

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 #3**

**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

Title – Sujet SBIPS – ITSM Process Maturity Solution	
Solicitation No. – N° de l'invitation 10052799	Date 18-May-2017
Amendment	3
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

Ottawa, ON K1G 4A8

QUESTION #	QUESTION	ANSWER
13	<p>On Page 43 – Section 3.1.3 of the RFP it states:</p> <ul style="list-style-type: none"> • “The Contractor’s “SSC ITSM Process Maturity Solution” must be appropriately designed and delivered to allow for technology implementation. SSC will be targeting a state of the art ITSM tool (e.g. tools recognized in Gartner’s “Magic Quadrant for IT Service Support Management Tools”). SSC will determine the ITSM tool to be utilized as part of the ITSM technology solution at a later date.” • Questions for SSC: <ol style="list-style-type: none"> 1) Since the technology solution will be determined at a later date, is there an existing ITSM toolset (either internal or purchased) that we will need to interface with? 2) Are there any other tools that interface the ITSM toolset such as event monitoring or discovery tools? 	<p>The contractor is not being asked to develop interfaces between the new ITSM solution and any ITSM tools currently used by SSC. However, the contractor will develop the configuration requirements for the new ITSM solution to allow interfaces with the ITSM tools used by SSC’s customers.</p> <p>Similarly, the contractor will develop configuration requirements for the new ITSM solution to allow interfaces with SSC’s current and future monitoring and discovery tools.</p>
18	<p>Are any of the documented “Actions Required to Close the Gap” in the Process Maturity Assessment Document dated October, 2015, been implemented? If so, which ones and to what extent have they been completed?</p>	<p>The process maturity assessment of 2015 recommended a very broad range of actions to close the gap between SSC’s current and desired levels of maturity. In the almost two years since that assessment was made SSC has initiated work on many of these recommendations and others.; however, given the sweeping nature of the recommendations, it would not be possible to report on the status without completing a new process maturity assessment, which has not been done. Much of the activities and deliverables described in the SOW for this RFP flow directly from these recommended actions and so cannot be considered complete. The materials provided as part of the reading room materials demonstrate the current state of the processes, catalogue and CMDB as of RFP release.</p>
26	<p>In Amendment 1, Answer #3, SSC confirmed that vendors could partner with another SBIPS qualified vendor to respond to solicitation 10052799. Could SSC please confirm that the qualifications and experience from both vendors can be used to qualify under the requirements of the bid solicitation?</p>	<p>Confirmed – however, 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..</p>
27	<p>Currently rated requirements for R1-2 state the bidder must provide customer reference where the reference project was used on the large scale with IT staff supporting greater than 250,000 end users to gain maximum points.</p> <p>We agree with the crown that bidders must demonstrate that they have prior experience delivering solutions which are on a similar scale as Shared Services Canada (SSC). However, using number of supported users is not an accurate</p>	<p>Canada will retain the requirement as stated.</p>

	<p>benchmark to gauge scale of the solution. We believe using number of users as a unit measure does not identify complexity of ITSM process and underlying procedures.</p> <p>ITSM Process maturity and complexity is not dependent on number of users rather number of complex requirements and touch points provided by different business groups within the organization. As this solicitation is about ITSM process maturity, number of users become less important. More importantly ISO 20000:2011 does not use number of users as a key qualifier while implementing the standard.</p> <p>We respectfully ask the Crown to use an alternative measure of number of supported business units or separate entities with varying degree of requirements to demonstrate scale and complexity of the solution. This will allow the bidders to demonstrate their capability in delivering solutions which are closely related to the requirements stated in Annex A of the solicitation.</p> <p>We recommend that the rated requirement be changed to the following:</p> <p>The Bidder must provide a description of the scope (scale) of the ITSM Process Maturity Solution for each customer reference project.</p> <p>Up to 6 points will be allocated per customer reference based on the Bidder's description of the scope (scale) of the ITSM process maturity solution:</p> <p>Up to 18 points will be allocated based on the combined score for the 3 customer reference projects.</p> <p>Customer Reference Projects will be scored as follows:</p> <ul style="list-style-type: none"> • 6 points if the description demonstrates that the customer reference project is very similar to the work requested in Annex A based on the scale of the work conducted for the customer reference; having implemented the Solution, used on a large scale, with IT staff supporting 5 or more business units with varying set of requirements • 4 points if the description demonstrates that the customer reference project is moderately similar to the work requested in Annex A, based on the scale of the work conducted for the customer reference; having implemented the Solution, on a medium scale, with IT staff supporting 4 or more business units with varying set of requirements • 2 points if the description of the customer reference project is minimally similar to the work requested in Annex A, based on the scale of the work conducted for the customer reference; having implemented the Solution, on a smaller scale, with IT staff supporting 2 or more business units with varying set of requirements and • 0 points if the description does not demonstrate that the customer reference project is similar to the work requested in Annex A, based on the scale of the work conducted for the customer reference; having not implemented the Solution with IT staff supporting 2 or more business units with varying set of requirements. 	
28	Page 9 – Substantiation of Technical Compliance Form	There is no technical bid

	states: "The technical bid must substantiate the compliance of the Bidder and its proposed solution with the specific articles of Annex A (Statement of work) identified in the Substantiation of Technical Compliance Form, which is the requested format for providing substantiation." The form appears to be missing from the RFP. Could SSC please forward a copy of the form for Bidders to complete and include as part of their submission.	substantiation form; bidders are expected to complete Annex B - Evaluation Criteria.
29	please clarify the following?: Annex C, Technical Evaluation, a) Mandatory Criteria, Key Resource Qualification, a. Senior Project Manager – It is requested that the requirement be amended to also consider a resource with fifteen (15) or more years of experience as compliant. Alternatively, it is requested that the certification requirement be removed from the Mandatory Criteria and be made a Rated Criterion.	Canada will retain the requirement as stated. Canada requires certification for certain key resources irrespective of the number of years of experience.
30	please clarify the following?: Attachment C.1 Rated Technical Evaluation, Past Experience and Performance (R1-x) – Given the size, scope and complexity of the requested solution, as well as the nature of the reference requirements, it is requested that Bidders be able to meet these requirements (R1-1 through R1-5 inclusive) through a combination of Prime and subcontractor references.	Please see the response to question 26.