



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des soumissions -
TPSGC**

11 Laurier St., / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT

MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Informatics Professional Services - EL Division/Services

professionnels en informatique - division EL

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

Title - Sujet The ITSM SaaS Solution	
Solicitation No. - N° de l'invitation 19438-190010/A	Amendment No. - N° modif. 010
Client Reference No. - N° de référence du client 19438-190010	Date 2019-09-08
GETS Reference No. - N° de référence de SEAG PW-\$\$EL-637-36648	
File No. - N° de dossier 637el.19438-190010	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-09-26	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bitsene, Marlene	Buyer Id - Id de l'acheteur 637el
Telephone No. - N° de téléphone (613) 858-9976 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

This document includes answers to questions raised by potential bidders and the amendments.

Question 89:

Item 51 in Table 3 states “Upon request by the JUS Technical Authority, the ITSM SaaS Contractor must within 4 business hours, restore the ITSM SaaS Solution and/or data associated with the ITSM SaaS Solution to the state of any day in the 60 calendar days preceding the restore request.” A four hour goal is unusual outside of the context of disaster recovery. For database recovery that not related to disaster recovery, 28 hours is a more standard SLA. Would JUS consider amending this requirement to specify that:

- a) it is related to database recovery outside of DR; and
- b) 28 hours is the mandatory recovery time for non-DR requests?

Answer 89:

JUS has already updated the requirement for the time period for back-up data to remain available. It was updated from 60 to 21 calendar days. This results in an update to items 61 and 62 of Section 6 of the Statement of Work (Annex A). It likewise results in an update to items 50 and 51 of Table 3, in Attachment 4.1.

Please see the response to question 41 in Amendment 004.

In regards to this particular question, for database recoveries that are not Disaster Recovery related, JUS will accept 28 calendar hours. This results in item 62 of SOW Section 6 AND item 51 of Attachment 4.1,

Table 3 being amended to the following:

Upon request by the JUS Technical Authority, and for non Disaster Recovery situations, the ITSM SaaS Contractor must within 28 calendar hours, restore the ITSM SaaS Solution and/or data associated with the ITSM SaaS Solution to the state of any day in the 21 calendar days preceding the restore request. For Disaster Recovery situations, the ITSM SaaS Contractor must restore as per above but within 4 business hours.

Question 90:

If a vendor typically provides training using pricing structures other than per instructor hour, may they provide training pricing using those measures?

Answer 90:

The Bidder is required to provide the pricing for the ITSM Trainer/Instructor by populating the table in Attachment 4.2, Pricing Schedule, Part 2, Ongoing Professional Services. The pricing structure is Per Diem (i.e., per day). There is no change to the table in Part 2.

Question 91:

As a follow up to Question/Answer 26 (found in Amendment 004), we would be looking for an actual number of approvers (i.e., business users outside of IT that participate in IT request fulfillment processes in scope to move them forward through approvals/rejections). All IT users will be licensed and can participate in the process as necessary. It was noted that JUS users outside of IT that have staff for which they are responsible will want the ability to approve/reject service requests for their subordinates

before the request can be fulfilled. It was also noted that Service Request Process Owners will want the ability to approve/reject before they are to be fulfilled.

Can you please provide a best-guess number regarding:

1. How many JUS users outside of IT will have the role of managing a team and will be approving their IT requests before they can be fulfilled? and
2. How many Service Request Process Owners will exist outside of IT and will be approving IT requests in scope?

Reference:

Question 26:

The ITSM SaaS Solution subscription must include support for the following roles and quantities: End users - 6500; IT users - 150. Our solution also has an approver role. This role is required by a user who needs to approve a service request and is not part of the 150 IT users. How many people with the approver role do you think you require?

Answer 26:

Based on the ITSM SaaS Solution proposed; JUS anticipates all JUS users to have the capability to approve the Service Requests for their respective employees (within the 6500 JUS users). JUS anticipates the Service Request Process Owner to have the capability to approve the Service Requests for all request within their responsibility (within the 150 IT Users).

Answer 91:

As per Section 3 of the Statement of Work (Annex A), "a Process Owner is the person who is held accountable for ensuring that a process is fit for purpose. The process owner's responsibilities include sponsorship, design, change management and continual improvement of the process and its metrics."

The focus of a process owner is on the process itself and not on individual requests being managed through the ITSM SaaS Solution. Therefore it is not correct to say that "Service Request Process Owners will want the ability to approve/reject before they are to be fulfilled", for individual requests.

JUS estimates that 25% of the end users could be approvers, in the context of IT request fulfillment processes, and moving individual requests through approvals/rejections.

As per the definition of Process Owner above, and the graphic provided in Section 3 of the SOW, Process Owners are always IT users. Therefore, JUS does not plan for Service Request Process Owners to exist outside of IT, or to approve individual IT requests.

Question 92:

As a follow up to Question/Answer 26 (found in Amendment 004), we would be looking for an actual number of approvers (i.e., business users outside of IT that participate in IT request fulfillment processes in scope to move them forward through approvals/rejections). All IT users will be licensed and can participate in the process as necessary. It was noted that JUS users outside of IT that have staff for which they are responsible will want the ability to approve/reject service requests for their subordinates before the request can be fulfilled. It was also noted that Service Request Process Owners will want the ability to approve/reject before they are to be fulfilled.

Can you please provide a best-guess number regarding:

1. How many JUS users outside of IT will have the role of managing a team and will be approving their IT requests before they can be fulfilled? and
2. How many Service Request Process Owners will exist outside of IT and will be approving IT requests in scope?

Answer 92:

The answer to this question is the same as the answer to question 91 above.

Question 93:

Could you please elaborate on Active Directory (AD) password reset requirement from Milestone 3:

- Configuration of Self-Service Portal, including: Self-service Portal, Dashboards and Password reset for Active Directory password

Is the plan to reset AD passwords directly from the ITSM solution – users enters the new password which then automatically updates the AD password? Or would you like the ITSM solution to simply direct the end user to AD and the user will update the password directly in AD?

If the plan is to reset AD passwords directly from the ITSM solution, then how many transactions per month are expected?

Answer 93:

JUS and the Contractor will discuss the specifics of how the password reset will work within Milestone 3, as part of the implementation work for Milestone 3.

JUS estimates that approximately 300 password resets per month would be required.

Question 94:

Respectfully , we haven't seen a response to this question. Will the Crown be amending the definition of bidder to include Parents, Subsidiaries and affiliates ?

Also, earlier we asked a question on the ownership of our proprietary Methodologies and Tool Sets. As a integrator these represent our commercial offerings. Much like a software manufacture is not willing to give the Government their IP to integrators, the methodologies are our IP and the commercial basis of our business. As such we are happy to partner with Justice Canada and to employ all the methodologies gained from DXC's Global leadership in implementation of Service Now. However we cannot give the Crown ownership of the IP.

Answer 94:

Please refer to the response to question 2, found in Amendment 001; also question 64 found in Amendment 007.

Please refer to the response to question 61, found in Amendment 007.

Question 95:

It is mentioned in Attachment 4.1 that "Using the template in Table 2, the Bidder must complete the work breakdown structure and timeline for installation that demonstrates all tasks, deliverables to deliver the solution within the timelines as defined in Annex "A", Section 5 "Solution Implementation". We understand that you are looking for the tasks and deliverables for the project. On page 99, it is mentioned that "Bidders should add additional rows in the Installation/Implementation Stage Work Plan as required."

Question: Our project plan activities are structured quite differently from Table 2 and we believe you would have a better understanding of the WBS if we would use our project plan activities and deliverables for each milestone instead of those provided in Table 2.

Can we replace the Table 2 items by a work breakdown structure we use for similar projects or do we have to use the one you provided with some additions?

Answer 95:

Please refer to the response to question 56, found in Amendment 007.

Question 96:

Is Vendor's interpretation of the RFP requirements correct that JUS expects Vendors to warrant third party (cloud) software services? Or may the Vendor 'pass through' and assign any third party warranties direct to JUS?

Answer 96:

The Bidder must confirm compliance to the requirements in this RFP, as per Attachment 4.1, Bid Evaluation Criteria.

Also see section 3.1 (h) and (i) regarding definition of Bidder.

Question 97:

Many ITSM solutions have both SaaS and on-premise offerings that have the same user interfaces and solution capabilities. In these cases, user training has the same content and delivery for both on-premise and SaaS. This being the case, is it acceptable to use an on-prem customer as a training reference in response to Table 5?

Answer 97:

Please refer to the response to question 1, found in Amendment 001.

Question 98:

Please define the per diem rate for training. For training, is this just meant to reflect the day rate for an instructor providing on-site training, including travel and expenses? How should other training deliverables be (i.e., web-based training and the costs of translating materials into French/English) represented in the response?

Answer 98:

The per diem rate must include (but is not limited to) the tasks and activities listed for the ITSM Trainer/Instructor, in section 7 of Annex A, Statement of Work.

Any travel arrangements and costs are the responsibility of the Contractor, as per section 9 of Annex A.

Question 99:

We are based out of US West and have our office in Chennai, India. I would like to know what the following statement means: RFP statement: The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CCoLFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-Korea Free Trade Agreement (CKFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP) and the Canadian Free Trade Agreement (CFTA).

- i. Our Question: Does this mean that we have to comply to one or more of the agreements mentioned above?
- ii. Do we have to be a company based out of Chile/Panama/Peru/Korea/EU?
- iii. Just in case, if we qualify for the above, can we review the RFP and send you any clarification questions?

Answer 99:

- i. The trade agreements create obligations for governments only and not for suppliers. So, there are no obligations in those agreements that you have to comply with.
- ii. This RFP contains no restrictions on where a supplier is based, so you would be free to bid, subject only to Canada's international sanctions regime.
- iii. Yes, you may send clarification questions.

Question 100:

Can you please send the word version of the RFP to enable us to respond?

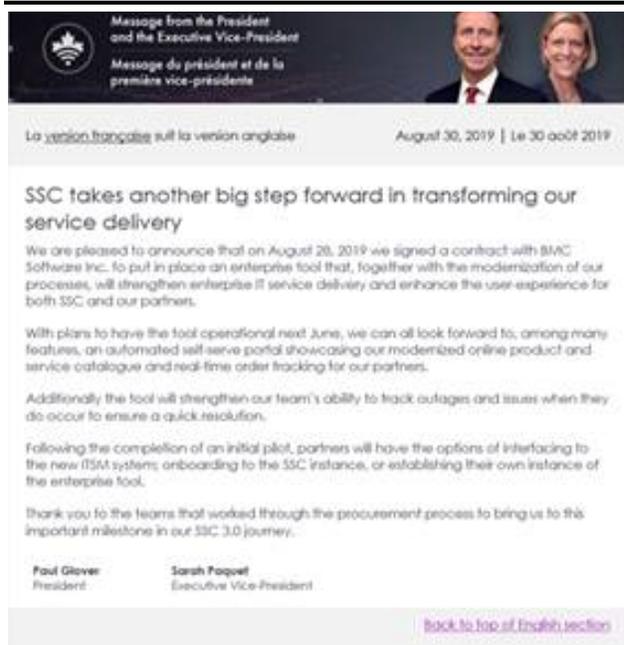
Answer 100:

This solicitation document is available in PDF format only.

Question 101:

In light of the announcement of SSC standardizing on BMC products for ITSM, and that all departments will be given access to it. Will you still be proceeding with this RFP, or will the Department of Justice Canada be following SSC's lead and working with their solution?

Please see below?



Answer 101:

Yes, we are still proceeding with this RFP.

Question 102:

Further to Amendment 8, Answer 85, regarding the cut-off date for submitting clarifying questions being September 13, 2019. To allow JUS time to provide responses to industry questions and for industry to revise their submission based on JUS clarifying responses, would JUS consider extending the submission date out by 5 days from JUS final responses?

Answer 102:

The closing date of the RFP has been changed to September 26, 2019.

Also note that RFP section 2.4 (a) has been updated to change the number of days before the bid closing date, for submission of enquiries. This section now says:

All enquiries must be submitted in writing to the Contracting Authority no later than ten calendar days before the bid closing date. Enquiries received after that time may not be answered.

Question 103:

Are you able to confirm that with the extension to the 18th, the deadline for questions is likewise pushed back to the 13th?

Answer 103:

The closing date of the RFP has been changed to September 26, 2019.

Also note that RFP section 2.4 (a) has been updated to change the number of days before the bid closing date, for submission of enquiries. This section now says:

Solicitation No. No de l'invitation
19438-190010/A

Amd. No. - N° de la modif.
010

Buyer ID - Id de l'acheteur
637eI

All enquiries must be submitted in writing to the Contracting Authority no later than ten calendar days before the bid closing date. Enquiries received after that time may not be answered.

AMENDMENT:

1. At Page 1 of the Solicitation, the following change applies:

DELETE:

Solicitation Closes
at 02:00 PM on 2019-09-18
Eastern Standard Time (EST)

INSERT:

Solicitation Closes
at 02:00 PM on 2019-09-26
Eastern Standard Time (EST)

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED