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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
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Informatics Professional Services Division / Division
des services professionnels en informatique

Les Terrasses de la Chaudière

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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. 003
Client Reference No. - N° de référence du client T8086-172044	Date 2018-08-03
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 2018-08-22	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

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation
T8680-172044/A

Client Ref. No. - N° de réf. du client
T8680-172044

Amd. No. - N° de la modif.
003

File No. - N° du dossier
627zm T8680-172044

Buyer ID - Id de l'acheteur
627zm

CCC No./N° CCC - FMS No/ N° VME

AMENDMENT NO. 003

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 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).	

Solicitation No. - N° de l'invitation
T8680-172044/A

Amd. No. - N° de la modif.
003

Buyer ID - Id de l'acheteur
627zm

Client Ref. No. - N° de réf. du client
T8680-172044

File No. - N° du dossier
627zm T8680-172044

CCC No./N° CCC - FMS No/ N° VME

Insert:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
MTC1.1	<p>Each of the three projects presented in response to MTC1 must each be:</p> <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 different levels of the B.12 - Network Support Specialist of the TBIPS resource category simultaneously; and- Have a minimum billing of \$1M (for professional services only, taxes extra). <p>To be deemed compliant, levels 1, 2, and 3 of the B.12 - Network Support Specialist of the TBIPS resource category must be demonstrated cumulatively across the 3 projects/contracts (6 resources).</p>	

QUESTIONS AND ANSWERS

Question 20:

Concerning Q&A 3 of Amendment #1: The answer to question 3 does not address the question that was submitted and does not take into consideration the issues that were brought to Canada's attention with MTC1.1. The area of concern for **MTC1.1** is the requirement for demonstrating services **under all three levels (Level 1, 2, 3) in each individual contract.** The amendment does not address this issue.

It is extremely rare that clients utilize all 3 levels (level 1, level 2, level 3) under a single contract to fulfill the services required, and for this reason MTC1.1 eliminates many firms including incumbent contract holders. For example, the Transport Canada incumbent contract has not utilized all three levels for each contract holder, and thus does not comply to MTC.1.1 although it is entirely relevant to the requirement.

For these reasons, we request that Transport Canada considers changing the requirement to allow for the 3 levels to be demonstrated **across the 3 contracts** as opposed to all 3 levels in each individual contract. We respectfully suggest the following:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
MTC 1.1	<p>Each of the three projects presented in response to MTC1 must each be:</p> <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 one resource at any* 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) <p>*Note: to be deemed compliant, <u>each level (1, 2, and 3) of the B.12 - Network Support Specialist of the TBIPS resource category must be demonstrated <u>cumulatively across the 3 projects/contracts.</u></u></p>	

Answer 20:

The Mandatory Technical Criteria for MTC1.1 has been changed to:

Each of the three projects presented in response to MTC1 must each be:

- *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 different levels of the B.12 - Network Support Specialist of the TBIPS resource category simultaneously; and*
 - *Have a minimum billing of \$1M (for professional services only, taxes extra)*

To be deemed compliant, levels 1, 2, and 3 of the B.12 - Network Support Specialist of the TBIPS resource category must be demonstrated cumulatively across the 3 projects/contracts (total of 6 resources).

Question 21:

With regards to Amend 1, Answer 5a and 5b: Can the Crown please reconsider these answers to ensure that highly qualified and experienced resources with Transport Canada experience are also able to qualify under this RFP. The certifications requested in **RTC11**, **RTC22**, and **RTC34** are very specific and limiting as many operational support resources do not hold multiple certifications of this caliber but may, instead hold at least 1 of the listed certification, in addition to other training or certificates in a related IT field. Currently, this requirement is eliminating numerous professional and experienced Desktop Support Specialists, including those with current or past experience at Transport Canada.

Given that it is extremely rare for these types of resources to hold the 3 specific certifications named in in **RTC11**, **RTC22**, and **RTC34**, and given that many resources that have relevant Transport Canada experience do not qualify under the current criteria as written, we respectfully suggest that it will benefit Transport Canada to broaden the list of acceptable certificates to offer points for other industry related diploma/degree or certificate as well as completed courses:

MTC#	Mandatory Technical Criteria	Bidder's Response (Reference to additional substantiating materials included in Bid)
RTC11, RTC22, and RTC34	The proposed resource has a current industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification). OR Other industry related diploma/degree or certificate	Max - 3 Points per resources maximum of 2 resources 1 point per certification

Answer 21:

Refer to 5a and 5b. No other certifications will be accepted.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.