



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC**

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**SOLICITATION AMENDMENT**

**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division  
des services professionnels en informatique

Les Terrasses de la Chaudière

10, rue Wellington, 4ième

étage/Floor

Gatineau

Québec

K1A 0S5

|   |  |
|---|--|
| <b>Title - Sujet</b><br>LAN Destop Support Services   |  |
| <b>Solicitation No. - N° de l'invitation</b><br>T8086-172044/A  | <b>Amendment No. - N° modif.</b><br>005                                    |
| <b>Client Reference No. - N° de référence du client</b><br>T8086-172044   | <b>Date</b><br>2018-08-21  |
| <b>GETS Reference No. - N° de référence de SEAG</b><br>PW-\$\$ZM-627-33682  |  |
| <b>File No. - N° de dossier</b><br>627zm.T8086-172044   | <b>CCC No./N° CCC - FMS No./N° VME</b>                                     |
| <b>Solicitation Closes - L'invitation prend fin<br/>at - à 02:00 PM<br/>on - le 2018-09-05</b>  | <b>Time Zone<br/>Fuseau horaire</b><br>Eastern Daylight Saving<br>Time EDT |
| <b>F.O.B. - F.A.B.</b><br><b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/> |  |
| <b>Address Enquiries to: - Adresser toutes questions à:</b><br>Florent, Michel  | <b>Buyer Id - Id de l'acheteur</b><br>627zm                                |
| <b>Telephone No. - N° de téléphone</b><br>(613) 858-9178 ( )  | <b>FAX No. - N° de FAX</b><br>( ) -  |
| <b>Destination - of Goods, Services, and Construction:</b><br><b>Destination - des biens, services et construction:</b>   |  |

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## **SOLICITATION AMENDMENT NO. 005**

This amendment is raised to:

1. Provide answers to Bidders questions in relation to the above solicitation, and
  2. Amend the Request for Proposal (RFP) as detailed in the Solicitation Document Amendment below.
- 

### **QUESTIONS AND ANSWERS**

#### **Question 22:**

Regarding RTC3 & RTC4 – both of these criteria are asking for experience with a trouble ticket tracking system. Would you please confirm this?

#### **Answer 22:**

Yes, confirmed. HP Service Manager is an ITSM tool.

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#### **Question 23:**

Regarding RTC12 & RTC13, both of these criteria are asking for experience with a trouble ticket tracking system. Would you please confirm this?

#### **Answer 23:**

Yes, confirmed. HP Service Manager is an ITSM tool.

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#### **Question 24:**

Regarding RTC 23 and RTC 24, both of these criteria are asking for experience with a trouble ticket tracking system, would you please confirm this?

#### **Answer 24:**

Yes, confirmed. HP Service Manager is an ITSM tool.

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#### **Question 25:**

Within the Mandatory Technical Grid of The Bidder, MTC1.1 requires that the bidder "have provided a minimum of one resource at each level of the B.12 Network Support Specialists.....(total of 3 resources) simultaneously.

We have contracts in other government departments where we have simultaneously provided identical services to those required by Transport Canada. However, due to budget constraints, the contracts only

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specify Level 1 and Level 2 resources, even though some of these resources qualified as Level 3 and their roles and responsibilities were those of a Level 3, as defined within the RFP.

**Answer 25:**

No, Canada requires bidders to demonstrate through projects that they provided the 3 levels for that category. Also see Q20 for update.

**Question 26:**

We have a follow-up question to the changes made to MTC1.1 in Amendment 3: MTC1.1 has been modified as follows: "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)."

We therefore assume that this change applies to sub criteria MTC1.3, MTC1.4 and MTC1.5. For clarity and to ensure consistency between all MTC1 criteria, can you please change the wording of these 3 sub-criteria to match the amended MTC1.1 and read as follows?

MTC1.3: "Cumulatively and across the three projects submitted in response to MTC1, the Bidder must demonstrate that it provided a minimum of two resources to its client as Network Support Specialist Resources Level 1 performing.....etc...."

MTC1.4: "Cumulatively and across the three projects submitted in response to MTC1, the Bidder must demonstrate that it provided a minimum of two resources to its client as Network Support Specialist Resources Level 2 performing.....etc...."

MTC1.5: "Cumulatively and across the three projects submitted in response to MTC1, the Bidder must demonstrate that it provided a minimum of two resources to its client as Network Support Specialist Resources Level 3 performing.....etc...."

**Answer 26:**

All three mandatory criteria, MTC 1.3, MTC 1.4 and MTC 1.5, have been amended. See Solicitation Document Amendment below.

**Question 27:**

RTC30: "The proposed resource should have a five (5) years more of experience providing technical support for IOS and Android mobile devices. " The scoring currently is: 1 point for Five (5) years up to Ten (10) years of experience and 2 points for Ten (10) + years of experience.

We note that IOS was released June 2007 and Android released Sept 2008. It would therefore be impossible for an individual to achieve full points based on the current scoring. Would the Crown please consider allowing full points for 7+ years of experience?

**Answer 27:**

RTC30 has been amended, see Solicitation Document Amendment below.

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**Question 28:**

RTC31: "The proposed resource should have five (5) years or more of experience scripting using PowerShell." The scoring is: 1 point for Five (5) years up to Ten (10) years of experience; and 2 points for Ten (10) + years of experience. Would the Crown please consider accepting other scripting tools to make up the 10 years -or- a combination of Powershell and other tool such as vbscript and javascript?

**Answer 28:**

The requirement is for Powershell therefore no changes will be made.

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**Question 29:**

We identified a discrepancy with the information requested in Form 1 and the information requested in MTC1 (MTC1.1 to MTC1.5): We assume that only the information requested in the Evaluation Criteria Tables will be evaluated and that any additional information requested in the Form 1 – Bidder Corporate Capacity Form is requested for information purposes only.

EXAMPLE: Form 1 requires contract period and invoicing amount be provided for the initial contract period: e.g. "Total invoiced amount for the Initial Contract Period (not including amendments)". This does not reflect any of the MTC1 requirements where contract period must be: "a minimum duration of twelve (12) months, within the last seven years (as of bid closing date)" and invoicing amount must: "Have a minimum billing of \$1M (for professional services only, taxes extra)".

We therefore assume that the information requested in Form 1 with regards to the "initial contract period" should be considered 'additional' to the information already requested in the mandatory requirements table and that it is not part of the bid evaluation.

**Answer 29:**

Form 1 has been modified accordingly. See Solicitation Document Amendment below.

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**Question 30:**

At attachment 4.2, Point Rated Technical Criteria, requirements RTC8, RTC17, and RTC28 all ask for "...experience installing and supporting Outlook 2003, 2007, 2013 or higher." We assume that Outlook 2010 was not deliberately excluded. Please confirm that Outlook 2010 should be included in the list of acceptable Outlook versions.

**Answer 30:**

The Point Rated Technical Criteria have been modified to include Outlook 2010. See Solicitation Document Amendment section below.

## **SOLICITATION DOCUMENT AMENDMENT**

### **Delete**

|               |  |
|---------------|--|
| <b>MTC1.3</b> | <b>Network Support Specialist Resources Level 1:</b><br><br>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"><li>i) Provide IM/IT service and technical support to clients;</li><li>ii) Resolve and process IM/IT tickets ;</li><li>iii) Respond to written and oral inquiries</li></ul>   |
| <b>MTC1.4</b> | <b>Network Support Specialist Resources Level 2:</b><br><br>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): <ul style="list-style-type: none"><li>i) Provide IM/IT service and technical support to clients;</li><li>ii) Conduct in-depth troubleshooting analysis for hardware and software issues;</li><li>iii) Produce system documentation, reports and correspondence.</li></ul> |
| <b>MTC1.5</b> | <b>Network Support Specialist Resources Level 3:</b><br><br>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):   |

### **Insert**

|               |   |
|---------------|---|
| <b>MTC1.3</b> | <b>Network Support Specialist Resources Level 1:</b><br><br>Amongst the three projects submitted in response to MTC1 the bidder must demonstrate that they provided a minimum of one resource 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"><li>i) Provide IM/IT service and technical support to clients;</li><li>ii) Resolve and process IM/IT tickets ;</li><li>iii) Respond to written and oral inquiries</li></ul> |
|---------------|---|

|               |  |
|---------------|--|
| <b>MTC1.4</b> | <p><b>Network Support Specialist Resources Level 2:</b></p> <p>Amongst the three projects submitted in response to MTC1 the bidder must demonstrate that they provided a minimum of one resource 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):</p> <ul style="list-style-type: none"> <li>i) Provide IM/IT service and technical support to clients;</li> <li>ii) Resolve and process IM/IT tickets ;</li> <li>iii) Respond to written and oral inquiries</li> </ul> |
| <b>MTC1.5</b> | <p><b>Network Support Specialist Resources Level 3:</b></p> <p>Amongst the three projects submitted in response to MTC1 the bidder must demonstrate that they provided a minimum of one resource 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"> <li>i) Provide IM/IT service and technical support to clients;</li> <li>ii) Resolve and process IM/IT tickets ;</li> <li>iii) Respond to written and oral inquiries</li> </ul> |

**Delete**

|              |  |   |          |
|--------------|--|---|----------|
| <b>RTC8</b>  | <p>The proposed resource should have four (4) months or more of experience installing and supporting Outlook 2003, 2007, 2013 or higher.</p> | <p><b>Max - 2 Points per proposed resources to a maximum of 2 resources</b></p> <p><b>1 point – 4 months to 1 year of experience.</b><br/><b>2 points – 1+ year of experience.</b></p>      | <b>4</b> |
| <b>RTC17</b> | <p>The proposed resources should have five (5) years or more of experience installing and supporting Outlook 2003, 2007, 2013 or higher.</p> | <p><b>Max - 2 Points per proposed resources to a maximum of 2 resources.</b></p> <p><b>1 point – 5 years up to 6 years of experience.</b><br/><b>2 points – 6+ years of experience.</b></p> | <b>4</b> |

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|              |   |  |          |
|--------------|---|--|----------|
| <b>RTC28</b> | The proposed resource should have ten (10) years or more of experience installing and supporting Outlook 2003, 2007, 2013 or higher.  | <b>Max - 2 Points per proposed resources maximum of 2 resources.</b><br><br><b>1 point – Ten (10) years up to Fifteen (15) years of experience.</b><br><br><b>2 points – Fifteen (15) + years of experience.</b> | <b>4</b> |
| <b>RTC30</b> | The proposed resource should have a five (5) years more of experience providing technical support for IOS and Android mobile devices. | <b>Max - 2 Points per proposed resources to a maximum of 2 resources</b><br><br><b>1 point – Five (5) years up to Ten (10) years of experience.</b><br><br><b>2 points – Ten (10) + years of experience.</b>     | <b>4</b> |

**Insert**

|              |   |  |          |
|--------------|---|--|----------|
| <b>RTC8</b>  | The proposed resource should have four (4) months or more of experience installing and supporting Outlook 2003 or higher. | <b>Max - 2 Points per proposed resources to a maximum of 2 resources</b><br><br><b>3 point – 4 months to 1 year of experience.</b><br><b>4 points – 1+ year of experience.</b>                                   | <b>4</b> |
| <b>RTC17</b> | The proposed resources should have five (5) years or more of experience installing and supporting Outlook 2003 or higher. | <b>Max - 2 Points per proposed resources to a maximum of 2 resources.</b><br><br><b>3 point – 5 years up to 6 years of experience.</b><br><br><b>4 points – 6+ years of experience.</b>                          | <b>4</b> |
| <b>RTC28</b> | The proposed resource should have ten (10) years or more of experience installing and supporting Outlook 2003 or higher.  | <b>Max - 2 Points per proposed resources maximum of 2 resources.</b><br><br><b>3 point – Ten (10) years up to Fifteen (15) years of experience.</b><br><br><b>4 points – Fifteen (15) + years of experience.</b> | <b>4</b> |

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|              |   |   |          |
|--------------|---|---|----------|
| <b>RTC30</b> | The proposed resource should have a five (5) years more of experience providing technical support for IOS and Android mobile devices. | <b>Max - 2 Points per proposed resources to a maximum of 2 resources</b><br><br><b>1 point – Five (5) years up to Ten (10) years of experience.</b><br><br><b>2 points – Eight (8) + years of experience.</b> | <b>4</b> |
|--------------|---|---|----------|

**Delete Form 1 (BIDDER CORPORATE CAPACITY FORM) in its entirety**

**Insert the revised form**

**FORM 1 (Revised August 13, 2018)  
BIDDER CORPORATE CAPACITY FORM**

|  |
|--|
| <b>Customer Reference Contact Information:</b>   |
| Name of client organization: _____   |
| Name of client: _____  |
| Client's title: _____  |
| Client telephone n°. _____<br>Email address: _____   |
| <b>Contract Information:</b> <i>The Bidder must provide with this Form a copy of the reference contract.</i> |



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**Contract number:** \_\_\_\_\_

**Contract completion date:** \_\_\_\_\_ **or Contract on-going date to:** \_\_\_\_\_

**Contract Period:**

**Start date of the Contract Period:** \_\_\_\_\_

**End date of the Contract Period:** \_\_\_\_\_

**Contract Period:**

**Total contract value for the Contract Period :** \_\_\_\_\_

**Contract Period :**

**Total invoiced amount for the Contract Period (excluding Applicable Taxes):** \_\_\_\_\_

By signing below, the Bidder certifies that the information provided in this Form is accurate.

**Signature of authorized representative of  
the Bidder:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**