

Questions and Answers – Help Desk Specialist

Date: 18 October 2023

Question 1: Is there currently, or has there been in the past year, an incumbent vendor performing similar services to the duties described in this solicitation? If so, can the Crown please provide the name of the vendor and the value and duration of the contract?

Answer 1: Similar services are currently being provided by Altis Recruitment & Technology Inc. The contract value is \$1,793,818.00, excluding taxes, and the duration of the contract is 4 years 11 months.

Question 2: Regarding the Senior Help Desk Specialist for M2, would the Crown accept an Electrical Engineer Technician Diploma and an ITIL v4 certification?

Answer 2: Yes. Please refer to Amendment #001.

Question 3: Regarding CM1, can the Crown please confirm that ongoing projects are allowed provided they have been in place for a minimum of 12 months prior to solicitation date? (Section 3.2: Technical Bid (d)(2) requires that previous similar projects be completed by the bid closing date).

Answer 3: CM1 requires that the referenced contracts be in place for a minimum of 12 months prior to the solicitation date. Section 3.2(d)(2) refers to the projects the resources have worked on. Previous projects must have been completed by the bid solicitation date, as per Section 3.2(d)(2).

Question 4: Would the Crown please confirm that bidders are not required to submit references for proposed resources at the time of bid submission?

Answer 4: As per Section 3.2 paragraph (d)(3), "each project description must include, at minimum, the name and either the telephone number or email address of a customer reference".

Question 5: To promote a more competitive solicitation, we would like to respectfully request that the Crown consider adding a lower and upper median band of -10% and +30%, introducing a median band will ensure that pricing is aligned with industry averages and mitigate any risk of increased replacement volume due to low rates.

Answer 5: The Crown has no plans to add lower and upper median bands.

Question 6: We would like to recommend that the Crown add a corporate mandatory requirement for vendors to hold an ISO 9001:2015 certificate. An ISO 9001 certification ensures that vendors have an established and proven quality management system in place, and will be better able to deliver quality service on the resulting contract. The inclusion of ISO 9001:2015 as a mandatory requirement will ensure a competitive solicitation and greater value to the Crown.

Answer 6: There is no requirement for an ISO 9001 certificate.

Question 7: Can you please confirm if there's an incumbent providing similar services in the past 24 months?

Answer 7: Yes

If so, please provide us with the following information:

- Company: Altis Recruitment & Technology Inc.
- Contract value: \$1,793,818.00, excluding taxes

- Duration: (Start - End) & (LOE): (7 January 2019 – 30 November 2023) (all resources work on a 240-day per year basis)
- No. of resources: 9
- Is the incumbent invited? Yes