

## NOTICE OF PROPOSED PROCUREMENT (NPP)

For

### TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

GSIN: D302A Informatics Professional Services

<b>Reference Number:</b>	IC200164	<b>Solicitation Number:</b>	IC200164
<b>Organization Name:</b>	Innovation, Science and Economic Development Canada (ISED)		
<b>Solicitation Date:</b>	2021-08-03	<b>Closing Date:</b>	2021-08-17 14:00 Eastern Daylight Time EDT
<b>Anticipated Start Date:</b>	2021-09-07		
<b>Estimated Delivery Date:</b>	N/A	<b>Estimate Level of Effort:</b>	240 days / year
<b>Contract Duration:</b>	The initial contract period will be from date of contract award and end on September 6, 2022, with four (4) irrevocable options to extend it for one (1) year periods.		
<b>Solicitation Method:</b>	Competitive	<b>Applicable Trade Agreements:</b>	WTO-AGP, CFTA, CPTPP, CETA, Canada-Chile, Canada-Colombia, Canada-Panama, Canada-Peru, Canada-Honduras, Canada-Korea, Canada-Ukraine
<b>Comprehensive Land Claim Agreement Applies:</b>	No	<b>Number of Contracts:</b>	1

## Requirement Details

### Tendering Procedure: Selective Tendering

This requirement is open only to those TBIPS Supply Arrangement Holders who qualified under Tier 1 for services in the National Capital Region for the following category. Please note that the RFP is open only to the suppliers listed below and no additional suppliers will be added to this solicitation.

- One (1) Help Desk Specialist – Level 2
- One (1) Help Desk Specialist – Level 3

The following SA Holders have been invited to submit a proposal:

1. Adecco Employment Services Limited/Services de placement Adecco Limited
2. Belham PDS Inc.
3. Contract Community Inc.
4. Coradix technology Consulting Ltd.
5. Dare Human Resources Corporation
6. Donna Cona Inc.
7. Eagle Professional Resources Inc.
8. Excel Human Resources Inc.
9. HubSpoke Inc.
10. Ibiska Telecom Inc. and CM Inc., as a contractual Joint Venture
11. Maverin Inc.
12. Mindwire Systems Ltd.
13. Portage Personnel Inc.
14. Procom Consultants Group Ltd.
15. Prolity Corporation

16. Promaxis Systems Inc
17. SERTI Placement TI inc.
18. Solutions Moerae Inc
19. Sundiata Warren Group Inc.
20. TAG HR The Associates Group Inc.
21. TEKSYSTEMS CANADA CORP./SOCIÉTÉ TEKSYSTEMS CANADA
22. The Halifax Computer Consulting Group Inc.
23. The VCAN Group Inc.
24. TPG Technology Consulting Ltd.
25. Turtle Island Staffing Inc.

**Description of Work:**

ISED requires the services of a Level 2 and a Level 3 bilingual (English/French) Help Desk Specialists to supplement existing resources on an "as and when required" basis at ISED. The resources will work with the National Capital Region Desktop Support Services team, the IT Service Desk and Centre of Expertise team providing IT support to the ISED user community. The following is a list of the typical tasks the resources will be required to perform.

The **Help Desk Specialist Level 2** duties and deliverables may include but are not be limited to the following:

- Prepare and install user desktop computer for office use in accordance with departmental standards;
- Prepare and install user laptop or tablet office use or for users with teleworking agreements or during “work at home conditions” in accordance with departmental standards;
- Install, maintain, and troubleshoot hardware and software at the user workstation;
- Roll out of new/updated software on workstations or remotely;
- Install, maintain, and troubleshoot operating systems at the user workstation;
- Install, maintain, and troubleshoot desktop connectivity;
- Install, maintain and troubleshoot computer components to resolve issues with network cables, RAM, video cards, etc.:
- Install, maintain, and troubleshoot network printers
- Prepare and troubleshoot Smartphones;
- Input data into the departmental incident and problem tracking systems on the evolution of assigned incidents;
- Provide technical expertise and advice to IT Service Desk and Desktop Support Junior level resources;
- Monitor the IT Service Desk's telephone systems; and
- Contact clients to follow-up on completed calls and to determine level of user satisfaction based on follow-up questionnaire.

The **Help Desk Specialist Level 3** duties and deliverables may include but are not be limited to the following:

- Provide technical expertise/advice on network problem analysis including monitoring network management systems;
- Provide technical expertise/advice on IT incidents or problems that have been escalated requiring in-depth analysis to propose solution.
- Provide technical expertise, advice and troubleshooting assistance to IT Service Desk and Desktop Support resources regarding resolution of software and hardware issues associated with laptop/desktop computers, mobile devices/phones, and peripherals/printers.
- Monitor the IT Service Desk incident tracking and telephone systems ;
- Resolve daily help desk support requests including user training as required
- Contact clients to follow-up on completed calls and to determine level of user satisfaction based on follow-up questionnaire;
- Input data into the departmental incident and problem tracking systems on the evolution of assigned incidents;
- Prepare and install user desktop computer for office use in accordance with departmental standards ;
- Prepare and install user laptop or tablet office use or for users with teleworking agreements or during “work at home conditions” in accordance with departmental standards;

- Install, maintain, and troubleshoot hardware and software at the user workstation, either in person or using remote access as required ;
  - Roll out new/updated software on workstations, either in person or using remote access as required;
  - Install, maintain, and troubleshoot operating systems at the user workstation either in person or using remote access as required ;
  - Install, maintain, and troubleshoot desktop connectivity;
  - Install, maintain and troubleshoot computer components to resolve issues with network cables, RAM, video cards, etc. either in person or using remote access as required;
  - Install, maintain, and troubleshoot network printers;
  - Prepare and troubleshoot Smartphones.
- Bidders must submit a bid for all resource categories
- There are NO contractors performing the services described in this RFP.

**Security Requirement:** PWGSCS FILE # Common PS SRCL#4 applies

**Minimum Corporate Security Required:** DOS – Secret

**Minimum Resource Security Required:** Secret

### **Contract Authority**

**Name:** Rachel Bélanger  
**Telephone Number:** 343.548.7827  
**Email Address:** rachel.belanger@canada.ca

### **Inquiries**

Inquiries regarding this RFP requirement must be submitted in writing to the Contracting Authority named above. Request for Proposal (RFP) documents will be e-mailed directly from the Contracting Authority to the Qualified Supply Arrangement Holders who are being invited to bid on this requirement. BIDDERS ARE ADVISED THAT “BUYANDSELL.GC.CA” IS NOT RESPONSIBLE FOR THE DISTRIBUTION OF SOLICITATION DOCUMENTS. The Crown retains the right to negotiate with any supplier on any procurement. Documents may be submitted in either official language.

**NOTE: Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a “Qualified SA Holder”, please contact [PARCNMDAI.APNCRIMOS@tpsgc-pwgsc.gc.ca](mailto:PARCNMDAI.APNCRIMOS@tpsgc-pwgsc.gc.ca)**