

**RETURN BIDS TO :**

**RETOURNER LES  
 SOUMISSIONS À:**

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

**REQUEST FOR PROPOSAL  
 AMENDMENT #2**

**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  
 13<sup>th</sup> Floor

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

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

Ottawa, ON K1G 4A8

QUESTION #	QUESTION	ANSWER
8	IS the concept that the work packages will be done in Parallel ?	Release packages are meant to align to the work to be completed. For year one, all ten processes are to be implemented according to the timelines identified (i.e. for Release Package A - all processes within six months, Release Package B within nine months, and Release Package C within twelve months.) It is at the bidder's discretion when to initiate work on each process.
9	in order to provide the Crown with a complete and valuable proposal we require an extension of 3 weeks.	Answered See Q&A #2 The Crown will grant an extension until June 9, 2017 @2:00pm
10	<p>With respect to 4.2 Technical Evaluation, (d) Reference Checks, the Crown states "...Points will only be allocated if the reference customer is an outside client of the Bidder itself and not that of an affiliate (for example, the outside client cannot be the customer of an affiliate of the Bidder.)"</p> <p>Many organizations in the current list of QRs operate through different legal entities, for tax and legal purposes and this clause will effectively preclude them from using references from outside of Canada. Given the extent of the experience requirement that SSC is seeking, this limitation could unduly limit competition under this procurement without any attendant benefit to Canada.</p> <p>Moreover, our experience on a number of recent Government of Canada (GoC) procurements is that the Crown usually accepts references from "subsidiaries" and "affiliates" of the Bidder in addition to those from the Bidder itself as this approach maintains the principle that the reference experience is available to the Crown while not penalising a Bidder for how it chooses to set-up its corporate structure. In order to allow for a wider array of bidders to participate in this procurement we respectfully request that the Crown accepts references from "subsidiaries" and "affiliates" of the Bidder in addition to those from the Bidder itself.</p>	Canada will accept references from "subsidiaries" and "affiliates". 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 bid is successful at contract award.
11	We would like to request an extension of 3 weeks (June 15 <sup>th</sup> )	Answered See Q&A #2 The Crown will grant an extension until June 9, 2017 @2:00pm
14	Are there any plans to make changes to the Infrastructure? Are there any blackout dates scheduled that are associated to those plans?	SSC infrastructure changes should not impact responses to this RFP. Information needed by the winning bidder can be provided during the solution setup phase.
15	Are there any cloud related activities such as changes, migrations or additions?	SSC cloud related activities such as changes, migrations or additions should not impact responses to this RFP. Information needed by the winning bidder can be provided during the solution setup phase.

16	Are there any personnel changes?	SSC personnel changes should not impact responses to this RFP. Information needed by the winning bidder can be provided during the solution setup phase.
17	Are there any anticipated workload changes?	If workload changes are required, an amendment will be issued for the existing RFP.
19	<p>This RFP response represents a very significant effort from bidders including the analysis of extensive documentation and the development of complex documents. The time provided for bidders to prepare their proposed plans, demonstrate substantial past experience, in addition to qualifying 7 candidates is not sufficient considering the level of effort required. In addition, we are still waiting on an answer to an important question that will affect the way we prepare our response.</p> <p>Given the above, we ask that SSC please consider extending the RFP closing date to June 23rd to provide bidders with sufficient time to prepare comprehensive, well thought out proposals for SSC evaluation.</p>	Answered See Q&A #2 The Crown will grant an extension until June 9, 2017 @2:00pm
20	Please confirm that US and international Reference projects performed by the bidder's Ultimate Parent company, the company that controls the bidder, are acceptable.	Question #10 response - Canada will accept references from "subsidiaries" and "affiliates". 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 bid is successful at contract award.
21	Would SSC consider changing the end user count of 250,000, specified in R1-2, to 150,000, to promote a broader competitive proponent field, noting that from a scale and complexity perspective, implementations supporting 150,000 and 250,000 users are largely similar?	Please see response to Question #6.
22	With respect to reference customers and qualifications as they pertain to scoring in mandatory and rated criteria; Considering that many large global consulting firms are organized as structured affiliated organizations, would SSC consider allowing the use of parent and/or affiliate qualifications? SBIPS solicitations of this magnitude are expected to benefit from expertise and talent available to such global firms.	Please see response to Question #10.
23	Annex C, Technical Evaluation, a) Mandatory Criteria, Key Resource Qualification, b. ITSM Transformation Lead – It is requested that the requirement be amended to also consider a resource with fifteen (15) or more years of experience as a BTA and who also possesses an ITIL Foundations certification as compliant. Alternatively, it is requested that the certification requirement be removed from the Mandatory Criteria and be made a Rated Criterion.	The requirements for Key Resources are specified in the RFP. It is not in the best interest of SSC to relax the requirements for key resources as described.

24	Annex C, Technical Evaluation, a) Mandatory Criteria, Key Resource Qualification, c. Senior OCM Manager – It is requested that the requirement be amended to also consider a resource with fifteen (15) or more years of experience as a change management consultant as compliant. Alternatively, it is requested that the OCM certification requirement be removed from the Mandatory Criteria and be made a Rated Criterion.	No, the requirement will remain as is.
25	Annex C, Technical Evaluation, a) Mandatory Criteria, Key Resource Qualification, e. ITSM Process Re-engineering Consultant – It is requested that the requirement be amended to also consider a resource with fifteen (15) or more years of experience as a business process re-engineering consultant as compliant. Alternatively, it is requested that the OCM certification requirement be removed from the Mandatory Criteria and be made a Rated Criterion.	No, the requirement will remain as is.