

**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 #12**

**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> 21-Jun-2017
<b>Amendment</b>	12
<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
141	Does SSC plan to issue most Task Authorizations based on Firm Price or based on Time and Materials to Maximum?	That is unknown at this time.
Two questions we received following the deadline for submission. The Crown believes there is value in providing the following response		
155	<p>Amendment #8 Question 105 Response 5Question:            Can SSC please provide what training storage and delivery mechanism will be available for online courses and if and how that mechanism tracks scoring and completion? OR is the Contractor expected to provide a Learning Management System as part of the solution?            SSC.</p> <p>Answer: SSC does not have an in-house mechanism to deliver and track training (such as SABA) nor does it have a Learning Management System. The vendor will be required to track online participants' registration, completion, exams and scoring until turned over to SSC. As per the table that outlines expected training approach under the Responsibilities: Organizational Change Management (see Training) in section 3.2.3, the vendor is also expected to provide web-based self-help for users of the new ITSM tool. Non web-based may also be possible if an alternative is considered appropriate. The vendor is also responsible for determining method of tracking registration, attendance, completions and scoring for training that is delivered by the vendor (train the trainer). Tracking and exams will not be required for the self-help training material. New question in response to the given answer:</p> <p>a) Can the Crown confirm that the Contractor is responsible to track online participants' registration, completion, exams and scoring for SSC IT personnel only (approx 4000 people) and not the partner/agency end-users, nor any external suppliers?</p> <p>b) 1.) Does SSC have SharePoint 2013/2016 on premises available to host a SharePoint based LMS application and self-help solution?</p> <p>c) Is SSC open to a cloud-based LMS or does it need to be hosted onsite?</p>	<p>a) Correction, the contractor is responsible for tracking registration, completion, exams, and scoring for both classroom and webinar training for SSC trainers only. Tracking would be limited to an estimated 75 SSC trainers only for a train the trainer model. Although the # of SSC trainers is to be determined as part of the vendor's Training Needs Assessment, for the purpose of preparing a bid, the vendor can estimate 75 trainers.</p> <p>b) SSC expects to leverage existing GoC tools to support online training. SharePoint is a potential option but will be confirmed after contract award.</p> <p>SSC is not evaluating the self-help training solution as part of the bid submissions. This requirement will be reviewed after the award of the contract. Sharepoint may be a viable option to be confirmed when proposal is submitted as part of the training strategy and plan, after contract award.</p> <p>c) see above response to b)</p>
156	Part of the requirement is to track learning on the new solution. It was confirmed in the amendments that SSC does not have a learning management software tool . Does SSC have a procurement Vehicle for buying learning management this software (LMS) ? If the intent is for the bidder include the licensing cost in the fixed price costs How are we to account for the ongoing software licensing and Maintenance costs over the life of the project? There are no requirements for the LMS . Is to be an on- site tool or cloud based ? Can SSC please confirm the environment it will be running in? Email system? For example there is an excellent tool in Microsoft Office 365 which we could utilize	See response to Q155.

	but I am not sure SSC is running Microsoft office 365 .	
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