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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. 004
Client Reference No. - N° de référence du client 08324-170252	Date 2018-03-28
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 2018-04-06	
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. 004 is raised to reply to bidders questions.

Question 1

R3: For the Point Rated criteria HDS-R.3 and SA-R.3, given that the beta release of the iPad and Surface Pro release dates were 2010 and 2013 respectively and that these products were only introduced to the Government of Canada Departments in 2014/2015, would the Crown consider amending the scoring criteria to 3+ years = 15 points, 2 to 3 years = 10 points and 1 to 2 years = 5 points.

Answer 1

No, the criteria remain unchanged.

Question 2

Despite the Statement of Work indicating that all Help Desk Specialist resources are required to be bilingual at the bidding stage, and being confirmed through Q&A Amendment #1 (March 9), it appears that several Help Desk Specialist incumbents currently working under this contract are not bilingual. In order to allow vendors to provide qualified resources in a fair and competitive process, would the Crown please consider allowing at minimum, the same ratio of bilingual to unilingual resources as the System Administrator contract (4 out of a possible 5)?

Answer 2

GAC requires the Service Desk agents to be fully bilingual.

Question 3

Due to the high number of resources required, the recently passed March Break period, and the upcoming holiday weekend – would Canada please consider extending the solicitation due date 3 days to allow bidders additional time to ensure they are submitting quality responses for evaluation.

Answer 3

See changes to the RFP below.

Question 4

We appreciate that a closing date extension has already been provided, however, we request an additional small extension to the closing date for the following reasons:

- This is a large RFP for many resources where specific experience is requested, combined with language skills that need to be validated. This requires significant involvement from the candidates. Some of our candidates are going away for the Easter break which makes it more difficult to obtain/validate all the information required for the bid.
- Several staff members are taking time off next week for Easter Holidays, resulting in staff shortage.
- We also note that there are a number of large proposals due around the same day as this RFP, making it difficult to meet the deadline while ensuring a high quality product.
- Having some extra time after the Easter break will help bidders provide quality submissions for the Crown's consideration.

For the reasons outlined above, we respectfully request a modest 4 day extension to the closing date to April 10th in order to allow bidders some more time to prepare their complete responses.

Answer 4

See changes to the RFP below.

Question 5

Given the delays in receiving answers to some very important questions that have been submitted, we respectfully request at least a two day extension for the due date of this solicitation to April 6th.

Answer 5

See changes to the RFP below.

Question 6

With the 4 day long weekend, would it be possible to extend this TBIPS until April 18th.

Answer 6

See changes to the RFP below.

Question 7

For previous contracts, GAC has allocated a 5% "premium" for the Help Desk Specialists who work evenings, nights, weekend shifts, and statutory holidays. Will GAC be including the 5% premium for work on this new contract?

Answer 7

No shift premiums.

Question 8

The RFP criteria requests that references "to the page number of the resume should be incorporated" in the resource grid responses. Rather than providing the matching page numbers in our grid response, can we guide the evaluator to the relevant information for each project by highlighting and tagging the résumés with the relevant criteria codes (eg. HDS R.1, TW R.2, etc.) that match what is stated in the grids? This is a much easier process, because final page numbers are not identified until the packaging of a bid is complete.

Answer 8

You can do both, or only provide the page number of the resume in the grid response.

Question 9

HDS-R2 asks for experience "coaching clients, over the telephone, with Voice over Internet Protocol (VoIP) telephone sets". Does this mean that the resource is using a VoIP telephone set, or the client is using it?

Answer 9

The client is using a VoIP telephone set.

Question 10

For TW-M.2, does the proposed Technical Writer need to have 10 years in the last 15 using all Microsoft Office Suite products in each project cited? Or would it be acceptable to submit a candidate who had used all MS Office Suite products at some point during the 10 cumulative years that are demonstrated (eg. some projects that include MS Word, Powerpoint, and Excel, and others that include Outlook, Access, Visio, etc)?

Answer 10

Yes

Question 11

TW. M.2 is asking for experience working with Microsoft "Power Point and Presentation". As far as we know, "Microsoft Presentation" does not exist. However, Microsoft Power Point is used to create presentations. Please clarify the intended meaning of this requirement.

Answer 11

See changes to the RFP below.

Question 12

Page 4 of the RFP indicates that "It is intended to result in the award of a maximum of two (2) contracts in each of the two Workstreams, with each contract purchasing work from only one Workstream." Could you please clarify whether this means:

- 1) Two contracts will be awarded in each Workstream – for a total of 4 contracts, OR
- 2) Two contracts will be awarded as a result of this solicitation – with a single contract in Workstream 1 and a single contract in Workstream 2 – for a total of 2 contracts

Answer 12

Two contract will be awarded in each Workstream for a total of 4 contracts (with each contract purchasing work from only one Workstream).

Question 13

In reviewing Amendment #2 to this RFP, we noted that the Crown acknowledges that there are currently indeterminate CS02s delivering services substantially similar to those required of the System Administrators solicited within the RFP. Additionally, we have noted that the Treasury Board lists public servant pay scales specific to this CS02 category - effective December 2017 - with hourly rates ranging from \$36.00 to \$44.06 per hour. Mindful of Ontario's bill 148, could the Crown kindly confirm that any bid submission will be deemed non-compliant where the proposed hourly pricing for the System Administrator category is less than \$36.00 per hour? In our view, failing to do so would place the Crown and the successful bidder in a precarious position after April of this year.

The salary issue requiring pay equity of contractors and client-side permanent employees is outlined within the bill and comes into effect April 1st, 2018.

Answer 13

Bids will not be deemed non-compliant where the proposed hourly pricing for the System Administrator category is less than \$36.00 per hour.

However, bidders are reminded of their obligation to provide services in accordance with the firm per diem rates they will submit in their proposal which will remain unaffected by the application of any existing law or any new law which may come into effect during the Contract Period.

Question 14

Please refer to page 69, Attachment 4.1, 2. Workstream 2 – IM/IT Services, which states that the maximum technical points available for this workstream is 100. Additionally, please refer to page 70, 2.2 Mandatory Requirements where the bidder must propose five resources, and to pages 71-73 where each of the five resources can gain up to 100 points. Would the Crown please confirm that the maximum points available for Workstream 2 is 500.

Answer 14

See changes to the RFP below.

The following changes apply to the RFP:

1. AT PAGE 1, CLOSING DATE OF THE RFP, THE FOLLOWING CHANGE APPLIES:

DELETE:

SOLICITATION CLOSING - L'INVITATION PREND FIN
AT - À 02:00 PM
ON - LE 2018-04-04
EASTERN STANDARD TIME EST

INSERT:

SOLICITATION CLOSING - L'INVITATION PREND FIN
AT - À 02:00 PM
ON - LE 2018-04-06
EASTERN STANDARD TIME EST

2. **At Clause 7.9 (a) Basis of Payment, amend as follows:**

Insert:

- (v) The Contractor agrees that the rates set out in Annex B remain firm throughout the Contract Period, except as may be provided for in the express terms of the contract. In reference to Article 18(1) of SACC General Conditions 2035, the Contractor acknowledges that its obligation to provide services in accordance with the firm rates set out in Annex B is unaffected by the application of any existing law or any new law which may come into effect during the Contract Period.

3. **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 – RESOURCE 1		
HDS-M1	Mandatory Requirements		
HDS-M2	Mandatory Requirements		
HDS-M3	Mandatory Requirements		
HDS-M4	Mandatory Requirements		
	HELD DESK SPECIALIST – RESOURCE 2		
HDS-M1	Mandatory Requirements		
HDS-M2	Mandatory Requirements		
HDS-M3	Mandatory Requirements		
HDS-M4	Mandatory Requirements		
	HELD DESK SPECIALIST – RESOURCE 3		
HDS-M1	Mandatory Requirements		
HDS-M2	Mandatory Requirements		
HDS-M3	Mandatory Requirements		
HDS-M4	Mandatory Requirements		
	HELD DESK SPECIALIST – RESOURCE 4		
HDS-M1	Mandatory Requirements		
HDS-M2	Mandatory Requirements		
HDS-M3	Mandatory Requirements		
HDS-M4	Mandatory Requirements		
	HELD DESK SPECIALIST – RESOURCE 5		
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 Points	Bidder Technical Score
	HELD DESK SPECIALIST – RESOURCE 1		

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

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	
Total Bidder Score – Help Desk Specialist – Proposed Resource 1		80	
HELD DESK SPECIALIST – RESOURCE 2			
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	
Total Bidder Score – Help Desk Specialist – Proposed Resource 2		80	
HELD DESK SPECIALIST – RESOURCE 3			
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	
Total Bidder Score – Help Desk Specialist – Proposed Resource 3		80	
HELD DESK SPECIALIST – RESOURCE 4			
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	
Total Bidder Score – Help Desk Specialist – Proposed Resource 4		80	
HELD DESK SPECIALIST – RESOURCE 5			
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	
Total Bidder Score – Help Desk Specialist – Proposed Resource 5		80	
Maximum Technical Points – Help Desk Specialist		400	
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		460	

1.1 CORPORATE MANDATORY (CM)

Criteria	Mandatory Requirement	Bidder's Response
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		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 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>		

1.2 MANDATORY REQUIREMENTS

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		

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	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.		

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.		
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	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

	telephone, with Voice over Internet Protocol (VoIP) telephone sets (example: coaching on configuration, troubleshooting, telephone features, etc).				
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 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 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,	/15	2+ to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

	emails, instant messaging, etc), to clients in a Microsoft Windows network environment with a minimum of 2,000 users.				
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	
#	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	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15		

	user manuals.		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 – RESOURCE 1		
SA-M1	Mandatory Requirements		
SA-M2	Mandatory Requirements		
SA-M3	Mandatory Requirements		
SA-M4	Mandatory Requirements		
SA-M5	Mandatory Requirements		
	SYSTEM ADMINISTRATOR – RESOURCE 2		
SA-M1	Mandatory Requirements		
SA-M2	Mandatory Requirements		
SA-M3	Mandatory Requirements		
SA-M4	Mandatory Requirements		
SA-M5	Mandatory Requirements		
	SYSTEM ADMINISTRATOR – RESOURCE 3		
SA-M1	Mandatory Requirements		
SA-M2	Mandatory Requirements		
SA-M3	Mandatory Requirements		
SA-M4	Mandatory Requirements		
SA-M5	Mandatory Requirements		
	SYSTEM ADMINISTRATOR – RESOURCE 4		
SA-M1	Mandatory Requirements		
SA-M2	Mandatory Requirements		
SA-M3	Mandatory Requirements		
SA-M4	Mandatory Requirements		
SA-M5	Mandatory Requirements		
	SYSTEM ADMINISTRATOR – RESOURCE 5		
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 – RESOURCE 1			
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	
Total Bidder Score – System Administrator - Proposed Resource 1		105	
SYSTEM ADMINISTRATOR – RESOURCE 2			
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	
Total Bidder Score – System Administrator - Proposed Resource 2		105	
SYSTEM ADMINISTRATOR – RESOURCE 3			
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	
Total Bidder Score – System Administrator - Proposed Resource 3		105	
SYSTEM ADMINISTRATOR – RESOURCE 4			
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	
Total Bidder Score – System Administrator - Proposed Resource 4		105	
SYSTEM ADMINISTRATOR – RESOURCE 5			
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	
Total Bidder Score – System Administrator - Proposed Resource 5		105	
Total Maximum Technical Points – Workstream 2		525	

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

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..		
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.		

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	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

	network (a minimum of 2000 users).				
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.					

4. 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 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.		
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.		

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 (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 Contractor 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		

	Microsoft's Remote Assistance, to assist clients with incidents and problems).				
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
	The Contractor should demonstrate that the proposed	/15	2 to 3 years = 5 points		

TW-R.1	resource has experience preparing illustrations and diagrams for technical/user documentation.		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

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004
File No. - N° du dossier CCC No./N°

Buyer ID - Id de l'acheteur
639e1
CCC - FMS No./N° VME

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.		

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		
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	/15	2 to 3 years = 5 points 3+ to 5 years = 10 points 5+ years = 15 points		

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004
File No. - N° du dossier CCC No./N°

Buyer ID - Id de l'acheteur
639e1
CCC - FMS No./N° VME

	network (a minimum of 2000 users).				
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