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 #5

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

Page 1 of 7

Title – Sujet		
SBIPS – ITSM Process Maturity Solution		

Solicitation No. – N° de l'invitation	**Date**
10052799	31-May-2017

Amendment	5

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	**SBIPS SUPPLY ARRANGEMENT**
10052799	EN537-05IT01.

Solicitation Closes – L'invitation prend fin	**Time Zone Fuseau horaire** Daylight Saving Time DST
at – à 2 :00 PM **on – le 23-June-2017**	

F.O.B. - F.A.B.
Plant-Usine: ☐   **Destination:** ☑   **Other-Autre:** ☐

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
1	Annex C: Security Clearance: The Bidder will be evaluated with respect to the mandatory security clearance requirements. These requirements apply at the time of contract award. If SSC is ready to award the contract, but has not yet received these documents from the Bidder, SSC will provide the Bidder with 5 working days to submit the outstanding documents. After that time, whether or not to delay the award is entirely within the discretion of SSC The SRCL indicates that proposed staff will require Reliability level clearance. Based on the above, this clerance needs to be in place at the time of contract award. Should we need to leverage our experienced global consultants (who do not have Reliability clearance) at the time of contract award, how can this be achieved ? Our understanding is that an application for Relaibility clerance cannot be initiated until they are physicaly in Canada (typically post award).	As per PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS 6.1 Mandatory at Bid Closing - Security Requirement the bidder must hold a valid facility clearance at Bid Closing. SSC requires that the roles of the Project Manager and ITSM transformation lead hold a Canadian clearance level of Reliability at time of Contract award and the remaining roles must hold a national security level equal to Reliability as per the international industrial security agreement. Our understanding that international security can be requested at any time during the solicitation to start the application of clearance. See attached link for details: http://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html Once the contract is awarded SSC will follow the task authorization process in Section 7.2 of the contract terms and conditions. Once a tasking request is prepared the firm must be prepared to have resources hold a clearance level of Reliability to complete the work outlined at Task authorization award stage.
12	In responding to the CMDB strategy plan requirement (Page 10 –vii – CMDB Strategy section) it states: • "The Bidder should include a proposed draft CMDB Strategy plan, which demonstrates that the Bidder's proposed CMDB Strategy meets all the rated requirements for strategy described in this RFP" We understand that SSC is involved in an overarching SACM process which is described in the RFP (Page 62 - SSC's Enterprise CMDB Initiative Section) as being in its embryonic stages. Further, the RFP (Pages 40-41 - 3.1.2 ITSM Processes Scope), has Service Asset and Configuration Management (SACM) is listed in Release Package 1 (as a Core Process) and Service Level Management (SLM) is in Release Package 2. In our experience, and as specified in ITIL, the purpose of Service Configuration Management goes beyond the CMDB and a CMDB Strategy. ITIL specifies that	1)SSC has sequenced the implementation based on a combination of operational needs, vendor consultations and industry best practices. Improving the scope and quality of information held in SSC's existing CMDB is a particular operational need. The CMDB enhancement project was initiated to address some of the key issues. Service Asset and Configuration Management (SACM) are listed in Release Package 1 (as a Core Process) and Service Level Management (SLM) is in Release Package 2 with a view that these processes can be improved in a

a service has to be defined as part of a CMDB and subsequently SACM. This means that SLM needs to be in place in order to define the SACM process.

Questions for SSC:
1)How does the SSC's existing CMDB strategy relate to the current ITSM Process Maturity for SLM and Service Catalog as it related to SACM?

2)   What improvements have been made in the SLM, SACM, Service Catalog process areas or the CMDB based on the documented "Actions Required to Close the Gap" in the Process Maturity Assessment Document dated October, 2015?

logical sequence aligned with SSC's needs.

2)   The following SLM, SACM and Service Catalogue process area improvements have been made since the Process Maturity Assessment was completed in October 2015:

SLM: SSC has yet to define a formal SLM process. However, a number of improvement activities are underway. These include the establishment of a core set of service standards (service levels) for services included in the service inventory, and the establishment of a service review approach for catalogue services once they are 'authorized' and operational. A broader Continual Service Improvement pilot has also just been completed and is currently being rolled out.

Further reference can be found in the following reading room materials:
•   Service Lifecycle Management Model-intranet (Undated) and Service Authorization Process Definition (Dec. 2016) documents
•   Service Requirements Template (May 2016) and Service Blueprint Template (Performance Management section) (Feb. 2017)

SACM: Improvement efforts are focused on CMDB enhancement. Further reference can be found in the following reading room materials:
·   CMDB Enhancement Update (Dec. 2016)
·   Enterprise Control Desk (SSC's current ITSM tool) CMDB data model (Jan. 2017)
·   Service Management Process Development Dashboard (Mar. 2017)

Service Catalogue: Multiple improvements have been made. These include: the definition and identification of customer-facing and underpinning services, the establishment of a services inventory, the collection of required service catalogue information for services in the inventory, the publishing of a customer/user view of services, the development of formal

		Service Catalogue process documentation, and the development of an evolution plan. Further reference can be found in the following reading room materials: • Services Inventory (Undated) • SSC Technical Services (Feb. 2017) • Service Catalogue Evolution (Jan. 2017) • Process related documents (Service Catalogue Management Process Definition (Feb. 2016), Service Catalogue Content Management Operational Processes (Mar. 2016), Service Catalogue Functional Guide (Jun. 2016)) • Service Catalogue Information Template (Feb. 2017)
36	**Reference:** Section 2.2 Submission of Bids (page 6 of 105) and Section 3.1 Bid Preparation Instructions (page 8 of 105) Section 2.2 Submission of Bids, Point (b) states that "due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail will not be accepted." But Section 3.1 Bid Preparation Instructions states "Canada will accept electronic copies of the response e-mailed to: Julie Watson-Bampton, julie.bampton@canada.ca" **Kindly confirm if submission via email will be accepted.**	Canada will accept electronic submission. Email: Julie.bampton@canada.ca.

45	**Reference:** Section 3.3 SSC ITSM Process Maturity Solution Deliverables (Pages 55-61)
	On page 61 these are headings for the Implementation Plan, OCM Strategy and Plan, and Activity Plan.
	There is no heading or timeline provided for updating the CMDB Strategy.
	There is also no delivery listed in section 3.3 for the CMDB Strategy.
	
	    a) **Will the vendor be required to update the CMDB Strategy after contract award?**
	
	    b) **If yes, how long will the vendor have to make the required updates?**
	
	    c) **If yes, can Canada provide guidance similar to the details found on page 61 for the Implementation Plan, OCM Strategy, and Activity Plan?**
		The bidder is required to provide a draft CMDB strategy as part of their bid package (requirement R2-4). The CMDB strategy is part of the CMDB design, which is part of Release Package A along with the SACM process (section 3.2.1 ITSM Process Scope, page 42). Therefore, an updated CMDB strategy will required along with the other deliverables of Release Package A.
		
		More detailed timelines were provided for the Implementation Plan, OCM Strategy and Activity Plan as these documents are not tied to a Release Package. As the CMDB strategy is included in Release Package A, no additional guidance is provided beyond the timelines provided in Table 1.

46	Given the extensive level of effort required to submit a qualifying response to this RFP (e.g., locating and gridding qualified resources against two sets of stringent requirements, developing four separate draft deliverables, navigating internal approval processes, managing the legal intricacies of potential partnerships, etc.) will the Crown	See amendment #4 – SSC has granted an extension until June 23, 2017. All enquiries must be submitted in

	please provide a two week extension, amending the closing date to: June 23rd 2017?	writing to the Contracting Authority no later than June 12, 2017@2:00pm Enquiries received after that time may not be answered.
53	Page 6 – Section 2.2 – Submission of Bids indicates bids transmitted by facsimile or electronic email will not be accepted however the Bid Preparation Instructions on (page 8) indicate Canada will accept electronic copies of the response Can SSC please confirm either submission format is acceptable? b) Does SSC have a limitation on the size of email attachments that can be received?	Canada will accept electronic submission. Email: Julie.bampton@canada.ca. The size limit for SSC email, per email message, is 10 MB.
54	Page 72 – Annex B: The RFP requests firm all-inclusive price for work performed under this contract. This is followed by Professional Services requesting firm per diem rates. a) Could the crown clarify if this is for firm all-inclusive price (fixed price) or time and materials (per diem) services? b) If firm all-inclusive price what is the sign-off process for changes throughout the contract?	This is to confirm that it is both a firm fixed all inclusive price and time and materials. As per Annex B The Crown is requesting a firm fixed all inclusive price for the 4 initial deliverables. 1. Implementation Plan 2. Organizational Change Management Strategy 3. Project Management Function – Activity Plan 4. CMDB Strategy The Crown is also asking for Firm Per Diem rates as time and material for services to be called up through a task authorization as per section 7.2 Task authorization and Annex G task authorization Procedures. The Sign off process for changes are through the Task authorization process
64	Regards to section 3.3 SSC ITSM Process Maturity Solution Deliverables, Page 55: Can SSC please confirm that the implementation phase includes the 21 deliverables listed in this section only?	Correct. The SSC ITSM Process Maturity Solution includes 21 deliverables at various stages of the project as follows: The Implementation Plan (#4), the Activity Plan (#5), and the OCM Strategy (#16) are to be initially developed as part of the Bid Response, and are to be updated as part of the "Solution Setup" phase, 30 days, 45 days, and 30 days, respectfully, after contract award. The OCM Plan (part of #16) is required for 30 days after contract award based on the OCM Strategy. The CMDB Strategy is a requirement of the Bid Response and should form

| | | the basis for the development of the Bidders CMDB Data Model and Design Document (#7).

The ITSM Process Maturity Solution Project Team Structure (#1), the ITSM Process Maturity Solution Governance Structure (#2), the SSC Operational and Business Needs Document (#3), the ConOps for in-scope ITSM Processes (#9), the Process Improvement & Benefits Realization Strategy and Report (#18), and the Work Completion Acceptance Form (#20) are all to be completed during the 3 month "Solution Setup" phase.

Project Management Documentation (#6) contains various documents and is to be done as required over the life of the contract as are any required updates to the previous deliverables noted above.

The CMDB Data Model and Design Document (#7), the Service Catalogue Design Document (#8), Process Design Documentation for each in-scope process (#10), Process Readiness Assessment for each in-scope process (#11), Process Work Packages (#12), Process Guides (#13), Process Walk-Throughs (#14), Integrated Deployment Plan and Checklist (#15), and Training (#17) are to reflect and align with the delivery timeframes of the individual processes, and all subsequent updates to these processes, over the life of the contract.

The Process Improvement and Benefits Realization Final Report (part of #18), the SSC Program Organizational and Governance Structure (#19), and the Closeout Report (#21) are required for completion during the 3 month "Solution Closeout" Phase. |
| 65 | Annex A - Statement of Work
Section 3.1.3 Page – 42
Technology Integration Scope
- Catalog Design & Implementation
- CMDB Design & Implementation
There are 2 sections labeled 3.1.3 Technology Integration Scope - The first occurrence appears to be Catalog and CMDB design and integration design with the service | The CMDB data model and design is documented under section 3.1.2 and is to align with the timeframes for completion of the Service Asset and Configuration Management process (Release Package A). The Service Catalogue design is to align with the timeframe for completion of the |

| | management tool. Release Package A is 6 months in total which appears to include process design, Catalog/CMDB design, tool integration design, and setup in the tool. Please clarify if Catalog/CMDB design and integration design is expected to be completed within 3 months of process design commencement. Typically process design occurs first, then Integration Design (where process design and integration design can overlap somewhat), then implementation, then production release . Can the Crown please confirm if it will modify the schedule as suggested? | Service Catalogue Management process (Release Package B). The requirements documented in section 3.1.3 relate to the activities required for integrating/configuring each individual process within the ITSM tool and will align with the release of that process. |