



## SHARED SERVICES CANADA

### **Amendment No. 003 to the Request for Proposal for Information Technology Service Management (ITSM) Tool Solution**

Solicitation No.	30190	Date	February 22, 2019
GCDocs File No.		GETS Reference No.	PW-19-00841613

This Amendment is issued to publish documents and answer questions 20-42. Except as expressly amended by this document, the RFP remains unchanged.

**THIS RFP AMENDMENT IS ISSUED TO:**

1. Publish Canada's Responses questions 20-42
2. Publish Attachment 3.2 – Supply Chain Security Information Form

**1. PUBLISH CANADA'S RESPONSES TO QUESTIONS**

**QUESTION 20:**

Would the Crown consider updating the Definition of Bidder extracted from a previous Canada Federal solicitation as follows? For the purposes of the mandatory technical criteria and the point-rated criteria, the definition of "Bidder" per SACC 2003 Definition of Bidder of Standard Instructions 2003 is replaced with the following definition of Bidder: "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It also includes the parent, subsidiaries or other affiliates of the Bidder, its subcontractors and Association of Entities\*. \*An "Association of Entities" means separate legal entities within a formally organized professional services network, where all members of the network operate using a common brand, with shared access to intellectual property and talent resources and integrated technology, methodology, strategies and policies across the network.

**ANSWER 20:**

The Definition of Bidder will remain unchanged.

**QUESTION 21:**

Regarding instructions outlined in the RFP instructions document, a few required documents have not yet been posted to the GETS site. A program of this magnitude will require bidders to have all the materials accessible as soon as possible to produce a competitive response to the RFP and ensure a fair and competitive bidding process. We kindly ask that the SSC please post the following missing documents to the GETS site by Monday, 2/11, Attachment 3.2 – Supply Chain Security Information Form, Attachment 4.3 and Appendix 1, Attachment 4.4 Software Usability Demonstration , Annex H – Supply Chain Security Information

**ANSWER 21:**

Refer to the Attachments contained in Amendment No. 002 for the required documents:

- Attachment 4.3 Financial Evaluation
- Attachment 4.3, Appendix 1 – Financial Evaluation Pricing Tables

**QUESTION 22:**

Based on the timeline provided in the RFP, there is no set date for the SSC to provide responses to clarification questions. The direction of the bidder's solution is largely dependent on how the SSC responds to specific clarification questions. We kindly ask that the SSC please respond to the bidder's questions by 2/21/19, which would allow bidders the time needed to consider the answers and develop a solution that addresses the needs of the SSC.

**ANSWER 22:**

SSC acknowledges this request. Please see Amendment 002 and Amendment 003.

**QUESTION 23:**

What is the anticipated contract award date?

**ANSWER 23:**

The RFP schedule targets contract award in May-June, 2019.

**QUESTION 24:**

The response sections in Attachment 4.1 and Attachment 4.2 seem to be duplicate. Could the SSC please confirm that bidders are only required to provide their responses in Attachment 4.2

**ANSWER 24:**

Correct. Please ensure you refer to the latest version of all documents.

**QUESTION 25:**

Does the SSC have a preference for the format/layout of proposal responses?

**ANSWER 25:**

SSC does not have a preference for the format/layout of proposal responses. Please refer to the RFP Section 3.3 Technical Bid for more information.

**QUESTION 26:**

Are bidders permitted to use their branded template documents for their responses?

**ANSWER 26:**

Yes, bidders are permitted to use their branded template documents for their responses.

**QUESTION 27:**

What would be the maximum number of concurrent "Service Desk staff at Customer Departments" out of the 1,500 using the ITSM system at any given time?

**ANSWER 27:**

See the evaluation units set-out in Attachment 4.3, Appendix 1 – Financial Evaluation Pricing Tables. Please note that the evaluation units represents assumptions and not commitments from Canada with the respect to the number of users and/or associated licenses.

**QUESTION 28:**

What would be the maximum number of concurrent "SSC Users" out of 4,500 using the ITSM system at any given time?

**ANSWER 28:**

See answer 27

**QUESTION 29:**

How many end-users/customers (i.e. Service Consumers) are there that would need access to the Self-Service Portal (SSP)?

**ANSWER 29:**

See answer 27.

**QUESTION 30:**

Are these all ~6,000 SSC personnel and/or 1,500 "Service Desk staff at Customer Department" or all of Canada ~350,000 personnel, please specify?

**ANSWER 30:**

Refer to Attachment 1 to the SOW – ITSM Project Background Information and Context, section 2.5 for details. See also answer 27.

**QUESTION 31:**

Attachment 4.2, Table 1-FR-1.4 – Shared Ticket Visibility: Could SSC please confirm that the term "shared ticket" in this context means a related ticket (e.g. incident, problem, change) which is related to the original ticket (which itself could also be an incident, problem, change)? If this is not the case can you please clarify the requirement by providing an example.

**ANSWER 31:**

To clarify, a shared ticket refers to a ticket (e.g. incident, problem, change) that SSC and staff at another organization must work collaboratively to resolve. Canada is seeking a solution to this requirement that meets GC requirements based on industry best practises.

**QUESTION 32:**

Attachment 4.2, Table 1 12. FR-6.10 - Automation Override: Could SSC please provide clarification on this requirement as well as an example to illustrate it ?

**ANSWER 32:**

Automation Override refers to being able to manually override or undo any step in a process that had been automated. For example, automatic assignment of an incident or the adding of an approval to a change request.

**QUESTION 33:**

Attachment 4.2, Table 1 13. FR-7.30 – Link to Projects: Could SSC please explain where are the "project" records stored (in which software/solution) and what type of "link" do you require (ex: referencing a unique identifier...)

**ANSWER 33:**

Project records may be stored in systems external to the ITSM tool [systems]. Canada is seeking a solution to this requirement that meets GC requirements based on industry best practises.

**QUESTION 34:**

Attachment 4.2, Table 1 FR-12.13 – Self Service Portal Integration: Should Bidders interpret according to ITIL best practices where, as part of the problem management process, once a known error has been identified, the known error can also be published in the self-service as a knowledge article (ie using knowledge management)? In other words could the answer to this question be the same as for FR-12.17?

**ANSWER 34:**

No. These are two different requirements.. FR 12.13 refers to the ability to track the status of a specific problem record through self-service portal. FR 12.17 refers to the publishing of knowledge articles to the self-service portal, which may have been generated as a result of a problem investigation and diagnosis.

**QUESTION 35:**

Attachment 4.2, Table 1 FR-13.16 – Release Readiness: Could SSC please provide more details on how the tool should support the establishment and governance of release readiness criteria (using an example).

**ANSWER 35:**

As an example, in accordance with Service Management best practices, some processes (e.g. change and release management) require various functions to support governance such as tracking approvals and required artifacts.

**QUESTION 36:**

Regarding Service Requests, Description of what constitutes a service request (perhaps top 5 most common request)?

**ANSWER 36:**

This information does not impact the required functionality of the ITSM Tool and is not required for the purposes of bid response. Please prepare your response in accordance with the ITSM Tool Non-Functional and Functional Requirements set out in Appendices 1 and 2, respectively, to the SOW.

**QUESTION 37:**

Regarding Service Requests, Break down of service requests by vehicle of submission:

- i. % phone
- ii. % email
- iii. % other

**ANSWER 37:**

See answer 36 and the Financial Requirements provided in Amendment no. 002.

**QUESTION 38:**

Regarding Service Requests, Average resolution time for a service request

**ANSWER 38:**

See answer 36.

**QUESTION 39:**

Regarding Incidents, Is a password reset classified as an incident?

**ANSWER 39:**

See answer 36.

**QUESTION 40:**

Regarding Incidents, Break down of incidents by vehicle of submission:

- i. % phone
- ii. % email
- iii. % other

**ANSWER 40:**

See answer 36.

**QUESTION 41:**

Regarding incidents, Average resolution time for an incident.

**ANSWER 41:**

See answer 36.

**QUESTION 42:**

Can SSC clarify the security requirement for on-site resources?

**ANSWER 42:**

Refer to Annex C – Security Requirements Checklist (SRCL). As stipulated in RFP section 4.5, Security Clearance, requirements apply at time of contract award. It should be noted that security clearance requirements apply to all professional services resources provided under the contract.

As such, all resources must hold a valid clearance at a minimum level of Reliability Status. However, many resources will require Secret clearance as the work progresses and they begin to work with SSC's infrastructure. Therefore Bidders should initiate security clearances as applicable prior to contract award.

SSC will verify prior to contract award that the three resources proposed in response to Mandatory Evaluation Criteria #M-9 Proposed Key Resources hold a valid security clearance at the Reliability Status level or above.

Please note Annex A – SOW, section 2.4 Location of Work.

**2. PUBLISH ATTACHMENT 3.2 – SUPPLY CHAIN SECURITY INFORMATION FORM**

All documents have been attached separately.