

RETURN BIDS TO :

RETOURNER LES SOUMISSIONS À:

Bid Receiving Shared Services Canada |
Services partagés Canada
180 Kent Street
Ottawa, Ontario
K1G 4A8
13th Floor

REQUEST FOR PROPOSAL

AMENDMENT #1

DEMANDE DE PROPOSITION

Proposal To: Shared Services Canada
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Services partagés Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées
Instructions : See Herein
ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction
Instructions: Voir aux présentes
énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Comments - Commentaires

This document contains a Security Requirement

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

Issuing Office – Bureau de distribution

Shared Services Canada – SA Authority
Procurement Operations
180 Kent Street
Ottawa, Ontario
K1G 4A8

Title – Sujet Professional Services - Service Desk, Enterprise Command Centre and Data Centre Operations Services	
Solicitation No. – N° de l'invitation 2B0KB-17-3174	Date 28-September-2017
AMENDMENT	1
Client Reference No. – N° référence du client 3174	
Buy & Sell Reference No. – N° de reference de SEAG 2B0KB-17-3174	
File No. – N° de dossier 2B0KB-17-31274	
Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 13-October-2017	
Time Zone Fuseau horaire Daylight Saving Time DST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Julie Watson-Bampton	Buyer Id – Id de l'acheteur C09
Telephone No. – N° de téléphone : 613-790-5915	FAX No. – N° de FAX 613-948-0990
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

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

Question	Section Part of RFP	Page Number	Questions, Request for Clarification, Recommendation for Improvements	Answer
2	Section 4.1.1.1	Page 38	<p>4.1.1.1. Governance Responsibilities Matrix</p> <p>#1 Under the Governance Activities Table (Page 38 of 220), the EUSD Management is missing the X to indicate the responsible party. Could SSC please clarify?</p>	EUSD Management is a sub title no X required.
3	Section 4.1.1.1	Page 38	<p>Item #6 states - Manage all personnel based resources in such a manner to avoid any employer-employee relationship with respect to SSC and the contractor's personnel resources TO be reviewed based on Kristin comment.</p> <p>Would you be able to confirm this requirement is complete and the "TO be reviewed based on Kristin comment" should be deleted?</p>	Yes the requirement is completed and "TO be reviewed based on Kristin comment" is deleted
4	Form 2 "CLIENT REFERENCE VERIFICATION FORM"	Page 216 of 220	Form 2 "CLIENT REFERENCE VERIFICATION FORM" on page 216 of 220 requires client signatures for the Primary and Backup Reference Contact. Due to legal issues, our reference clients (including other Federal Government Clients) are not allowed to provide signatures for reference projects. Please remove the requirement for signatures.	The Signature block is removed
5	SOW Part 2 section 4.3	Page 89 of 220	Should the reference in SOW Part 2 section 4.3 on page 89 of 220 "Enterprise Command Centre" be removed as this section deals with the Enterprise Service Desk?	Confirmed remove

6	SOW Part 3 section 4.3.1	Page 120 of 220	Please confirm the "10 days" reference in SOW Part 3 section 4.3.1 page 120 of 220 should be replaced by "14 days" to be consistent with the timeframe allocated for the EUSD and ESD Transition-In Plans due dates as referenced on page 55 and 89?	Confirmed the "10" should be replaced by 14 days.
7	SOW Part 1 Section 4.1.1.1	Page 28 of 220	Please confirm that there is no additional instructions in the referred statement and that the text "TO be reviewed based on Kristin Comment" is to be ignored within SOW Part 1 Section 4.1.1.1 page 38 of 220.	Yes it is removed see Q&A 3
8	SOW Part 1 Section 4.2	Page 47 of 220	Could SSC confirm that the 9th row of the table on SOW Part 1 section 4.2 page 47 of 220 can be deleted as it is an empty cell?	Confirmed
9	Section 4.2.1 Incident Management	Page 47 / Page 81 of 220	<p>As per Section 4.2.1 Incident Management - Page 47 / Page 81 of 220</p> <p>"• Work with Telecommunications and the vendor in order to troubleshoot and rectify incidents to restore service as quickly as possible."</p> <p>Clarification on comments: "during regular business hours, SSC will maintain responsibility for the phone system. After hours, the service provider may be asked to provide additional support". Will SSC pay for overtime if this is requested to the vendor?</p>	There is no additional charge for OT. SSC will make payment in accordance with contract clauses 7.8 (a) (i) "When actual time worked in a day is in excess of 7.5 hours, all time worked in excess of 7.5 hours will be paid based on the prorated per diem rate"

<p>10</p>	<p>RFP Sept2017attachment 3._1_ssc_pricing_sub mission_sheet_- _final , Unit Pricing , Rate Card and Annual Service Charges - Detail tabs</p>		<p>Reference : RFP Sept2017attachment 3._1_ssc_pricing_submission_sheet _-final , Unit Pricing , Rate Card and Annual Service Charges - Detail tabs</p> <p>It is unclear what pricing is required for each of these tabs.</p> <p>a) The Annual Service Charges - detail tab takes the monthly rate from the Unit Pricing tab and multiplies it by the baseline volume of FTE times 12. Please confirm that is the intent of this tab.</p> <p>b) The Unit Price tab looks to be asking for a monthly rate per FTE per line item per year of the contract including the option years. Is the Unit Pricing tab asking for the Per Diem Rate per FTE times 20 days per month as a monthly rate per FTE? and is that then used to calculate the Annual Service Charges?</p> <p>c) The Rate Card tab looks like it is asking for an annual rate per FTE or is the Rate Card asking for Firm all-inclusive Per Diem Rates exclusive of GST/HST for a 7.5 hour day?</p> <p>Please confirm what unit price is required to be entered into the Rate Card tab and what unit price is required to be entered into the Unit Pricing tab?</p>	<p>a) The Annual Service Charges - takes the Unit Pricing tab x the # of Resources x FGWD x years for contract period. See amended 3.1 pricing submission</p> <p>B)_ the Unit Tab has been corrected to reflect the firm per diem unit price</p> <p>c) the rate card has been deleted and not required. See amendment to 3.1 ssc pricing submission sheet dated September 28, 2017</p>
<p>11</p>	<p>RFP Sept2017attachment 3._1_ssc_pricing_sub mission_sheet_- _final , Annual Service Charges - Detail tabs</p>		<p>Reference: RFP Sept2017attachment 3._1_ssc_pricing_submission_sheet _-final , Annual Service Charges - Detail tabs</p> <p>The sub-totals on the Annual Service Charges - Detail tab do not all sub-total the services correctly. Line 21 does add lines 7 to 20. Line 31 if it is supposed to be a sub-total of ESD services is currently adding lines 11 to 30. This subtotal should be placed below ID item 024 ESD Junior SDA and total ID items 015 through 024. Sub-Total - 3- ECC currently adds lines 42 to 48 but should be adding ID items 025 to 040. Please confirm and correct.</p>	<p>See amended 3.1 pricing submission sheet dated September 28, 2017</p>

12	RFP Sept2017attachment 3.1_ssc_pricing_submission_sheet_-_final , Annual Service Charges Detail		Reference: RFP Sept2017attachment 3.1_ssc_pricing_submission_sheet_-_final , Annual Service Charges Detail The total Annual Charges formula on line 52 is =SUM(H21,#REF!,H49). We assume this should be adding the three sub-totals. Please confirm and correct.	See amended 3.1 pricing submission sheet dated September 28, 2017
13	RFP Sept2017attachment 3.1_ssc_pricing_submission_sheet_-_final , Annual Service Charges Detail		Reference: RFP Sept2017attachment 3.1_ssc_pricing_submission_sheet_-_final , Annual Service Charges Detail Cell N50 = G50 which does not appear to match the formulas in that column? Is this correct? Whereas cell N52 = sum(G52:M52) which does match the formula for that column.	See amended 3.1 pricing submission sheet dated September 28, 2017
14	Section 4.3 Financial Evaluation	Page 14 of 220	As per Section 4.3 Financial Evaluation Page 14 of 220, this section states that "The Total Bid Price is calculated as follows: Part 1: Per Diem Rate x the number in the for Baseline Volume (Evaluation Purposes) column x the number in the FGWD and then Grand Total of Sum (Contract Period + Option periods) ...". Please confirm that: 1. the Per Diem Rate in this calculation is the rate each bidder is to enter on the Rate Card tab for each category of personnel for each year of the contract including the option periods; 2. the Baseline Volume column refers to column F titled Baseline Volumns on the Unit Pricing tab; 3. the FGWD number refers to the number in column G titled FGWD on the Unit Pricing Tab; and 4. the reference to Contract Period refers to Year 1, Year 2 and Year 3 as displayed on the Rate Card such that three separate Per Diem Rates apply during this period as requested in the pricing sheet tabs.	See amended 3.1 pricing submission sheet dated September 28, 2017 - the total bid price is calculated as follows: The financial evaluation will be conducted by calculating the Evaluated Financial Score using the Pricing Tables completed by the bidders in Attachment 3.1 Pricing Tables. (a) The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders. (i) Total Bid Price is calculated as follows: Part 1: Total Bid Price for Annual Service Charges (Sum of all cost as per Attachment 3.1 – Annual Service Charges – which is Total Cost of Enterprise Service Desk, End User Service Desk and Enterprise Command Centre/Data Centre

				<p>Operations) Part 2: Total Bid Price for Transition Costs is the Sum of all cost as per Attachment 3.1 – Transition Cost line item 6-27 The Sum of all costs A + B = Total Bid Price</p>
15	Section 4.3 Financial Evaluation	Page 14 of 220	<p>As per Section 4.3 Financial Evaluation Page 14 of 220, this section states that " The Total Bid Price is calculated as follows:Part 2: Total Bid Price for Transition Costs is the sum of all cost as per Attachment 3.1 - Transition Costs line item 6-27....". Please confirm that Transition Costs should be is the sum of all costs as per Attachment 3.1 - Transition Charges Tab cell C40.</p>	See amended 3.1 pricing submission sheet dated September 28, 2017
16	Section 4.3 Financial Evaluation	Page 14 of 220	<p>As per Section 4.3 Financial Evaluation Page 14 of 220: Please confirm that in the calculation "The Sum of all costs A + B = Total Bid Price", A refers to the result of Part 1: and B refers to the result from Part 2.</p>	Confirmed

17	Annex B Basis of Payment - Category of Personnel tables containing Fixed Per Diem Rates	Pages 197 to 200 of 220	<p>As per Annex B Basis of Payment - Category of Personnel tables containing Fixed Per Diem Rates pages 197 to 200 of 220:</p> <p>The Category of Personnel tables contain only one column for Contract Period (3 years). Please confirm that the Basis of Payment tables will be adjusted to match the pricing sheet data requested which asks for a Fixed Per Diem Rate for each category of personnel for each year during the initial contract period as well as for each option year.</p>	The 3.1 pricing sheet has been updated to match Annex B Basis of Payment.
18	All RFP files		Please provide MS Word versions of all forms that need to be completed and submitted with the Proposal response.	Provided
20	Section 5.2 Resource Positions Table, RFP Sept2017attachment 3.1_ssc_pricing_submission_sheet_-_final , Baseline Volumes tab	page 59	<p>Please review the inconsistencies between the Baseline Volumes sheet of the Pricing Spreadsheet and the SoW (section 5.2 Resource Positions Table):</p> <p>For the EUSD/RF:</p> <ol style="list-style-type: none"> 1) Page 59 of the SoW indicates “.5” of “Client Delivery Executive” while the Baseline Volumes sheet of the Pricing Spreadsheet shows “1” for each of the 6 years. 2) Page 59 of the SoW indicates “43” of “Intermediate Service Desk Agent” while the Baseline Volumes sheet of the Pricing Spreadsheet shows “39 for Year 1, and 36 Years 2,3,4,5,6). 3) Page 59 of the SoW indicates “2” of “Junior Service Order Agent” while the Baseline Volumes sheet of the Pricing Spreadsheet shows “1” for each of the 6 years. 4) Page 59 of the SOW indicates "1" of "Flow Controller" while the Baseline Volumes sheet of the Pricing Spreadsheet shows “2” for each of the 6 years. <p>For the ESD:</p> <ol style="list-style-type: none"> 5) Page 93 of the SoW indicates “.5” of “Domain Client Delivery Executive” while the Baseline 	See revised amended 3.1 Pricing Spreadsheet updated Baseline Volumes

			Volumes sheet of the Pricing Spreadsheet shows "1" for each of the 6 years."	
23	Part 3 BID PREPARATION INSTRUCTIONS	Page 11 of 220	Instead of CD or DVD's, would SSC allow USB's for submission of the electronic copy of the proposal response?	SSC will not be able to accept USB for submission