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Core 0B2 / Noyau 0B2

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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

Title - Sujet JUSTICE CANADA HELP DESK SERVICES	
Solicitation No. - N° de l'invitation 19335-160056/E	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client 19335-160056	Date 2017-09-26
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-637-31789	
File No. - N° de dossier 637el.19335-160056	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-11-02	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bitsene, Marlene	Buyer Id - Id de l'acheteur 637el
Telephone No. - N° de téléphone (873) 469-4833 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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

Amd. No. - N° de la modif.
004
File No. - N° du dossier
637e119335-160056/E

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

This bid solicitation cancels and supersedes previous bid solicitation number 19335-160056/A dated September 6, 2016 with a closing of November 25, 2016 at 02:00 PM.

AMENDMENT 004

BID SOLICITATION FOR THE ACQUISITION OF SERVICE DESK AND DESK-SIDE SUPPORT SERVICES FOR THE DEPARTMENT OF JUSTICE CANADA (JUS)

Solicitation No. - N° de l'invitation
19335-160056/E
Client Ref. No. - N° de réf. du client
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Amd. No. - N° de la modif.
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This amendment is raised to post Issue 4 of the Question and Answer Compendium. Issue 3 is revised by the addition of questions 10 to 47.

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Amd. No. - N° de la modif.
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CCC No./N° CCC - FMS No/ N° VME

QUESTION AND ANSWER

Issue: 4
9/27/2017

#	REFERENCE	QUESTION	ANSWER
1		<p>When Québec is mentioned, does it mean that we must serve the entire region?</p> <p>Can we operate from Montreal alone?</p>	<p>Please refer to the Statement of Work (SOW) in the RFP, to understand the scope of requirements.</p> <p>The RFP requires Service Desk Services (as per Schedule A 1) to be delivered to all regions of Canada, which includes Québec.</p> <p>The RFP also requires End User Computing Services (as per Schedule A 2) for the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C., 1985, c. N-4.</p>
2		In regards to Security, we have a DOS (Designated Organization Screening); is this sufficient?	All Security-related requirements which you must meet are documented in the RFP, in PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS, section 6.1, Security Requirement.
3		<p>Do we need to be prequalified to submit a response?</p> <p>Can we be invited to bid?</p>	<p>No. All interested suppliers may submit a bid.</p> <p>The RFP is the invitation to tender, released to all interested bidders.</p>
4		<p>In section 4.2 Technical Evaluation, subsection (c) Reference checks item (v) it indicates:</p> <p>"Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of</p>	<p>Canada understands this question to be:</p> <p>Further to section 4.2 Technical Evaluation, subsection (c) Reference checks item (v), are Bidders permitted to use references arising from situations where their parent / subsidiary / affiliate company delivered the service, but where the Bidder themselves did not deliver?</p> <p>In this context, Canada confirms that references from affiliates are not permitted.</p> <p>References from parent or subsidiary companies will be permitted only in situations where the Bidder themselves was</p>

		the Bidder instead of being a customer of the Bidder itself). Due to the complexity and volume of project references required, we ask that Justice Canada allow the Bidder to use references that have been delivered by its parent, subsidiary or affiliates.	responsible for the contract under which the reference services were provided. If the Bidder was not responsible for the contract, then such references are not permitted. The intent of Evaluation Criterion M.2 (found in Attachment 2), is to evaluate the Bidder's capability to deliver the in-scope services. Canada's response to this question #4 reflects the importance of this M.2 criterion.
5		In order to avoid an unfair advantage to the incumbent, we request that Transition Costs in the Financial proposal be required by each vendor but that it not be scored in the financial evaluation.	No; Canada will not change the approach used for financial evaluation of the transition and start-up costs. The inclusion of transition costs within the scoring of the financial proposal does not create an unfair advantage to the incumbent; it is structured this way to ensure that Canada receives fair pricing for these Transition and Start-up Services. Prospective bidders should note that the basis of selection for this Request for Proposal (RFP) is "Highest Combined Rating of Technical Merit (70%) and Price (30%)". As per Attachment 3, Pricing Response Template, tab "Summary - 4 Year Rollup", the cost of transition is a smaller component of the Total Bid Price, (which is assessed at the 30% level). A greater emphasis is placed on the technical merit of the proposal (at the 70% level).
6		In order to provide the best response and value to the Department of Justice, can PWGSC please extend the close date for the RFP for an additional 3 weeks?	Canada accepts a request for an extension, but limits the extension to 13 days. The new Closing Date is therefore November 2, 2017. As communicated by the Department of Justice Canada at the Industry Day held on July 20, 2017, Canada is on a tight timeline with this procurement due to the existing contract approaching its end date. This request for extension will be accepted but Canada has no plans to accept any further requests for extension. It is expected that Bidders will review the RFP in its entirety to

			ensure that they understand what is required and can properly plan in support of a compliant bid response by the RFP Closing Date.
7	Attachment 3 - Pricing Response Template - End User Tab	Baseline quantity of laptops in NCR region in Pricing template does not match The laptop quantities in Schedule A 18 - End user devices. Please confirm the correct baseline.	An adjustment has been made to Attachment 3, Pricing Response Template, to correct an error on the "End User" tab. The Baseline Quantity for laptops is now 2323 (previously was 2833, in error).
8	Attachment 3 - Pricing Response Template	Where would JUS like the Bidders to place the pricing and technical assumptions?	Canada will not evaluate pricing assumptions. Technical assumptions can be provided as part of the bid response, in the prescribed template (if applicable). Notwithstanding this, Canada expects Bidder compliance to all technical requirements articulated in the SOW.
9	Schedule B 3 - Financial Responsibility Matrix	In cell K9 of tab named "Financial Resp - HW" the Contractor has been listed as responsible for Disaster Recovery of Printers and Consumables. Since these are part of the JUS infrastructure should this be the responsibility of JUS?	Yes; Canada agrees that the Disaster Recovery primeship for Printers and Consumables should be with The Department of Justice Canada (rather than the Contractor), to be consistent with Schedule A 3 - Cross-Functional Services, section 3.1.3.7, "Contractor must demonstrate that it will consistently meet or exceed the JUS Service Continuity and Disaster Recovery Services requirements for facilities and services owned by the Contractor". As such, Schedule B 3 - Financial Responsibility Matrix, tab "Financial Resp - HW", cell K11 (was K9) has been updated to indicate "JUS", rather than "Contractor". There are several other updates made to this Schedule B 3 document, to reflect the national split in responsibility between JUS and the Contractor for Desktop Equipment, Mobile Devices and Printers.

10	A2 - Page 5 - 1.1 End User Computing Services Overview	<p>"Onsite/deskside support of all equipment mentioned above when the device is physically located within the National Capital Region (NCR)."</p> <p>Please provide the requirements for the central services including - Image management (provide Images required by quantity (Win7 = 2, Win10 = 1, etc.), Application packaging (ex: 5 per month), Software deployments (ex: 15 per year), OS patching (Patches = 10 per quarter, etc.) and End point security services (quantity of devices = 2283 etc.).</p> <p>Are these services limited to NCR devices or is it applicable to all regions?</p>	<p>Image Management: Windows 7 32-bit = 2 images (laptop & desktop) Windows 7 64-bit = 2 images (laptop & desktop) Windows 8.1 64-bit = 1 image (tablet)</p> <p>Application Packaging: 1 to 5 packages per month</p> <p>Software deployments (all systems): 5 to 10 per year Patching (OS/Office) monthly (12/year), 3rd party based on release (1 to 5 per year) 5800 end user devices</p> <p>These services are applicable nationally and managed and maintained from the NCR.</p>
11	A2 - Page 5 - 1.1 End User Computing Services Overview	<p>"Onsite/deskside support of all equipment mentioned above when the device is physically located within the National Capital Region (NCR)."</p> <p>If the above mentioned central services are required only for the NCR devices, could you please advise the rationale for excluding the devices in other regions? Are they managed using a separate tooling infrastructure (e.g. SCCM, McAfee)? Are those devices using separate images? Please provide the breakout by Region if not included centrally?</p>	<p>Standard device images (see Schedule A 18 - End User Devices) are applied to all Justice and PPSC devices. These are all centrally managed using the national desktop support tools (SCCM & McAfee ePO) .</p> <p>Local onsite/deskside support teams not in the NCR will use the same common infrastructure as the contractor to support end point devices in the regions.</p>
12	A2 - Page 5 - 1.1 End User Computing Services Overview	<p>"Onsite/deskside support of all equipment mentioned above when the device is physically located within the National Capital Region (NCR)."</p> <p>If the above mentioned central services are required</p>	<p>Attachment 3, Pricing Response Template, has been updated to correct an error on the "End User" tab. The Baseline Quantity for laptops is now 2323 (previously was 2833, in error).</p>

		for the devices across all the regions, desktop and laptop volume mentioned in the Attachment 3 - Pricing Response Template.xlsx is not matching the volume in the Schedule A 18 - End User Devices.xlsx. We can still price for the volume in Attachment 3 - Pricing Response Template.xlsx, however, JUS can benefit from the economy of scale if all devices across the regions are included.	On-site desktop support (such as those described in Section 3.1.6 of Schedule A 2) is required for devices in the NCR only. Canada understands the economies of scale that could result from including all devices across the regions, but this is beyond the scope of this planned procurement.
13	A2 - Page 10 - Table 3. Software Administration Roles, Responsibilities, and Obligations	"9. Create, alter, and delete application object changes." Could you please elaborate on this requirement?	An application object is an entity that ties applications together, for example Master Files, Application Files or APIs (Application Programming Interface). The Contractor is responsible to create, alter, and delete these entities. In Schedule A 2, item 9 of Table 3 (on page 10), the word "changes" should be deleted, which results in "Create, alter, and delete application objects".
14	A2 - Page 10 - Table 3. Software Administration Roles, Responsibilities, and Obligations	"15. Execute all object changes for all instances." Could you please elaborate on this requirement?	Schedule A 2 - End User Computing, Table 3, Item 15 states "execute all object changes for all instances". This refers to the application objects noted in item 9 of this Table.
15	A2 - Page 11 - Table 4. Core Software Image Build and Deployment Roles and Responsibilities	"7. Build Core Software Images for in-scope Hardware" Is there an image lab available at JUS that contractor can leverage for building and testing the OS images? Where is the image lab located?	Yes, there is a physical lab for testing the OS image on physical hardware as well as a virtual lab for building and capturing the OS image. Both are physically in JUS's headquarters in the NCR.
16	A2 - Page 11 - Table 4. Core Software Image	"8. Conduct system-level and End-User testing of Core Software Image(s) to validate that they perform in accordance with the approved Specifications and	There are 5 desktop, 10 laptop and 3 tablet models. Each supported hardware platform model is available for OS image testing and certification in the testing lab.

Build and Deployment Roles and Responsibilities	can be deployed successfully and operate with all supported applications, hardware and Software"	
17 A2 - Page 11 - Table 4. Core Software Image Build and Deployment Roles and Responsibilities	How many desktop/laptop/tablet hardware models are available at the image lab on which the images needs to be certified prior to release? "8. Conduct system-level and End-User testing of Core Software Image(s) to validate that they perform in accordance with the approved Specifications and can be deployed successfully and operate with all supported applications, hardware and Software" On an average how many new desktop/laptop/tablet hardware models are introduced per year?	Three to five new models are introduced in a typical calendar year.
18 A2 - Page 12 - Table 5. Software Build and Deployment Roles and Responsibilities	Could you please estimate the number of application packaging requests that the contractor should expect to package in a month?	The Contractor should expect to package up to five packages per month.
19 A2 - Page 15 - Table 8. Operations and Administration Services Roles and Responsibilities	"1. Apply required patches and fixes to Core and in scope Software " Are you currently using any application patch management tools like SCUP, Secunia (Flexera) for patch non-OS applications? Or are these applications patched via application packaging process and deployed through SCCM?	Yes, JUS uses SCUP in conjunction with SCCM to deploy some 3rd party patches. For products that do NOT support SCUP catalogs, patches are packaged and deployed as SCCM packages/applications, depending on the patch format.
20 A2 - Page 15 - Table 8. Operations	"1. Apply required patches and fixes to Core and in scope Software "	Patches are deployed as needed. All critical/important patches are deployed through SCCM on an automated monthly

and Administration Services Roles and Responsibilities	If you are using SCUP/Secunia, could you please estimate how many patch deployments are carried out in an year?	schedule based on their release from Microsoft. Out-of-band patches are deployed as directed by JUS IT Security and Public Safety Canada.
21 A2 - Page 33 - Table 32. Desktop/Laptop OS Patching Service Request SLR	"Packaged and functional testing within: 5 business day (1-10 requests daily) 10 Business Days >10 daily" Patch Tuesday is followed for Windows OS patching. Could you please clarify on "1-10 requests daily"?	This SLR refers to the OS patching service for regular service packs and non-critical service patches. The Performance Target has 2 levels; the first is applicable when there are between 1 and 10 requests for patches over the period of one (1) day. In such a case, the Performance Target is to deploy within 5 business days. The second Performance Target is applicable when there is an influx of greater than 10 requests for patches over the period of 1 day. In this case, these deployments must be executed within 10 business days.
22 A12 - Future Initiatives	What level of involvement is expected from the contractor for Windows 10 migration initiative? Is the contractor expected to provide a price for OS migration in this offer?	The Windows 10 migration will be performed using the existing SCCM infrastructure in an unattended (zero-touch) process. The scheduling will be set and controlled by JUS. No pricing for a Windows 10 migration is requested as part of the bid response. A Task Authorisation process may be used to define specific contractor scope and level of involvement.
23 A12 - Future Initiatives	It is mentioned under windows migration initiative that all the workstations that are currently on Windows 7 and Tablets which are on Windows 8/8.1 operating system will be migrated to Windows 10 operating system. Is it safe to assume that from Year 3 of the contract, only Windows10 image (one core image) will be required to be managed by the contractor and Windows 7 and Windows 8/8.1 images will be sunset?	Yes. Windows 10 will be the sole operating system supported once all existing Windows 7 and Windows 8.1 devices have been migrated to Windows 10. Yes, this is safe to assume for Year 3 of the contract.

24	A14 - Technical Support Tools	SecureDoc and MBAM are mentioned in the tools list. Description of MBAM states that it is replacement of SecureDoc. Is it safe to assume that JUS is using only MBAM currently for encryption management and SecureDoc administration need not be included in the efforts?	<p>JUS's standard for disk encryption is Microsoft BitLocker and is managed by the MBAM management service.</p> <p>Legacy installations of WinMagic SecureDoc still require password recoveries from the SecureDoc management service until all devices are migrated to Microsoft BitLocker.</p> <p>No new SecureDoc installations are permitted nor are there any administration changes being made to the SecureDoc service.</p>
25	A14 - Technical Support Tools	Group Policy Management Console (GPMC) - Who is responsible for Group policy (GPO) administration?	<p>Group Policy administration is a shared responsibility between JUS and Shared Services Canada (SSC).</p> <p>User-based and end-user computer-based (desktops/laptops/tablets) GPOs are managed by JUS.</p> <p>GPOs affecting servers (domain controllers, mail or application servers) are managed by SSC.</p>
26	A14 - Technical Support Tools	Microsoft System Center Configuration Manager (SCCM) - What is the version in use?	JUS has implemented SCCM "current branch", which is Microsoft's name for the most current version of SCCM.
27	A14 - Technical Support Tools	SCCM - Could you please share the architecture or layout? How many primary servers, secondary servers, distribution points?	The SCCM architecture has a single primary server, two additional management point servers that host the Software Update Service and Application Catalog Service; these act as distribution points. There are an additional 12 distribution points to for each regional office that also host the user state migration service.
28	A14 - Technical Support Tools	MacAfee (EPO) - Are you using Data Loss Prevention, Application control and Device control?	Yes. JUS uses Data Loss Prevention and Device Control to manage the use of removable storage devices.

29	Attachment 3 - End User Tab	Normally the unit of measure for application packaging service is the number of packages. However, the Pricing Response Template has number of desktops and laptops as charge units. Please confirm that the price for central services including Image management, Application packaging and Software deployments is required to be included in per desktop/laptop charges.	Yes; Canada requires Bidders to provide a flat rate per device. This approach which uses the number of desktops and laptops as charge units, is one of the standard approaches used for such services. There are no changes to the pricing model as a result of this question.
30	Schedule A 15 - Facilities locations - DLSU Tab	There are 35 sites on the DLSU tab in the NCR region. Please confirm that the Bidder is not required to provide onsite support at these sites as end user support will be provided by Host Dept. These quantities tally 1283. Schedule A18 - End User Devices tally to 2833 which matches the quantity in the Attachment 3 - Pricing Response Template.	Bidders are not required to provide on-site support to Departmental Legal Services Units (DLSUs). DLSU employees will make use of the full scope of Service Desk services. Support requests that require escalation to on-site support will be dispatched to a 2nd level JUS workgroup.
31	Schedule A2 - End User computing services. - Section: 3.1.8, Page 15	Please provide the number of VIPs per location.	Bidders' solutions should assume that 2% of JUS and PSPC staff will be VIPs. Staff counts broken out by location are provided in Schedule A 15 - Facilities Locations.
32	Schedule A2 - End User computing services. - Section: 3.1.9, Page 15	Is physical disposal of devices including mobiles in scope for the Bidder?	No. JUS will provide the contractor procedures for the preparation physical devices for disposal. The disposal of JUS devices, including mobiles, will be performed by JUS.
33	Schedule A3 - Cross functional services - Section: 3.1.2.4, Page 13	Does the Asset Management scope cover all equipment & software including those in the non NCR regions?	All JUS and PPSC equipment and software in all regions (including the NCR) are in scope for Asset Management. The contractor will coordinate with JUS in regions outside of the NCR to ensure inventories are current, per Schedule A 3 - Cross-Functional Services.

34	Schedule A3 - Cross functional services - Section: 3.1.2.4, Page 13	How frequently does JUS expect the Bidder to perform physical inventories?	See Schedule A 3 - Cross-Functional Services, Table 5, Asset Management Services Roles and Responsibilities. Also see Table 34, Asset Tracking and Management SLRs.
35	Schedule A3 - Cross functional services - Section: 3.1.2.9, Page 16	Please provide an estimated annual number of training hours per resource that JUS is requesting. Also, how many trainings are conducted for JUS users per year on average?	Operational end user IT training is ad hoc and is conducted in person and virtually on an as-needed basis. Currently, end user IT training is not mandatory and therefore not tracked. Formal event-based training is project based and may be subject to Task Authorisations.
36	Schedule A3 - Cross functional services - Section: 3.1.2.13, Page 20	Is ongoing tech refresh included in the annual IMAC counts provided in the Attachment 3 - Pricing Template?	No; ongoing tech refresh is not included in the annual IMAC counts (which are provided in Attachment 3 - Pricing Response Template, tab "End User", cell C11).
37	Schedule A3 - Cross functional services - Section: 4.2, Page 44	What is the current accuracy level of your CMDB data and what Asset management toolset is used?	The current level of accuracy within our CMDB (SCCM) infrastructure is above 95%. JUS uses Basset Pro to manage its physical assets.
38	Schedule A 17 - Service Desk Workload Baseline	Which categories will be handled directly by JUS resolver groups and which should go by the service desk agents? How many JUS resolver groups are there? This information affects the number of ITSM licenses required. From the top ticket contributors, - Pareto: 80% of the tickets come from: Outlook - 10.17% Other Laptop Workstation - 9.17% Windows 2003 - 8.9% Windows - 7.28% JUSaccess - 7.2% Category - % Service Desk / (% Other) Outlook - 72% / (28%) Other Laptop Workstation - 14% / (86%) Windows 2003 (label correction: Password reset, see note #1 below) - 92% / (8%) Windows - 95% / (5%) JUSaccess - 36% / (64%)	All these categories are triaged by the incumbent Service Desk first, are either resolved on first contact or escalated to second level resolver groups. Below are the split percentages between the Service Desk versus other resolver groups for the category types listed in the question: Category - % Service Desk / (% Other) Outlook - 72% / (28%) Other Laptop Workstation - 14% / (86%) Windows 2003 (label correction: Password reset, see note #1 below) - 92% / (8%) Windows - 95% / (5%) JUSaccess - 36% / (64%)

		<p>Blackberry OS - 6.65%</p> <p>Other Third-party Business Application - 6.09%</p> <p>Other Third-party Network Application - 5.61%</p> <p>Exchange - 4.99%</p> <p>Internet Explorer - 4.78%</p> <p>Icase - 4.11%</p> <p>Laser Printer - 4.02%</p>	<p>Blackberry OS - 29% / (71%)</p> <p>Other Third-party Business Application - 33% / (67%)</p> <p>Other Third-party Network Application - 30% / (70%)</p> <p>Exchange - 32% / (68%)</p> <p>Internet Explorer - 85% / (15%)</p> <p>Icase - 9% / (91%)</p> <p>Laser Printer - 7% / (93%)</p> <p>Note:</p> <p>1) "Windows 2003" is mislabeled. The correct label is "Password Reset". Schedule A 17 has been updated accordingly.</p> <p>2) Ticket categories and those that will be handled directly by JUS resolver groups will be reviewed and validated as a transition activity. JUS sees this as an opportunity to review and improve incident and service request management processes in collaboration with the Contractor.</p> <p>3) The are presently 50 Canada queues in the current ticketing system, including an external partner (SSC), but in several cases a single team will own several of these. Resolver groups will be reviewed during the service transition.</p> <p>4) Please refer to the Attachment 3 – Pricing Response Template, tab "Service Desk". JUS estimates there are up to 200 authorized users in JUS resolver groups.</p>
39	Schedule A 17 - Service Desk Workload Baseline	Can JUS share statistics of Average Handling Time (AHT) for each channel (Phone, Chat, email, etc.) in place? Or at least AHT for voice (phone) contacts?	<p>No. These statistics are not available to JUS to share because it's not part of the reports as per the current contract terms.</p> <p>Please note that in the current contract there is an SLA specifying that the Service Desk agent must resolve the incident or escalates to another resolution group within a maximum of 15 minutes, 95% of the time.</p>

40	Schedule A 1 - Service Desk Services	Coverage requested in page 20 is 5X15. However, the document states "unattended mode" with Agent "on standby only". In which cases will this agent go from standby to operative? Which scope is expected from the standby only agent?	<p>Schedule A 1 - Service Desk Services, Section 4.2 outlines requirements for Unattended mode, including a requirement for the agent to call the user back within "SLT". SLT is the acronym for Service Level Target. A Target Service level is Best Effort and will be defined along with the supporting after-hours support process as part of normal Transition activities.</p> <p>JUS expects that this definition for the Agent on standby could include details such as the following:</p> <ul style="list-style-type: none"> • Log Incident with Complete details • Attempt Resolution (best effort) • Dispatch to Second Level (for service next business day)
41	Schedule A 1 - Service Desk Services	Which party will provide the toll-free line to access Service Desk? (JUS or SD provider)	<p>The Department of Justice Canada will provide the toll-free telephone number for access to the Service Desk. JUS will be responsible for the cost of calls made by users to this telephone number.</p> <p>Bidder's solution should assume that Justice's toll free number will terminate on their call management solution.</p>
42	Schedule A 1 - Service Desk Services	What is JUS remote diagnostic and control tool?	JUS uses SCCM for remote management and remote assistance of all end-user devices.
43	HR	Can JUS confirm whether any employee transfers are expected or required during the transition (primarily for the impacted desktop support technicians providing services to JUS today)?	Desktop Support Technicians providing services to JUS today are not employees of JUS, they are resources of the incumbent supplier. No employee transfers are expected or required during the transition.

44	HR	Can JUS provide role summary information for the existing desktop support technicians and service desk agents?	No, JUS cannot provide this information, as our current Contract is solution-based and specific role requirements were not defined.
45	Schedule	Are there any specific dates pertaining to existing contracts that necessitate a specific transition go-live/service commencement date (e.g., expiration of a service contract with a current service provider)? Does JUS have any specific requirements or expectations for when the service cutover would occur?	As communicated by the Department of Justice Canada at the Industry Day held on July 20, 2017, Canada is on a tight timeline with this procurement due to the existing contract approaching its end date. JUS will not constrain bidders' solutions by prescribing a specific service commencement date. Bidders should refer to the Rated Criteria R.14 when proposing a transition schedule.
46	Schedule	Are there any JUS freeze periods (moratoriums) that the Bidder should be aware of that could interfere with the transition schedule?	Change moratoriums (freeze periods) are normally scheduled twice a year: Mid-December to mid-January; and Mid-March to mid-April. These freeze periods are typically confined to major infrastructure and system components and do not extend to end user computing devices.
47	Attachment 3 - Pricing Response Template	It is recommended that Asset Management (AM) and End Point Services (EPS) should have their own pricing line item, because their cost drivers are different. For example, increase/decrease in device count does not change the EPS cost, but number of images to be maintained do. In the case of Asset Management, we need to track more devices than what's listed in the Price Tables, hence volumes in Price Tables do not correctly reflect the Asset Management related volumes.	Canada requires the pricing to be a flat rate per device (as also explained in Question 29). The Cross-Functional Services requirements documented in Schedule A 3 include a number of services that are required to be built into the pricing, based on the number of computing devices to support. Also note that the JUS computing device baseline has been consistent over time.