



SHARED SERVICES CANADA

Amendment No. 007 to the Request for Proposal for Information Technology Service Management (ITSM) Tool Solution

Solicitation No.	30190	Date	March 15, 2019
GCDocs File No.		GETS Reference No.	PW-19-00841613

This Amendment is issued to extend the RFP closing date and answer questions 256, 257, 260 – 263, 265. Except as expressly amended by this document, the RFP remains unchanged.

THIS RFP AMENDMENT IS ISSUED TO:

1. Extend the closing date of the RFP
2. Publish Canada's Responses questions 256, 257, 260 -263 ,265

1. EXTEND THE CLOSING DATE OF THE RFP

This solicitation amendment is issued to extend the closing date of the RFP from **March 26, 2019** to **March 29, 2019**.

2. PUBLISH CANADA'S RESPONSES TO QUESTIONS

QUESTION 256:

Further to Amendment 002 Feb 13 Question 8 Definition of bidder.

SSC response refers back to the definition of bidder excluding parent references.

By limiting the definition of bidder to not included parent, affiliates or subsidiaries, SSC will not receive the benefit of experience from global companies that have best practices in ITSM implementations and delivery experience from other governments and large private sector organizations. We strongly recommend that SSC clearly state that bidders can use references from the parent, affiliate or subsidiary organization.

If not, can SSC please clarify if it is the intent to limit the experience and best practices to only bidders that have no global experience to meet the requirements of the ITSM RFP?

ANSWER 256:

The Definition of Bidder reflects GC standard clause and will remain unchanged

QUESTION 257:

SSC has provided a significant amount of new information as well as changes to the response document requirements. We are requesting that SSC extend the response due date to March 29, 2019.

ANSWER 257:

The closing date has been extended to March 26, 2019. See RFP Amendment No. 005

QUESTION 260:

With regards to Section 2.3 Questions and Comments, there are a number of responses outstanding from Question Period 1 that will require considerable effort to discuss with partners and subcontractors, in order to provide an integrated and complete response. Will Canada extend the RFP submission date by at least two weeks from the time when all of the questions from Question Period 1 have been answered?

ANSWER 260:

The closing date has been extended to March 29, 2019.

QUESTION 261:

With regards to outstanding RFP questions posed during Question Period 1, when will Canada provide responses to all the questions submitted and commence Question Period 2

ANSWER 261:

RFP Amendments No. 005 and 006.

QUESTION 262:

Attachment 3.1 Section 3.a.ii.7 on page 67/82, refers to the SCSI Submission Form as Attachment 5.1. Can you confirm that is referring to RFP_SSC_ITSM_Attachment 3.2_OEM SCI Submission Form?

ANSWER 262:

Yes, SSC confirms that it is referring to RFP_SSC_ITSM_Attachment 3.2_OEM SCI Submission Form.

QUESTION 263:

Attachment 3.1 Section 2.g refers to the Supply Chain Scope Diagram as Attachment 5.2. Can you confirm this is a typo and is referring to ATTACHMENT 3.3 - SUPPLY CHAIN SCOPE DIAGRAM?

ANSWER 263:

Yes, SSC confirms this is a typo and is referring to ATTACHMENT 3.3 - SUPPLY CHAIN SCOPE DIAGRAM.

QUESTION 265:

1) In the document RFP_SSC_ITSM_30190_Annex A - SOW_Amend 4, Attachment 3.1 – Supply Chain Security Information Assessment Process 3.a.i references Appendix E in the following sentence “A Self-Assessment of the Bidder’s ITSM Managed Service, including the ITSM SaaS Solution, against the Security Controls set out in Appendix E to the Statement of Work”. Can Canada confirm this is a cross-reference error, and that Appendix E should read Appendix 4?

ANSWER 265:

Confirmed.