

TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)	
REQUEST FOR PROPOSAL (RFP) – COVER SHEET	
TITLE: HELP DESK SPECIALIST	
Solicitation Number INFC-2023-24-PS4570:	Amendment #003
Date of RFP Amendment:	25 th October 2023
Procurement Officer:	Alexander Caro
Address for proposal delivery: Bids must be sent via email only to: E-mail: procurement-appvisionnement@infqc.gc.ca	
Bid/solicitation closure:	October 26, 2023 @ 14:00 (2 PM) E.S.T.
<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"> This cover page; Part 1 - GENERAL INFORMATION; Part 2 - BIDDER INSTRUCTIONS; Part 3 - BID PREPARATION INSTRUCTIONS; Part 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION; Part 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION; Part 6 - SECURITY REQUIREMENTS; and Part 7 - RESULTING CONTRACT CLAUSES. 	
Bidder's Name and Address:	
Telephone number:	E-mail:
<p>Bidder's Signature: 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>	
_____ Signature	_____ Date

Commented [AP1]: Alex, it's still going to be EDT - should this be changed, or does it matter? If you change it, the French will have to be changed as well. (HAE).

**TBIPS RFP – Help Desk Specialist
Solicitation Amendment #003**

This Amendment is raised to:

1. **Under Resource Evaluation Criteria:**

Delete paragraph 2:

To be considered, the proposed resource must have worked on the Customer Reference project (where applicable) for a minimum of six months.

Replace with new paragraph 2:

To be considered, the proposed resource must have worked on the Customer Reference project (where applicable) for a minimum of six months. Customer Reference projects for resource experience can be in addition to the Customer Reference Contracts provided in response to M1 Corporate Experience.