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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
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K1A 0S5

Title - Sujet LAN Destop Support Services	
Solicitation No. - N° de l'invitation T8086-172044/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client T8086-172044	Date 2018-07-27
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-627-33682	
File No. - N° de dossier 627zm.T8086-172044	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-08-07	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
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: Florent, Michel	Buyer Id - Id de l'acheteur 627zm
Telephone No. - N° de téléphone (613) 858-9178 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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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

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T8680-172044/A

Amd. No. - N° de la modif.
001

Buyer ID - Id de l'acheteur
627zm

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CCC No./N° CCC - FMS No/ N° VME

AMENDMENT NO. 001

This amendment is raised to revise the RFP and to answer Bidders' questions.

RFP REVISIONS

1. At Attachment 4.1, Mandatory Technical Criteria, MTC1.1:

Delete:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
MTC1.1	Each of the three projects presented in response to MTC1 must each be: <ul style="list-style-type: none">- of a minimum duration of twelve (12) months, within the last seven years (as of bid closing date);- where they have provided a minimum of two resources at each level of the B.12 - Network Support Specialist of the TBIPS resource category (total of 6 resources) simultaneously; and- Have a minimum billing of \$1M (for professional services only, taxes extra).	

Insert:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
MTC1.1	Each of the three projects presented in response to MTC1 must each be: <ul style="list-style-type: none">- of a minimum duration of twelve (12) months, within the last seven years (as of bid closing date);	

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CCC No./N° CCC - FMS No/ N° VME

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
	<ul style="list-style-type: none">- where they have provided a minimum of one resource at each level of the B.12 - Network Support Specialist of the TBIPS resource category (total of 3 resources) simultaneously; and- Have a minimum billing of \$1M (for professional services only, taxes extra).	

2. At Attachment 4.1, Mandatory Technical Criteria, MTC1.3, MTC 1.4, and MTC 1.5:

Delete:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
MTC1.3	Network Support Specialist Resources Level 1: Each of the three projects submitted in response to MTC1 must each demonstrate that the Bidder provided a minimum of two resources to its client as Network Support Specialist Resources Level 1 performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project): <ul style="list-style-type: none">i) Provide IM/IT service and technical support to clients;ii) Resolve and process IM/IT tickets ;iii) Respond to written and oral inquiries	
MTC1.4	Network Support Specialist Resources Level 2: Each of the three projects submitted in response to MTC1 must each demonstrate that the Bidder provided a minimum of two resources to its client as Network Support Specialist Resources Level 2 performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):	

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MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
	<ul style="list-style-type: none">i) Provide IM/IT service and technical support to clients;ii) Conduct in-depth troubleshooting analysis for hardware and software issues;iii) Produce system documentation, reports and correspondence.	
MTC1.5	<p>Network Support Specialist Resources Level 3:</p> <p>Each of the three projects submitted in response to MTC1 must each demonstrate that the Bidder provided a minimum of two resources to its client as Network Support Specialist Resources Level 3 performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):</p> <ul style="list-style-type: none">i) Supervise and Provide subject matter support and expertise to Network Support Specialist Technicians;ii) Conduct in-depth troubleshooting analysis for hardware and software issues;iii) Produce technical material, user manuals, correspondence and documentation	

Insert:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
MTC1.3	<p>Network Support Specialist Resources Level 1:</p> <p>Each of the three projects submitted in response to MTC1 must each demonstrate that the Bidder provided a minimum of one resource to its client as a Network Support Specialist Resource Level 1 performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):</p> <ul style="list-style-type: none">i) Provide IM/IT service and technical support to clients;ii) Resolve and process IM/IT tickets ;	

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MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
	iii) Respond to written and oral inquiries	
MTC1.4	<p>Network Support Specialist Resources Level 2:</p> <p>Each of the three projects submitted in response to MTC1 must each demonstrate that the Bidder provided a minimum of one resource to its client as a Network Support Specialist Resource Level 2 performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):</p> <ul style="list-style-type: none">i) Provide IM/IT service and technical support to clients;ii) Conduct in-depth troubleshooting analysis for hardware and software issues;iii) Produce system documentation, reports and correspondence.	
MTC1.5	<p>Network Support Specialist Resources Level 3:</p> <p>Each of the three projects submitted in response to MTC1 must each demonstrate that the Bidder provided a minimum of one resource to its client as a Network Support Specialist Resource Level 3 performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):</p> <ul style="list-style-type: none">i) Supervise and provide subject matter support and expertise to Network Support Specialist Technicians;ii) Conduct in-depth troubleshooting analysis for hardware and software issues;iii) Produce technical material, user manuals, correspondence and documentation	

3. At Attachment 4.2, Point-Rated Technical Criteria, 2.1.1 B.12 Network Support Specialist – Level 1, RTC4:

Delete:

RTC#	Rated Technical Criteria	Points Scale	Maximum Points	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC4	The proposed resource should have demonstrated experience in using HP Service Manager systems management software for logging and updating support calls.	Max - 2 Points per proposed resources to a maximum of 2 resources. 1 point – One (1) to Two (2) years of experience. 2 points – More than two (2) years of experience.	4	.

Insert:

RTC#	Rated Technical Criteria	Points Scale	Maximum Points	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC4	The proposed resource should have demonstrated experience in using HP Service Manager systems management software (or similar systems, such as Assyst or Remedy) for logging and updating support calls.	Max - 2 Points per proposed resources to a maximum of 2 resources. 1 point – One (1) to Two (2) years of experience. 2 points – More than two (2) years of experience.	4	.

4. At Attachment 4.2, Point-Rated Technical Criteria, 2.1.2 B.12 Network Support Specialist – Level 2, RTC13:

Delete:

RTC#	Rated Technical Criteria	Points Scale	Maximum Points	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC13	The resource should have demonstrated experience in using HP Service Manager systems management software for logging and updating support calls.	Max - 2 Points per proposed resources maximum of 2 resources. 1 point – More than Two (2) years up to Three (3) years of experience. 2 points – More than three (3) years of experience.	4	.

Insert:

RTC#	Rated Technical Criteria	Points Scale	Maximum Points	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC13	The resource should have demonstrated experience in using HP Service Manager systems management software (or similar systems, such as Assyst or Remedy) for logging and updating support calls.	Max - 2 Points per proposed resources maximum of 2 resources. 1 point – More than Two (2) years up to Three (3) years of experience. 2 points – More than three (3) years of experience.	4	.

5. At Attachment 4.2, Point-Rated Technical Criteria, 2.1.3 B.12 Network Support Specialist – Level 3, RTC24:

Delete:

RTC#	Rated Technical Criteria	Points Scale	Maximum Points	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC24	The resource should have demonstrated experience in using HP Service Manager systems management software for logging and updating support calls.	Max - 2 Points per proposed resources to a maximum of 2 resources 1 point – Three (3) years up to Four (4) years of experience. 2 points – More than Four (4) years of experience.	4	RTC24

Insert:

RTC#	Rated Technical Criteria	Points Scale	Maximum Points	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC24	The resource should have demonstrated experience in using HP Service Manager systems management software (or similar systems, such as Assyst or Remedy) for logging and updating support calls.	Max - 2 Points per proposed resources to a maximum of 2 resources 1 point – Three (3) years up to Four (4) years of experience. 2 points – More than Four (4) years of experience.	4	

QUESTIONS AND ANSWERS

Question 1:

In previous years there has been an aboriginal set-aside for Network Support Services for Transport Canada.

Will there be an RFP issued for an Aboriginal Set-aside to provide these services also?

Answer 1:

This requirement is not destined primarily for Aboriginal populations, rather it supports the IT requirements of Transport Canada including Internal Services requirements. Transport Canada is a strong supporter of the Procurement Strategy for Aboriginal Business and encourages all qualifying aboriginal businesses to submit a proposal for consideration. Canada does not anticipate issuing separate solicitations set-aside for aboriginal business for this requirement.

Question 2:

In regards to the subject solicitation, 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 2:

Yes there are 3 incumbent companies as follows:

Name of Contractor: Ibiska

Contract Period: August 31, 2015 to August 30, 2018

Maximum Contract Value per year: \$1,3M (applicable taxes included)

Name of Contractor: Nisha

Contract Period: August 31, 2015 to August 30, 2018

Maximum Contract Value per year: \$1,3M (applicable taxes included)

Name of Contractor: Promaxis

Contract Period: August 31, 2015 to August 30, 2018

Maximum Contract Value per year: \$1,3M (applicable taxes included)

Question 3:

With regards to The Bidder Mandatory Technical Criteria MTC1 (includes sub-criteria MTC1.1/1.2/1.3/1.4/1.5): Bidders are required to present 3 projects/contracts where they provided all 3 levels of resources (Network Support Specialist L1, L2, and L3) in each of the 3 contracts. This is very difficult to achieve and will eliminate a great number of highly experienced bidders. We note that many contracts are for 1 or 2 of the resource levels (typically level 1 and 2 OR level 2 and 3). It is rare that the contract will include all 3 levels. We also note that even if a contract does include 3 levels, the client may elect to only request levels 1 and 2 from a particular vendor and request level 3 resources from another vendor based on rates. This common practice would then eliminate a very relevant contract from presentation for this RFP.

In order to allow experienced and qualified vendors to submit a compliant bid we request that MTC1 (1.1) criterion be amended to provide some flexibility to vendors with multiple network support contracts. We suggest the wording of MTC1 (1.1) be changed to read: ".... Where they have provided all 3 levels of the

B.12 Network Support Specialist of the TBIPS resource category among all 3 contracts demonstrated; and where each of the 3 contracts demonstrates the provision of a minimum of 6 resources in one (1) or more of the 3 category levels.” Example of this could be:

- Contract 1 - provided 8 resources in level 1
- Contract 2 – provided 7 resources in level 1 and 2 combined
- Contract 3 – provided 6 resources in level 2 and 3 combined

Answer 3:

MTC1.1, MTC1.3, MTC1.4, and MTC1.5 have been revised to reflect the Crown's requirement. See RFP Revisions 1. and 2. of this amendment.

Question 4:

With regards to The Bidder Mandatory Technical Criteria MTC1.3, 1.4 and 1.5: We request that the criteria be amended to read:

“At least one of the 3 contracts submitted in response to MTC1 must demonstrate that the bidder provided a minimum of 2 resources to its client as Network Support Specialist Resources Level x (level 1 for MTC1.3) (Level 2 for MTC1.4), (Level 3 for MTC1.5)..... etc ...

Answer 4:

MTC1.3, MTC1.4, and MTC1.5 have been revised to reflect the Crown's requirement. See RFP Revisions 1. and 2. of this amendment.

Question 5:

With regards to The Resources Rated Criteria RTC11, RTC22 and RTC34: In order to score full points, each of the 6 proposed resources should hold 3 current certifications as specified in the criteria.

- 5a) Would the Crown consider relevant certifications additional to the ones listed, such as ITIL for example, or other MS technical certifications?
- 5b) Given the cost associated with pursuing and maintaining technical certifications, many resources in Operations Support roles, do not maintain their certifications year after year or only maintain 1 or 2 certifications and take courses instead in areas that are immediately relevant to their work. Would the Crown consider completed courses in a technology area relevant to the SOW, to count as 0.5 point with resources being able to achieve full points with the combination of certification and courses, or only courses? [Example 1: a resource may have an MCP certification (1 point) and additionally have completed 4 courses (0.5x4 = 2 points) on SOW relevant topics, for a total of 3 points] [Example 2: A resource has taken 8 courses in relevant areas (6x0.5=3 points max).
- 5c) As indicated above, many resources do not maintain a certification year after year but focus instead on taking relevant courses. Would the Crown accept certifications previously achieved, although no longer current, to score 1 point?
- 5d) Can you please confirm that a candidate with 3 different types of MCP certifications will score 3 points?

Answer 5:

5a) *No, only the listed certifications are acceptable for these criteria.*

5b) *No, only the listed certifications are acceptable for these criteria.*

5c) *Yes, certifications previously achieved are acceptable. Points scale remain the same as for the valid certifications i.e. 1 point per certification maximum 3 points per proposed resource.*

5d) *Yes, that is correct.*

Question 6:

MTC1, The Bidder's project experience states: The three projects must be for services provided for a Government organization client. Would the Crown confirm that "Government organization" includes Provincial, Municipal and Crown Corporations as well as Federal? If not, please define "Government organization".

Answer 6:

Yes, "Government organization" includes Provincial, Municipal and Crown Corporations as well as Federal.

Question 7:

For MTC1, would the crown accept three (3) IM/IT projects (contracts) in which 2 of the 3 required resource categories were provided, as long as all 3 required resource categories are provided across the 3 projects (contracts)?

Answer 7:

MTC1 has been revised to reflect the Crown's requirement. See RFP Revisions 1. and 2. of this amendment.

Question 8:

Concerning solicitation number T8086-172044/A, "LAN Desktop Support Services", is there / are there currently incumbent(s) providing these same or similar services? If yes, will Canada please identify the name(s) of the incumbent organization(s) and the date since when each incumbent has been providing these services?

Answer 8:

See Answer 2.

Question 9:

Annex A, 7.0 "Location of Services" indicates that "Services will be required at all Transport Canada locations in the NCR." Will Canada please provide the street address of all locations in the NCR where desk-side services are to be delivered, and please provide details of the number of workstations, laptops and printers per location.

Answer 9:

There are several locations in the NCR where desk-side services are to be delivered. The street address for each location will not be provided. There are a total of approximately 5,000 workstations in NCR where most are located at the HQ at 330 Sparks Street.

Question 10:

Annex A, 7.0 "Location of Services" indicates that "Transportation to each site within the NCR is the Contractor's responsibility." Will Canada please identify the street address of all locations in the NCR where Canada does not expect the Contractor to have full-time presence, yet will need to support as

needed? If a Contractor's representative is required to travel between locations, will the Contractor be reimbursed by Canada for local transportation charges such as mileage, taxi fare, parking and similar incidental charges?

Answer 10

See Answer 9. The Contractor is responsible for transportation charges between locations.

Question 11:

Mandatory Technical Criteria MTC1 indicates that the reference projects "must be for services provided for a Government organization client." Given that:

- A. The nature of this procurement is limited to the supply of skilled resources working within the context of a well-established organization; and
- B. The Canadian government would be well served by opening up this procurement to obtain the best competitive solutions from suppliers who have actually innovated and implemented globally with leading government and private sector organizations, particularly as evidenced by the nature of the rated requirements RTC1 ("Scope and Complexity") and RTC2 ("Approach and Methodology" including Resourcing, Transition and Knowledge Transfer);

We are requesting that the evaluation criteria in MTC1 be opened up to state "private and/or public sector experience in any jurisdiction" so that this procurement achieves the best possible outcomes for Transport Canada.

Answer 11:

For this requirement the Crown requires experience with a Government organization which includes Federal, Provincial, Municipal and Crown Corporations.

Question 12:

Given the scope of the requirements, and the thoroughness of the evaluation criteria, we are requesting that Canada extend the RFP close date to Wednesday, August 29, 2018. Will Canada please confirm acceptance of this requested change to the RFP close date?

Answer 12:

No extension will be provided at this time.

Question 13:

Mandatory Technical Criteria MTC1.1 makes reference to resources meeting "the TBIPS resource category...." Will Canada please confirm that it will accept resources who satisfy the skills and experience requirements but who have developed these credentials without having done so via a federal government TBIPS vehicle?

Answer 13:

See answer 11.

Question 14:

With respect to MTC 1.1, were it is requested that bidders "...have provided a minimum of two resources at each level of the B.12 Network Support Specialist of the TBIPS resource category simultaneously", would the Crown please confirm that bidder is able to demonstrate this criteria by mapping similar resource categories with at least 50% of the SOW tasks associated with level of the B.12 – Network Support Specialists at each level for each of the projects cited.

Answer 14:

MTC1.1 has been revised from two resources to one resource at each level of the B.13 Network Support Specialist category. See RFP Revision 1. of Solicitation Amendment No. 001. Similar resource category names for each level are acceptable as long as for each project submitted in response to MTC1, the Bidder demonstrates that the proposed resource performed two of the three functions simultaneously (i.e. during the same dates/duration and on the same project).

Question 15:

With regards to The Bidder Mandatory Technical Criteria MTC1.1, MTC1.3, MTC1.4 and MTC1.5, : Network Support Specialists resources are procured by different clients under various TBIPS categories with typical tasks and responsibilities that are similar or equivalent to the Network Support Specialists as outlined in the SOW section 4. We note that for the Resource Criterion MTC2 the role can be demonstrated with "similar categories" which is defined at including 50% of the SOW tasks. We therefore assume that the same applies for the Corporate Criteria where bidders can use contracts that have a different TBIPS category name (e.g. Operations Support Specialist, Help Desk Specialist, Network Analyst, etc.) but have similar role and responsibilities (at least 50% equivalent to SOW Section 4) in order to demonstrate compliance to the RFP. Can you please confirm?

Answer 15:

See Answer 14.

Question 16:

MTC1.1 states the following: Each of the three projects presented in response to MTC1 must each be:

- a. Of a minimum duration of 12 months...
- b. **Where they have provided a minimum of two resources at each level of the B.12 – Network Support Specialist of the TBIPS Category (Total 6 resources) simultaneous**
- c. Have a minimum billing of \$1M...

For MTC1.1, would the Crown accept resources at each level who have 50% of the duties in a similar TBIPS resource Category, similar to what is required for MTC2?

Answer 16:

See Answer 14.

Question 17:

MTC1, Would the Crown allow a project (contract) for which the end client was the Federal Government but the Bidder used a sub-contractor?

Answer 17:

No, a Bidder cannot use its sub-contractor to meet MTC1. In accordance with Standard Instructions – Goods or Services – Competitive Requirements 2003 (2017-04-27) which forms part of this solicitation, "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.

Question 18:

Seeing as no response has been issued to submitted questions yet, we request 3 weeks extension to the RFP closing date to give bidders time to prepare their bids once questions have been answered.

Answer 18:

No extension will be granted at this time.

Question 19: With regards to The Resources Rated Criteria RTC4, RTC13 and RTC24: In order to achieve full points, each of the 6 proposed resources must have multiple years of experience (more than 4 years for the Senior role) using HP Service Manager systems management software. This is limiting since Government departments use a variety of systems management software, and as a result it eliminates strong and very qualified support specialists with long term, dedicated experience with select departments who were not using the HP Service Manager but using similar systems for the same tasks in the same role.

To provide a fair chance to qualified LAN/Desktop support professionals who provided the same services using systems other than the HP Service Manager, we ask that the crown please consider changing RTC4, RTC13 and RTC24 to: "The resource should have demonstrated experience in using HP Service Manager systems management software (or similar systems, such as Assyst or Remedy) for logging and updating support calls."

Answer 19:

Similar systems as proposed are accepted.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.