



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

Title - Sujet RFP TBIPS TIER II for IT Operations	
Solicitation No. - N° de l'invitation A0416-163242/A	Amendment No. - N° modif. 005
Client Reference No. - N° de référence du client A0416-163242	Date 2018-09-05
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-613-33746	
File No. - N° de dossier 613zm.A0416-163242	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-09-21	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: Pierre, Anoule	Buyer Id - Id de l'acheteur 613zm
Telephone No. - N° de téléphone (613) 858-8317 ()	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 A0416-163242/A	Amd. No – N° de la modif. 005	Buyer ID – Id de l'acheteur 613ZM
Client Ref. No. – N° de réf. De client A0416-163242	File No. – N° du dossier 613ZM-A0416-163242	CCC No./ N° CCC – FMS No/ N° VME

SOLICITATION AMENDMENT 005

This amendment is raised to:

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

QUESTIONS / ANSWERS

Question #13:

Reference 1: RFP Page 76 of 130, R2 Resource Categories

This requirement allows the use of more than one reference contract for demonstration. Would you please clarify the assignment of points as to the demonstration of # of categories demonstrated and the number of reference contracts? As an example: could Bidders use 3 different contracts to demonstrate the provision of 6 different resource categories services and receive full rated points. i.e.: 1st contract providing 1 resource category; 2nd contract providing 3 categories and 3rd contract providing 2 resource categories (6 resource categories in total), as long as all the 6 resource category services were provided simultaneously within the past 10 years?

Answer 13:

Yes, more than one contract can be used but they must be simultaneous and in excess of the contract in M1.

Question #14:

The R2 requirement states " ...in excess of Mandatory #1..." Please confirm that means you cannot use the same reference contracts used to demonstrate compliancy for the M1 requirement.

Answer #14:

Confirmed! The contract used in R2 must not be the same as M1.

Question #15:

Reference #2: RFP Page 82 of 130 - RMC2 Helpdesk Specialist (B10), Level 2 (RMC2 -1 RMC2-3)

RMC2-1 Minimum five (5) years of experience in providing customer support services and technical support in a medium-sized computer network environment (Windows 7, Office Suite) (500-5000 employees and workers).

RMC2-3 Minimum five (5) years of experience in analyzing and solving problems related to the use of computers and software in a medium-sized department. (500-5000 employees and workers)

May we ask why there is a ceiling of 5000 employees/workers? This constraint will disqualify highly qualified candidates who may have delivered their relevant services in an environment with a higher number of employees/workers. Helpdesk services are scalable; why disqualify a potential highly qualified candidate's services provided in an environment of 5500 or 6000 employees, when the candidate meets all other requirements? We request the Crown rephrase the requirement to providing services in an environment with over 500 employees.

Solicitation No. – N° de l’invitation A0416-163242/A	Amd. No – N° de la modif. 005	Buyer ID – Id de l’acheteur 613ZM
Client Ref. No. – N° de réf. De client A0416-163242	File No. – N° du dossier 613ZM–A0416-163242	CCC No./ N° CCC – FMS No/ N° VME

Answer #15:

The “500-5000” indicates the scope of the requirement, not a ceiling. Qualified candidates in an environment of 5500 or 6000 employees will not be disqualified.

Question #16:

Reference #1: RFP Page 71 of 130, M1 Corporate Capacity: 1. have been a contract with a single client/RFP Page 78 of 130, R3 Corporate Capacity: 1. have been contract(s) with a single client.

Could we please have clarification as to the intent/meaning of: “Have been a contract with a single client”/ “Have been contract(s) with a single client”?

Answer #16:

M1: Intent/meaning: Have been one contract with one single client;

R3: Intent/meaning: Each referenced contract as part of R3 must be with a single client but not necessarily the same client.