

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 #5

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 06-October-2017
AMENDMENT	5
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
24	Section 4.1.1.1. Governance Responsibility Matrix	Page 40 of 220	<p>Item: Train Service Desk staff according to SSC's approved training plan and curriculum. Demonstrate that effective and successful training occurred. Training At Service Provider's expense.</p> <p>1) Would SSC provide a copy of the approved training plan and curriculum? 2) On average, how long does the training take to provide? 3) What is required to demonstrate effective and successful training occurred?</p>	<p>1) Yes we will provide with the amount of time for each area 2) Training may take ESD on average 5 days and EUSD on average of 6 days. 3) SSC may assess an candidate through an exam.</p>