



SHARED SERVICES CANADA

Amendment No. 008 to the Request for Proposal for Information Technology Service Management (ITSM) Tool Solution

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

This Amendment is issued to publish documents, Canada's final responses to questions, modifications and documents. Except as expressly amended by this document, the RFP remains unchanged.

THIS RFP AMENDMENT IS ISSUED TO:

1. Publish Canada's final responses to questions
2. Modifications
3. Delete and replace ITSM RFP

1. PUBLISH CANADA'S RESPONSES TO QUESTIONS

QUESTION 254:

Where at least one of the three reference projects:

- i) Was deployed to support a large scale organization with a minimum of 100,000 employees (although not all 100,000 employees will have a need to use the ITSM software); and
- ii) Was deployed as part of a bilingual implementation (i.e. any two languages).

Do points I and ii have to apply to the same project?

ANSWER 254:

No, the Bidder may use separate Projects (i.e. any of the three Customer Reference Projects required in response to M-3) to demonstrate i) and ii).

QUESTION 255:

Within this RFP, Shared Services Canada Solicitation No. 30190 it is indicated in section 3.4 2 c), that no fluctuations are permitted within the financial bid. However, on the Bid Submission Form, there is a request to answer the following: bidder requests exchange rate fluctuation adjustments during the Contract Period (Yes/No). Can Canada confirm that there are no provisions for protection against exchange rate fluctuations and that the answer to the subject question on the Bid Submission Form is "NO" for all bidders?

ANSWER 255:

See RFP Part 3. Preparing and Submitting a Bid Response to this Solicitation, section 3.4 Financial Bid, para c). Exchange Rate Fluctuation.

QUESTION 258:

Can Canada confirm that existing perpetual licenses owned by Canada for a given ITSM tool along with associated maintenance and support agreements will remain in effect and may not be transferred to any resulting contract from this RFP?

ANSWER 258:

Existing licenses will remain the property of Canada.

QUESTION 259:

Further, can Canada confirm that Table #3B in Attachment 4.3, Appendix 1 – Financial Proposal Pricing Tables should only include additional license pricing required to achieve an Entity License Agreement that is additive to any existing licenses currently owned by Canada?

ANSWER 259:

No. To ensure fairness and transparency, the Bidder must propose all software licenses required to support the proposed solution. The Bidder should not assume that Canada already owns any licenses for the proposed software. See Attachment 4.3 Financial Evaluation, section 1.1.5.2 No Caveats or Conditional Pricing.

In the event that the selected Bidder proposes a solution based on an ITSM Tool for which Canada already owns licenses, Canada will acquire only the additional licenses required for the solution. This will be determined in collaboration with the Contractor after contract award.

QUESTION 264:

Further to Bid Submission Requirements listed under Attachment 3.1: Section 3 A.ii.1 Location, Section 3.b Network Diagrams, and Section 3.d Customer Co-Location Disclosure Information, the bidder is expected to use Canada's infrastructure exclusively and has no other network connectivity resulting in access to Canada's data. Will Canada accept the bidder marking the above sections "Not Applicable" as a compliant response?

ANSWER 264:

Canada will accept "Not Applicable" to Section 3.d Customer Co-Location Disclosure Information. The requirements for all other sections remain the same.

QUESTION 266:

The GoC has created a rated requirement for the cost associated with past projects with 1,500/12,500/unlimited users for organizations with 3,000 / 5,000 / 50,000/ 100,000 +employees. In our global experience, we know that a higher dollar value implementation often does not equate to a successful project; in fact, higher implementation costs are most often tied to the most unsuccessful projects. Why would the GoC allot more points for a higher implementation value (such as \$12 million) instead of a lower implementation value (such as \$5 million) for implementations in large organizations?

We request that item # R – 1.1 be amended to following the point structure:

DELETE:

- 10 points - Over \$12,000k
- 8 points - \$9,000k to \$11,999k
- 5 points - \$5,000k to \$8,999k

INSERT:

- 5 points - Over \$12,000k
- 8 points - \$9,000k to \$11,999k
- 10 points - \$5,000k to \$8,999k

ANSWER 266:

The request has been reviewed. The requirement remains unchanged.

QUESTION 267:

In the last 5 years, new tools on the market for ITSM do not require a team of developers and coders – which is one of the most expensive elements of deploying the tool on site or in the cloud. There is not a requirement for developers and coders to be on-site full time once the platform is deployed given the modern no code/low code tools resulting in far lower costs. For example, a major health care institution has deployed our platform for over 1,500 concurrent help desk staff including Incident, Service Request, Change Management, Knowledge Management, Problem, including migrating data from a legacy platform, for well under the dollar value referenced in the RFP for SSC. The size of the environment, deployment (on premise) and complexity of their installation is similar to what is being asked by SSC. This reference uses a fully configured system (not out of the box) with tailored workflows and screens SSC would expect to see. We would ask the crown to remove the dollar value requirement for references in both Mandatory and Rated criteria, and focus on the complexity of the deployment and measure the resulting actual cost from the deployment itself.

ANSWER 267:

The request has been reviewed. The requirement remains unchanged.

QUESTION 268:

Over how many years does SSC expect to onboard all 43 departments?

ANSWER 268:

As stated in Attachment 1 – ITSM Project Background and Context, SSC envisions a multi-phased approach, over a number of years, to attain its long-term vision for a GC-wide enterprise ITSM Tool Solution (see section 2.4). Although there is a high level of interest among other Government Departments to onboard to the new solution there is no firm schedule for GC-wide roll-out of the Tool.

QUESTION 269:

For AMS – Year 1, what is the expectation of deployed scope to be supported? Can we assume Package A, B, C only?

ANSWER 269:

See answer 68 contained in RFP Amendment No. 004.

QUESTION 270:

Within the 1st year of AMS after hyper care, how many tenants are expected to be onboarded?

ANSWER 270:

See answer 268.

QUESTION 271:

How should the contractor document narrative for AMS?

ANSWER 271:

The question is unclear and we are unable to respond.

QUESTION 272:

SOW Section 2.4. For the delivery of AMS from a Canadian Operations Center that has Canada facility clearance, what are the possible options for remote access to the ITSM tool? How will the AMS team access the SSC ITSM instance for support activity (section 13.3.1 a)? Can we assume a VPN access will be provided for remote access to the SSC network?

ANSWER 272:

See Annex A, SOW, section 2.4 d) for details.

QUESTION 273:

Annex A – Statement of Work - APPENDIX 1 – ITSM TOOL NON-FUNCTIONAL REQUIREMENTS): Please clarify if the bidders are expected to provide a written answer for each of the NFR requirements or not.

ANSWER 273:

As stipulated in Annex A, SOW, it is mandatory that the proposed ITSM Tool meets each of the Non-Functional Requirements (NFR) set-out in Appendix 1; a response to each NFR is not required.

QUESTION 274:

Regarding Attachment 4.3 Appendix 1 Financial Evaluation Pricing Table 3 ITSM Tool Licensed, Would SSC please clarify and define the potential scope of Entity Price – Unlimited GC Users.

ANSWER 274:

The Entity or unlimited license is for the entire Government of Canada including all Departments and Agencies and is not limited to the 43 customer departments supported by SSC.

QUESTION 275:

Is this unlimited License restricted to only the 43 or 101 Departments and Agencies supported by SSC?

ANSWER 275:

See answer 274.

QUESTION 276:

Or does this include ALL GC Departments and Agencies?

ANSWER 276:

See answer 274.

QUESTION 277:

Please confirm that all previous RFP document and attachment changes and amendments are incorporated in Amendment 6.

ANSWER 277:

Confirmed.

QUESTION 278:

Due to the late publishing of certain attachments and numerous amendments/clarifications to assist qualified bidders in providing a compliant bid could the crown provide a checklist of the various documents and attachments (with amendment #) required for a compliant bid.

ANSWER 278:

In accordance with sections 3.3 Technical Bid and 3.5 Supply Chain Security Information (SCSI) Submission of RFP Part 3, Preparing and Submitting a Bid in Response of this Solicitation, a compliant Technical Bid must include:

Technical Bid Submission Requirements	
3.3 Technical Bid:	
a) Bid Submission Form (Form 1)	Using Form 1 contained in Main RFP (updated version published with Amendment No. 006, 2019-03-06)
b) Integrity Check (Form 2)	Using Form 2 contained in Main RFP (updated version published with Amendment No. 006, 2019-03-06)
c) Certifications	Using Forms 1, 3 and 4 contained in Main RFP (updated version published with Amendment No. 006, 2019-03-06)
d) Additional Software Use Terms	If applicable to Bidder
e) Responses to the Mandatory Technical Evaluation Requirements detailed in Attachment 4.2	Using Attachment 4.2 – Technical Evaluation, published with RFP Amendment No. 006 (2019-03-06)
f) Responses to the Rated Technical Evaluation Requirements detailed in Attachment 4.2 -	Using Attachment 4.2 – Technical Evaluation, published with RFP Amendment No. 006 (2019-03-06)
g) Functional Requirements Mandatory Response form (Attachment 4.2, Table #1)	Using Table #1 - ITSM Tool software, Mandatory Response Table contained in Attachment 4.2 – Technical Evaluation, published with RFP Amendment No. 006 (2019-03-06)
h) Detailed Work Plan for Contractor Onboarding	DELETED, See RFP Modification 21 below
i) Detailed Work Plan for Development of Transition Out Plan	DELETED, See RFP Modification 21 below
3.5 Supply Chain Security Information (SCSI) Submission:	
Attachment 3.1 – Supply Chain Security Information Assessment Process:	Attachment 3.1 contained in Main RFP (updated version published with Amendment No. 006, 2019-03-06)

QUESTION 279:

With regards to the Crown’s answer to Question 56 – is the Crown saying that a bid will be non-compliant if it demonstrates the required capability by providing screenshots and a comprehensive narrative about how the proposed tool meets the requirement but the Bidder does not also include a reference to some other product documentation?

ANSWER 279:

Yes, reference to substantiating product documentation is required.

QUESTION 280:

If company X is a subcontractor of the bidder is Company X considered a “Core Team Member”?

ANSWER 280:

Yes.

QUESTION 281:

If company X is a subcontractor of the bidder can the bidder use a Company X reference project to meet mandatory and rated reference project criteria?

ANSWER 281:

It is assumed that this question is related to the mandatory criteria #M-2 Corporate Experience, ITSM Tool Software Configuration and Implementation. As stipulated in the criteria; each of the two required Customer Reference Contracts must have been delivered by the same Core Team Member (i.e. the Bidder or its subcontractor) that is proposed to lead the delivery of the ITSM Tool Implementation and Integration services for SSC. The Bidder may not combine its experience with the experience of its subcontractor to meet the criteria.

QUESTION 282:

Is a subcontractor organization required to have a DOS or FSC?

ANSWER 282:

To clarify, a Facility Security Clearance (FSC) allows an organization to clear their personnel at the classified level in order to access classified information, assets and work sites. For this requirement the Bidder must hold a valid FSC at the Secret level and it is anticipated that most resources will require clearance at the Secret level. Further, the security requirements for resources apply to all individual resources whether they are an employee of the Bidder or a sub-contractor resource. As noted in answer 252 (Amendment No. 005), the Bidder/Contractor may hold the Secret Security clearances for sub-contractor resources if necessary.

QUESTION 283:

If the subcontractor organization does not have a DOS or FSC but the subcontractor personnel have a personnel clearance is this sufficient for them to work on this contract subject to terms and conditions specified on page 55 of the ITSM tool solution RFP amendment 6 document.

ANSWER 283:

See answer 282.

QUESTION 284:

Use of the M-2 \$5M professional services requirement for past projects represents over 15 person-years of time at a professional services rate of \$1500/day including activities to customize, install, deploy and support a customer. This rewards SI or bidder organizations that may be less efficient or that provide support services as a component of the project (resulting in higher project PS costs) and is a detriment to those bidders that utilize newer more efficient deployment methods/technologies and that have support incorporated as part of the subscription software license. Since support over the term of a project is a major project cost component, we request that this requirement be changed to allow Bidders that include support as part of their subscription license cost to be permitted to use the subscription license costs of the reference project to meet this requirement.

ANSWER 284:

The request has been reviewed. The requirement remains unchanged.

QUESTION 285:

If the above is not acceptable to the Crown, then we request that the \$5M be reduced to \$1.5M or \$2M so that inefficient SIs and older technology tools that require high levels of personnel to customize, install, deploy and support a customer are not given an unfair advantage over more efficient and more cost effective suppliers that deliver comparable complexity projects to customers at much lower cost.

ANSWER 285:

The request has been reviewed. The requirement remains unchanged.

QUESTION 286:

If the above is not acceptable to the Crown, we request that the \$5M be removed completely and that evaluation criteria that compares project scope and complexity be used to evaluate bidder's capability.

ANSWER 286:

The request has been reviewed. The requirement remains unchanged.

QUESTION 287:

We also request that whatever change is applied to M2 be applied to all rated criteria that also incorporate a similar \$value for professional services criteria to award rated criteria points.

ANSWER 287:

The request has been reviewed. The requirement remains unchanged.

QUESTION 288:

Given the large number of amendments, the recent republishing of the entire RFP document and to enable our organization time to understand and incorporate any changes from this round of questions we request a 3-week extension to the closing date of this RFP.

ANSWER 288:

See RFP Amendment 007.

QUESTION 289:

Will SSC be open to remote support for application management or do you prefer all on-premise landed resources?

ANSWER 289:

See answer 272. See also answer 1 contained in RFP Amendment No. 002.

QUESTION 290:

If remote, are out of country resources acceptable?

ANSWER 290:

No. See answer 1 contained in RFP Amendment No. 002.

QUESTION 291:

Are application management support resources required for business hours or does SSC have non-production hours requirement?

ANSWER 291:

The AMS requirements are for regular business hours.

QUESTION 292:

In the case of on-premise resources for AMS, will resources with reliability clearance acceptable to SSC or do the resources require full secret clearance to work on-premise at SSC?

ANSWER 292:

See answer 42 contained in RFP Amendment No. 003.

QUESTION 293:

In Annex A SOW, you have consistently mention "the Contractor must, as and when requested". Can the Contractor assume that the price for scope of work for each releases based on the migration plan will be submitted and SSC will utilize task authorizations (TAs) to procure future services?

ANSWER 293:

Yes.

QUESTION 294:

CG4 asset data, is Contractor expected to migrate CG4 asset data into the target ITSM system or just the integration?

ANSWER 294:

This is subject to the Data Migration Plan which will be developed by the selected Contractor. See answer 78 contained in RFP Amendment No. 004.

QUESTION 295:

VCAC related Cis, is Contractor expected to migrate CIs into target ITSM system?

ANSWER 295:

See answer 294.

QUESTION 296:

TADDM, is Contractor expected to bulk load discovery data into target ITSM system's CMDB?

ANSWER 296:

See answer 294.

QUESTION 297:

For Training Services, you mention the "Contractor must as and when requested", however you have not indicated if the Contractor is expected to work with SSC to develop scope of work for 4 types of training requirement. How do plan to contract for these training services?

ANSWER 297:

Training Services will be contracted using Task Authorizations.

2. MODIFICATIONS

21) Page 1 of the RFP

INSERT:

613-219-2887

22) Part 3 Preparing and Submitting a Bid in Response of this Solicitation, Section 3.3 Technical Bid of the RFP

DELETE:

- h) Detailed Work Plan for Contractor Onboarding
- i) Detailed Work Plan for Development of Transition Out Plan

23) DELETE:

5.13.16 Economic Price Adjustment (EPA)

5.13.16.1 The Provisions of this article apply to the following Firm Pricing items contained in Attachment 4.3, Appendix 1 – Financial Proposal Pricing Tables:

- a) Table #1 – Per Diem Rates
- b) Table #2 – Firm Fixed Price Work / Deliverables
 - a. Item #1: Contractor Project Management Team (fixed monthly fee for initial 24 months)
 - b. Item #10: ITSM Tool Orientation Session (price per session, including training materials)
 - c. Item #11: Transition Plan (fixed price for deliverable)
 - d. Item #12: Application Management Support (AMS) Services (fixed monthly fee for initial 12 months, with option to extend)

5.13.16.2 Beginning in Option Period 1 (i.e. Year 4), the Firm Pricing items (listed above), will be escalated for the next twelve (12) month period in accordance with the Economic Price Adjustment (EPA) provisions of this article. The Contract Basis of payment will be amended to reflect the new Pricing. The same methodology will apply to all subsequent Option Periods that the contract is in place,

5.13.16.3 The Option Period 1 Firm Pricing items (listed above) which are subject to EPA, and the Pricing for all subsequent Option Periods, will be calculated (using the Firm Pricing from the previous period) and the percentage increase (or decrease) in the Consumer Price Index (CPI), annual average, not seasonally adjusted, as published in Statistics Canada Table: 18-10-0005-01 (formerly CANSIM 326-0021), in accordance with the following formula rounded to the nearest two decimals:

$$\text{EPA} = (A / B - 1) \times 100$$

Where:

- A = Average of the monthly CPI for Canada, for the 12 months ending three (3) months preceding the start date of the new year.
- B = Average of the monthly CPI for Canada, for the 12 months ending fifteen (15) months preceding the start date of the new year.

Note: Any EPA which is less than zero, will be deemed to be equal to zero.

Example:

Per diem Rate (initial Contract Period) = \$650 x EPA (1.78%) = \$650 + \$11.57 =

Per diem Rate (Option Period1) = \$661.57

5.13.16.4 The Contractor must notify the Contracting Authority in writing of the applicable EPA, no later than thirty (30) calendar days prior to the commencement of the new year. The Contracting Authority will in turn verify the information and amend the Contract accordingly to reflect the revised Firm Pricing items.

5.13.16.5 Until such time as the adjustments to the Firm Pricing items (listed above) are made through a contract amendment, the Firm Pricing for the previous period will be used. The same process will apply for each twelve-month period and any option year exercised. Once the new Firm Pricing items have been incorporated into the Contract, the Contractor may submit a claim for any underpayment that may have

occurred as a result of any delays on the part of SSC in completing the annual adjustment.

INSERT:

5.13.16 Economic Price Adjustment (EPA)

5.13.16.1 The Provisions of this article apply to the following Firm Pricing items contained in Attachment 4.3, Appendix 1 – Financial Proposal Pricing Table:

Worksheet - Table #1 – Per Diem Rates for Professional Services Resource Categories referenced in the SOW as sections 2.12.1 to 2.12.20 inclusive.

5.13.16.2 Beginning in Option Period 1 (i.e. Year 4), the Firm Pricing items (listed above), will be increased (when applicable) for the next twelve (12) month period in accordance with the Economic Price Adjustment (EPA) provisions of this article. The Contract Basis of payment will be amended to reflect the new Pricing. The same methodology will apply to all subsequent annual Option Periods that the contract is in place and will be calculated based on each of the annual Option Period Anniversary dates.

5.13.16.3 The Option Period 1 Firm Pricing items (listed above) which are subject to EPA, and the Pricing for all subsequent Option Periods, will be calculated (using the Firm Pricing from the most recent previous annual period) and the percentage increase (when applicable) in the Consumer Price Index (CPI), annual average, not seasonally adjusted (All Items rate), as published in Statistics Canada Table: 18-10-0005-01 (formerly CANSIM 326-0021), in accordance with the following formula rounded to the nearest two decimals:

$$EPA = (A / B - 1) \times 100$$

Note: Statistics Canada publishes the Annual Average CPI rate to one decimal place, the percentage increase will be calculated to 2 decimal places.

For clarity the Per Diem

Where on the 4th Year (Option Year 1) Anniversary and Subsequent (Option Year's) Anniversaries:

- A = Most recently published, Annual Average (“All Items”) of the CPI for Canada, from the Annual Option Period Task Authorization commencement date.
- B = Previously published, Annual Average (“All Items”) of the CPI for Canada, prior to the most recently Annual Average (“All Items”) of the CPI for Canada, from the Annual Option Period Task Authorization commencement date.
- All Annual EPA's equal to or less than zero indicate there will be no price adjustment for the Option Period.

The following table provides an example of the applicability and calculation of the EPA:

Year	CPI	Contract Year	Per Diem Rate	EPA Calculation = (A / B - 1) x 100	Revised Per Diem
2013	124.8	2 nd	\$1,000	N/A	
2014	125.1	3 rd	\$1,000	N/A	\$1,000

2015	127.8	Option Yr	\$1,000	$(125.1 / 124.8 - 1) \times 100 = 0.24\%$	\$1,002.40
2016	126.9	Option Yr	\$1,002.40	$(127.8 / 1.25.1 - 1) \times 100 = 2.16\%$	\$1,024.04
2017	128.6	Option Yr	\$1,024.04	$(126.9 / 127.8 - 1) \times 100 = -0.70\%^*$	\$1,024.04
2018	129.5	Option Yr	\$1,024.04	$(128.6 / 126.9 - 1) \times 100 = 1.34\%$	\$1,037.76

* Negative % increase therefore there is no increase for the year in the per diem rates.

5.13.16.4 The Contractor must notify the Contracting Authority in writing of the applicable EPA, no later than thirty (30) calendar days prior to the commencement of the new year. The Contracting Authority will in turn verify the information and amend the Contract accordingly to reflect the revised Firm Pricing items.

5.13.16.5 Until such time as the adjustments to the Firm Pricing items (listed above) are made through a contract amendment, the Firm Pricing for the previous period will be used. The same process will apply for each twelve-month period and any option year exercised. Once the new Firm Pricing items have been incorporated into the Contract, the Contractor may submit a claim for any underpayment that may have occurred as a result of any delays on the part of SSC in completing the annual adjustment.

24) INSERT:

5.37 Dispute Resolution

If a dispute arises out of, or in connection with this Contract, the parties agree to meet to pursue resolution through negotiation or another dispute resolution process acceptable to both parties, before resorting to litigation.

The parties agree that any information exchanged during this meeting or any subsequent dispute resolution process, will be regarded as "without prejudice" communications for the purpose of settlement negotiations and will be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable will not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.

This dispute resolution clause will not affect any of Canada's rights of cancellation or termination contained in this Contract.