

RETURN BIDS TO :

**RETOURNER LES
 SOUMISSIONS À:**

Bid Receiving Shared Services Canada
 | Services partagés Canada
 180 Kent Street
 13th Floor
 Ottawa, ON K1G 4A8

**REQUEST FOR PROPOSAL
 AMENDMENT #1**

**DEMANDE DE
 PROPOSITION**

Proposal To: Shared Services
 Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition aux: Services partagés
 Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées

Instructions : See Herein

ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction

Instructions: Voir aux présentes

énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Comments - Commentaires

**This document contains a Security
 Requirement**

**Vendor/Firm Name and address
 Raison sociale et adresse du
 fournisseur/de l'entrepreneur**

Issuing Office – Bureau de distribution
 Shared Services Canada
 180 Kent Street
 13th Floor
 Ottawa, ON K1G 4A8

Title – Sujet SBIPS – ITSM Process Maturity Solution	
Solicitation No. – N° de l'invitation 10052799	Date 12-May-2017
Amendment	1
Client Reference No. – N° référence du client RAS 16-43488	
Buy & Sell Reference No. – N° de reference de SEAG 10052799	
File No. – N° de dossier 10052799	SBIPS SUPPLY ARRANGEMENT EN537-05IT01.
Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 09-June-2017	
Time Zone Fuseau horaire Daylight Saving Time DST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Julie Bampton	
Buyer Id – Id de l'acheteur C09	Telephone No. – N° de téléphone : 613-790-5915
FAX No. – N° de FAX	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

QUESTION #	QUESTION	ANSWER
2	In April 2017 PSPC released a similar bid in size and scope to what you are requesting in this RFP however bidders were given from April 3 rd to May 31 st to respond. Given the similarity in complexity of the response requested for this bid we are formally requesting an extension until at least June 30 th	The Crown will grant an extension until June 9, 2017 @2:00pm
3	<p>Considering the specific nature of this SBIPS RFP requirement and the scope as presented in the RFP SOW, we propose that bidders be allowed to partner with another firm who is also qualified under the SBIPS in T2 Stream 1. Our proposal is for a partnership that includes 1 Prime bidding company and 1 Sub-contractor company to the Prime. This will allow 2 bidders, both qualified under the SBIPS T2 Stream 1, to pool their experience and resource expertise together in order to meet the RFP requirement and, if awarded, in order to ensure success of the project. Our proposal will benefit SSC in allowing a larger number of bidders to present proposals resulting in more competitive pricing and will provide access to a wider range of solution options. It will also result in SSC having the opportunity to work with a bidder that can offer a broad base of expertise covering all knowledge areas of this RFP while maintaining a hands-on approach that is more typical of medium-size firms.</p> <p>In light of the above, can you please confirm if a qualified SBIPS – Tier 2 – Stream 1 vendor can partner with another qualified SBIPS – Tier 2 – Stream 1 vendor and combine their experience to respond to this RFP? One vendor will be prime and SSC's point of contact, and the other vendor will be a subcontract to the prime.</p>	Canada confirms that a vendor who is qualified under the SBIPS Tier 2 Stream 1 will be allowed to partner with other vendor(s) who also qualify under the SBIPS in T2 Stream 1. Under this arrangement one vendor will be designated as the prime and the other(s) will be designated as subcontractors to the prime. The designated prime will provide the bid response on behalf of the designated subcontractor(s). The designated prime will assume overall accountability for all deliverables of the bid response and be the central point of contact to Canada if the combined bid is successful at contract award.
4	Given the complexity of the requirements and the extensive level of effort required to respond to this RFP, as well as the number/frequency of Government of Canada RFPs currently in circulation, we respectfully request the Crown provide a 3 week extension to June 16, 2017 in order to allow bidder's sufficient time to prepare a response.	The Crown will grant an extension until June 9, 2017 @2:00pm
5	With the RFP document there is reference to a pricing annex but none was with the bid. IS it the intention to send out a pricing template?	The pricing table is located in Annex B. Bids are to be completed in accordance with Annex B.
6	Section R1-2 - In order to gain the maximum points the bidder must supply a reference with over 250K users. Given that there is only the Federal government that has that many users in Canada and Service Now does not have that reference throughout their partner channel that can meet this requirement leaving only BMC/IBM in apposition to gain the full point value . We request that the requirement be changed to 100K	The requirement will remain as stated in the evaluation criteria. For evaluation purposes the option is for the bidder to supply a reference that has an ITSM process solution implementation on a large scale (over 250,000 users). The reference does not have to be a Canadian reference/ implementation.
7	Is the release of a package incorporated with the new ITSM tool or is it the release with the current tool?	The release packages must allow implementation with the ITSM products described in section 3.1.3 Technology Scope. The release packages do not need to be implemented with any other ITSM

		products, including any currently in use by Canada.
--	--	---