

**TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)**

**REQUEST FOR PROPOSAL (RFP) – COVER SHEET**

**TITLE: HELP DESK SPECIALIST**

<b>Solicitation Number INFC-2023-24-PS4570:</b>	<b>Amendment # 002</b>
<b>Date of RFP Amendment:</b>	18 October 2023
<b>Procurement Officer:</b>	Alexander Caro
<b>Address for proposal delivery: Bids must be sent via email only to:</b> E-mail: <a href="mailto:procurement-provisionnement@infc.gc.ca">procurement-provisionnement@infc.gc.ca</a>	
<b>Bid/solicitation closure:</b>	<b>October 26, 2023 @ 14:00 (2 PM) EST</b>
<p>Infrastructure Canada (INFC) is requesting proposals for services as detailed in Part 3. The proposal must set out the means by which the technical, performance, time and other goals and objectives will be met, with regard to all stated requirements. INFC will consider entering into a contract with the supplier that submits the most suitable proposal as determined by the evaluation factors set out in this RFP. One (1) contract will be awarded as a result of the evaluation of the responses to this RFP. Neither the qualifying proposal that scores the highest points nor the one that contains the lowest cost will necessarily be accepted. INFC reserves the right to accept any proposal as submitted without prior negotiations.</p>	
<p>This Request for Proposal consists of the following:</p> <ul style="list-style-type: none"><li>This cover page;</li><li>Part 1 - GENERAL INFORMATION;</li><li>Part 2 - BIDDER INSTRUCTIONS;</li><li>Part 3 - BID PREPARATION INSTRUCTIONS;</li><li>Part 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION;</li><li>Part 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION;</li><li>Part 6 - SECURITY REQUIREMENTS; and</li><li>Part 7 - RESULTING CONTRACT CLAUSES.</li></ul>	
<b>Bidder's Name and Address:</b>	
<b>Telephone number:</b>	<b>E-mail:</b>
<p><b>Bidder's Signature:</b> The Bidder's signature indicates acceptance of the terms and conditions governing this Request for Proposal and certifies that the content of the attached Bidder's proposal is accurate. It also constitutes acknowledgement of receipt and acceptance of all documents listed above. The Bidder also recognizes having read and understood each and all terms and conditions in this RFP contained in the documents or incorporated by reference.</p>	
_____	_____
<b>Signature</b>	<b>Date</b>

**TBIPS RFP – Help Desk Specialist**  
**Solicitation Amendment #002**

This Amendment is raised to:

**1. Under PART 1 - GENERAL INFORMATION, 1.2 Summary**

**Delete (h) in its entirety.**

**And replace it with:**

Only selected TBIPS SA Holders currently holding a TBIPS SA for Tier 1 in the National Capital Region under the EN578-170432 series of SAs are invited to compete. SA Holders may not submit a bid in response to this bid solicitation unless they have been invited to do so. However, should an uninvited SA Holder wish to be invited, it may contact the Contracting Authority to request an invitation at any time prior to five business days before the published bid closing date, and an invitation will be made to that SA Holder unless it would not be consistent with the efficient operation of the procurement system. In no circumstance will such an invitation require Canada to extend a bid closing date. The following SA Holders have been initially invited to bid on this requirement. Where additional invitations are made during the bid solicitation process, it may be that they are not reflected in a bid solicitation amendment:

- Accenture Inc.
- ADRM Technology Consulting Group Corp. and Randstad Interim Inc
- Altis Human Resources (Ottawa) Inc., and Excel Human Resources Inc., in Joint Venture
- Altis Recruitment & Technology Inc.
- Brascoupe Professional Services Inc. and Altis Human Resources (Ottawa) Inc., in Joint Venture
- Bridgetown Consulting Inc.
- Calian Ltd.
- Coradix technology Consulting Ltd.
- Infotek Consulting Services Inc.
- IT/Net - Ottawa Inc.
- Lumina IT inc.
- Procom Consultants Group Ltd.
- Promaxis Systems Inc. and Holonics Inc. IN JOINT VENTURE
- TEKSYSTEMS CANADA CORP./SOCIÉTÉ TEKSYSTEMS CANADA
- Veritaaq Technology House Inc.
- S.I. SYSTEMS ULC
- Newfound Recruiting Corporation
- Tundra Technical Solutions Inc
- MGIS Inc.
- Michael Wager Consulting Inc.
- Modis Canada Inc
- SoftSim Technologies Inc.
- ifathom Corporation

2. **Under Mandatory and Rated Criteria for the Help Desk Specialist, Level 3:**

**Delete M2 in its entirety.**

**Replace with:**

The Bidder must demonstrate that the proposed resource has a certificate, diploma or degree in computer science or other relevant IT-related field (such as Information Systems, Computer Engineering, Software Engineering) or an Electrical Engineer Technician Diploma along with an ITIL v4 certification, from a recognized post-secondary institution.

A copy of the certificate and/or diploma or degree must be provided with the bid.

3. **Under Mandatory and Rated Criteria for the Help Desk Specialist, Level 2:**

**Delete M2 in its entirety.**

**Replace with:**

The Bidder must demonstrate that the proposed resource has a certificate, diploma or degree in computer science or other relevant IT-related field (such as Information Systems, Computer Engineering, Software Engineering) or an Electrical Engineer Technician Diploma along with an ITIL v4 certification, from a recognized post-secondary institution.

A copy of the certificate and/or diploma or degree must be provided with the bid.