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<b>Title - Sujet</b> JUSTICE CANADA HELP DESK SERVICES	
<b>Solicitation No. - N° de l'invitation</b> 19335-160056/D	<b>Date</b> 2017-08-16
<b>Client Reference No. - N° de référence du client</b> 19335-160056	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$EL-637-31736
<b>File No. - N° de dossier</b> 637e1.19335-160056	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-09-28</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
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<b>Signature</b>	<b>Date</b>



**Summary of Feedback and Outcomes from the Industry Engagement Process  
On IT Help Desk and Desk-Side Support Services  
19335-160056/D**



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## **1. Introduction**

The Justice Canada (JUS) Information Technology (IT) Help Desk and Desk-side Support Services support users from both JUS and the Public Prosecution Service of Canada (PPSC), an independent Government of Canada agency receiving IT services from JUS. These critical services support JUS and PPSC staff when they report IT issues, and provide resolution. The services of the Help Desk are available to users in the National Capital Region (NCR), Regional Offices and Sub-Offices; however, Desk-side Support Services, including Hardware Break / Fix Services, are for NCR users only. The Help Desk and Desk-side Support Services offers a suite of IT systems management services to JUS and PPSC as follows:

### **Help Desk Services**

The Help Desk will be the primary contact point for JUS and PPSC users to report incidents or request services, and is the group responsible for maintaining all information relating to users and the incidents and service requests reported by them.

### **Desk-side Support Services**

The Desk-side Support will provide bilingual, highly qualified technical professionals with exemplary client-service skills to interact directly with JUS and PPSC staff. This group is responsible for accepting and resolving incidents assigned to it from the Help Desk. In conjunction with the Help Desk group, the Desk-side Support Services Representatives will act as the primary support group for the JUS and PPSC user community and as such are expected to handle the vast majority of support requirements. This team will perform the duties of a “second level” support group.

### **Hardware Break / Fix**

The Hardware Break / Fix group will deliver warranty and post-warranty hardware repair and replacement services for JUS and PPSC workstations, printers, and related peripheral equipment located in JUS and PPSC offices throughout the NCR. The Hardware Break / Fix group will assist the Help Desk in managing information concerning the incidents and problems affecting the equipment, and is responsible for problem trend analysis and overall parts and inventory management.

## **2. Background**

Public Works and Government Services Canada (PWGSC), on behalf of JUS, published a Request for Proposal (RFP) on September 6, 2016, for service desk and support services. The intent was to award a contract for these services to be effective by Q1 of fiscal year 2017-18; however, due to a lack of supplier interest, and an overwhelming list of technical, security and schedule concerns from the industry, the RFP was cancelled on November 8, 2016.

The Request for Information (RFI) No. 1 was published by Canada on January 31, 2017 to March 24, 2017, for the provision of IT Help Desk and desk-side support services. The objectives of the RFI No. 1 was the following:

- Obtain a clear understanding on whether suppliers can meet the requirements of the draft JUS RFP
- Understand the current business model for supplying IT service desk and associated support services to the public and private sector.
- Understand how IT service desk and associated support services are being modernized, including changes to the interface and engagement with users, and the associated benefits for organizations and for users.
- Understand the potential barriers preventing industry from responding to the cancelled RFP.

RFI responses were received from two suppliers. In each of their responses, both suppliers indicated their interest and willingness to participate in a follow-up meeting with Canada. Canada held one-on-one meetings with both suppliers in May 2017. The one-on-one meetings were held at JUS offices for 1.5 hours in duration. The meetings were structured in a consistent way (agenda, RFI questions, general supplier feedback, etc.). Prior to the meetings, Canada requested that each participant sign the Rules of Engagement Agreement document. Feedback from both companies were analyzed and reviewed by JUS.

As Canada wishes to involve as many bidders to the process as possible, Canada published the second RFI on May 30, 2017. In attempt to increase supplier participation in this procurement process Canada also get the Word Out via Professional Associations by sending a separate notice advising them of the publication of RFI No. 2.

The purpose of this RFI No. 2 was twofold:

- increase supplier engagement opportunities by conducting an Industry Day meeting to discuss Justice Canada's IT Help Desk and Desk-side Support Services requirement, and
- announce the pending publication of the RFP for Justice Canada's IT Help Desk and Desk-side Support Services requirement.

### 3. Purpose

This summary of feedback and outcomes results from the whole Consultative Process and thus it summarizes the feedback received from the industry on both questions included in the RFI No. 1 and questions related to the RFI No. 2.

### 4. Industry Engagement Process

<p><b>Industry Engagement Activities</b></p>	<ul style="list-style-type: none"> <li>• Posting of the RFI No. 1 to seek information that enables Canada to restructure the RFP, including Statement of Work (SOW), Evaluation Criteria (EC) and questions to</li> </ul>
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	<p>Industry, to better define the work and implementation schedule: January 31, 2017 to March 24, 2017;</p> <ul style="list-style-type: none"> <li>• Responses requested: March 10, 2017</li> <li>• One-on-one meetings resulting from RFI No. 1: May 19, 31 2017</li> <li>• Posting of the RFI No. 2 to notify Industry that Canada plans to hold an Industry Day meeting with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties: May 30, 2017;</li> <li>• Industry Day Meeting: July 20, 2017; and</li> <li>• Release of the Summary of Feedback and Outcomes from the Industry Engagement Process on IT Help Desk and Desk-side Support Services requirement: August 2017.</li> </ul>
<b>Information disclosed under the RFI</b>	<ul style="list-style-type: none"> <li>• RFP previously cancelled, included the SOW and the Evaluation Criteria</li> <li>• Rules of Engagement Participation Agreement; and</li> <li>• questions to industry on IT Help Desk and Desk-side Support Services requirement.</li> </ul>
<b>RFI No. 1: Responses submitted Participants at the One-on-one Meetings</b>	The RFI requested that written responses be submitted by March 10, 2017. Two companies submitted responses to the RFI and participated in one-on-one meetings (see Annex A for a complete list).
<b>RFI No. 2: Participants at the Industry Day Meeting</b>	Seventeen companies attended the Industry Day (see Annex B for a complete list).

## 5. General Overview of the Industry Engagement Process Feedback

The Consultative Process provided any interested party in Industry an opportunity to participate in the further development of the requirement by responding to questions and submitting comments, questions, recommendations and suggestions for improvement of its Statement of Work and evaluation criteria.

### Introduction:

RFI No. 1 focused on gathering feedback from the industry on Justice's failed September 6, 2016 RFP. The initial level of response to RFI No. 1 from

participants elicited 2 responses. One participant indicated that they were unaware of the September 2016 RFP. This indicated that Canada needed to engage more thoroughly with Industry to ensure that potential bidders are aware of and understand the opportunity. As a result, RFI No. 2 was launched following the close of RFI No. 1 in order to glean even further information from Industry and engage vendors to ensure the widest possible awareness of Justice's upcoming RFP.

**Results:**

General feedback on Justice's September 2016 RFP highlighted that the requirements appeared to be complex, prescriptive and cost-driven. The security requirements were confusing and possibly overly restrictive. In addition the short bid duration (20 days) and the timeline to become operational (transition time) combined to make many of possible suppliers deem that the ability to qualify as unfavorable.

The majority of feedback gathered from participants focused on 1) Justice's security requirement, 2) operationally prescriptive requirements, 3) emphasis on cost, 4) deal size and 5) timelines to become operational (i.e. transition time).

**1) Security Requirement:**

Justice's September 2016 RFP security requirements were deemed to be a "showstopper". Technical, facilities and staff clearances were considered to be restrictive relative to the overall service requirement. Other requirements such as certifications and seniority of staff were also viewed to be excessive.

**2) Prescriptive Operational Requirements:**

Participants provided feedback that Justice's requirements prescribed HOW operations should run, discouraging potential bidders from bidding a solution. Canada was encouraged to take a "solution approach", focusing on WHAT is delivered relative to desired outcomes, rather than HOW. Such an approach would allow vendors to leverage existing capabilities and strengths, lowering their delivery overhead and subsequently lowering the cost to Canada.

**3) Emphasis on cost:**

The 2016 RFP's assessment criteria split technical and financial 60/40, leaving bidders unable to meet Justice's requirement profitably.

**4) Unclear deal size vs risk:**

SLA targets and penalties are common in outsource arrangements of this type. However suppliers noted that performance and volumetric data provided in the RFP was old and insufficient. Suppliers were consequently unsure about the deal volume and risk, making the opportunity less attractive to suppliers.

**5) Transition Time:**

Suppliers expressed concerns regarding the timeline to become operational (i.e. Transition time). It was viewed that 90 days to effect a complete transition is not practical.

## 6. Summary of Feedback and Outcomes

### 6.1 RFI No. 1: Responses to the questions published

Question 1	Describe the current business environment for the provision of IT service desk and desk-side support services to both public and private sector organizations. What are the trends and challenges?
Feedback	<ul style="list-style-type: none"> <li>• Automation is now part of mainstream adoption in the infrastructure services business. By 2018, 30% of our interactions with technology will be through “conversations” with smart machines.</li> <li>• Clients continue to face cost pressures and IT budgets are further being reduced, resulting in an expectation to do more with less. This drives the modernization side of automation.</li> <li>• Elimination of 50% of the incidents that required human intervention would equate to an overall impact of 42% service desk cost reduction from the labour pool.</li> <li>• The rise in staff working remotely and a mobile workforce has placed a huge burden on IT help desk support staff to provide essential services to users who expect to connect securely via multiple devices anywhere, at any time. A further challenge is the significant increase in the number of assets to support.</li> <li>• In the environment of shrinking IT budgets, should consider these four characteristics of the help desk of the future: mobile strategy, customer service, IT skills, and dedicated mobile support.</li> </ul>
Question 2	Based on your experience as a service provider, how does the business culture of the client organization play into these trends or challenges?
Feedback	<ul style="list-style-type: none"> <li>• The movement towards automation, self-help and cognitive support is directly driven by the decision-making executives within each organization. To make this cultural shift, your users must be able to realize the value in doing it themselves. The shift</li> </ul>

	<p>must come from the top down and must be compulsory.</p> <ul style="list-style-type: none"> <li>• The business culture of the client is the most important driver in choosing and implementing the strategies at our disposal in order to effectively address IT help desk challenges.</li> <li>• Other challenges particular to government organizations typically involve more security around people, processes and tools.</li> <li>• Providing a managed service and trying to keep up with trends does not allow for the flexibility and cost savings that are usually associated with a managed service.</li> <li>• It may be challenging to provide dedicated tools, teams and processes at a lower cost.</li> </ul>
Question 3	Are there particular factors that can have a significant impact on pricing of such services?
Feedback	<ul style="list-style-type: none"> <li>• There are price considerations (such as per user license prices and setup prices) that need to be evaluated for the following services: <ul style="list-style-type: none"> <li>○ Knowledge Base, Chat Tool, Remote Takeover Tool, Service Desk powered by [A.I.] tool.</li> </ul> </li> <li>• Security considerations - the number of security controls added to a solution and the level and depth of granularity of those controls increase the effort and cost of a solution, in particular when Protected B data is involved. There are other implications, such as dedicated infrastructure (e.g. portal)</li> <li>• Service Level Agreements (SLAs) have a direct impact on the number of resources required and how these resources are directed and applied in day-to-day operations impact cost.</li> <li>• Migration of data from an existing system to a new system could become a costly and lengthy exercise. It is recommended that migration of help desk related data be avoided. This will save both on the solution price and on the time to deploy.</li> <li>• VIP Support could either be a dedicated service, also known as Premium or Gold Support, or a Prioritized</li> </ul>

	<p>service where a client would use the Service Desk rather than bypassing it.</p> <ul style="list-style-type: none"> <li>• The ITSM COTS tool includes various modules and not all are necessarily required by every organization that deploys such a tool. It is important to consider carefully which modules are actually required, as the license fees are based on the number of modules required.</li> <li>• Requesting a single fixed price for variable volumes with no ability to apply Additional Resource Charge / Reduced Resource Credit generally leads to vendors increasing their price to protect themselves from volumes going too low where they can't recover their fixed cost. JUS should consider a pricing model that allows for breakdown of fixed "base fee" and variable Resource Unit price.</li> <li>• The Service Delivery Portal requirements are very extensive and many cannot be fulfilled by an ITSM COTS product alone and require customization. Customization is lengthy and time consuming and therefore it is recommended that JUS will use the features of an ITSM COTS product and limit customization requirements to the minimum necessary.</li> </ul>
Question 4	<p>Considering new business opportunities, what are the key factors that you look for, to determine if there is a good fit with the service you offer? What information do you require?</p> <p>i. What does a compelling IT service desk and desk-side support service business opportunity look like?</p>
Feedback	<ul style="list-style-type: none"> <li>• We suggest full disclosure from you so we can architect the best solution possible. Access to your current IT Support staff will greatly determine the success of moving to a Managed Service.</li> <li>• Compelling examples include "do you have documented, defined, agreed upon and measurable services levels?", as well as "are your users frustrated by the current level of support?" plus other factors.</li> <li>• A compelling IT Service Desk and desk-side support service business opportunity successfully addresses the business requirements and strategy through its ability to seamlessly provide the services requested. The business requirements need to be fully understood by both the provider and the organization requesting the services.</li> </ul>

	<ul style="list-style-type: none"> <li>• We have significant experience in helping government clients in 15 countries.</li> <li>• The shared agent model is usually suggested when there is fluctuation or less predictability.</li> </ul>
Question 5	<p>Describe the features of a modernized IT service desk and some of the recent enhancements in the user interface (e.g., web interface, on-line chat, virtual assistant, etc.).</p> <p>i. From your experience in providing this service to client organizations, how do users typically receive such enhancements?</p> <p>ii. Are there particular features that are more successful than others?</p> <p>iii. Are there features that do not work as well, and why?</p> <p>iv. Does telephone contact still play an important role?</p> <p>v. Do you have specific recommendations regarding user interface?</p>
Feedback	<ul style="list-style-type: none"> <li>• We are seeing a growing adoption of Level 0 (or self-help) or engaging a Service Desk agent through Chat, email, web interface and Cognitive support, in addition to the traditional telephone.</li> <li>• Features include: Any Device; Data Anywhere, any time; Collaborative, and Multi-channel.</li> <li>• Our Service Desk offers to deploy multiple channels of communications such as eMail, eChat, Instant Messaging, social network, portals and wiki pages, to facilitate end-user community interactions as well as to promote self-service help (Level 0).</li> <li>• Future productivity enhancements include Voice Analytic &amp; Voiceprint (Verint) and Virtual Agent.</li> <li>• Enhancements typically are rolled out to users starting with a pilot group.</li> <li>• (Forgot) Password Reset automation is the biggest hitter for reducing incident volume.</li> <li>• Self help (level 0) has a slower user adoption rate – requires corporate culture to change, be enforced. User adoption has been positive when they realize that the incident is resolved much quicker this way.</li> <li>• Every ticketing tool can be customized to best suit the habits/characteristics of users.</li> <li>• Telephone is still a viable option, at least for the short term.</li> <li>• With appropriate communication &amp; training, we see little reluctance from users, as long as there are</li> </ul>

	<p>various communication channels from which to choose. Telephone contact is still around 90%.</p> <ul style="list-style-type: none"> <li>• Web chats are gaining in popularity, as is Level 0 (self-help, which is especially valued by millennial staff).</li> <li>• Virtual assistant may not work well, due to specialized work environment.</li> <li>• User interfaces need to meet specific business requirements.</li> </ul>
Question 6	<p>Are there recent changes in how VIP users are provided with service, and if so please describe them.</p> <p>i. What works well and what is less successful?</p> <p>ii. Do you have recommendations on how to best support VIP users?</p>
Feedback	<ul style="list-style-type: none"> <li>• We are not seeing any significant changes to how VIP support is handled. Depending on the individual expectations, we can provide a “high touch” white glove service, priority call in service, etc.</li> <li>• At the Service Desk, incoming VIP users are flagged and routed directly to an agent. This is a higher skill level agent who is trained on the JUS unique line of business. Process is designed to increase first call resolution and overall VIP satisfaction.</li> <li>• We offer different approaches, based on client requirements.</li> <li>• Prioritized Support: contacts from designated VIPs are treated with higher priority at the Service Desk. Enhanced support is available during standard business hours and moves to another team for off hours.</li> <li>• Premium Support: based on location of designated VIPs, dedicated and backup resources are assigned full time.</li> </ul>
Question 7	<p>Do you have any general recommendations for Justice Canada regarding the planned tender for IT service desk and technical support services?</p>
Feedback	<ul style="list-style-type: none"> <li>• Meet with suppliers in order to have an open discussion about requirements and possible solutions and provide full disclosure of information and baseline metrics.</li> <li>• With increased demands on Government Departments to follow more stringent security</li> </ul>

	<p>measures the cost of building a dedicated, secured environment be significant depending on the controls imposed.</p> <ul style="list-style-type: none"> <li>• Review and amend the insurance clauses of the RFP to provide for limited liability, rather than uncapped liability.</li> <li>• Provide the RFP in Word and Excel formats so it is easier for vendors to respond.</li> <li>• Provide a longer period to respond to the RFP</li> <li>• Use of a Task Authority to cover the one-time costs associated with such a change if, and when, it occurs and allow an adjustment to the on-going price structure if the changes are significant enough to justify such an adjustment.</li> <li>• Pricing schedule – Requesting a single fixed price for variable volumes with no ability to apply ARC/RRC generally leads to suppliers increasing their price to protect themselves from volumes going too low where they can't recover their fixed cost. JUS should consider a pricing model that allows for breakdown of fixed “base fee” and variable Resource Unit price.</li> </ul>
Question 8	<p>If you chose not to respond to Justice Canada regarding the Help Desk and Support Services RFP (19335-160056/A) which was published on September 6, 2016, are there particular reasons and would you care to describe these?</p>
Feedback	<ul style="list-style-type: none"> <li>• The delivery approach and schedule set out in the draft RFP (part of the RFI documentation) are not achievable; the draft RFP requested the Service Go Live Date to be “the latest of April 1st 2017 or 90 calendar days after Contract Award”. Based on past experience with these types of transitions, and taking into consideration the specific security requirements and their impact on using Shared Systems to manage some of the components, as well as delays imposed by the SA &amp; A gating processes, the required Go Live date was not feasible and therefore could not be committed.</li> <li>• The current Security approach as set out in the draft RFP will result in a very costly solution that we believe is beyond the funding available for such a service offering. We believe that Industry Consultations will benefit JUS in its effort to put together an RFP that meets both their requirements and budget</li> </ul>

Question 9	<p>Are there specific comments or suggestions that you have regarding the security related requirements of the draft RFP included herein?</p> <p>i. Is there an effective approach for articulating security requirements that you would recommend?</p> <p>ii. In providing similar services to current clients, how do you ensure the protection and security of client information and services?</p>
Feedback	<ul style="list-style-type: none"> <li>• Recommend use of Security Requirement Traceability Matrix (SRTM), and to implement a Security Assessment and Authorization process for the transition. Also see RFI response for vendor offering.</li> <li>• Recommend that the contract allows for future optional services by providing a degree of flexibility when it comes to security. Could be facilitated through the use of a Professional Services Rate Card.</li> <li>• JUS is asking for an “out of the box” SaaS solution/service and a secure service with a range of security controls, many if which are unique to the GC and will require a degree of customization.</li> <li>• Recommend that security controls are drawn directly from ITSG-33, with the numbering and supplementary guidance intact. Also use Security Requirement Traceability Matrix (SRTM) drawn from ITSG-33 and avoid vague references to other documents.</li> <li>• More innovative approach is to clearly identify desired security outcomes and allow bidders to propose controls and safeguards by which the objectives are met.</li> </ul>
Question 10	<p>Would the review of the security requirements in the draft RFP included herein be made clearer by the addition of a High Level Design diagram, which depicts the requirements of the service desk service at a high level? What type of information would be useful with this approach?</p>
Feedback	<ul style="list-style-type: none"> <li>• Yes. The review of the security requirements would be made clearer with an HLD which depicts the requirements of the Service Desk at a high level. More design information on service desk applications, infrastructure, network and firewalls would be beneficial.</li> <li>• We expect it would be difficult for JUS to provide a design diagram, when each bidder is likely to propose a somewhat different architecture for their solution.</li> </ul>

	<ul style="list-style-type: none"> <li>It is recommended that JUS provides a high-level objective view of the services to be provided. This would show projected interface points with GC networks and infrastructure, also annotations to specify physically dedicated systems or logically separated. This could include the type of zoning that is desired, or this could be left to the bidder to propose in their design, as part of a rated security design fulfillment in their proposed solution concept.</li> </ul>
Question 11	Are there particular security requirements in the draft RFP included herein that appear more stringent than you would expect for a government organization, and if so, would you provide examples and explain further?
Feedback	<ul style="list-style-type: none"> <li>This RFP represents a significant departure from the more common approach to Help Desk Services, and imposes very significant and costly security measures. These are driven by a much higher level of complexity and security than is normally used for these types of services.</li> <li>Taken together, as these requirements are currently documented, they will significantly escalate the cost and complexity of the solution.</li> <li>It is recommended that JUS reconsiders the need and justification for such stringent security measures.</li> </ul>
Question 12	<p>From your experience in providing IT service desk and desk-side support services to client organizations, do you have recommendations on service level targets that are effective and correlate well with user satisfaction?</p> <p>i. What are the recent trends or relevant benchmarking data?</p> <p>ii. What works well and what is less successful?</p>
Feedback	<ul style="list-style-type: none"> <li>Average speed to answer 60 seconds / 90% of the time</li> <li>Abandon Rate &lt; 5%</li> <li>Customer Satisfaction 85%</li> <li>First Call Resolution 85% (of those calls which are resolvable)</li> <li>First Contact Resolution (FCR) is the metric that will deliver the greatest user satisfaction and will result in higher productivity gain for the employer. A high FCR is almost always associated with high levels of customer satisfaction.</li> </ul>

	<ul style="list-style-type: none"> <li>FCR is a measure of how effectively your Service Desk conducts its business, and is a function of many factors (such as complexity &amp; types of transactions handled, agent experience, quality of agent training, agent tools, etc.).</li> </ul>
Question 13	Are there specific comments or suggestions that you have regarding the service level target requirements of the draft RFP included herein (which are found in Section 7 of SOW - Annex A)?
Feedback	<ul style="list-style-type: none"> <li>Recommend maintain a level of simplicity in determining service level targets. Too many Service Levels can result in a tremendous amount of administrative time spent by your employees.</li> <li>JUS service levels are very aggressive compared to what industry suggests.</li> <li>Service Level Targets in the RFP are mostly above average, especially the Grade of Service of 95% within 60 seconds. To achieve this service level requires more agents, which results in a higher price.</li> <li>It is important to focus on a relatively small number of SLAs that are critical to business success. These measurements can be supplemented with a wide range of ongoing management information and reports.</li> <li>See table in RFI response for representative service levels and key performance indicators.</li> </ul>
Question 14	From your experience in providing IT service desk and desk-side support services to client organizations, do you have recommendations or best practices for assessing operational readiness of the service provider, the associated phase-gates, deliverables and approvals, while reducing the complexity of this assessment?
Feedback	<ul style="list-style-type: none"> <li>What has been their success rate with similar transitions.</li> <li>Have they transitioned to the new services on time and on budget.</li> <li>Request a project plan for the transition of required services.</li> <li>Phases and Gates/Milestones must be clearly defined in the SOW.</li> <li>Deliverables list must be comprehensive.</li> </ul>

	<ul style="list-style-type: none"> <li>• Security and its impact on schedule must be taken into account.</li> <li>• Approval / Acceptance of work must be clear and unambiguous.</li> <li>• Leverage proven vendor methodologies for assessment of operational readiness.</li> </ul>
Question 15	<p>What is the range in time interval from the date of Contract Award until the Service Go Live date, based on your experience in providing IT service desk and desk-side support services to client organizations?</p> <p>i. What is a reasonable duration (in days) for transition of these types of IT services?</p> <p>ii. What are the factors that impact this, and are there best practices that facilitate the managing of this interval to a reasonable duration?</p> <p>iii. Conversely, what are typical factors that result in this interval being elongated?</p>
Feedback	<ul style="list-style-type: none"> <li>• Based on previous engagements, a typical transition is between 4-6 months.</li> <li>• Factors which determine a successful transition are the involvement and cooperation between the service provider and the client (transition focal point plus technical resources), or strong governance.</li> <li>• The ability to gain approvals and the turnaround time to provide the necessary requested information could impact this time interval.</li> <li>• This interval is dependent on security requirements and scope of services &amp; customer data to be transitioned to the new provider.</li> <li>• The approach &amp; schedule set out in the RFP are extremely difficult to achieve due to the 90 calendar days from contract award, as well as the required deliverables for SA&amp;A and the Go-Live date.</li> <li>• Our modelling indicates that more than triple the available time would be required, and it is exacerbated by a list of factors (e.g., intervals for review &amp; approval, lack of parallelism, etc.). more than 120 calendar days.</li> </ul>
Question 16	<p>Are there specific comments or suggestions that you have regarding the operational readiness and/or acceptance of the work requirements of the draft RFP included herein (which are found in Sections 2 and 3 of SOW - Annex A)?</p>

Feedback	<ul style="list-style-type: none"> <li>• This RFP represents a significant departure from the more common approach to Help Desk Services, and imposes very significant and costly security measures. These are driven by a much higher level of complexity and security than is normally used for these types of services.</li> <li>• Taken together, as these requirements are currently documented, they will significantly escalate the cost and complexity of the solution.</li> <li>• It is recommended that JUS reconsiders the need and justification for such stringent security measures.</li> </ul>
Question 17	Do you have specific comments or suggestions on the evaluation criteria of the draft RFP included herein?
Feedback	<ul style="list-style-type: none"> <li>• Be as complete and accurate on the roles and responsibilities in each of the services. Documenting this would ensure there is no ambiguity between parties.</li> <li>• Use a Point-Rated Technical Criteria for the solution to the service delivery portal.</li> <li>• In many cases, the most experienced candidate does not always have an official architect certification. We recommend that JUS allows either a certification from an internationally recognized security professional's organization, or 25 years of IT experience that includes hands-on security architecture development and implementation, ITSG-33, ITSG-22 and 38, SA&amp;A compliance, security policy development and framework development, security assessment, security control planning and implementation, with experience in large and complex enterprise IT environments for Government and industry.</li> <li>• Typically, a security resource who specializes in standards, regulations, legislation, frameworks and methodologies required for conducting Threats and Risks Assessment (TRAs), and writing and implementing security policies and procedures has a different skillset than what is required to architect and implement helpdesk support services. We recommend that JUS a Security Governance and Risk Management Subject Matter Expert, with experience conducting risk analysis and TRAs that include IT facilities and / or application systems.</li> </ul>

## 6.2 RFI No. 1: Responses to the One-on-one questions

Question 1	Describe the current business environment for the provision of IT service desk and desk-side support services to both public and private sector organizations. What are the trends and challenges?
Feedback	<ul style="list-style-type: none"> <li>• SLAs are moving to a first contact resolution as well as deeper into user satisfaction.</li> <li>• With the reality of a mobile workforce, service providers need to support mobile devices.</li> <li>• Considering Protected B, it needs to be highly secure and the controls are challenges.</li> <li>• The tools for ITSM are more user-friendly now, less form-based.</li> <li>• Some focus is being devoted to personalized experience for the user Define “personas” to differentiate users – different groups of people who require different technology</li> <li>• Provide flexible technology solutions that are seamless – applications that work seamlessly on multiple devices, providing users with multichannel support solutions that include self-service and virtual support.</li> <li>• Videos and articles for common off-the-shelf items, updated regularly (Cloud-based) are very well received – it is common for people to look up on YouTube, so this approach is happening naturally and translating to the enterprise</li> <li>• There is still a place for live agents – give the user a choice – for example a “Genius” Bar concept is a good idea in a campus location. Such a concept allows more focus on the user where workplace complexity is increasing. Employees need deeper insights</li> </ul>
Question 2	Based on your experience as a service provider, how does the business culture of the client organization play into these trends or challenges?
Feedback	<ul style="list-style-type: none"> <li>• There are some differences between public and private sector organizations. It is more conservative in a government environment and generally more security-focused with constraints in that regard.</li> <li>• There is a culture change underway, with less focus on the voice phone – this requires some management of change to ensure adoption and transition</li> </ul>

	<ul style="list-style-type: none"> <li>• New trends may sound attractive, but does this fit an organization’s business model? Not all cutting edge trends are a good fit for the business, and may mean a more complex IT security solution. Need to consider if there is a return on the investment.</li> <li>• Types of new trends include virtual agent, which goes well with younger users, and knowledge base (level 0) which can result in less traffic at the Service Desk.</li> </ul> <p>When a Cultural shift is underway, time is needed and needs to be driven from the top and encouraged at every opportunity. For example, a password reset phone call can be an opportunity to stepping through the automated PW recovery process with the users.</p> <p>Monitor contact trends and do follow-up with training, targeting needful user group is, and provide them with the right tools. Analytics can help identify users and groups who need help.</p>
Question 3	Describe the features of a modernized IT service desk and some of the recent enhancements in the user interface (e.g., web interface, on-line chat, virtual assistant, etc.).
Feedback	<ul style="list-style-type: none"> <li>• One of the big things is Service Delivery Portal – have the knowledge base there.</li> <li>• Social networks – this is difficult in a Protected B environment.</li> <li>• A virtual workhorse takes incoming emails and inputs to a ticketing system, adds speed.</li> <li>• Virtual agent – can teach, learn over time, and transfer to Service Desk.</li> <li>• To help with the transition of users to new ways of working, a Communications Plan is important. This could include such events as eLearning sessions and kiosks. Also, for a temporary time period, arrange to have more staff at the Service Desk, to provide more time with users. Positive reinforcement is good, and sometimes negative reinforcement is necessary via messaging that the old service is no longer available. Using a change management approach is also useful, target as appropriate to the workforce, understanding that there are different types of users. Biggest thing is for the client organization to partner with the service provider.</li> <li>• On-line chat, self-help and the ability to create one’s own ticket.</li> </ul>

	<ul style="list-style-type: none"> <li>• A knowledge base and assistive AI that allows users to Drive down to an answer – video, text message, provide progress on how it is being done, can then revert to an agent if necessary (with chat session captured and given to the agent as history)</li> <li>• Some AI implementations can take 6-9 months.</li> </ul>
Question 4	Do you have any general recommendations for Justice Canada regarding the planned tender for IT service desk and technical support services?
Feedback	<ul style="list-style-type: none"> <li>• Have a modern ITSM tool.</li> <li>• Have more impactful SLAs but fewer of them</li> <li>• Be open and don't have an RFP driven by price</li> <li>• Take a "Show me" approach and ensure that bidders must document proven capabilities including number of users and case studies. Examples don't have to be from the same industry, nor does it matter if it is in Canada (Canada is a small base), could be Australia for instance.</li> <li>• Find a service provider who has experience in dealing with the public sector in Canada; keep in mind that with niche players there is more risk</li> <li>• Look for innovation and forward-thinking in the partner</li> <li>• Important to be looking ahead to determine what's next, automation, analytics, etc.</li> <li>• Look for a proactive and predictive solution with focus on service for the end user</li> <li>• Regarding security, look for a supplier who has technology with cognitive capabilities – i.e. Threat analysis, unauthorized user identification – you need intelligence on the behavior and incidents</li> <li>• Don't look for named resourced in the bid response except for key resources - better to confirm the skills and clearance required and then the supplier would ensure these skills are available at the specific time required.</li> <li>• Be specific about on-shore vs off-shore (resources, data)</li> <li>• In the security world, we must be nimble and flexible, showing how something can be done securely. You don't want security to be appended to the Service Desk. Security should be a key enabler.</li> <li>• Dedicated resources and tools mean a higher cost and longer deploy times and more cost.</li> </ul>

	<ul style="list-style-type: none"> <li>• Security controls and SA&amp;A are very expensive.</li> <li>• Structure Security requirement around ITSG-33 standard, and structure response to use family number taxonomy.</li> <li>• Zoning / network segmentation does not always need to be physical. More logical separation is evident.</li> <li>• Tools are very configurable, but customizations need to be tested. Make sure it is required and meets your business needs.</li> <li>• There is also the option to phase in enhancements. Can be done at various stages and is a possible transition approach. This allows for additional security testing.</li> <li>• Evaluation Criteria – find a better balance between mandatory and rated. Limit the mandatory to only what you really require.</li> <li>• Pricing – industry today: price per contact. First call resolution SLA puts pressure on both parties.</li> <li>• Separate the project implementation costs from the ongoing costs.</li> </ul>
Question 5	<p>Describe the features of a modernized IT service desk and some of the recent enhancements in the user interface (e.g., web interface, on-line chat, virtual assistant, etc.).</p> <ol style="list-style-type: none"> <li>i. From your experience in providing this service to client organizations, how do users typically receive such enhancements?</li> <li>ii. Are there particular features that are more successful than others?</li> <li>iii. Are there features that do not work as well, and why?</li> <li>iv. Does telephone contact still play an important role?</li> <li>v. Do you have specific recommendations regarding user interface?</li> </ol>
Feedback	<ul style="list-style-type: none"> <li>• Features include on-line chat, virtual assistant, self-help, and creating one's own ticket.</li> <li>• Virtual assistant complements the service desk.</li> <li>• Cognitive behaviour of the virtual assistant is the differentiator. It can also teach users.</li> <li>• The Service Delivery Portal is a key example. The knowledge base is accessed from this.</li> <li>• A Communications Plan is key – it helps with the transition of users to new ways. Can include eLearning sessions, kiosks, plan for temporary period</li> </ul>

	<p>of augmented staff at service desk, positive reinforcement.</p> <ul style="list-style-type: none"> <li>• Change management – target to your workforce as appropriate.</li> <li>• Most important – server provider and client partnering together.</li> </ul>
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### 6.3 RFI No. 2: Responses to the questions/ comments received following the Industry Day

Question 1	I have a follow up question from the session in regards as to whom the incumbent is, I didn't see any reference to the incumbent name. Can I also get the list of company names and attendees from today's session?
Feedback	<p>The incumbent is CGI.</p> <p>For a list of companies participating in the July 20<sup>th</sup> Industry Day, please see Annex B – List of companies that attended the Industry Day Meeting.</p>
Question 2	During the Industry meeting, the PSPC representative mentioned that there were other GoC departments participating in the meeting. Is it possible to name these departments?
Feedback	<ol style="list-style-type: none"> <li>1) Innovation, Science and Economic Development Canada (ISED)</li> <li>2) Public Service and Procurement Canada (PSPC)</li> <li>3) PSPC-Translation</li> <li>4) Not present - Transport Canada (TC)</li> </ol>
Question 3	<p>We attended this meeting and it looks like the direction that Justice Canada is moving towards is going with a supplier that is Solutions Based.</p> <p>Unfortunately we are not on the SBIPS vehicle. We currently service several government of Canada service desk and help desk contracts under TBIPS. If Justice Canada chooses to go out to tender under the TBIPS category we will certainly be interested in bidding.</p>
Feedback	This will be an Open RFP.

Question 4	Who provides your network support? What delineates their scope from JUS'?
Feedback	Shared Services Canada provides network support up to the patch cable, including Wi-Fi nodes. JUS is responsible for all devices including all network connected devices.
Question 5	Justice mentioned ITIL-based processes. What is Justice's ITIL maturity?
Feedback	Low-medium.
Question 6	Will Justice consider making the optional solutions (regional End User Compute support and Artificial Intelligence solution) part of the baseline requirement.
Feedback	Yes. Optional Solutions will not be part of this RFP. Artificial Intelligence will be included in the RFP as baseline scope. Regional End User computing will be removed entirely.
Question 7	How many software builds does Justice support?
Feedback	Four, one for each class of computing device.
Question 8	Who are the other service providers delivering services to Justice?
Feedback	There are several vendors, but only Shared Services Canada is of consequence, relative to impact and volume.
Question 9	Is electronic case exchange (i.e. exchanging data between different ITSM tools) with other service providers a requirement?
Feedback	No, electronic incident and service request case exchange is not a specified requirement however may be part of the solution in order to facilitate the contractor's oversight over JUS's Incidents and Service Request requests.

## **7. Outcomes / Actions / Next Steps**

The outcomes will effectively help Canada to better understand the market and prospective bidders' Canadian industrial footprint. All the information gathered will support Canada as it moves the project forward.

Information provided to Canada will be considered in the development of the procurement documents. The information gathered through this process will be considered when finalizing the SOW, the evaluation criteria. The release of the final RFP on [www.Buy&Sell.gc.ca](http://www.Buy&Sell.gc.ca) is expected to take place in Summer 2017.

The Government of Canada IT Help Desk and Desk-side Support Services requirement team members thank all Participants for taking part in the Industry Engagement Process.

**Annex A – List of companies that responded to the Request for Information  
RFI No. 1 and attended a one-on-one meeting**

- IBM
- CGI

## **Annex B – List of companies that attended the Industry Day Meeting**

- Bell Canada
- CGI
- Cistel Technology Inc.
- Computer Sciences Canada Inc.
- Dell EMC
- Donna Cona Inc.
- Excel ITR
- Hewlett Packard Enterprise
- IBM Canada Ltd
- MSi Corp (Solutions Moerae Inc)
- Pathway Communications
- Randstad Interim Inc.
- SRA Staffing
- TPG Technology
- Unisys Canada Inc.
- Valcom Consulting Group
- Wipro

Note: Gartner was also in attendance, in support of JUS.

## **Annex C – Request for Information (RFI)**

The appended documents named *Letter of Interest – Justice Canada Help Desk Services* are to be inserted at this point.

## Annex D – Industry Day presentation

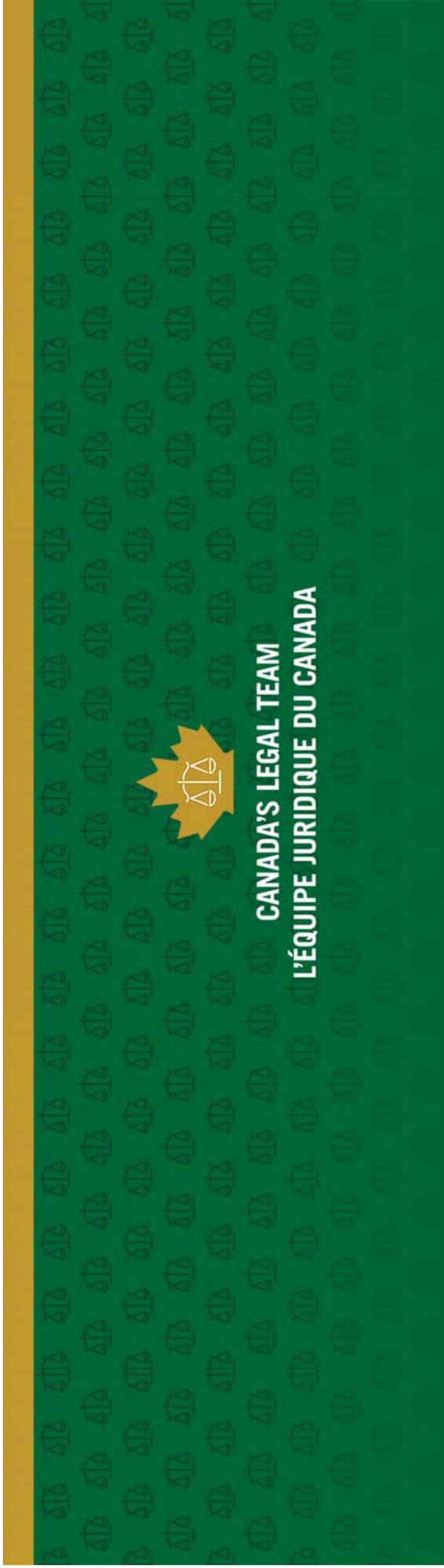
The appended document named *Presentation - IT Help Desk and Desk-Side Support Services – Industry Day* is to be inserted at this point.



FR\_Justice Industry  
Day.pptx



Justice Industry  
Day.pptx



# IT Service Desk and Desk-Side Support Services – Industry Day

July 20, 2017



Department of Justice  
Canada

Ministère de la Justice  
Canada

Canada



## Agenda



- Introduction and Ground Rules
- Welcome Remarks
- Procurement – Background
- Overview of Justice Business Opportunity and Strategic Intent
- Procurement – Next Steps
- Question period



## Procurement - Background

- Single contract (19159-001601/001/EW) resulting from a competitive procurement process conducted in 2003. The contract expired on March 31, 2017
- Looking to establish a longer term agreement
- RFP No. 1 (Sept. to Nov. 2016) - cancelled
- RFI No. 1 posted on Buy & Sell January 2017 – Results to be posted on Buy & Sell
- Many associations were approached (CABiNET, CAMC, ITAC, NACCB, NACCB (*National Association of Computer Consulting Businesses*), PSABA (*Public Sector Aboriginal Business Association*))
- RFI No. 2 posted June 2017
- A Summary of Feedback and Outcomes resulting from RFI No.1 and RFI No. 2 will be published on Buyandsell.gc.ca at the end of the RFI No. 2 process
- Industry Day (today) – July 20<sup>th</sup>, 2017

And here we are ...



## We are Canada's Legal Team

The Department of Justice (Justice) is a medium-sized government department. Half of the Department's staff are lawyers. The balance are support staff, communications professionals, accountants, analysts, executives, librarians and IM/IT professionals, to name a few. Together we:

- Maintain a relevant and accessible legal system
- Define legal policy
- Write laws
- Update laws to keep up with global events to keep Canadians safe
- Reform criminal justice
- Helps families deal with separation and divorce
- Advise all departments, and represent the crown in a wide range of matters

Justice also provides IM/IT services to a separate Government of Canada (GoC) agency called the Public Prosecution Service of Canada (PPSC).

We are in approximately 17 regional offices and sub-offices across the country with many Justice lawyers embedded in other federal departments and agencies.

**We're a fairly diverse, mobile and distributed workforce with a big impact on the lives of Canadians.**



Quick Facts about us		
Number of employees	Justice	4,971
	PPSC	1,111
Number of devices	Total	6,137
Supported Applications		32
Annual total incidents	Justice	31,753
	PPSC	5,192
Annual total service requests	Justice	8,939
	PPSC	2,465

## Justice has a digital culture

- Our digital tools are critical. We are a mobile workforce and use technology to impact Canadians in very personal and direct ways.
- With digital tools, we are exploring opportunities to improve access to courts, legal services, and information to better serve Canadians
- It important that we keep exploring ways to use technology differently to keep our organization productive and efficient.

**Our tools just have to “work”.**



Quick Facts about us	
Desktops	1,389
Laptops	4,659
Tablets	128
Mobile Devices	2,382
Network printers	567
Standard OS images	4





## We're no strangers to outsourced managed services

- We are partnered with SSC to deliver services.
- Our deskside and help desk services have been outsourced for over 15 years.
- Through an interdepartmental agreement, we provide services to the Public Prosecution Service of Canada (PPSC).
- Our employees are used to calling a help desk for IT support.



**As a result Justice employees have high expectations from our managed IT service provider.**





Outsourcing process bring opportunities. Justice wishes to procure:



- **Service from a partner** that works with Justice and other service providers to deliver integrated, high value services.
- **A modern service that enables quality interactions** between employees and the service organization. It will include a breadth of enhanced, value added services, functions and features.
- **A service that will integrate with the existing services** and functions of Justice, SSC and the PPSC through common, cohesive client service processes and approaches.
- **A service that can scale** to include more lines of service and functions in order to increase the value of the service to clients over time.
- **A service that can demonstrate value** through performance indicators and satisfaction measures and **be able to evolve** to accelerate future cost savings through consolidation and rationalization.



## So what's in scope?

- Service desk services
- End User Computing services
- Transition services
- Also included in the scope are some other supporting functions like:
  - Governance and relationship management services
  - Cross-functional services





## Procurement – Next steps

- Present to industry the revised requirement.
- This event seeks to refine input (still open to feedback) and engage with the vendor community.
- Canada wishes to involve as many bidders to the process as possible.
- Other requirements on the horizon as well ...
- Intent is to post RFP No. 2 in the next few weeks.
- Will be posted on Buy and Sell and will be open to all.
- Canada is open to your feedback.





# Are you up to the challenge?

## Q&A period





**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**  
11 Laurier St., / 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

Comments - Commentaires

Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution  
Informatics Professional Services - EL Division/Services  
professionnels en informatique - division EL  
4C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> JUSTICE CANADA HELP DESK SERVICES	
<b>Solicitation No. - N° de l'invitation</b> 19335-160056/C	<b>Date</b> 2017-05-30
<b>Client Reference No. - N° de référence du client</b> 19335-160056	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$EL-637-31562
<b>File No. - N° de dossier</b> 637el.19335-160056	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-08-10</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Bitsene, Marlene	<b>Buyer Id - Id de l'acheteur</b> 637el
<b>Telephone No. - N° de téléphone</b> (873) 469-4833 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation  
19335-160056/C  
Client Ref. No. - N° de réf. du client  
19335-160056/C

Amd. No. - N° de la modif.  
File No. - N° du dossier  
637e119335-160056

Buyer ID - Id de l'acheteur  
637e1  
CCC No./N° CCC - FMS No./N° VME

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT  
SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

## **Purpose of this Request for Information (RFI)**

The intent of this RFI is to notify Industry that Canada plans to hold an Industry Day and/or one-on-one meetings with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties.

Canada encourages all suppliers having an interest and the capability of providing such services to consider participating to the industry consultation for this procurement.

Canada intends to publish a Request for Proposal (RFP) for Service Desk services and User Computing support, including laptop/desktop desk-side support and engineering, and other device support in Summer 2017.

## **Engagement Activities**

As part of this RFI process, Canada plans to hold an Industry Day and/or one-on-one meetings with suppliers. A key objective with this engagement is to increase the interest in the vendor community, resulting in more responses to the planned RFP.

The Industry Day and/or One-on-one meetings will be held at Justice Canada, 275 Sparks St. (at Kent St.), Ottawa, Ontario. The Contracting Authority will advise the industry in due course of the time and location of the Industry Day. This information will be provided to the Industry via an amendment to this RFI.

The terms and conditions applicable to the engagement process are stated in the Attachment 1 – Rules of Engagement Participation Agreement. All suppliers wishing to participate in engagement activities must sign the attachment, including those who may have previously participated in previous RFI activities for this requirement.

A synopsis of the project is provided in the Attachment 2 – Project Synopsis of IT Help Desk and Desk-side Support Services.

### **Contracting Authority:**

**Name:** Marlene Bitsene

**Title:** Supply Team Leader

**E-mail address:** [marlene.bitsene@tpsgc-pwgsc.gc.ca](mailto:marlene.bitsene@tpsgc-pwgsc.gc.ca)

**Telephone:** 873-469-4833

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**ATTACHMENT 1  
RULES OF ENGAGEMENT PARTICIPATION AGREEMENT**

An overriding principle of the industry consultation is that it be conducted with the utmost of fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Canada documentation provided throughout the industry consultative process, which begins with the posting of the Request for Information (RFI) and concludes when an official Request for Proposal (RFP) is published on the Government Electronic Tendering Service Buy and Sell, will be provided to all participants who have agreed to and signed the Rules of Engagement ("Participant").

The Consultative Process will consist of Industry Meetings to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between all parties. Canada may also seek feedback, ideas and suggestions from Participants regarding Justice Canada's requirement.

Canada will not disclose proprietary or commercially sensitive information concerning a Participant to other Participants or third parties, except and only to the extent required by law.

The Department of Justice Canada has engaged Gartner Inc. (Gartner) to benchmark Service Desk and End User Computing services, in support of the Justice Canada's Statement of Work (SOW) development. As part of this benchmarking work, Gartner will be present at the Participant one-on-one meetings, with Participant agreement.

Please indicate an "X" in one of the selection boxes below to indicate preference for Gartner involvement in the meeting.

I will meet with Justice Canada, with Gartner representatives in attendance as support to Justice Canada.

**OR**

I will meet with Justice Canada, without Gartner representatives in attendance.

**TERMS AND CONDITIONS:**

The following terms and conditions apply to the Industry Engagement Process. In order to encourage open dialogue, Participants agree to:

- a. Discuss their views concerning Justice Canada's requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;

- 
- b. NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding Justice Canada's requirement during this consultative process. Any Media questions will be directed to the PSPC Media Relations Office at 819-420-5501;
  - c. Direct inquiries and comments only to authorized representatives of Canada, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada to all Participants that have requested the RFI documentation;
  - d. Media cannot participate in Industry Day or the one on one meetings;
  - e. Canada is not obligated to issue any RFP, or to negotiate any contract for any phases of Justice Canada's requirement;
  - f. During the RFI posting all questions from industry shall be provided in writing to the Contracting Authority. In accordance with and subject to the Access to information Act, R.S., 1985, c. A-1, and any other legislative or legal requirement, all information which is provided by a Participant and which is clearly marked as "Proprietary" will not be released or disclosed;
  - g. Proceedings from the Industry Meetings will be transcribed. The information gathered will be summarized and provided to all Participants by publishing on BuyandSell.gc.ca, the Summary of Feedback and Outcomes;
  - h. If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;
  - i. Canada will not reimburse any person or entity for any cost incurred in participating in this industry consultative process;
  - j. All inquiries with regards to the procurement of Justice Canada's requirement are to be directed to the Contracting Authority;
  - k. Participation in this Industry Engagement Process will not be a mandatory requirement for any subsequent RFP. An entity will not be precluded from submitting a proposal under any subsequent RFP on account of they not being a Participant;
  - l. At any point within this process, a Participant may provide notice to the Contracting Authority that they no longer wish to participate in the Industry Engagement Process. Upon the Contracting Authority's receipt of such notice, the Participant will not be scheduled for participation in any future one on one engagement meetings;
  - m. Failure to agree to and sign the Rules of Engagement will result in the exclusion from participation in the one-on-one meetings. This Rules of Engagement shall be signed by a duly authorized officer of the Participant in this respect; and
  - n. A dispute resolution process to manage impasses throughout this consultative process shall be adhered to as follows:

#### **Dispute Resolution Process**

- 1- By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected with this Industry Engagement Process.

Solicitation No. - N° de l'invitation  
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2- Any dispute between the Parties of any nature arising out of or in connection with this Industry Engagement Process shall be resolved by the following process:

- a. Any such dispute shall first be referred to the Participant's Representative and the PSPC Manager managing the Industry Engagement Process. The parties will have 3 Business Days in which to resolve the dispute.
- b. In the event the representatives of the Parties specified Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participant's Project Director and the PSPC Senior Director of the Division responsible to manage the Industry Engagement Process. The parties will have 3 Business Days to resolve the dispute.
- c. In the event the representatives of the Parties specified in Article 2.b. Above are unable to resolve the dispute, it shall be referred to the Participant's CEO and the PSPC Director General, who will have 3 Business Days to resolve the dispute.
- d. In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the Participant's CEO and the PSPC Assistant Deputy Minister, Procurement Branch who will have 5 Business Days to resolve the dispute.
- e. In the event the representatives of the Parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within 5 Business Days render a written decision which decision shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participant.

By signing this document, the individual represents that he/she has full authority to bind the company listed below and that the individual and the company agree to be bound by all the terms and conditions contained herein.

Name of Company (Print): \_\_\_\_\_

Name of individual (Print): \_\_\_\_\_

Title or Position (Print): \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Signature: \_\_\_\_\_  
(I have the authority to bind the Company)

Date: \_\_\_\_\_

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**ATTACHMENT 2  
PROJECT SYNOPSIS OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES**

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**Phase 4 – Request for Proposal (RFP)**

## INTRODUCTION

The Department of Justice (JUS) Information Technology (IT) Help Desk and Desk-side Support Services support users from both JUS and the Public Prosecution Service of Canada (PPSC), an independent Government of Canada agency receiving IT services from JUS. These critical services support JUS and PPSC staff when they report IT issues, and provide resolution. The services of the Help Desk are available to users in the National Capital Region (NCR), Regional Offices and Sub-Offices; however, Desk-side Support Services, including Hardware Break / Fix Services, are for NCR users only. The Help Desk and Desk-side Support Services offers a suite of IT systems management services to JUS and PPSC as follows:

### Help Desk Services

The Help Desk will be the primary contact point for JUS and PPSC users to report incidents or request services, and is the group responsible for maintaining all information relating to users and the incidents and service requests reported by them.

### Desk-side Support Services

The Desk-side Support will provide bilingual, highly qualified technical professionals with exemplary client-service skills to interact directly with JUS and PPSC staff. This group is responsible for accepting and resolving incidents assigned to it from the Help Desk. In conjunction with the Help Desk group, the Desk-side Support Services Representatives will act as the primary support group for the JUS and PPSC user community and as such are expected to handle the vast majority of support requirements. This team will perform the duties of a "second level" support group.

### Hardware Break / Fix

The Hardware Break / Fix group will deliver warranty and post-warranty hardware repair and replacement services for JUS and PPSC workstations, printers, and related peripheral equipment located in JUS and PPSC offices throughout the NCR. The Hardware Break / Fix group will assist the Help Desk in managing information concerning the incidents and problems affecting the equipment, and is responsible for problem trend analysis and overall parts and inventory management.

## REQUIREMENTS DEFINITION

JUS requires informatics professional services to operate a responsive service through a centralized national Help Centre, in addition to providing desk-side support services in the NCR, as well as national desktop engineering services. The service will provide Level 1 Help Desk Services, Level 2 Desk-side Support and Break/Fix Support Services, Level 3 Engineering and Support Services, and professional services through a task authorization process on an as and when requested basis for; Project Manager, Solution Architect, Security Architect, Business Analyst, On-site Services Team Leader and On-site Services Representative.

Detailed requirement information was provided as part of earlier engagement activities and is available at [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) under solicitation no. 19335-160056/B.

### Contract Period

The planned initial contract period is estimated at four years, with an irrevocable option to extend this initial period by two additional one-year periods.

### Agreement Type Applicability and Exclusions

*This procurement will be subject to Trade Agreements including the North American Free Trade Agreement (NAFTA), the World Trade Organization – Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canada Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), the Canada-Panama Free Trade Agreement (CPanFTA) and the Agreement on Internal Trade (AIT).*

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This requirement will not be subject to the Comprehensive Land Claims Agreement (CLCA), as the locations do not fall under any of the settlement areas covered by the ratified agreements.

### **Sourcing Strategy**

Any Request for Proposal (RFP) resulting from this Request for Information (RFI) will be posted on the web site [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

### **Engagement with Industry**

The purpose of the RFI No. 1 (solicitation no. 19335-160056/B) was to receive feedback, ideas and suggestions from suppliers regarding IT service desk and related IT support services.

The main objectives of the RFI No. 1 was to:

- a. Obtain a clear understanding on whether suppliers can meet the requirements of the JUS RFP regarding IT service desk and technical support services at a reasonable cost to the Crown. What are the specific areas of the RFP which prompt concerns on the part of potential suppliers and what would prevent them from bidding, and why? If these concerns were addressed, would this requirement be of interest to suppliers? (i.e. would the supplier be likely to bid for the requirement?)
- b. Understand the current business model for supplying IT service desk and associated support services to the public and private sector. Is there a different approach that the supplier would recommend for the Government of Canada to contract for such services?
- c. Understand how IT service desk and associated support services are being modernized, including changes to the interface and engagement with users, and the associated benefits for organizations and for users.
- d. Understand the potential barriers preventing industry from responding to this Government of Canada RFP for technical services. If there are elements of the draft RFP that would prevent an otherwise qualified supplier from providing these services, what changes could be made to address these barriers?

The intent of this RFI No. 2 (solicitation no. 19335-160056/C) is to notify Industry that Canada plans to hold an Industry Day and/or one-on-one meetings with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties. If necessary, Industry feedback may be requested on the requirement and any further details will be advertised by an amendment to the RFI No. 2.

### **RFI Feedback to Industry**

Industry feedback will be considered and used to clarify any aspects of the JUS requirement, as required, including the RFP, and its Statement of Work and evaluation criteria. To enhance openness and fairness, a Summary of Feedback and Outcomes resulting from RFI No. 1 and RFI No. 2 will be published on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

### **PLANNING**

The Industry Engagement Process began with the RFI No. 1, followed by one-on-one meetings with interested respondents, the RFI No. 2 process and will conclude when an official RFP or other competitive process is published on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

#### **Phase 1 – Request for Information (RFI) – RFI No. 1**

This RFI provided industry with a preliminary RFP document including SOW and bid evaluation criteria. Industry was required to provide feedback on all aspects detailed in the draft RFP – Annex A.

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A list of specific questions to industry was included within the RFI No. 1 document.

### **Phase 2 – Follow-on Meetings**

As part of its RFI No. 1, Canada met with Participants who indicated in their RFI response their interest in participating in a follow-on meeting.

### **Phase 3 – RFI No. 2 and Follow-on meetings**

This Consultative Process will consist of an Industry Day and/or one-on-one meetings to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between all parties. Canada may also seek feedback, ideas and suggestions from Participants regarding the Justice Canada's requirement.

### **Phase 4 – Request for Proposal (RFP)**

Canada intends to publish the RFP in Summer 2017.



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC**  
11 Laurier St., / 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Informatics Professional Services - EL  
Division/Services professionnels en informatique -  
division EL  
4C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> JUSTICE CANADA HELP DESK SERVICES	
<b>Solicitation No. - N° de l'invitation</b> 19335-160056/C	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 19335-160056	<b>Date</b> 2017-07-11
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-637-31562	
<b>File No. - N° de dossier</b> 637e1.19335-160056	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-08-10</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<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 Enquiries to: - Adresser toutes questions à:</b> Bitsene, Marlene	<b>Buyer Id - Id de l'acheteur</b> 637e1
<b>Telephone No. - N° de téléphone</b> (873) 469-4833 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT  
SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

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**The purpose of the amendment No. 002 to the Request for Information is to amend the submission date of the Registration Form for the Industry Day. The revised submission date of the Registration Form is July 18, 2017.**

\*\*\*\*\*

### **Purpose of this amendment to the Request for Information (RFI)**

The intent of this RFI amendment is to notify Industry that Canada will hold an Industry Day meeting with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties.

Canada encourages all suppliers having an interest and the capability of providing such services to consider participating to the Industry Day for this procurement.

Canada intends to publish a Request for Proposal (RFP) for Service Desk services and User Computing support, including laptop/desktop desk-side support and engineering, and other device support in Summer 2017.

### **Industry Day**

The Industry Day will be held:

- on July 20, 2017 from 10:00am to 12:00pm,
- at Justice Canada, St. Andrew's Tower; 275 Sparks St. (at Kent St, the North-West corner of the intersection), Ottawa, Ontario.

**Suppliers wishing to attend the Industry day must fill out the Registration Form on the following page and send the completed form to the Contracting Authority on or before July 18, 2017. The agenda will be provided to the Suppliers upon reception of the completed Registration Form.**

The terms and conditions applicable to the engagement process are stated in the Attachment 1 – Rules of Engagement Participation Agreement. **All suppliers wishing to participate in engagement activities must sign the attachment, including those who may have previously participated in previous RFI activities for this requirement.**

A synopsis of the project is provided in the Attachment 2 – Project Synopsis of IT Help Desk and Desk-side Support Services.

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**Contracting Authority:**

**Name: Marlene Bitsene**

**Title: Supply Team Leader**

**E-mail address: [marlene.bitsene@tpsgc-pwgsc.gc.ca](mailto:marlene.bitsene@tpsgc-pwgsc.gc.ca)**

**Telephone: 873-469-4833**

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**REGISTRATION FORM  
INDUSTRY DAY**

**Please fill out the form and send it back by e-mail to  
[marlene.bitsene@tpsgc-pwgsc.gc.ca](mailto:marlene.bitsene@tpsgc-pwgsc.gc.ca) on or before July 18, 2017.**

Name of the Company: \_\_\_\_\_

Names of participants (maximum of three (3)):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**ATTACHMENT 1  
RULES OF ENGAGEMENT PARTICIPATION AGREEMENT**

An overriding principle of the industry consultation is that it be conducted with the utmost of fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Canada documentation provided throughout the industry consultative process, which begins with the posting of the Request for Information (RFI) and concludes when an official Request for Proposal (RFP) is published on the Government Electronic Tendering Service Buy and Sell, will be provided to all participants who have agreed to and signed the Rules of Engagement ("Participant").

The Consultative Process will consist of Industry Meetings to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between all parties. Canada may also seek feedback, ideas and suggestions from Participants regarding Justice Canada's requirement.

Canada will not disclose proprietary or commercially sensitive information concerning a Participant to other Participants or third parties, except and only to the extent required by law.

The Department of Justice Canada has engaged Gartner Inc. (Gartner) to benchmark Service Desk and End User Computing services, in support of the Justice Canada's Statement of Work (SOW) development. As part of this benchmarking work, Gartner will be present at the Participant one-on-one meetings, with Participant agreement.

Please indicate an "X" in one of the selection boxes below to indicate preference for Gartner involvement in the meeting.

I will meet with Justice Canada, with Gartner representatives in attendance as support to Justice Canada.

**OR**

I will meet with Justice Canada, without Gartner representatives in attendance.

**TERMS AND CONDITIONS:**

The following terms and conditions apply to the Industry Engagement Process. In order to encourage open dialogue, Participants agree to:

- a. Discuss their views concerning Justice Canada's requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;

- 
- b. NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding Justice Canada's requirement during this consultative process. Any Media questions will be directed to the PSPC Media Relations Office at 819-420-5501;
  - c. Direct inquiries and comments only to authorized representatives of Canada, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada to all Participants that have requested the RFI documentation;
  - d. Media cannot participate in Industry Day or the one on one meetings;
  - e. Canada is not obligated to issue any RFP, or to negotiate any contract for any phases of Justice Canada's requirement;
  - f. During the RFI posting all questions from industry shall be provided in writing to the Contracting Authority. In accordance with and subject to the Access to information Act, R.S., 1985, c. A-1, and any other legislative or legal requirement, all information which is provided by a Participant and which is clearly marked as "Proprietary" will not be released or disclosed;
  - g. Proceedings from the Industry Meetings will be transcribed. The information gathered will be summarized and provided to all Participants by publishing on BuyandSell.gc.ca, the Summary of Feedback and Outcomes;
  - h. If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;
  - i. Canada will not reimburse any person or entity for any cost incurred in participating in this industry consultative process;
  - j. All inquiries with regards to the procurement of Justice Canada's requirement are to be directed to the Contracting Authority;
  - k. Participation in this Industry Engagement Process will not be a mandatory requirement for any subsequent RFP. An entity will not be precluded from submitting a proposal under any subsequent RFP on account of they not being a Participant;
  - l. At any point within this process, a Participant may provide notice to the Contracting Authority that they no longer wish to participate in the Industry Engagement Process. Upon the Contracting Authority's receipt of such notice, the Participant will not be scheduled for participation in any future one on one engagement meetings;
  - m. Failure to agree to and sign the Rules of Engagement will result in the exclusion from participation in the one-on-one meetings. This Rules of Engagement shall be signed by a duly authorized officer of the Participant in this respect; and
  - n. A dispute resolution process to manage impasses throughout this consultative process shall be adhered to as follows:

#### **Dispute Resolution Process**

- 1- By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected with this Industry Engagement Process.

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By signing this document, the individual represents that he/she has full authority to bind the company listed below and that the individual and the company agree to be bound by all the terms and conditions contained herein.

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Name of individual (Print): \_\_\_\_\_

Title or Position (Print): \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Signature: \_\_\_\_\_  
(I have the authority to bind the Company)

Date: \_\_\_\_\_

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**REQUEST FOR INFORMATION REGARDING  
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FOR  
THE DEPARTMENT OF JUSTICE**

**ATTACHMENT 2  
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## INTRODUCTION

The Department of Justice (JUS) Information Technology (IT) Help Desk and Desk-side Support Services support users from both JUS and the Public Prosecution Service of Canada (PPSC), an independent Government of Canada agency receiving IT services from JUS. These critical services support JUS and PPSC staff when they report IT issues, and provide resolution. The services of the Help Desk are available to users in the National Capital Region (NCR), Regional Offices and Sub-Offices; however, Desk-side Support Services, including Hardware Break / Fix Services, are for NCR users only. The Help Desk and Desk-side Support Services offers a suite of IT systems management services to JUS and PPSC as follows:

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### Contract Period

The planned initial contract period is estimated at four years, with an irrevocable option to extend this initial period by two additional one-year periods.

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This requirement will not be subject to the Comprehensive Land Claims Agreement (CLCA), as the locations do not fall under any of the settlement areas covered by the ratified agreements.

### **Sourcing Strategy**

Any Request for Proposal (RFP) resulting from this Request for Information (RFI) will be posted on the web site [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

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The main objectives of the RFI No. 1 was to:

- a. Obtain a clear understanding on whether suppliers can meet the requirements of the JUS RFP regarding IT service desk and technical support services at a reasonable cost to the Crown. What are the specific areas of the RFP which prompt concerns on the part of potential suppliers and what would prevent them from bidding, and why? If these concerns were addressed, would this requirement be of interest to suppliers? (i.e. would the supplier be likely to bid for the requirement?)
- b. Understand the current business model for supplying IT service desk and associated support services to the public and private sector. Is there a different approach that the supplier would recommend for the Government of Canada to contract for such services?
- c. Understand how IT service desk and associated support services are being modernized, including changes to the interface and engagement with users, and the associated benefits for organizations and for users.
- d. Understand the potential barriers preventing industry from responding to this Government of Canada RFP for technical services. If there are elements of the draft RFP that would prevent an otherwise qualified supplier from providing these services, what changes could be made to address these barriers?

The intent of this RFI No. 2 (solicitation no. 19335-160056/C) is to notify Industry that Canada plans to hold an Industry Day and/or one-on-one meetings with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties. If necessary, Industry feedback may be requested on the requirement and any further details will be advertised by an amendment to the RFI No. 2.

### **RFI Feedback to Industry**

Industry feedback will be considered and used to clarify any aspects of the JUS requirement, as required, including the RFP, and its Statement of Work and evaluation criteria. To enhance openness and fairness, a Summary of Feedback and Outcomes resulting from RFI No. 1 and RFI No. 2 will be published on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

### **PLANNING**

The Industry Engagement Process began with the RFI No. 1, followed by one-on-one meetings with interested respondents, the RFI No. 2 process and will conclude when an official RFP or other competitive process is published on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

#### **Phase 1 – Request for Information (RFI) – RFI No. 1**

This RFI provided industry with a preliminary RFP document including SOW and bid evaluation criteria. Industry was required to provide feedback on all aspects detailed in the draft RFP – Annex A.

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A list of specific questions to industry was included within the RFI No. 1 document.

### **Phase 2 – Follow-on Meetings**

As part of its RFI No. 1, Canada met with Participants who indicated in their RFI response their interest in participating in a follow-on meeting.

### **Phase 3 – RFI No. 2 and Follow-on meetings**

This Consultative Process will consist of an Industry Day and/or one-on-one meetings to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between all parties. Canada may also seek feedback, ideas and suggestions from Participants regarding the Justice Canada's requirement.

### **Phase 4 – Request for Proposal (RFP)**

Canada intends to publish the RFP in Summer 2017.



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC**

11 Laurier St., / 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Québec  
K1A 0S5  
Bid Fax: (819) 997-9776

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Informatics Professional Services - EL  
Division/Services professionnels en informatique -  
division EL  
4C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> JUSTICE CANADA HELP DESK SERVICES	
<b>Solicitation No. - N° de l'invitation</b> 19335-160056/C	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 19335-160056	<b>Date</b> 2017-06-28
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$EL-637-31562	
<b>File No. - N° de dossier</b> 637e1.19335-160056	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-08-10</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Bitsene, Marlene	<b>Buyer Id - Id de l'acheteur</b> 637e1
<b>Telephone No. - N° de téléphone</b> (873) 469-4833 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT  
SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

## **Purpose of this amendment to the Request for Information (RFI)**

The intent of this RFI amendment is to notify Industry that Canada will hold an Industry Day meeting with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties.

Canada encourages all suppliers having an interest and the capability of providing such services to consider participating to the Industry Day for this procurement.

Canada intends to publish a Request for Proposal (RFP) for Service Desk services and User Computing support, including laptop/desktop desk-side support and engineering, and other device support in Summer 2017.

## **Industry Day**

The Industry Day will be held:

- **on July 20, 2017 from 10:00am to 12:00pm,**
- **at Justice Canada, St. Andrew's Tower; 275 Sparks St. (at Kent St, the North-West corner of the intersection), Ottawa, Ontario.**

**Suppliers wishing to attend the Industry day must fill out the Registration Form on the following page and send the completed form to the Contracting Authority on or before July 13, 2017. The agenda will be provided to the Suppliers upon reception of the completed Registration Form.**

The terms and conditions applicable to the engagement process are stated in the Attachment 1 – Rules of Engagement Participation Agreement. **All suppliers wishing to participate in engagement activities must sign the attachment, including those who may have previously participated in previous RFI activities for this requirement.**

A synopsis of the project is provided in the Attachment 2 – Project Synopsis of IT Help Desk and Desk-side Support Services.

### **Contracting Authority:**

**Name: Marlene Bitsene**

**Title: Supply Team Leader**

**E-mail address: [marlene.bitsene@tpsgc-pwgsc.gc.ca](mailto:marlene.bitsene@tpsgc-pwgsc.gc.ca)**

**Telephone: 873-469-4833**

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**REGISTRATION FORM  
INDUSTRY DAY**

**Please fill out the form and send it back by e-mail to  
[marlene.bitsene@tpsgc-pwgsc.gc.ca](mailto:marlene.bitsene@tpsgc-pwgsc.gc.ca) on or before July 13, 2017.**

Name of the Company: \_\_\_\_\_

Names of participants (maximum of three (3)):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**ATTACHMENT 1  
RULES OF ENGAGEMENT PARTICIPATION AGREEMENT**

An overriding principle of the industry consultation is that it be conducted with the utmost of fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All Canada documentation provided throughout the industry consultative process, which begins with the posting of the Request for Information (RFI) and concludes when an official Request for Proposal (RFP) is published on the Government Electronic Tendering Service Buy and Sell, will be provided to all participants who have agreed to and signed the Rules of Engagement ("Participant").

The Consultative Process will consist of Industry Meetings to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between all parties. Canada may also seek feedback, ideas and suggestions from Participants regarding Justice Canada's requirement.

Canada will not disclose proprietary or commercially sensitive information concerning a Participant to other Participants or third parties, except and only to the extent required by law.

The Department of Justice Canada has engaged Gartner Inc. (Gartner) to benchmark Service Desk and End User Computing services, in support of the Justice Canada's Statement of Work (SOW) development. As part of this benchmarking work, Gartner will be present at the Participant one-on-one meetings, with Participant agreement.

Please indicate an "X" in one of the selection boxes below to indicate preference for Gartner involvement in the meeting.

I will meet with Justice Canada, with Gartner representatives in attendance as support to Justice Canada.

**OR**

I will meet with Justice Canada, without Gartner representatives in attendance.

**TERMS AND CONDITIONS:**

The following terms and conditions apply to the Industry Engagement Process. In order to encourage open dialogue, Participants agree to:

- a. Discuss their views concerning Justice Canada's requirement and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;

- 
- b. NOT reveal or discuss any information to the MEDIA/NEWSPAPER regarding Justice Canada's requirement during this consultative process. Any Media questions will be directed to the PSPC Media Relations Office at 819-420-5501;
  - c. Direct inquiries and comments only to authorized representatives of Canada, as directed in notices given by the Contracting Authority from time to time. Any communication to unauthorized representatives of Canada may be subject to full disclosure by Canada to all Participants that have requested the RFI documentation;
  - d. Media cannot participate in Industry Day or the one on one meetings;
  - e. Canada is not obligated to issue any RFP, or to negotiate any contract for any phases of Justice Canada's requirement;
  - f. During the RFI posting all questions from industry shall be provided in writing to the Contracting Authority. In accordance with and subject to the Access to information Act, R.S., 1985, c. A-1, and any other legislative or legal requirement, all information which is provided by a Participant and which is clearly marked as "Proprietary" will not be released or disclosed;
  - g. Proceedings from the Industry Meetings will be transcribed. The information gathered will be summarized and provided to all Participants by publishing on BuyandSell.gc.ca, the Summary of Feedback and Outcomes;
  - h. If Canada does release a RFP, the terms and conditions of the RFP shall be subject to Canada's absolute discretion;
  - i. Canada will not reimburse any person or entity for any cost incurred in participating in this industry consultative process;
  - j. All inquiries with regards to the procurement of Justice Canada's requirement are to be directed to the Contracting Authority;
  - k. Participation in this Industry Engagement Process will not be a mandatory requirement for any subsequent RFP. An entity will not be precluded from submitting a proposal under any subsequent RFP on account of they not being a Participant;
  - l. At any point within this process, a Participant may provide notice to the Contracting Authority that they no longer wish to participate in the Industry Engagement Process. Upon the Contracting Authority's receipt of such notice, the Participant will not be scheduled for participation in any future one on one engagement meetings;
  - m. Failure to agree to and sign the Rules of Engagement will result in the exclusion from participation in the one-on-one meetings. This Rules of Engagement shall be signed by a duly authorized officer of the Participant in this respect; and
  - n. A dispute resolution process to manage impasses throughout this consultative process shall be adhered to as follows:

#### **Dispute Resolution Process**

1- By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected with this Industry Engagement Process.

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2- Any dispute between the Parties of any nature arising out of or in connection with this Industry Engagement Process shall be resolved by the following process:

- a. Any such dispute shall first be referred to the Participant's Representative and the PSPC Manager managing the Industry Engagement Process. The parties will have 3 Business Days in which to resolve the dispute.
- b. In the event the representatives of the Parties specified Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participant's Project Director and the PSPC Senior Director of the Division responsible to manage the Industry Engagement Process. The parties will have 3 Business Days to resolve the dispute.
- c. In the event the representatives of the Parties specified in Article 2.b. Above are unable to resolve the dispute, it shall be referred to the Participant's CEO and the PSPC Director General, who will have 3 Business Days to resolve the dispute.
- d. In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, it shall be referred to the Participant's CEO and the PSPC Assistant Deputy Minister, Procurement Branch who will have 5 Business Days to resolve the dispute.
- e. In the event the representatives of the Parties specified in Article 2.d. above are unable to resolve the dispute, the Contracting Authority shall within 5 Business Days render a written decision which decision shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participant.

By signing this document, the individual represents that he/she has full authority to bind the company listed below and that the individual and the company agree to be bound by all the terms and conditions contained herein.

Name of Company (Print): \_\_\_\_\_

Name of individual (Print): \_\_\_\_\_

Title or Position (Print): \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Signature: \_\_\_\_\_  
(I have the authority to bind the Company)

Date: \_\_\_\_\_

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**REQUEST FOR INFORMATION REGARDING  
THE ACQUISITION OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES  
FOR  
THE DEPARTMENT OF JUSTICE**

**ATTACHMENT 2  
PROJECT SYNOPSIS OF IT HELP DESK AND DESK-SIDE SUPPORT SERVICES**

**Table of Contents**

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**Requirements Definition**

**Contract Period**  
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**Phase 1 – Request for Information (RFI) – RFI No. 1**  
**Phase 2 – Follow-on Meetings**  
**Phase 3 – RFI No. 2 and Follow-on meetings**  
**Phase 4 – Request for Proposal (RFP)**

## INTRODUCTION

The Department of Justice (JUS) Information Technology (IT) Help Desk and Desk-side Support Services support users from both JUS and the Public Prosecution Service of Canada (PPSC), an independent Government of Canada agency receiving IT services from JUS. These critical services support JUS and PPSC staff when they report IT issues, and provide resolution. The services of the Help Desk are available to users in the National Capital Region (NCR), Regional Offices and Sub-Offices; however, Desk-side Support Services, including Hardware Break / Fix Services, are for NCR users only. The Help Desk and Desk-side Support Services offers a suite of IT systems management services to JUS and PPSC as follows:

### Help Desk Services

The Help Desk will be the primary contact point for JUS and PPSC users to report incidents or request services, and is the group responsible for maintaining all information relating to users and the incidents and service requests reported by them.

### Desk-side Support Services

The Desk-side Support will provide bilingual, highly qualified technical professionals with exemplary client-service skills to interact directly with JUS and PPSC staff. This group is responsible for accepting and resolving incidents assigned to it from the Help Desk. In conjunction with the Help Desk group, the Desk-side Support Services Representatives will act as the primary support group for the JUS and PPSC user community and as such are expected to handle the vast majority of support requirements. This team will perform the duties of a "second level" support group.

### Hardware Break / Fix

The Hardware Break / Fix group will deliver warranty and post-warranty hardware repair and replacement services for JUS and PPSC workstations, printers, and related peripheral equipment located in JUS and PPSC offices throughout the NCR. The Hardware Break / Fix group will assist the Help Desk in managing information concerning the incidents and problems affecting the equipment, and is responsible for problem trend analysis and overall parts and inventory management.

## REQUIREMENTS DEFINITION

JUS requires informatics professional services to operate a responsive service through a centralized national Help Centre, in addition to providing desk-side support services in the NCR, as well as national desktop engineering services. The service will provide Level 1 Help Desk Services, Level 2 Desk-side Support and Break/Fix Support Services, Level 3 Engineering and Support Services, and professional services through a task authorization process on an as and when requested basis for; Project Manager, Solution Architect, Security Architect, Business Analyst, On-site Services Team Leader and On-site Services Representative.

Detailed requirement information was provided as part of earlier engagement activities and is available at [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) under solicitation no. 19335-160056/B.

### Contract Period

The planned initial contract period is estimated at four years, with an irrevocable option to extend this initial period by two additional one-year periods.

### Agreement Type Applicability and Exclusions

*This procurement will be subject to Trade Agreements including the North American Free Trade Agreement (NAFTA), the World Trade Organization – Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canada Peru Free Trade Agreement*

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(CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), the Canada-Panama Free Trade Agreement (CPanFTA) and the Agreement on Internal Trade (AIT).

This requirement will not be subject to the Comprehensive Land Claims Agreement (CLCA), as the locations do not fall under any of the settlement areas covered by the ratified agreements.

### **Sourcing Strategy**

Any Request for Proposal (RFP) resulting from this Request for Information (RFI) will be posted on the web site [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

### **Engagement with Industry**

The purpose of the RFI No. 1 (solicitation no. 19335-160056/B) was to receive feedback, ideas and suggestions from suppliers regarding IT service desk and related IT support services.

The main objectives of the RFI No. 1 was to:

- a. Obtain a clear understanding on whether suppliers can meet the requirements of the JUS RFP regarding IT service desk and technical support services at a reasonable cost to the Crown. What are the specific areas of the RFP which prompt concerns on the part of potential suppliers and what would prevent them from bidding, and why? If these concerns were addressed, would this requirement be of interest to suppliers? (i.e. would the supplier be likely to bid for the requirement?)
- b. Understand the current business model for supplying IT service desk and associated support services to the public and private sector. Is there a different approach that the supplier would recommend for the Government of Canada to contract for such services?
- c. Understand how IT service desk and associated support services are being modernized, including changes to the interface and engagement with users, and the associated benefits for organizations and for users.
- d. Understand the potential barriers preventing industry from responding to this Government of Canada RFP for technical services. If there are elements of the draft RFP that would prevent an otherwise qualified supplier from providing these services, what changes could be made to address these barriers?

The intent of this RFI No. 2 (solicitation no. 19335-160056/C) is to notify Industry that Canada plans to hold an Industry Day and/or one-on-one meetings with suppliers to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between parties. If necessary, Industry feedback may be requested on the requirement and any further details will be advertised by an amendment to the RFI No. 2.

### **RFI Feedback to Industry**

Industry feedback will be considered and used to clarify any aspects of the JUS requirement, as required, including the RFP, and its Statement of Work and evaluation criteria. To enhance openness and fairness, a Summary of Feedback and Outcomes resulting from RFI No. 1 and RFI No. 2 will be published on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

### **PLANNING**

The Industry Engagement Process began with the RFI No. 1, followed by one-on-one meetings with interested respondents, the RFI No. 2 process and will conclude when an official RFP or other competitive process is published on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca).

#### **Phase 1 – Request for Information (RFI) – RFI No. 1**

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This RFI provided industry with a preliminary RFP document including SOW and bid evaluation criteria. Industry was required to provide feedback on all aspects detailed in the draft RFP – Annex A.

A list of specific questions to industry was included within the RFI No. 1 document.

### **Phase 2 – Follow-on Meetings**

As part of its RFI No. 1, Canada met with Participants who indicated in their RFI response their interest in participating in a follow-on meeting.

### **Phase 3 – RFI No. 2 and Follow-on meetings**

This Consultative Process will consist of an Industry Day and/or one-on-one meetings to provide an overview of the business opportunity being tendered as well as to facilitate open dialogue between all parties. Canada may also seek feedback, ideas and suggestions from Participants regarding the Justice Canada's requirement.

### **Phase 4 – Request for Proposal (RFP)**

Canada intends to publish the RFP in Summer 2017.