



SHARED SERVICES CANADA

Amendment No. 002 to the Request for Information for the Procurement Process for Information Technology Service Management (ITSM) Tool

Request for Information No.	R24278	Date	March 16, 2018
GCDocs File No.		GETS Reference No.	PW-18-00818161

This Amendment is issued to publish a modification to the RFI originally released by SSC on February 28, 2018. Except as expressly amended by this document, the RFI remains unchanged.

THIS RFI AMENDMENT IS ISSUED TO:

1. Publish Modification 1 to RFI

Modification 1

2.2 Responses to Questions for Industry

15. Submission of One Response

SSC intends to permit each Bidder (including related entities) to submit only one bid in response to the upcoming RFP. In addition, SSC is also considering limiting each interested legal entity (which includes the parent, subsidiaries or other affiliates of that legal entity) to participate in only one bid (either as the Bidder or as a sub-contractor to the Bidder for a proposed Bidding Team) regardless of whether they are a System Integrator or an Enterprise ITSM Tool Software Publisher.

SSC wishes to encourage the participation of the maximum number of Enterprise ITSM Tool Software Publishers possible and believes that it is in the best interest of Industry and Canada to avoid receiving multiple bid submissions proposing the same ITSM Tool. SSC's primary objective is to select a Partner with the best overall solution; which includes the Enterprise ITSM Tool Software and an experienced service provider to implement that Tool. In SSC's opinion, an Enterprise ITSM Tool Software Publisher teamed with the service provider of their choice (and vice versa), that have made a commitment to each other to respond to the RFP and deliver the solution, would make an ideal Partner for SSC.

Please identify any comments, suggestions or concerns regarding this intended approach.