

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 #4

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

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|--|--|
| Title – Sujet Professional Services - Service Desk, Enterprise Command Centre and Data Centre Operations Services | |
| Solicitation No. – N° de l'invitation 2B0KB-17-3174 | Date 05-October-2017 |
| AMENDMENT | 4 |
| 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 | |

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| 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 |
|----------|---|-------------------------------------|---|---|
| 24 | SOW sections | pages 56, 90, and 121 of 220 | Since there is no set timeframe for acceptance of the Transition-In Plan (TIP) to allow vendors to secure resources, would SSC consider modifying the following references found on pages 56, 90, and 121 of 220 SOW sections from "On the day after the date of acceptance of the TIP, the Service Provider must provide, on site, the Resources outlined in task authorization in accordance with Appendix C to Annex A – Tasking procedures" to instead read " The Service Provider must provide, on site, the Resources outlined in task authorization in accordance with Appendix C to Annex A – Tasking procedures per the staffing timeframe defined in the approved TIP." | SSC will modify the following references found on pages 56, 90, and 121 of 220 SOW sections to read as follows: "On the day after the completion of the Transition-In Period, the Service Provider must provide, on site, the Resources outlined in task authorization in accordance with Appendix C to Annex A – Tasking procedures" |
| 32 | Section M2 | (Page 207 of 220) | With respect to mandatory requirement M2, we can find no reference to the Service Desk Agent Support role in the Statement of Work. Please clarify if M2 Function 2) Service Desk Agent Support should read 2) Senior Service Desk Agent. | No it should read Service Desk Agent role. |
| 33 | amended_attachment_3.1_ssc_pricing_submission_sheet_-_september_28_2017 : Annual Service Charges - Detail tab | Annual Service Charges - Detail tab | The volumes in column G Baseline Volumes do not match the baseline volume tab nor the Unit Price tab for the following IDs: - 005 Client Delivery Executive - Annual Service Charges - Detail tab volume is 0.5, Unit Price and Baseline Volume tab the volume is 1 - 008 Intermediate Service Desk Agent - Annual Service Charges - Detail tab is 43, Unit Price Tab volume is 39 and the Baseline Volume tab volume is 39 yr 1, 36 yr 2, 36 yr 3, 39 yrs 4,5 and 6. - 012 Junior Order Agent - Annual Service | the Attachment 3.1 ssc pricing submission sheet was corrected in Amendment #3 - Q&A amend 3 - 3.1 Pricing Spreadsheet updated Baseline Volumes |

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|-----------|---|-------------------------------------|--|--|
| | | | Charges - Detail tab is 2, Unit Price tab and Baseline Volume tab the volume is 1 - 013 Flow Controller - Annual Service Charges - Detail tab is 1, Unit Price tab and Baseline Volume tab the volume is 2 Please confirm which volume for these IDs are correct and revise the pricing sheet accordingly. | |
| 34 | amended_attachment_3.1_ssc_pricing_submission_sheet_-_september_28_2017 : Annual Service Charges - Detail tab | Annual Service Charges - Detail tab | The sum on line 34 in columns I to Column L adds lines 12 to 32. Should this sum be adding lines 24 to 33? Please confirm and revise. | the Attachment 3.1 ssc pricing submission sheet was corrected in Amendment #3 - Q&A amend 3 - 3.1 Pricing Spreadsheet updated Baseline Volumes |
| 35 | amended_attachment_3.1_ssc_pricing_submission_sheet_-_september_28_2017 : Annual Service Charges - Detail tab | Annual Service Charges - Detail tab | The sum on line 52 is adding lines 46 to 51 in columns I to L. Should this sum be adding lines 36 to 51? Please confirm and revise. | the Attachment 3.1 ssc pricing submission sheet was corrected in Amendment #3 - Q&A amend 3 - 3.1 Pricing Spreadsheet updated Baseline Volumes |
| 36 | amended_attachment_3.1_ssc_pricing_submission_sheet_-_september_28_2017 : Annual Service Charges - Detail tab | Annual Service Charges - Detail tab | The sum on line 56 in columns I to L is adding line 54 line 34 and line 22. Should this sum be adding lines 52, 34 and 22? Please confirm and revise. | the Attachment 3.1 ssc pricing submission sheet was corrected in Amendment #3 - Q&A amend 3 - 3.1 Pricing Spreadsheet updated Baseline Volumes |

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| <p>37</p> | <p>Section 5.6 Code of Conduct and Certifications references “Annex D”</p> | <p>Page 19 of 220</p> | <p>Page 19 of 220, Section 5.6 Code of Conduct and Certifications references “Annex D”. Please confirm this reference should be to “Form 5”.</p> | <p>Yes that is correct "Form 5"</p> |
| <p>38</p> | <p>Part 5 Certifications: Federal Contractors Program - Certification</p> | <p>Page 17 of 220</p> | <p>Please clarify if bidders need to provide a completed “Annex D – Federal Contractors Program for Employment Equity – Certification” with proposal submission in response to requirement “Federal Contractors Program – Certification”</p> | <p>Confirmed - bidders need to provide a completed "Annex D"</p> |