

## RETURN BIDS TO :

## RETOURNER LES SOUSSIONS À:

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

## REQUEST FOR PROPOSAL

## AMENDMENT #2

### 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

<b>Title – Sujet</b> Professional Services - Service Desk, Enterprise Command Centre and Data Centre Operations Services	
<b>Solicitation No. – N° de l'invitation</b> 2B0KB-17-3174	<b>Date</b> 02-October-2017
<b>AMENDMENT</b>	<b>2</b>
<b>Client Reference No. – N° référence du client</b> 3174	
<b>Buy &amp; Sell Reference No. – N° de reference de SEAG</b> 2B0KB-17-3174	
<b>File No. – N° de dossier</b> 2B0KB-17-31274	
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 2 :00 PM</b> <b>on – le 20-October-2017</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Daylight Saving Time DST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Julie Watson-Bampton	<b>Buyer Id – Id de l'acheteur</b> C09
<b>Telephone No. – N° de téléphone :</b> 613-790-5915	<b>FAX No. – N° de FAX</b> 613-948-0990
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	

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

Question	Section Part of RFP	Page Number	Questions, Request for Clarification, Recommendation for Improvements	Answer
1	N/A		The time frame for response and submission is very tight and difficult to get through our governance processes. We are respectfully asking for a 2 week extension.	The Crown has granted an extension until October 20, 2017@2:00pm
19	RFP		With respect to the SSC Help Desk RFP 2B0KB-17-31274 The time frame for response and submission is very tight and difficult to get through our governance processes. We are respectfully asking for a 2 week extension.	SSC has granted an extension until October 20, 2017 @2:00pm
21	SOW Part 1 Section 4.2.1, Section 6.1	Page 46 of 220	4.2.1 Incident Management - Page 46 "Provide projected call volumes and related staffing level requirements"  Sec 6.1 SLA Document Appendix B to Annex A - "Service Desk Staffing Level"  Can you please clarify how far in advance the three month rolling forecast for staffing levels will be provided to the supplier in order for changes in staffing levels to be acted upon? If the forecast is inaccurate, how are penalties being assigned?	The Supplier will receive a 3 month rolling forecast by the 25th day of every month. The forecast will include the number of staff that the supplier must provide for each of the following 3 months. The first 2 months of each forecast are locked in based on the prior month's forecast. Only the 3rd month in the forecast will have new staffing level numbers.  Service level credits are assessed based on the Supplier's ability to provide the number of resources identified within the forecast 95% of the time or higher.
22	SOW Part 1 Section 4.2.1	Page 46 / Page 80 of 220	4.2.1 Incident Management - Page 46 / Page 80 "Take into account the peak volume periods caused by end user population imbalances and normal busy periods for end users, and provide appropriate staff levels to ensure quality of service is maintained."  As you are dictating the number of agents to be staffed at the Service Desk, please clarify what exceptions will be given if the stated number of resources is insufficient to meet the Service levels as defined in Appendix B to Annex A.	The Supplier will provide the number of staff that is identified in the 3 month rolling forecast. The Supplier is expected to schedule the staff shifts to provide better coverage during peak periods within the day, week and month. Service Level Credits only apply to the critical service levels: FCR, QA, and Service Desk Staffing Level.

<p><b>25</b></p>	<p>Section 4.2 Technical Evaluation, subsection (c) Corporate References</p>	<p>Page 14 of 220</p>	<p>In section 4.2 Technical Evaluation, subsection (c) Corporate References on page 14 of 220 the following paragraph is unclear:</p> <p>“Points will not be allocated if the reference customer affiliate of the Bidder). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm’s length with the Bidder. A bidder responsive will be declared non-responsive and be disqualified if the reference from the Bidder does not confirm that the Bidder has met the Mandatory requirement(s). Crown references will be accepted.”</p> <p>We request that SSC provide clarification on this paragraph. In particular on the ability for Bidder’s to use references from their parent, subsidiary or affiliate. Due to the size and complexity of project references required, we request that SSC allow the Bidder to use references that have been delivered by its parent, subsidiary or affiliates.</p>	<p>The Crown will allow the Bidder to use references that have been delivered by its parent, subsidiary or affiliates.</p>
<p><b>28</b></p>			<p>Would it be possible to have an extension for two weeks in order to prepare a response? The complexity of the requirement and the Thanksgiving holiday are making it impossible to respond by the current due date.</p>	<p>SSC has granted an extension until October 20, 2017 @2:00pm</p>