



## 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> RFP TBIPS TIER II for IT Operations	
<b>Solicitation No. - N° de l'invitation</b> A0416-163242/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> A0416-163242	<b>Date</b> 2018-08-31
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-613-33746	
<b>File No. - N° de dossier</b> 613zm.A0416-163242	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-09-21</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> 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> Pierre, Anoule	<b>Buyer Id - Id de l'acheteur</b> 613zm
<b>Telephone No. - N° de téléphone</b> (613) 858-8317 ( )	<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

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

<b>Solicitation No. – N° de l'invitation</b> A0416-163242/A	<b>Amd. No – N° de la modif.</b> 004	<b>Buyer ID – Id de l'acheteur</b> 613ZM
<b>Client Ref. No. – N° de réf. De client</b> A0416-163242	<b>File No. – N° du dossier</b> 613ZM-A0416-163242	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## SOLICITATION AMENDMENT 004

This amendment is raised to:

1. Provide answers to Bidder's questions; and
2. Amend the Request for Proposal (RFP).

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### QUESTIONS / ANSWERS

#### **Question #10:**

Please refer to Attachment 4.1, Bid Evaluation Criteria, 1-4 Resource Point-Rated Criteria for Stream "A". As currently written, in order for a resource to score full points for RC1-1 (Helpdesk Specialist, Level 3), they must have over 9 years' experience with Windows 7 and Office Suite. Windows 7 became generally available in October 2009 (and generally not implemented within the federal government until several years later), which means that no candidate could possess over 9 years' experience. As such, would the Crown consider modifying the criteria to experience with Microsoft Windows XP, 7 or newer desktop operating systems?

#### **Answer 10:**

Criteria RC1-1 for Category Helpdesk Specialist, Level 3 is amended to the following:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows XP or Windows 7, Office Suite) (500-5000 employees and workers).

Points-Rating remains unchanged

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#### **Question #11:**

Please confirm that if the question for Helpdesk Specialist, Level 3 is acceptable to the Crown, would you consider modifying the same criteria for the Level 2 Helpdesk Specialists?

#### **Answer #11:**

Yes the same criteria is modified for level 2 Helpdesk Specialist.

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#### **Question #12:**

Thank you so much for granting our first extension request, however as we have a long-weekend coming up and many people have taken this week as vacation, it has been extremely challenging to reach resources and work with them in preparing submissions. Also, some significant RFP revisions were released in Amendment 003 and we must now update/revise our files; the amount of documentation which must be generated for this proposal is extensive – i.e. 15 grids and resumes for Steam A alone! In light of these challenges, I must respectfully request again that the Crown kindly grant a 2-week extension to the *current* closing date (Sep. 14) to ensure that vendors have sufficient time to produce quality submissions for your consideration.

#### **Answer #12:**

The crown will extend the current closing date to September 21<sup>st</sup> 2018.

<b>Solicitation No. – N° de l'invitation</b> A0416-163242/A	<b>Amd. No – N° de la modif.</b> 004	<b>Buyer ID – Id de l'acheteur</b> 613ZM
<b>Client Ref. No. – N° de réf. De client</b> A0416-163242	<b>File No. – N° du dossier</b> 613ZM-A0416-163242	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## RFP REVISIONS

### 1. At Attachment 4.1 Bid Evaluation Criteria, Stream A 1-4; RC1-1:

Delete:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows 7, Office Suite);

Insert:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows XP or Windows 7, Office Suite) (500-5000 employees and workers).

### 2. At Attachment 4.1 Bid Evaluation Criteria, Stream A, 1-4; RC2-1:

Delete:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows 7, Office Suite);

Insert:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows XP or Windows 7, Office Suite) (500-5000 employees and workers).

### 3. At Attachment 4.1 Bid Evaluation Criteria, Stream B 1-4; RC2-1:

Delete:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows 7, Office Suite);

Insert:

Experience in providing customer support services and technical support in a medium-sized computer network environment (Windows XP or Windows 7, Office Suite) (500-5000 employees and workers).