

**NOTICE OF PROPOSED PROCUREMENT (NPP)**  
**For**  
**TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)**

**GSIN: D302A INFORMATICS PROFESSIONAL SERVICES**

<b>Reference Number:</b>	PW-22-01010015	<b>Solicitation Number:</b>	FJA-2022-024
<b>Organization Name:</b>	<b>Office of the Commissioner for Federal Judicial Affairs Canada (FJA)</b>		
<b>Solicitation Date:</b>	2022-10-13	<b>Closing Date:</b>	2022-11-04, 4:00 PM ET
<b>Anticipated Start Date:</b>	2022-11-14		
<b>Estimated Delivery Date:</b>	N/A	<b>Estimate Level of Effort:</b>	Up to 250 days/year
<b>Contract Duration:</b>	From date of contract until October 31, 2024, plus two (2) one-year irrevocable options allowing Canada to extend the term of the contract		
<b>Solicitation Method:</b>	Competitive	<b>Applicable Trade Agreements:</b>	See Notice
<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):

- **B.10 – Help Desk Specialist – Level 2**

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

- 9468269 Canada Corp.
- ACQSYS CONSULTING SERVICES INC./ SERVICES CONSEILS ACOSYS INC., PRICEWATERHOUSECOOPERS LLP. IN JOINT VENTURE
- ADRM Techlogy Consulting Group Corp.
- ALITHYA CANADA INC
- Buchanan Techlogies Ltd
- Cistel Technology Inc.
- Computer Sciences Canada Inc. /Les sciences de l'informatique Canada Inc.
- Dalian Enterprises and Coradix Technology Consulting, in Joint Venture
- Donna Cona Inc.
- Excel Human Resources Inc.
- IPSS INC.
- IT/Net - Ottawa Inc.
- Leo-Pisces Services Group Inc.
- Logic 2000 Incorporated
- Maplestream Inc., Cofomo Ottawa Inc., in Joint Venture
- PlanIT Search Inc.
- SÉLECT GLOBAL INTERNATIONAL LTÉE.
- T.E.S. Contract Services INC.
- Tato Recruiting Inc., S.I. SYSTEMS ULC, in Joint Venture
- Turtle Island Staffing Inc.

## **Description of Work:**

FJA requires the services of a bilingual (fluent in English and French) Help Desk Specialist – Level 2 to ensure a level of service that meets corporate standards. The Contractor's identified resource must provide bilingual Help Desk services to support corporate tools and business systems already in operation. It must also provide technical support to business users.

The primary tasks and activities are to support, install, configure and perform thorough troubleshooting of the following:

- Entrust encryption software
- Windows10 workstations
- VPN / RDP Connectivity
- MS Teams
- MS Office 2016
- A/V equipment in boardrooms
- OpenText FirstClass software (JUDICOM)
- Service desk ticket system (creation, update, tracking, using an ITSM tool)
- Various other software/hardware

**Security Requirement:** Common PS SRCL #19 applies  
**Minimum Corporate Security Required:** Facility Security Clearance (FSC) - Secret  
**Minimum Resource Security Required:** Secret

## **Contract Authority**

**Name:** Daniel Morin  
**Phone Number:** 613-947-6339  
**Email Address:** FJA.Admin@fja-cmf.gc.ca

## **Inquiries**

Inquiries regarding this RFP requirement must be submitted 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 "BUYANDELL.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 RCNMDAI.-NCRIMOS@pwgsc.gc.ca**