



SHARED SERVICES CANADA

Amendment No. 009 to the Request for Proposal for Information Technology Service Management (ITSM) Tool Solution

Solicitation No.	30190	Date	March 26, 2019
GCDocs File No.		GETS Reference No.	PW-19-00841613

This Amendment is issued to publish Canada's clarification to response to question 278, modification and updated document. Except as expressly amended by this document, the RFP remains unchanged.

THIS RFP AMENDMENT IS ISSUED TO:

1. Clarification to Canada's response to questions 278
2. Modification
3. Delete and replace **Attachment 3.1 – Supply Chain Security Information Assessment Process.**

1. CLARIFICATION TO CANADA'S RESPONSE TO QUESTION

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
i) Detailed Work Plan for Development of Transition Out Plan	DELETED
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)
i. Security Controls Assessment	Required
ii. IT Product List Security Controls Assessment	Required, using Attachment 3.2 SCSI Submission Form published with RFP Amendment No. 003 (2019-02-22)
b. Network Diagrams	Not Applicable
c. List of Subcontractors	Required, using Attachment 3.2 SCSI Submission Form published with RFP Amendment No. 003 (2019-02-22)
d. Customer Co-location Disclosure Information (CCDI)	Not Applicable

2. MODIFICATIONS

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Attachment 3.1 – Supply Chain Security Information Assessment Process.

3. Bid Submission Requirements (**Mandatory at Bid Closing**):

DELETE:

- i. **Security Controls Assessment;** 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. The bidder must describe how their SaaS Solution meets each individual security measure in ANNEX E (e.g. the manual and / or electronic processes used to meet the individual security control measures.

INSERT:

- i. **Security Controls Assessment;** A Self-Assessment of the Bidder's complete Enterprise ITSM Tool solution, against the Security Controls set out in Appendix 4 to the Statement of Work. The bidder must describe how their complete Enterprise ITSM Tool solution meets each individual security measure in Appendix 4 (e.g. the manual and / or electronic processes used to meet the individual security control measures.

3. DELETE AND REPLACE ATTACHMENT 3.1 – SUPPLY CHAIN SECURITY INFORMATION ASSESSMENT PROCESS.