



## 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> 007
<b>Client Reference No. - N° de référence du client</b> A0416-163242	<b>Date</b> 2018-09-13
<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> 007	<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 007

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 #23:

VMWare Horizon View is a virtual desktop infrastructure product that is equivalent or comparable to several other vendor products used for the same purpose, the most common of which are Citrix XenDesktop and Microsoft Hyper-V. The pool of candidates with active Secret clearance, availability to work onsite in Vancouver, and specific Horizon View experience is limited; as such, requiring Horizon View experience is severely limiting the pool of candidates that vendors can propose to the Crown. As each vendor is required to identify 6 candidates who each have this experience in order to bid on Stream B, and bidding with more than one vendor is prohibited, the Crown is risking receiving very few bids and may appear to be favouring the incumbent resources.

Given that each of the Horizon View, XenDesktop and Hyper-V products can be used in a Windows Server environment, would the client please confirm that they will amend the following requirements:

RMC1-5: "Minimum one (1) year experience in maintenance upgrades and/or the development of systems/applications in a Virtual Desktop environment using VMware Horizon View, XenDesktop, and/or Hyper-V."

RMC2-6: "Minimum two (2) years' experience as a Helpdesk Specialist in a Virtual Desktop environment using VMware Horizon View, XenDesktop, and/or Hyper-V."

RMC3-8: "Minimum five (5) years' experience as the Project Lead in a Virtual Desktop environment using VMware Horizon View, XenDesktop, and/or Hyper-V."

RMC4-8: "Minimum five (5) years' experience as the Project Manager in a Virtual Desktop environment using VMware Horizon View, XenDesktop, and/or Hyper-V."

#### Answer 23:

The British Columbia regional office of DIAND for which the Stream "B" RFP is required has been using VMWare View and / or VMWare Horizon View for its Workplace Technology Devices for over 5 years, not Citrix XenDesktop or Microsoft Hyper-V. Therefore, experience with VMWare Horizon View is required to effectively support the BC Regional Office.

The criterion remain unchanged.

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#### Question #24:

We are requesting you grant us a two week extension until October 5th, 2018, as resourcing for this very specific resources is becoming time consuming and extremely difficult.

#### Answer #24:

No, the Crown has already granted 2 extensions up to September 21<sup>st</sup>.

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**Question #25:**

Please refer to Amendment 004, Question and Answer #10 where the Crown amended Point Rated Requirement RC1-1 (Helpdesk Specialist, L3) to include experience with Windows XP or Windows 7. In order to ensure consistency between Mandatory Requirement RMC1-1 and Point Rated Requirement RC1-1, we respectfully request that the Crown amend RMC1-1 to include Windows XP as follows: 'Minimum seven (7) years of experience...in a medium-sized computer network environment (Windows XP or Windows 7, Office Suite)...'.

**Answer #25:**

"The Crown agrees to amend RMC1-1 as follows: 'Minimum seven (7) years of experience...in a medium-sized computer network environment (Windows XP or Windows 7, Office Suite)...'

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## RFP REVISIONS

### 1. At Attachment 4.1 Bid Evaluation Criteria, Stream A 1-3; RMC1-1:

Delete:

Minimum seven (7) 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);

Insert:

Minimum seven (7) years of 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).

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED