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**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

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Québec

K1A 0S5

<b>Title - Sujet</b> LAN Destop Support Services	
<b>Solicitation No. - N° de l'invitation</b> T8086-172044/A	<b>Amendment No. - N° modif.</b> 006
<b>Client Reference No. - N° de référence du client</b> T8086-172044	<b>Date</b> 2018-08-30
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-627-33682	
<b>File No. - N° de dossier</b> 627zm.T8086-172044	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-09-07</b>	<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <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> Florent, Michel	<b>Buyer Id - Id de l'acheteur</b> 627zm
<b>Telephone No. - N° de téléphone</b> (613) 858-9178 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
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<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation  
T8086-172044/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
627zm

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zmT8086-172044

CCC No./N° CCC - FMS No/ N° VME

## **SOLICITATION AMENDMENT NO. 006**

This amendment is raised to:

1. Amend the Request for Proposal (RFP) closing date; and
2. Provide answers to Bidders questions in relation to the above solicitation, and
3. Amend the Request for Proposal (RFP) as detailed in the Solicitation Document Amendment below; and
4. Inform Bidder's that the question period is now closed.

**The bid closing date has been amended as follows:**

**DELETE: September 5th, 2018 at 2:00 pm EDT**

**INSERT: September 7<sup>th</sup>, 2018 at 2:00 pm EDT**

### **Question 31:**

Reference Attachment 4.1, MTC1.2  
Requirement MTC1.2 is written:

The three projects presented in response to MTC1 must each demonstrate the Bidder's experience in providing professional IM/IT services to its clients in support of an IT system related to one of the following:

- i) Windows 7, 8.1 and/or 10; or
- ii) Windows Network applications such as Microsoft Exchange; or
- iii) Internet browsers such as Edge, Internet Explorer, Chrome
- iv) Active Directory.

Will Canada please confirm that MTC1.2 should be written;

- i) Windows 7, 8.1 and/or 10; or
- ii) Windows Network applications such as Microsoft Exchange; or
- iii) Internet browsers such as Edge, Internet Explorer, Chrome; **OR**
- iv) Active Directory.

Solicitation No. - N° de l'invitation T8086-172044/A	Amd. No. - N° de la modif. 006	Buyer ID - Id de l'acheteur 627zm
Client Ref. No. - N° de réf. du client T8086-172044	File No. - N° du dossier 627zmT8086-172044	CCC No./N° CCC - FMS No/ N° VME

**Answer 31:**

***Yes Canada accept the change. See solicitation amendment document below.***

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**Question 32:**

Reference Attachment 4.2, RTC2 b) i)  
Within RTC2 b) i) it states: "By using one (1) of the two projects submitted under MTC1, bidder demonstrated two (2) years or more of experience where the its approach to resource transition and knowledge transfer included the following criteria:

Will Canada please confirm that this statement should read: "By using one (1) of the **THREE** projects submitted under MTC1, bidder demonstrated two (2) years or more of experience where the its approach to resource transition and knowledge transfer included the following criteria:"

**Answer 32:**

***The text should read, THREE and not TWO as identified in the solicitation document. See solicitation document amendment below.***

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**Question 33:**

Reference Bid Closing Date

Notwithstanding that Amendment 004 extended the Bid Closing Date, we respectfully request that Canada further extend the Bid Closing date by two (2) weeks to Wednesday, September 19, 2018, to:

- (a) Allow us and other Bidders sufficient time to incorporate the Crown's significant changes to MTC1.3, MTC1.4, and MTC1.5 into our Response - not only changes to the structure of our Proposal, but also the changes and time required to adjust our bid strategy; and to,
- (b) Compensate for the last long weekend of the summer and the corresponding lost proposal time – particularly needed given the work now involved with adjusting to Canada's changes to MTC1.3, MTC1.4, and MTC1.5.

Will Canada please extend the Bid Closing Date to Wednesday, September 19, 2018?

Solicitation No. - N° de l'invitation T8086-172044/A	Amd. No. - N° de la modif. 006	Buyer ID - Id de l'acheteur 627zm
Client Ref. No. - N° de réf. du client T8086-172044	File No. - N° du dossier 627zmT8086-172044	CCC No./N° CCC - FMS No/ N° VME

**Answer 33:**

***The Bid Closing date has been amended. See Bid Closing date amendment above.***

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**Question 34:**

The changes made in amendment #5 to RTC8, RTC17, and RTC28 contradict the existing scoring structure.

RTC8 **"Max - 2 Points per proposed resources to a maximum of 2 resources** 3 point – 4 months to 1 year of experience. 4 points – 1+ year of experience."

RTC17 **"Max - 2 Points per proposed resources to a maximum of 2 resources.** 3 point – 5 years up to 6 years of experience. 4 points – 6+ years of experience."

RTC28 **"Max - 2 Points per proposed resources maximum of 2 resources.** 3 point – Ten (10) years up to Fifteen (15) years of experience. 4 points – Fifteen (15) + years of experience."

For this reason we request the crown clarify the **max number of points per proposed resource AND maximum points per level (2 resources combined)** for RTC8, RTC17, and RTC28.

**Answer 34:**

***Points have been corrected. See Solicitation Document Amendment below.***

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**Question 35:**

Solicitation No. - N° de l'invitation T8086-172044/A	Amd. No. - N° de la modif. 006	Buyer ID - Id de l'acheteur 627zm
Client Ref. No. - N° de réf. du client T8086-172044	File No. - N° du dossier 627zmT8086-172044	CCC No./N° CCC - FMS No/ N° VME

At attachment 4.1, Mandatory Technical Criteria, page 6 of 6, requirement MTC2.1, item v requires the provision of client contact reference information including name, phone number, and e-mail address for all of the projects provided in response to MTC2.1, which will be over 10 years of projects for the level 3 resource. In the case where 10 years of demonstration is required, with in some cases 20 or more projects going back 15 or 20 years being submitted to address the item, the requirement to provide a reference for every project puts an unreasonable burden on bidders to track down this many references who may no longer be working or available for various reasons, etc. In most cases, the Crown has accepted the presentation of 3 references for relevant and recent projects as meeting the requirement for verifying experience. We respectfully request that the reference requirement (at MTC2.1, item v) be amended to require the provision of a maximum of 3 client references for recent projects that are relevant to the SOW for each resource submitted.

**Answer 35:**

*In order for Canada to be able to validate the content of the projects, reference for each is required. Therefore no changes will be made.*

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**Question 36:**

The answers to questions are critical for bidders to develop a compliant proposal with adequate time to respond to any amended requirements. Given the delay in answering questions and the adjustments to the proposals required to comply with the answers once received, we request an extension of the closing date of at least 1 week.

**Answer 36:**

*See answer under Q & A #33 above.*

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**Question 37:**

Reference Attachment 4.1, Mandatory Technical Criteria - MTC1.3, MTC1.4, and MTC1.5

We believe that Canada may have inadvertently cut and pasted the three (3) functions identified in MTC1.3 over the three (3) functions identified in MTC1.4 and MTC1.5, leaving the functions performed by a Network Support Special Level 1, Level 2, and Level 3 exactly the same.

Solicitation No. - N° de l'invitation  
T8086-172044/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
627zm

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zmT8086-172044

CCC No./N° CCC - FMS No/ N° VME

Before Amendment, below are the three (3) functions for MTC1.3, MTC1.4, and MTC1.5:

MTC1.3 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):

- 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:

". performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):

- 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 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):

- 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."

As per Amendment 005, below the same three (3) functions for MTC1.3, MTC1.4, and MTC1.5:

MTC1.3 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):

- 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:

Solicitation No. - N° de l'invitation T8086-172044/A	Amd. No. - N° de la modif. 006	Buyer ID - Id de l'acheteur 627zm
Client Ref. No. - N° de réf. du client T8086-172044	File No. - N° du dossier 627zmT8086-172044	CCC No./N° CCC - FMS No/ N° VME

" . performing two of the following three functions simultaneously (i.e. during the same dates/duration and on the same project):

- i) Provide IM/IT service and technical support to clients;
- ii) Resolve and process IM/IT tickets ;
- iii) Respond to written and oral inquiries."

MTC1.5 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):

- i) Provide IM/IT service and technical support to clients;
- ii) Resolve and process IM/IT tickets ;
- iii) Respond to written and oral inquiries."

Will Canada please confirm what three (3) functions are required for each of: MTC1.3, MTC1.4, and MTC1.5?

**Answer 37:**

***The text has been changed. See Solicitation Document Amendment below.***

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**Question 38:**

ATTACHMENT 4.2, Point-Rated Technical Criteria - RTC11, RTC22, and RTC34:

In Amendment 001, Answer 5c), Canada states: "Yes, certifications previously achieved are acceptable." , however the wording of RTC11, RTC22, and RTC34 was not changed and still reads in part:

"The proposed resource has a current industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification)."

Will Canada please confirm that the wording of RTC11, RTC22, and RTC34 should now read:

Solicitation No. - N° de l'invitation T8086-172044/A	Amd. No. - N° de la modif. 006	Buyer ID - Id de l'acheteur 627zm
Client Ref. No. - N° de réf. du client T8086-172044	File No. - N° du dossier 627zmT8086-172044	CCC No./N° CCC - FMS No/ N° VME

"The proposed resource has a current or previously achieved industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification)."?

**Answer 38:**

***Text has been changed. See Solicitation Document Amendment below.***

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**Question 39:**

Reference Attachment 4.1, Mandatory Technical Criteria - MTC1, and Form 1 "Bidder Corporate Capacity Form":

The last paragraph of MTC 1 states in part: "The information listed above should be submitted with the bid using Form 1 - Bidder Corporate Capacity Form".

However, the following three (3) requested Articles are not identified as Line Items on Form 1:

- i) a brief description of the scope of services provided (including the value and resource categories and levels)
- iii) a *brief summary of the project objectives, needs and issues which necessitated the Bidder's contribution*;
- iv) the extent to which the services were provided on-time, on-budget and in accordance with the established project objectives;

Will Canada please clarify where it would like to find the information to address the above three (3) Articles? For example: added to the bottom of Form 1? Within the Bidder's Response column of MTC1? Some other location?

**Answer 39:**

***The above information should be included in the Bidder's Technical Proposal. For clarity, Bidders may include on their Form 1 reference to where the information is found in their Technical Proposal.***

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**Question 40:**



Solicitation No. - N° de l'invitation  
T8086-172044/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
627zm

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zmT8086-172044

CCC No./N° CCC - FMS No/ N° VME

Reference Attachment 4.1, Mandatory Technical Criteria - MTC2.1:

MTC2.1 states:

"For each project(s) listed under the proposed resource's résumé, it must include the following information:

- v) the client organization name where the services were provided, along with the contact reference information (name, phone number and valid email address) that can confirm the stated experience."
- Requesting references for over 10 years' worth of projects for Level 3 Resources and 5+ years' for Level 2 Resources can be restrictive, as some reference contacts could be retired or could have moved on from the organization.

Will Canada please consider amending this Requirement to three (3) references within the last five years for all the three (3) Resource Categories?

**Answer 40:**

***In order for Canada to be able to validate the content of the projects, reference for each is required. Therefore no changes will be made.***

Solicitation No. - N° de l'invitation  
T8086-172044/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
627zm

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zmT8086-172044

CCC No./N° CCC - FMS No/ N° VME

**SOLICITATION DOCUMENT AMENDMENT**

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<b>MTC1.2</b>	<p>The three projects presented in response to MTC1 must each demonstrate the Bidder's experience in providing professional IM/IT services to its clients in support of an IT system related to one of the following:</p> <ul style="list-style-type: none"><li>i) Windows 7, 8.1 and/or 10; or</li><li>ii) Windows Network applications such as Microsoft Exchange; or</li><li>iii) Internet browsers such as Edge, Internet Explorer, Chrome</li><li>iv) Active Directory.</li></ul>	
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**Insert**

<b>MTC1.2</b>	<p>The three projects presented in response to MTC1 must each demonstrate the Bidder's experience in providing professional IM/IT services to its clients in support of an IT system related to one of the following:</p> <ul style="list-style-type: none"><li>i) Windows 7, 8.1 and/or 10; or</li><li>ii) Windows Network applications such as Microsoft Exchange; or</li><li>iii) Internet browsers such as Edge, Internet Explorer, Chrome; <b><u>or</u></b></li><li>iv) Active Directory.</li></ul>	
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Solicitation No. - N° de l'invitation T8086-172044/A	Amd. No. - N° de la modif. 006	Buyer ID - Id de l'acheteur 627zm
Client Ref. No. - N° de réf. du client T8086-172044	File No. - N° du dossier 627zmT8086-172044	CCC No./N° CCC - FMS No/ N° VME

**Delete**

Solicitation No. - N° de l'invitation  
T8086-172044/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
627zm

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zmT8086-172044

CCC No./N° CCC - FMS No/ N° VME

<b>RTC2 b)</b>	<b>Resource transition and Knowledge transfer:</b>  The Bidder's approach to Transition and Knowledge transfer Management will be evaluated as follows:  i) Bidder's approach provides for effective knowledge transfer to incoming and from outgoing project resources (including any contractors/external resources, as appropriate), resulting in a sustainable and reusable knowledge base that is readily accessible by the client.  By using one (1) of the two projects submitted under MTC1, bidder demonstrated two (2) years or more of experience where the its approach to resource transition and knowledge transfer included the following criteria:  1- Plan to transition all knowledge that is specific to the client from the outgoing resource to the incoming resource with minimum impact on the service to client.  2- Training strategy to ensure new resources have the required skill sets when replacing outgoing resources.  3- Transition strategy to ensure a trained replacement resource is in place within a week of a departing resource  4- Process to document and maintain existing and new knowledge specific to the client to ensure service continuity.  5- Transition strategy when entering in a new contract to minimize impact on clients and its services.	RTC2 b) i) will be assessed using the following scale (as applicable to the maximum number of points available per criterion):  <b>A maximum of 2 points for each criteria, 1 to 5, for a total 10 points</b>	<b>10</b>
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Solicitation No. - N° de l'invitation  
T8086-172044/A

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur  
627zm

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zmT8086-172044

CCC No./N° CCC - FMS No/ N° VME

**Insert**

<b>RTC2 b)</b>	<b>Resource transition and Knowledge transfer:</b> The Bidder's approach to Transition and Knowledge transfer Management will be evaluated as follows:  i) Bidder's approach provides for effective knowledge transfer to incoming and from outgoing project resources (including any contractors/external resources, as appropriate), resulting in a sustainable and reusable knowledge base that is readily accessible by the client.  By using one (1) of the <b>three</b> projects submitted under MTC1, bidder demonstrated two (2) years or more of experience where the its approach to resource transition and knowledge transfer included the following criteria:  1- Plan to transition all knowledge that is specific to the client from the outgoing resource to the incoming resource with minimum impact on the service to client.  2- Training strategy to ensure new resources have the required skill sets when replacing outgoing resources.  3- Transition strategy to ensure a trained replacement resource is in place within a week of a departing resource  4- Process to document and maintain existing and new knowledge specific to the client to ensure service continuity.  5- Transition strategy when entering in a new contract to minimize impact on clients and its services.	RTC2 b) i) will be assessed using the following scale (as applicable to the maximum number of points available per criterion):  <b>A maximum of 2 points for each criteria, 1 to 5, for a total 10 points</b>	<b>10</b>
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<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>  3 point – 4 months to 1 year of experience. 4 points – 1+ year of experience.	<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>  3 point – 5 years up to 6 years of experience. 4 points – 6+ years of experience.	<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>  3 point – Ten (10) years up to Fifteen (15) years of experience. 4 points – Fifteen (15) + years of experience.	<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>  3 point – Five (5) years up to Ten (10) years of experience. 4 points – Eight (8) + years of experience.	<b>4</b>

**Insert**

RTC8	The proposed resource should have four (4) months or more of experience installing and supporting Outlook 2003 or higher.	Max - 2 Points per proposed resources to a maximum of 2 resources  1 point – 4 months to 1 year of experience. 2 points – 1+ year of experience.	4
RTC17	The proposed resources should have five (5) years or more of experience installing and supporting Outlook 2003 or higher.	Max - 2 Points per proposed resources to a maximum of 2 resources.  1 point – 5 years up to 6 years of experience. 2 points – 6+ years of experience.	4
RTC28	The proposed resource should have ten (10) years or more of experience installing and supporting Outlook 2003 or higher.	Max - 2 Points per proposed resources maximum of 2 resources.  1 point – Ten (10) years up to Fifteen (15) years of experience.  2 points – Fifteen (15) + years of experience.	4
RTC30	The proposed resource should have five (5) years or more of experience providing technical support for IOS and Android mobile devices.	Max - 2 Points per proposed resources to a maximum of 2 resources  1 point – Five (5) years up to Ten (10) years of experience.  2 points – Eight (8) + years of experience.	4

Solicitation No. - N° de l'invitation  
T8086-172044/A  
627zm

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zm T8086-172044

CCC No./N° CCC - FMS No/ N° VME

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<b>MTC1.3</b>	<b>Network Support Specialist Resources Level 1:</b>  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):  i) Provide IM/IT service and technical support to clients; ii) Resolve and process IM/IT tickets ; iii) Respond to written and oral inquiries
<b>MTC1.4</b>	<b>Network Support Specialist Resources Level 2:</b>  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):  i) Provide IM/IT service and technical support to clients; ii) Resolve and process IM/IT tickets ; iii) Respond to written and oral inquiries
<b>MTC1.5</b>	<b>Network Support Specialist Resources Level 3:</b>  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):  i) Provide IM/IT service and technical support to clients; ii) Resolve and process IM/IT tickets ; iii) Respond to written and oral inquiries



**Insert**

<b>MTC1.3</b>	<b>Network Support Specialist Resources Level 1:</b>  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>	<b>Network Support Specialist Resources Level 2:</b>  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):  <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>  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):  <ul style="list-style-type: none"><li>i) Supervise and Provide subject matter support and expertise to Network Support Specialist Technicians;</li><li>ii) Conduct in-depth troubleshooting analysis for hardware and software issues;</li><li>iii) Produce technical material, user manuals, correspondence and documentation</li></ul>

Solicitation No. - N° de l'invitation  
T8086-172044/A  
627zm

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zm T8086-172044

CCC No./N° CCC - FMS No/ N° VME

**Delete**

<b>RTC11</b>	<p>The proposed resource has a current industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification).</p> <p>For each certification presented, a copy of the certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p><b>Max - 3 Points per proposed resources to a maximum of 2 resources</b></p> <p><b>1 point per certification</b></p>	<b>6</b>
<b>RTC22</b>	<p>The proposed resource should have current industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification).</p> <p>For each certification presented, a copy of the certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p><b>Max - 3 Points per proposed resources to a maximum of 2 resources.</b></p> <p><b>1 point per certification.</b></p>	<b>6</b>
<b>RTC34</b>	<p>The proposed resource should have a current industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification).</p> <p>For each certification presented, a copy of the certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p><b>Max - 3 Points per resources maximum of 2 resources</b></p> <p><b>1 point per certification</b></p>	<b>6</b>

Solicitation No. - N° de l'invitation  
T8086-172044/A  
627zm

Amd. No. - N° de la modif.  
006

Buyer ID - Id de l'acheteur

Client Ref. No. - N° de réf. du client  
T8086-172044

File No. - N° du dossier  
627zm T8086-172044

CCC No./N° CCC - FMS No/ N° VME

**Insert**

<b>RTC11</b>	<p>The proposed resource has a current or previously achieved industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification).</p> <p>For each certification presented, a copy of the certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p><b>Max - 3 Points per proposed resources to a maximum of 2 resources</b></p> <p><b>1 point per certification</b></p>	<b>6</b>
<b>RTC22</b>	<p>The proposed resource has a current or previously achieved industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification).</p> <p>For each certification presented, a copy of the certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p><b>Max - 3 Points per proposed resources to a maximum of 2 resources.</b></p> <p><b>1 point per certification.</b></p>	<b>6</b>
<b>RTC34</b>	<p>The proposed resource has a current or previously achieved industry-recognized certification (i.e. Microsoft Certified systems Engineer, Microsoft Certified Professional, A+ Certification).</p> <p>For each certification presented, a copy of the certification should be included in the Bidder's proposal. Failure of not providing a copy could result in Canada not allocating the point for the stated certification.</p>	<p><b>Max - 3 Points per resources maximum of 2 resources</b></p> <p><b>1 point per certification</b></p>	<b>6</b>

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