

**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 #11**

**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  
 Ottawa, ON K1G 4A8

<b>Title – Sujet</b> SBIPS – ITSM Process Maturity Solution	
<b>Solicitation No. – N° de l'invitation</b> 10052799	<b>Date</b> 14-Jun-2017
<b>Amendment</b>	11
<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 12 :00 PM</b> <b>on – le 28-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>

QUESTION #	QUESTION	ANSWER
149	Based on the questions and answers that the Crown provided in amendments 8&9, we have had to change how we respond to the RFP requirements. Would the Crown please consider extending the submission due date 10 days to allow bidders appropriate time to effectively respond to the changes?	<p>Extension has been granted until June 28, 2017 @ 12:00pm (noon). There will be no further extensions</p> <p>The enquiries closing date remains unchanged and any enquiries received after June 12<sup>th</sup> @ 2:00pm may not be answered.</p>
150	We are still awaiting responses to some questions and additional questions will be submitted today. Can SSC provide an extension to June 30 or July 7th? Thank you.	<p>Extension has been granted until June 28, 2017 @ 12:00pm (noon). There will be no further extensions</p> <p>The enquiries closing date remains unchanged and any enquiries received after June 12<sup>th</sup> @ 2:00pm may not be answered. Extension has been granted until June 28, 2017 @ 12:00pm (noon)</p>
151	<p>The RFP (Page 2 of 105) indicates that “No Contractor is presently performing these services”.</p> <p>It is known that SSC, ITSM Branch employs many independent contractors and subcontractors. As per Government of Canada and SSC procurement policy, these independent contractors and subcontractors must be associated with a Firm, many of which are listed in B. Potential Bidders.</p> <p>Many of these subcontractors have been engaged with SSC for a significant period of time and in the early stages of the ITSM Process Maturity Solution program. Utilizing these independent contractors and subcontractors, provides those Firms that they are associated with an unfair advantage in both knowledge and relationships.</p> <p>To ensure that no potential bidder has an unfair advantage, will SSC:</p> <ul style="list-style-type: none"> <li>• Disclose the independent contractors and subcontractors who have worked within the SSC ITSM Branch over the past 12 months and prohibit Firms from using these independent contractors and subcontractors for the 7 Key Resources throughout the life of this engagement (60 months)?</li> </ul>	See Answer #32
152	Given the level of effort to provide Canada with a response to the complex RFP and the number of questions and answers that have been submitted. We respectfully request that Canada grants a one week extension to the current June 23rd close date.	<p>Extension has been granted until June 28, 2017 @ 12:00pm (noon). There will be no further extensions</p> <p>The enquiries closing date remains unchanged and any enquiries received after June 12<sup>th</sup> @ 2:00pm may not be answered.</p>
153	Given the size and complexity of the solution requirement, and the need to undergo time-consuming quality assurance and approval processes in order to ensure the submission of a fully-compliant proposal that provides optimal value to the Crown, we hereby request a one week extension to the bid close date.	<p>Extension has been granted until June 28, 2017 @ 12:00pm (noon). There will be no further extensions</p> <p>The enquiries closing date remains unchanged and any enquiries received after June 12<sup>th</sup> @ 2:00pm may not be answered.</p>

154	<p>I think it is in the Crown's best interest to extend the bid close date by one more week. A lot of effort goes into a bid of this size and complexity to ensure an optimal, compliant response is provided. Our team is deeply engaged – as others are I'm sure – and we would like to be able to provide the Crown with the best we are able to offer. Without an extension, we run the risk of not receiving the corporate approvals needed in order to submit a bid.</p> <p>We hope our request is being given the consideration it deserves.</p>	<p>Extension has been granted until June 28, 2017@12:00pm (noon). There will be no further extensions</p> <p>The enquiries closing date remains unchanged and any enquiries received after June 12th@2:00pm may not be answered.</p>
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