

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

Title – Sujet SBIPS – ITSM Process Maturity Solution	
Solicitation No. – N° de l'invitation 10052799	Date 12-Jun-2017
Amendment	9
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 23-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
68	<p>Annex A - Statement of Work Section 4.3. Page 62 SSC's Service Catalogue Initiative</p> <p>Can SSC please provide the number of current catalog items in the catalog, and the number of forecasted items in the re-designed catalog? And can SSC please confirm that Catalog loading (of catalog items) is not in-scope of the ITSM Process Maturity Solution and will be handled by SSC?</p>	<p>SSC has identified 27 customer-facing services in its service catalogue. SSC does not have an estimate or forecast for the total number of 'items' that would be included in a "fully-populated" catalogue but can offer the following guidance:</p> <ul style="list-style-type: none"> • 27 Customer-facing Services currently reside in the catalogue. The Service inventory document provided as part of the Background materials provides a description of these services. SSC has also recently identified three additional services as being 'in the pipeline' but not yet fully active. • Each Service may have multiple offerings: for example, Mobile device service includes five core offerings, each of which may have multiple models that can be requested. • Each service may trigger requests for multiple technical services as well. SSC is continuing to work on developing the full list but to date has identified 26 technical services. <p>The vendor will be required to migrate all items from the existing catalogue to the new ITSM solution. The vendor will not be required to load new catalogue items after the initial loading, however, the vendor will be required to develop the process to identify and load these items and to train SSC staff to complete this work.</p> <p>If provided, the data described in this Request for Proposal has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the services identified in this request for proposal will be consistent with this data. It is provided purely for information purposes.</p>
133	Section 4.1 Evaluation Procedures, c) (ii) Requests for	As per Answer #80, SSC will not be

	<p>Interviews states "If Canada wishes to interview the Bidder and/or any or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at a location specified by Canada".</p> <p>In response to Question 17 in Amendment #4, SSC stated that the oral presentation will not be mandatory. With the assumption that oral presentations may be requested, at the discretion of SSC, we have the following questions:</p> <p>A. Can SSC please provide the criteria for determining whether or not a Bidder and/or any or all of the proposed resources will be interviewed?</p> <p>B. Can SSC please describe how the oral presentation will be evaluated, and/or whether the oral presentation will influence the technical scores and selection decisions?</p>	<p>including a mandatory oral presentation component to the bid evaluation. In addition, SSC will not conduct interviews with resources proposed by the bidders.</p>
134	<p>The importance of partnering with a firm has never been more evident than it is now to support SSC in meeting its mandate for service improvements. The emphasis should be on finding the right partner (single firm) to work with, rather than a collection of resources. The current evaluation criteria is a mixture of firm and resources, which opens the door to proposing a team with minimal experience working with the prime vendors tools, methodologies and approaches. In addition, having the financial bid represent 30% of the total evaluation, places significant weight on resource costs, as opposed to assessing the value delivered by a true partnering arrangement.</p> <p>It behooves SSC to hire a PARTNER that brings a team of competent professionals and experts in their field who they can PARTNER with over the 5-year contract term, including some measurement of results. This team and partnership should and must be cohesive, and backed by a Firm that has proven experiences and successes.</p> <p>The RFP, as written, places significant weight on rates and on individual experience, rather than being evaluated as a Partnership with an emphasis on results. We appreciate that in response to Question 1, SSC requires 3 of the 7 resources to be from the Prime Bidder, which is a positive step towards evaluating the strength of the bidder to truly partner with SSC. In this context, we have the following questions:</p> <p>A. To provide greater emphasis on engaging a delivery partner will SSC award additional points to respondents who present themselves as a single firm and who have actually delivered the work presented in the references end-to-end?</p> <p>B. Will SSC award 10% of the points to respondents who present themselves as a single firm and who have</p>	<p>SSC has decided to allow partnership arrangements for this procurement and as such will not penalize the contractors or partnerships involved. Therefore SSC will:</p> <p>A) Not award additional points to respondents who present themselves as a single firm and B) Will not award 10% of the points to respondents who present themselves as a single firm . Canada has also decided that C) its original award of 30% to the financial bid is appropriate and will be maintained.</p>

	<p>actually delivered the work presented in the references end-to-end?</p> <p>C. Will SSC reduce the amount of points allocated to the Financial Bid from 30% to 20%, and increase the technical evaluation to 80%?</p>	
137	<p>Page 25 – Security Requirement states: “The contractor and/or its employees must each maintain a valid RELIABILITY STATUS, granted by Canada and approved by Shared Services Canada.” According to Part 6.1 this requirement must be met on bid closing.</p> <p>Do resources with Reliability clearances granted or approved by CIDSD/PWGSC meet the “granted by Canada and approved by Shared Services Canada” requirement at bid closing?</p>	See answer 1 – Amendment #5