

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 #3

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 04-October-2017
AMENDMENT	3
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 20-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
26	Section 5.2 ECC	Page 124 of 220	For the stated resource volumes, there does not appear to be a Service Delivery Manager or Client Delivery Executive for the ECC component of the solution. Was this an oversight, or is there a specific reason they were excluded from this area?	no this is not an oversight and there is no requirement for those roles in the ECC Statement of work.
27	Appendix B to Annex A Section 6.1 Quality Assurance	Page 6	For reviewing and measuring Quality, it is stated that the Quality Analyst will review 4 calls and tickets per month per agent. This works out to a very large amount of effort that we believe, in addition to the other functions of the Quality Analyst, far exceeds what one resource can compete effectively in a given month. Can SSC please review the requirements and revise the staffing levels for this role?	There is currently one Quality Analyst for End User Service Desk and one Quality Analyst for Enterprise Service Desk. SSC has reviewed the requirement and have increase the Quality Analyst role under the Enterprise Services desk to 1.5 resources. See Q&A amend 3 - 3.1 Pricing Spreadsheet updated Baseline Volumes Note: the pricing sheet was amended to correct some administration errors.
30	Section 5.2. Resource Positions Client Delivery Executive and Domain Client Delivery Executive	Page 59 of 220 and Page 93 of 220	In Annex A - SOW, there is a requirement to provide a Client Delivery Executive (Qty: 0.5) and a Domain Client Delivery Executive (Qty: 0.5) who are responsible for the governance of the contract. Does SSC require the vendor to provide a Client Delivery Executive for the third Enterprise Command Centre and Data Centre Operations tower similar to the Client Delivery Executive for the End User Service Desk and Domain Client Delivery Executive for the Enterprise Service Desk?	See Q&A 26

<p>31</p>	<p>Section 5.5, Section 2.4, Part 2</p>		<p>Section 5.5 states the Bidder must certify 80% of the proposed resources be bilingual. Section 2.4 states that all end user Service Desk agents must be bilingual as well as 75% of the Request fulfillment resources be bilingual. Part 2 - SSC Enterprise Service Desk be 75% bilingual. ECC and DCO has no language requirement. Would SSC please confirm the language requirements?</p> <p>Section 5.5 (Page 19 of 220) 5.5 Certification of Language – Bilingual</p> <p>By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, 80% proposed resources be bilingual. Fluent means that the proposed resources must be able to communicate orally and in writing without any assistance and with minimal errors.</p> <p>Section 2.4 (Page 35 of 220) Language Requirements All End User Service Desk agents and management staff must be bilingual in English and French. 75% of the Request Fulfilment resources must be bilingual in English and French.</p> <p>PART 2 - SSC ENTERPRISE SERVICE DESK (Page 69 of 220)</p> <p>e. Language Requirements All Enterprise Service Desk agents and management staff must be bilingual in English and French. 75% of the Request Fulfillment staffs are required to be bilingual in English and French.</p> <p>Part 3 - SSC ENTERPRISE COMMAND CENTRE AND DATA CENTRE OPERATIONS (Page 103 of 220)</p>	<p>By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, 75% proposed resources be bilingual in the End User and Enterprise Service Desk. Fluent means that the proposed resources must be able to communicate orally and in writing without any assistance and with minimal errors. There are no language requirements for the SSC Enterprise Command Centre and Data Centre Operations</p>
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