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 4

Title – Sujet		
SBIPS – ITSM Process Maturity Solution		

Solicitation No. – N° de l'invitation	**Date**
10052799	05-Jun-2017

Amendment	6

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
at – à 2 :00 PM	Daylight Saving Time DST
on – le 23-June-2017	

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

Address Inquiries to : - Adresser toutes questions à:	Buyer Id – Id de l'acheteur C09
Julie Bampton	

Telephone No. – N° de téléphone :	FAX No. – N° de FAX
613-790-5915	

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
55	With respect to R2-2 ii. Organizational Change Management (OCM) Strategy, please clarify the definition of an Organizational Assessment and Capability Transfer Plan. Is the objective of this area to capture the impacts (people, technology, processes) of the changes on SSC or is it to identify the capabilities of the organization to implement and lead the changes?	Please see the changes made to section R2-2 ii. Organizational Change Management (OCM) Strategy which now reads as Sponsorship Strategy and vi. which now reads as Coaching Strategy Further information: Changes to RFP: R2-2 : Draft Organizational Change Management Strategy The Bidder must provide a draft Organizational Change Management (OCM) Strategy that must address the following areas as defined in Annex A, Section 3.3, each of which is one criterion for evaluation: i. Overall Strategy; ii. Sponsorship Strategy iii. Stakeholder Engagement Strategy; iv. Communication Strategy; v. Change Resistance Management Strategy; vi. Coaching Strategy; and vii. Sustainability Strategy (including Knowledge and Skills Transfer Strategy).
60	Regards the R2.5 'Key Resources', a) Senior Project Manager: For the mandatory criterion (page 73-Annex C), will SSC accept other relevant Project Management certifications such as MOP – Management of Portfolio Certifications, "MoP is closely aligned to the programme and project management methodologies outlined in MSP® and PRINCE2®, but focuses on the management of the change that is delivered by formalized project and programme management, rather than the individual initiatives" quoted from http://www.apmg-international.com/mop.aspx. Given its relevance to the RFP SOW, can you please confirm the MOP will be considered an acceptable certification to meet the certifications requirement of this category?	No, Management of Portfolio Certifications will not be considered an acceptable certification to meet the certification requirement for the Senior Project Manager. SSC recognizes the continuum and alignment between the practices of project, program and portfolio management. However, certification in Management of Portfolio (MoP) does not directly align with the accountabilities and responsibilities highlighted in Section 3.2.2 for the Senior Project Manager. The responsibilities of the Senior Project Officer require specific and demonstrated knowledge in project management methodologies to ensure effective project planning, execution, monitoring, control and close-out.
66	Annex A - Statement of Work Term "Partners" The Statement of Work refers to Partners". Please define the	"Partners" refers to the federal government organizations for whom SSC is mandated to provide email, data centre and telecommunications

	term "Partners" and if partners are internal to SSC, external to SSC, and/or other external suppliers	services. The partner organizations are listed in the following webpage: http://www.ssc-spc.gc.ca/pages/prtnrorg-orgprtnrs-eng.html
70	Annex A - Statement of Work

Can SSC please confirm that the ITSM Process Maturity Solution being requested DOES NOT include integration with other Service Providers that may be providing other services (i.e. Hosting, Network, Mobile, Cloud, etc.) and is only focused on internal SSC IT and its customers? | This is to confirm that the ITSM Process Maturity Solution is not required to integrate with SSC's service providers. However, the services they provide to SSC will be in scope for the ITSM Process Maturity Solution as they enable and support SSC's internal IT services and the IT services SSC offers to its customers. |
79	Will SSC confirm that the preliminary/draft Implementation Plan, OCM Strategy, Activity Plan and CMDB Strategy submitted as part of our response will remain property of the respondent, and will not be used in way by SSC in the event that the respondent is not successful in being awarded the work?	SSC confirms that the response will remain property of the respondent if they are not successful in being awarded the work.
84	With respect to R2-3 Project Management Functions, can the Crown clarify whether the reference to 'resource group' can be interpreted as the 'Categories of Personnel' that will be performing the work (e.g. Project Manager, Change Management Consultant, etc).	This is to confirm that "resource group" referenced in R2-3, does refer to the category of personal that will perform the work. The bidder may also indicate SSC or contractor resources described in sections 3.2.1 and 3.2.2.
85	With respect to customer reference projects for R1-1 to R1-5, due to client confidentiality considerations, the customer has requested to remain confidential until such time as the reference check is required at which point, the bidder can coordinate contact between the Crown and the reference. Can the Crown please confirm if that is acceptable?	SSC requires the bidder to provide the references information as best effort however, if the client reference wishes to remain confidential, the Crown will accept the bidder to coordinate between the Crown and the reference. If the Crown is not able to get hold of that reference the bidder will be deemed non-compliant. The bidder must indicate on bid submission that this is the reason for not including the customer information.
99	In Section 3.3, "SSC ITSM Process Maturity Solution Deliverables", SSC identifies several elements within Deliverable #4 including the following:
• Impact Management: A detailed analysis on the impact of any issues in order to minimize mitigate their impact to SSC
• Risk and Issue Management: The approach for managing risks and issues
In general, Risk and Issue Management includes the identification of risk events and issues, and at least a high-level assessment of their impact on an organization and associated response strategies. Can we assume that Impact Management differs from Risk and Issue Management in that it includes a more detailed analysis of the impact on SSC of risks or issues (e.g., expected resulting downtime, re-work	Correct. Risk and Issue Management involves the approach the Bidder will take for managing risks and issues associated with the activities noted in the Implementation Plan.
Impact Management builds on risk and issue management by including a detailed analysis of the issue or risk (e.g. expected resulting downtime, re-work requirements, etc.) to help minimize or mitigate the impact to SSC.

	requirements) to aid in the development of mitigation and/or recovery strategies?	
100	The RFP stipulates a solution set-up phase with elaboration on activities to be performed within a three-month window. Given that pricing is to be provided for four firm deliverables and role-based per-diems, is it Canada's intention to allow for a role-based TA following contract award to perform services related to the solution set-up phase?	Yes, Canada confirms that the intention is to issue a task authorization for the solution set-up phase at Contract Award.
112	Page 64, Section 5.2 Process of Acceptance. Please confirm that changes requested to process deliverables that have previously received sign off from SSC's ITSM Process Maturity Solution Authority would be addressed through the Task Authorizations.	This is to confirm that change requests will be addressed through the task authorizations.
113	Can SSC provide a calendar of the Federal Government Working Days?	We can provide the statutory holidays for 2017 New Year's Day January 2, 2017 Good Friday April 14, 2017 Easter Monday April 17, 2017 Victoria Day May 22, 2017 Canada Day Leave July 3, 2017 Civic Holiday August 7, 2017 Labour Day September 4, 2017 Thanksgiving Day October 9, 2017 Remembrance Day November 13, 2017 Christmas Day December 25, 2017 Boxing Day December 26, 2017