQUIRED		70			
BIDDER TECHNICAL SCORE					
Note: Proposals that do not meet the above minimum pass mark of 70 points for the proposed resource, will be found non-responsive.					

2. Delete APPENDIX C TO ANNEX A - RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE, in its entirety.

Insert:

APPENDIX C TO ANNEX A RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

1. WORKSTREAM 1 – BUSINESS SERVICES

1.1 MANDATORY REQUIREMENTS

1.1.1 HELP DESK SPECIALIST (HDS) – LEVEL 3

Experience and Expertise of the Proposed Help Desk Specialist, Level 3			
Name of proposed Resource: _____			
The Contractor MUST demonstrate that the Proposed Help Desk Specialist, Level 3 has:			
Criteria	Mandatory Requirement	Contractor's Response	
		Demonstrated experience (Contractors to insert data)	Insert page # of resume
HDS-M.1	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, providing help desk functions (example: via telephone calls, emails, instant messaging, etc), to clients in a Microsoft Windows network environment.		
HDS-M.2	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, assisting clients with all software programs within the Microsoft Office Suite.		
HDS-M.3	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, working with		

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	an incident/problem management tracking software (example: BMC Remedy Action Request System).		
HDS-M.4	The Contractor must demonstrate that the proposed resource has a minimum of five (5) years of experience, within the last ten (10) years, helping clients to resolve an issue with Smartphones (example: Blackberry, Android, Apple) configuration and troubleshooting.		

1.1.2 TECHNICAL WRITER (TW) – LEVEL 3

Experience and Expertise of the Proposed Technical Writer, Level 3			
Name of proposed Resource: _____			
The Contractor MUST demonstrate that the Proposed Technical Writer, Level 3 has:			
Criteria	Mandatory Requirement	Contractor's Response	
		Demonstrated experience (Contractors to insert data)	Insert page # of resume
TW-M.1	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, creating and editing technical documentation (example: procedures, policies, etc).		
TW-M.2	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, working with Microsoft Office Suite, including Power Point and Presentation.		
TW-M.3	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, using graphics software to create and edit pictures and graphics in documentation.		

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1.2 POINT RATED REQUIREMENTS

1.2.1 HELP DESK SPECIALIST (HDS) – LEVEL 3

Experience and Expertise of the Proposed Help Desk Specialist, Level 3					
Name of proposed Resource: _____					
The Contractor SHOULD demonstrate that the Proposed Help Desk Specialist, Level 3 has:					
			POINT GRID	CONTRACTOR'S RESPONSE	
#	RATED CRITERIA	POINTS MAX		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME
HDS-R.1	The Contractor must demonstrate that the proposed resource has experience supporting a Government of Canada Classified network, certified at a Secret Level or above. (Experience in supporting networks certified for processing Protected Level data will not be accepted.)	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
HDS-R.2	The Contractor should demonstrate that the proposed resource has experience coaching clients, over the telephone, with Voice over Internet Protocol (VoIP) telephone sets (example: coaching on configuration, troubleshooting, telephone features, etc).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
HDS-R.3	The Contractor should demonstrate that the proposed resource has experience coaching (example: configuration, troubleshooting, features, etc) clients, over the telephone, with tablets	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

	(example: iPad, Surface Pro, etc).				
HDS-R.4	The Contractor should demonstrate that the proposed resource has experience using remote administration and support tools, (example: taking control of the client's desktop using Microsoft's Remote Assistance, to assist clients with incidents and problems).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
HDS-R.5	The Contractor should demonstrate that the proposed resource has experience working in an International Call Centre (example: providing remote support, over the telephone, to clients outside of Canada.	/5	1 to 2 years = 2 points 2+ to 3 years = 3 points 3+ years = 5 points		
HDS-R.6	The bidder should demonstrate that the proposed resource has a minimum of two years of experience providing help desk functions (example: via telephone calls, emails, instant messaging, etc), to clients in a Microsoft Windows network environment with a minimum of 2,000 users.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
MAX. AVAILABLE POINTS		/80			
POINTS REQUIRED					

1.2.2 TECHNICAL WRITER (TW) – LEVEL 3

Experience and Expertise of the Proposed Technical Writer, Level 3

Name of proposed Resource: _____

The Contractor SHOULD demonstrate that the Proposed Technical Writer, Level 3 has:

			POINT GRID	CONTRACTOR'S RESPONSE	
#	RATED CRITERIA	POINTS MAX		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME
TW-R.1	The Contractor should demonstrate that the proposed resource has experience preparing illustrations and diagrams for technical/user documentation.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
TW-R.2	The bidder should demonstrate that the proposed resource has experience creating, editing, and updating Intranet pages.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
TW-R.3	The Contractor should demonstrate that the proposed resource has experience creating, editing and updating user manuals.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
TW-R.4	The Contractor should demonstrate that the proposed resource has experience researching IT technical information.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
MAX. AVAILABLE POINTS		/60			
POINTS REQUIRED					

2 WORKSTREAM 2 – IM/IT SERVICES

2.1 MANDATORY REQUIREMENTS

2.1.1 SYSTEM ADMINISTRATOR (SA) – LEVEL 3

Experience and Expertise of the Proposed System Administrator, Level 3

Name of proposed Resource: _____

The Contractor MUST demonstrate that the Proposed System Administrator, Level 3 has:

Criteria	Mandatory Requirement	Contractor's Response	
		Demonstrated experience (Contractors to insert data)	Insert page # of resume
SA-M.1	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, assisting clients with all software programs within the Microsoft Office Suite.		
SA-M.2	The Contractor must demonstrate that the proposed resource has a minimum of five (5) years of experience, within the last ten (10) years, using remote administration and support tools, (example: taking control of the client's desktop using Microsoft's Remote Assistance, to assist clients with incidents and problems).		
SA-M.3	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, working with an incident/problem management tracking software (example: BMC Remedy Action Request System).		
SA-M.4	The Contractor must demonstrate that the proposed resource has a minimum of ten (10) years of experience, within the last fifteen (15) years, installing, upgrading and troubleshooting computer hardware (example: desktops, laptops, printers, etc) in a large Microsoft Windows network environment.		
SA-M.5	The Contractor must demonstrate that the proposed resource has a minimum		

	of five (5) years of experience, within the last ten (10) years, helping clients to resolve an issue with Smartphones (example: Blackberry, Android, Apple) configuration and troubleshooting.		
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2.2 POINT RATED REQUIREMENTS

2.2.1 SYSTEM ADMINISTRATOR (SA) – LEVEL 3

Experience and Expertise of the Proposed System Administrator, Level 3					
Name of proposed Resource: _____					
The Contractor SHOULD demonstrate that the Proposed System Administrator, Level 3 has:					
			POINT GRID	CONTRACTOR'S RESPONSE	
#	RATED CRITERIA	POINTS MAX		DEMONSTRATED EXPERIENCE	INSERT PAGE # OF RESUME
SA-R.1	The Contractor should demonstrate that the proposed resource has experience supporting a Government of Canada Classified network, certified at a Secret Level or above. (Experience in supporting networks certified for processing Protected Level data will not be accepted.)	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.2	The Contractor should demonstrate that the proposed resource has experience supporting, configuring and installing Voice over Internet Protocol (VoIP) telephone sets.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.3	The Contractor should demonstrate that the proposed resource has experience supporting, configuring and installing tablets (example: iPad, Surface Pro, etc).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

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SA-R.4	The Contractor should demonstrate that the proposed resource has experience coaching and advising clients in the use of commercial off the shelf software (COTS) (excluding Microsoft Office Suite).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.5	The Contractor should demonstrate that the proposed resource has experience with Transmission Control protocol/Internet Protocol (TCP/IP) and Ethernet in a large network (a minimum of 2000 users).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.6	The Contractor should demonstrate that the proposed resource has experience providing walk-in-service (example: password resets, loan equipment, feature coaching, etc) to clients in a large organization (a minimum of 1500 users).	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
SA-R.7	The bidder should demonstrate that the proposed resource has a minimum of two years of experience installing, upgrading and troubleshooting computer hardware (example: desktops, laptops, printers, etc) in a large Microsoft Windows network environment with a minimum of 2000 users.	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		
MAX. AVAILABLE POINTS		/105			
POINTS REQUIRED					

ALL OTHER TERMS REMAIN UNCHANGED