



**SHARED SERVICES CANADA**  
**Invitation to Qualify**  
**for the Procurement Process for an**  
**Information Technology Service Management (ITSM)**  
**Solution**

Invitation to Qualify No.	15-31240-0/A	Date	December 2, 2015
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Closing Date and Time	Wednesday, December 16, 2015 at 2:00PM		
Time Zone	Eastern Standard Time (EST)		
Destination of Goods/Services	Not applicable – Pre-Qualification Process Only		
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# SHARED SERVICES CANADA

## Invitation to Qualify for the Procurement Process for an Information Technology Management Service (ITSM) Solution

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## Invitation to Qualify for the Procurement Process for an Information Technology Service Management (ITSM) Solution

### 1. General Information

#### 1.1 Introduction

- a) **Phase 1 of Procurement Process:** This Invitation to Qualify (ITQ) is the first phase of a procurement process by Shared Services Canada (SSC) for a fully-outsourced Information Technology Management (ITSM) solution (the “**Project**”). Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become “**Qualified Respondents**” for any later phases of the procurement process. Only Qualified Respondents will be permitted to bid on any subsequent solicitation issued as part of the procurement process.
- b) **Further Evaluation of Qualified Respondents:** Even though certain suppliers may be pre-qualified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.
- c) **ITQ is not a Bid Solicitation:** This ITQ process is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any of the preliminary requirements included as part of the Project at any time during the ITQ phase or any other phase of the procurement process. Given that the ITQ process may be partially or completely cancelled by Canada, it may not result in any of the subsequent procurement processes described in this document. Respondents and Qualified Respondents may withdraw from the procurement process at any time. Therefore, suppliers who submit a response can choose not to bid on any subsequent solicitation.

#### 1.2 Overview of the Project

- a) **Overview of Project:** SSC is responsible for the management of most IT infrastructure for government departments and agencies and, therefore, requires the framework and tools to conduct effective service management of this IT infrastructure. SSC has a requirement for immediate deployment of a mature, outsourced ITSM managed service solution that satisfies SSC’s technical and business requirements without customization.
- b) **Scope of Anticipated Procurement:**
  - i) **Potential Client Users:** This ITQ is being issued by SSC. It is intended that the contract resulting from any subsequent solicitation would be used by SSC to provide shared services to one or more of its clients. SSC’s clients include SSC itself, those government institutions for whom SSC’s services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for whom SSC’s services are optional at any point during the life of any resulting instrument(s) and that choose to use those services from time to time. This process will not preclude SSC

from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.

- ii) **Number of Contracts:** SSC is currently contemplating the award of a single contract for this Project.
  - iii) **Term of Contract:** SSC is currently contemplating a minimum contract period of 2 years, plus up to 8 one-year options period of one year each. However, depending on the prices bid and the bid solicitation phase, the number of options periods may be reduced in the awarded contract at the discretion of Canada. The minimum contract period will be finalized at the bid solicitation phase.
- c) **National Security Exception:** Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this procurement.

### 1.3 Overview of Anticipated Procurement Process

This ITQ is the first phase in the procurement process for the Project. Although the procurement process remains subject to change (and even to cancellation, in accordance with SSC's Standard Instructions), Canada currently anticipates that the procurement process will be conducted in the following phases:

- a) **ITQ Phase:** This ITQ will be used to qualify Respondents to participate in any subsequent phases of the procurement process.
- b) **Request for Proposals (RFP) Phase:** Canada anticipates releasing an RFP to those Qualified Respondents who remain qualified at the time the RFP is released. If only one supplier qualifies, Canada will negotiate the contract with the single Qualified Respondent.
- c) **SCSI Assessment:** Qualified Respondents who choose to bid on any resulting solicitation will be required to submit "Supply Chain Security Information" (SCSI) for assessment by Canada in relation to supply chain integrity. Further details regarding the SCSI Assessment will be provided to Qualified Respondents at a later stage.

### 1.4 Conflict of Interest or Unfair Advantage

As set out in SSC's Standard Instructions, a response can be rejected due to an actual or apparent conflict of interest or unfair advantage. In this regard, Canada advises that it has used the services of a number of private sector consultants/contractors in preparing strategies and documentation related to this Project, including the following:

- a) Deloitte and Touche;
- b) Maplesoft Group; and
- c) Price Waterhouse Coopers.

## 2. Instructions for Respondents

### 2.1 Standard Instructions, Clauses and Conditions

- a) SSC's Standard Instructions for Procurement Documents No. 1.0 ("**SSC's Standard Instructions**") are incorporated by reference into and form part of the ITQ as though they were expressly set out here in full. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails. SSC's Standard Instructions are available from the Contracting Officer.
- b) With respect to SSC's Standard Instructions, there will not be a conference for interested suppliers and there will not be a site visit.
- c) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ.

### 2.2 Questions and Comments

Questions and comments about this ITQ can be submitted in accordance with the Section of SSC's Standard Instructions entitled "**Communications**". However, instead of the deadline specified in those Standard Instructions, **the deadline for submitting questions is Wednesday, December 9, 2015.**

### 2.3 Submission of Only One Response at RFP Stage

A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a joint venture. Although SSC will not screen out potential suppliers at the ITQ stage because they are related or affiliated, SSC reserves the right to include additional screening requirements at a later stage of the procurement process to ensure that each potential supplier submits only one response at the RFP stage.

### 2.4 Security Clearance Requirement

A preliminary version of the Security Requirements Checklist (SRCL) has been included as an annex to this ITQ. These requirements are subject to change and are provided for information purposes. However, any supplier that does not have the security clearances described in the preliminary SRCL may wish to initiate the process to ensure they meet the requirements. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

Respondents should note that, while certain individuals will require personnel clearance at the level of Reliability Status or Secret, the specific roles requiring those levels of clearance will be identified at the RFP stage and specific individuals will be able to obtain clearance after contract award. During the initial implementation, until the security clearance process is completed for these individuals, they will be escorted when on Crown premises and will not have access to classified or protected data.

### 3. Preparing and Submitting a Response

#### 3.1 General Instructions

SSC's Standard Instructions include instructions with respect to responses, which apply in addition to those described in this document.

#### 3.2 Language for Future Communications

Each Respondent is requested to identify, in its Response Submission Form, which of Canada's two official languages it chooses to use for future communications with Canada regarding this ITQ and any subsequent phases of the procurement process.

#### 3.3 Content of Response

A complete response to this ITQ consists of all of the following:

- a) **Response Submission Form (Requested at ITQ Closing)**: Respondents are requested to include the Response Submission Form with their responses. It provides a common form in which Respondents can provide information required for evaluation, such as a contact name, the Respondent's Procurement Business Number, the language for future communications with Canada about this procurement process, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the Response Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to provide the additional information or make the correction.
- b) **Specific Responses to the Qualification Requirements at Annex A (Mandatory at ITQ Closing)**: **In order to qualify, Respondents must demonstrate that they meet all the requirements set out in Annex A in the response submitted on the closing date.**
- c) **Certifications (Requested at ITQ Closing)**: No certifications are required at the ITQ stage for this Project.

#### 3.4 Electronic Submission of Response

- a) **Email Submission of Response**: Subject to Subsection (j), Respondents must submit their responses by email in accordance with this Section by the date and time of closing to the email address identified on the cover page of this document as the "Email Address for Response Submission".
- b) **Format of Email Attachments**: The approved formats for email attachments are any combination of:
  - i) PDF attachments; and
  - ii) documents that can be opened with either Microsoft Word or Microsoft Excel.

Respondents that submit attachments in other formats do so at their own risk.

- c) **Email Size**: Respondents should ensure that they submit their response in multiple emails if any single email, including attachments, will exceed 15 MB. Except as expressly provided below, only emails that are received at the Email Address for Response Submission by the closing date and time will be considered part of the response.
- d) **Email Title**: Respondents are requested to include the ITQ No. identified on the cover page of this document in the "subject" line of each email forming part of the response.

- e) **Time of Receipt:** All emails received at the Email Address for Response Submission showing a “received” time before the response closing date and time will be considered timely. In the case of a dispute regarding the time at which an email arrived at SSC, the time at which the response is received by SSC will be determined:
  - i) by the delivery time stamp received by the Respondent if the Respondent has turned on Delivery Status Notification for the sent email in accordance with RFC 1891 established by the Internet Engineering Steering Group (SMTP Service Extension for Delivery Status Notification); or
  - ii) in accordance with the date and time stamp on the SMTP headers showing the time of first arrival on a server used to provide the Government of Canada with email services, if the Respondent has not turned on Delivery Status Notification for the sent email.
- f) **Availability of Contracting Authority:** During the two hours leading up to the closing date and time, an SSC representative will monitor the Email Address for Response Submission and will be available by telephone at the Contracting Authority’s telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the Respondent is experiencing difficulties transmitting the email to the Email Address for Response Submission, the Respondent should contact SSC immediately at the Contracting Authority’s coordinates provided on the cover page of this document.
- g) **Email Acknowledgement of Receipt by SSC:** On the closing date, an SSC representative will send an email acknowledging receipt of each response (and each email forming part of that response, if multiple emails are received) that was received by the closing date and time at SSC’s Email Address for Response Submission.
- h) **Delayed Email Bids:** SSC will accept an email response received in the first 24 hours after the closing date and time only if the Respondent can demonstrate that any delay in delivering the email to the SSC Email Address for Response Submission is due to Canada’s systems. Responses received by email more than 24 hours after the closing date and time will not be accepted under any circumstances. As a result, Respondents who have tried to submit a response, but have not received an email acknowledging receipt from SSC shortly thereafter should contact the Contracting Authority so that they can determine whether or not the response arrived at the SSC Email Address for Response Submission on time.
- i) **Responsibility for Technical Problems:** Canada will not be responsible for:
  - i) any technical problems experienced by the Respondent in submitting its response, including emails that fail to arrive because they exceed the maximum email size of 15 MB or that are rejected or quarantined because they contain malware or other code that is screened out by SSC’s security services; or
  - ii) any technical problems that prevent SSC from opening the attachments to the email(s). For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated accordingly. Respondents will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.
- j) **Hand-Delivered Responses:** All Respondents must attempt to submit their responses electronically. However, SSC will accept a hand-delivered response (either instead of, or as a back-up in addition to, the email response), in which case the following applies:
  - i) The hand-delivered response can be:
    - (A) a soft copy on CD-ROM, DVD, or USB key;

- (B) a hard copy (i.e., printed on paper); or
- (C) a combination of soft and hard copies,

provided that any pricing tables that were provided by SSC to be completed by the Respondents are submitted as a soft copy.

- ii) The hand-delivered response must be delivered by a representative of the Respondent in person or by a courier. SSC will not accept any bids delivered by regular mail.
- iii) The hand-delivered response must be received by an SSC representative before the closing date and time at the address shown on the cover page of this document (or an alternate location arranged with the Contracting Authority in writing).
- iv) SSC will only accept a hand-delivered copy of the response if the Respondent has coordinated delivery of that response with the Contracting Authority. As indicated above, an SSC representative will be available at the Contracting Authority's telephone number during the two hours before the closing date and time, including for the purpose of coordinating the receipt of hand-delivered responses (the Contracting Authority may also agree, at SSC's discretion, to be available at another time before the closing date and time to receive the response).
- v) The only circumstances in which SSC will accept a hand-delivered response after the closing date and time is if the Respondent can show that the SSC representative was unavailable to receive the hand delivered response at the coordinated time, or that no SSC representative was available at the Contracting Authority's telephone number (and no SSC representative responded to voicemail messages left at that telephone number) during the two hours leading up to the closing date and time.
- vi) SSC will consult the hand-delivered response only if there are problems with all or a portion of the response submitted by email by the closing date and time or if no email response is received by the closing date and time. If SSC consults the hand-delivered response, it will prevail over the electronically submitted response.



## **4. Process for Evaluating Responses**

### **4.1 Evaluation of Respondent Qualifications**

Canada will evaluate whether each response satisfies all the mandatory requirements described in this ITQ (including information that this ITQ indicates is required, but the ITQ specifically states that it may be submitted upon request after the closing date). The provisions of SSC's Standard Instructions that relate to evaluation also apply. A response must comply with all the requirements of the ITQ in order to be declared compliant.

### **4.2 Basis of Qualification**

- a) Each Respondent whose response meets all the requirements of this ITQ will become a Qualified Respondent for the next stage of the procurement process.
- b) Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. For example, if a Respondent were to lose its status as ISO 27001 certified after evaluation of the ITQ responses, so that the Respondent no longer meets the requirements of this ITQ, Canada may disqualify that Qualified Respondent. Similarly, if new information comes to the attention of Canada that calls into question any of the Qualified Respondent's qualifications under this ITQ, Canada may re-evaluate that Qualified Respondent. If Canada re-evaluates the qualification of any Qualified Respondent, Canada may request further information and, if the Qualified Respondent fails to provide it within 5 working days (or a longer period provided by the Contracting Authority), Canada may disqualify the Qualified Respondent.
- c) Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases of the procurement process, unless Canada determines in its sole discretion to conduct a second qualification round.
- d) All Respondents will be notified in writing regarding whether or not they have qualified.

### **4.3 ITQ Phase Second Qualification Round**

- a) Canada reserves the right, in its sole discretion, to conduct a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.
- b) If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the first qualification round.
- c) Any Respondent who does not qualify as a result of any second qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for any subsequent phases of this procurement process.

## ANNEX A – QUALIFICATION REQUIREMENTS

In order to qualify, the Respondent must propose an existing ITSM managed service that satisfies **all** of the following mandatory requirements. The Respondent's response must demonstrate how its existing end to end ITIL V3 (2011) ITSM managed service meets the requirements as set out below, effective by the closing date.

SSC requests that Respondents use this form to provide the information by completing all the areas in white and referencing any supplementary information provided with their response – Respondents should note that the size of individual boxes is not intended to be a guide regarding the length of responses. The table will expand to provide additional space so that the Respondent can provide all the information required to demonstrate that it meets the requirement. Respondents may also reference additional material included in the response submitted on the bid closing date (but not websites or other information included in the response).

Mandatory Requirement	Respondent Substantiation of Compliance			
The Respondent must propose a mature, existing ITSM managed service, meaning that the Respondent (or the OEM of that managed service, if the Respondent is not the OEM) has offered that solution to the general public for at least 5 years leading up to the submission closing date. In order to meet this requirement, the ITSM managed service may represent the evolution of a managed service evolving over those 5 years and is not required to be identical to the managed service made available by the Respondent 5 years ago.	Name of Respondent's Proposed Existing ITSM Managed Service	[Note: All references throughout this table to the Respondent's ITSM managed service must be to this proposed service.]		
	Date that Proposed Existing ITSM Managed Service first offered to the general public			
The Respondent (or the OEM of that managed service, if the Respondent is not the OEM) must have provided its proposed ITSM managed service to at least 3 large-scale organizations over the 5 years leading up to the response submission date. For the purposes of this requirement, a "large-scale organization" is a private or public sector organization, anywhere in the world, having at least 100,000 employees and used the proposed ITSM Managed Service for at least 24 consecutive months. Although the organization must have at least 100,000 employees, it is understood that not all 100,000 will have a need to use the ITSM services.	Name of large-scale customer organization	Date the proposed ITSM first provided to that customer	Date that customer stopped using the proposed ITSM (or indicate still using)	Approximate number of employees in customer organization

<p>The proposed ITSM managed service must offer high availability (i.e., 99.999%) 24 hours a day, 7 days a week, 365 days a year. The supplier must demonstrate that its proposed ITSM managed service has delivered high availability over the course of the 2014 calendar year.</p>	<p>Note: Upon request during evaluation, the Respondent must provide contact information for a reference within one or more of these large-scale organizations in order to permit SSC to verify the information provided in the response.</p> <p>(Additional Information: To meet this requirement, Respondents must include a narrative and performance measurements demonstrating that the proposed ITSM service delivered 99.999% high availability over the course of the 2014 calendar year.)</p>			
<p>The proposed ITSM managed service must be ISO 27001 certified.</p>	<p>(Additional Information: To meet this requirement, Respondents are requested to include the certificate with their response. In the alternative, Respondents may confirm in their response that the proposed ITSM solution is ISO 27001 certified and then must provide the certificate to SSC within 48 hours when requested during evaluation.)</p>			
<p>The proposed ITSM managed service must be based on industry-norm/standard ITIL V3 (2011) processes.</p>	<p>(Additional Information: To meet this requirement, Respondents must confirm that the proposed ITSM solution is based on industry-norm/standard ITIL V3 (2011). This is subject to verification by SSC during evaluation.)</p>			
<p>The proposed ITSM managed service must include back-ups that are created at least once daily and are stored in a physically separate location in Canada from the primary data.</p> <p>The proposed ITSM managed service must store data redundantly in at least two separate data centres separated geographically by at least 100 km.</p>	<p>Address of Primary Data Location</p>			
	<p>Address of Secondary Data Location</p>			
	<p>Description of proposed ITSM solution existing back-up process and operations and how redundancy is achieved</p>			

<p>The proposed ITSM managed service must support communication with other managed service providers (MSPs), at the application programming interface (API) level.</p>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative regarding how the proposed ITSM solution communicates with other MSPs at the API level.)</p>	
<p>The proposed ITSM managed service must be fully operational and ready for use (RFU) within 30 calendar days of contract award.</p> <p>For the purposes of this requirement, RFU means that the ITSM managed service is available:</p> <ul style="list-style-type: none"> <li>a. to SSC employees across Canada;</li> <li>b. for population with non-SSC data for testing;</li> <li>c. ready for SSC/Vendor to start configuring processes; and</li> <li>d. ready for SSC/Vendor to load configuration items.</li> </ul>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative explaining how the proposed ITSM solution would be deployed and made RFU within 30 days.)</p>	
<p>The proposed ITSM managed service must be configurable (without customization) to meet each of the following requirements:</p> <ul style="list-style-type: none"> <li>a. Facilitate product updates while maintaining client configuration;</li> <li>b. Ability to adjust and adapt process; and</li> <li>c. Ability to add or modify data elements to meet changing requirements, without affecting the ability to perform product upgrades.</li> </ul> <p>For this requirement, “configuration” without “customization” permits the existing tool to be adjusted to the customer’s circumstances without any new software code being written.</p>	<p>Additional Information: To meet this requirement, Respondents must provide a narrative explaining the functionality in the proposed ITSM solution that does the following through configuration of the ITSM solution, without customization:</p>	
	<p>a. facilitates product updates while maintaining client configuration</p>	
	<p>b. allows the customer to adjust and adapt the ITIL V3 (2011) processes</p>	
<p>c. allows the customer to add or modify data elements without affecting the ability to perform product updates</p>		

<p>The proposed ITSM managed service must protect all stored data associated with the service in a facility in Canada that is, effective on the contract award date (i.e., without customization), suitable for the storage of data up to and including Government of Canada Protected B level.</p>	<p>Additional Information: To meet this requirement, Respondents must provide a narrative explaining how the proposed ITSM solution protects all stored data associated with the service in the facility suitable for the storage of data up to and including Government of Canada Protected B level.</p>	
	<p>Additional Information: To meet this requirement, Respondents must provide a copy of their Facility Security Clearance (FSC) at the appropriate security level demonstrating how their facility hosts data up to and including Government of Canada Protected B level.</p>	
<p>The proposed ITSM managed service must encrypt all data using Advanced Encryption Standard (AES) 128-bit encryption or stronger and SSC must control access to the only encryption key (i.e., the Respondent or OEM cannot control the encryption key).</p> <p>CSE Approved Encryption Algorithm Bulletin</p> <p><a href="https://www.cse-cst.gc.ca/en/system/files/pdf_documents/itsb111-eng.pdf">https://www.cse-cst.gc.ca/en/system/files/pdf_documents/itsb111-eng.pdf</a></p>	<p>Respondents must include a narrative explaining the encryption standards used in the proposed ITSM managed service</p>	
	<p>Respondents must include confirmation that the encryption key can be controlled exclusively by the customer</p>	
<p>The proposed ITSM managed service must include functionality to support the investigation of security incidents by SSC, including by providing operational logs for forensic investigation, which SSC will use solely for the purpose of assisting GC in investigating incidents.</p>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative explaining the functionality availability in the proposed ITSM managed service to support the investigation of security incidents. The response must include information about operational logs being provided for forensic investigation.)</p>	

<p>The proposed ITSM managed service must be a single, integrated system built as a single technological platform, meaning it must be based on a single architecture.</p>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative explaining how the proposed ITSM solution was built based on a single architecture.)</p>	
<p>The proposed ITSM managed service must be a single, integrated system built as a single technological platform, meaning it must be based on a single data and process model.</p>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative explaining how the proposed ITSM solution was built based on a single architecture.)</p>	
<p>The proposed ITSM managed service must be a single, integrated system built as a single technological platform, meaning it must be based on a single user interface.</p>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative explaining how the proposed ITSM solution was built based on a single user interface.)</p>	
<p>The proposed ITSM managed service must be a single, integrated system built as a single technological platform, meaning it must be based on a single workflow engine.</p>	<p>(Additional Information: To meet this requirement, Respondents must provide a narrative explaining how the proposed ITSM solution was built based on a single workflow engine.)</p>	
<p>The proposed ITSM managed service must include functionality for performing project management by tracking cost, performance and schedule, including the planning and utilization of resources. In order to qualify, the project management functionality can be in accordance with industry norms and does not necessarily need to follow a specification; however, it is a requirement that this functionality be part of the single, integrated system built as a single technological platform required above. This functionality must have been part of the proposed ITSM managed service for at least 2 years prior to the submission closing date.</p>	<p>Respondents must describe the functionality in the proposed ITSM managed service for project management by tracking cost, performance and schedule, including the planning and utilization of resources</p>	
	<p>Respondents must describe how this functionality is part of the single, integrated system and platform</p>	

	Respondents must confirm (and provide evidence upon request during evaluation) that this functionality has been part of the proposed ITSM managed service for at least 2 years	
<p>The proposed ITSM managed service must include functionality allowing SSC resources to record and track their time against individual tasks and projects. In order to qualify, the time keeping/card management functionality can be in accordance with industry norms and does not necessarily need to follow a specification; however, it is a requirement that this functionality be part of the single, integrated system built as a single technological platform required above. This functionality must have been part of the Respondent's proposed ITSM managed service for at least 2 years prior to the submission closing date.</p>	Respondents must describe the functionality in the proposed ITSM managed service for recording and tracking time spent by SSC resources on individual tasks and projects	
	Respondents must describe how this functionality is part of the single, integrated system and platform	
	Respondents must confirm (and provide evidence upon request during evaluation) that this functionality has been part of the proposed ITSM managed service for at least 2 years	
<p>The proposed ITSM managed service must include demand management functionality. ITIL v3 (2011) defines demand management as the process that seeks to understand, anticipate and influence customer demand for services and the provision of capacity to meet these demands.</p> <p>The proposed demand management solution must include the ability to identify and analyse patterns of business activity.</p> <p>The proposed demand management solution must have the capability to analyse user profiles in order to aid the understanding of typical user profiles demand for services.</p>	Respondents must describe how this functionality is part of the single, integrated system and platform.	
	Respondents must confirm (and provide evidence upon request during evaluation) that this functionality has been part of the proposed ITSM managed service for at least 2 years.	

<p>The proposed solution must work with capacity management in order to ensure that adequate resources are available at the appropriate levels of capacity to meet the demand for services.</p>	<p>Respondents must demonstrate that they have understanding of business activity and how they influence or analyse patterns of behaviour.</p>	
	<p>Respondents must demonstrate how they identify sources of demand and workload characteristics.</p>	
	<p>Respondents must show how demand management will be integrated with monitoring and analytics tools.</p>	



## **ANNEX B – PRELIMINARY SECURITY REQUIREMENTS CHECKLIST (SRCL)**

(Please see separate attachment)

## FORM 1 – RESPONSE SUBMISSION FORM

Invitation to Qualify No. 15-31240-0/A Response Submission Form		
Respondent's full legal name  <i>In the case of a joint venture, please identify all members.</i>		
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name Title Address Telephone # Fax # Email	
Respondent's Procurement Business Number (PBN)  <i>Please see SSC's Standard Instructions. Please make sure that your PBN matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.</i>		
Requested language for future communications regarding this procurement process – please indicate either French or English		
Requested Canadian province or territory for applicable laws		
Respondent's Proposed Site or Premises Requiring Safeguard Measures and document safeguarding security level	Street Address with Unit/Apartment, if applicable City Province/Territory/State Postal Code/Zip Code Country	
Security Clearance Level of Respondent  <i>Please ensure that the security clearance matches the legal name of the Respondent. If it does not, the security clearance is not valid for the Respondent.</i>	Clearance Level Date Granted Issuing Entity (PWGSC, RCMP, etc.) Legal name of entity to which clearance issued	
On behalf of the Respondent, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by reference into the ITQ, and I certify and agree that: 1. The Respondent considers itself and its proposed solution able to meet all the mandatory requirements described in the ITQ; 2. All the information provided in the response is complete, true and accurate; and 3. The Respondent agrees to be bound by all the terms and conditions of this ITQ, including the documents incorporated by reference into it.		
Signature of Authorized Representative of Respondent		