Attachment 4.2

Evaluation Criteria and Technical Bid Response Template – Stream B

Note: Please see the Bid Response Template (Part 2) for the technical response guidance.

Part 1 – Evaluation Criteria

1. MANDATORY REQUIREMENTS

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience

M.1	**Bidder Company Profile and Vision Strategy**	The Bidder must provide a brief corporate overview to allow SSC to obtain a better understanding of overall direction and strategy of their company.
		
		The Bidder's corporate overview must include, as a minimum, the following information:
		
		a) Bidder company business profile and Corporate strategy;
		b) Bidder's management structure, including organization in Canada and structure of service delivery in Canada;
		c) Bidder's market and innovation plans, including any investment and expansion plans in managed service delivery for in-scope services;
		d) Bidder's leadership positions in industry groups;
		e) Bidder's revenue distribution:
		    i. Canada Total vs. Global Total;
		    ii. Public Sector Total vs. All Industries Total.
		f) Percentage of delivery resources to be employed directly by the Bidder to provide the in scope services under this Contract vs. Resources brought in through subcontractors.
			Please see Mandatory Response Format and Structure Guidance for response guidance.

M.2	**References - Managed Services Capabilities**	The Bidder must provide three (3) distinct reference contracts to demonstrate its ability to deliver the scope of the required services in this RFP. Each reference contract must have been conducted within the last 5 years (from the initial solicitation date). Each reference contract must be distinct (i.e. base years and extension years for the same contract qualify as one (1) reference). Each contract example must be a Managed Service contract, providing Service Desk Services that supported 4000 users or more.	Please see Mandatory Response Format and Structure Guidance for response guidance.

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience

		The Bidder must, as a minimum, address the following for each of the three (3) reference contracts provided:
		
		1. Client organization name and address;
		2. Number of end users receiving the managed service;
		3. Project executive who is knowledgeable about the services the Bidder is referencing, their title, telephone number and e-mail address;
		4. Reference Contract Summary - Provide an overview of the contract, including but not limited to:
		   a) The annual value (in Canadian dollars including taxes, or equivalent);
		     Note: For each reference contract, the Bidder must have billed a minimum of $3,000,000.00 to-date for professional services (in Canadian dollars including taxes, or equivalent)
		   b) Award date and expiry date of the contract of services provided;
		     Note: the reference contracts must be active or have been active in the last five (5) years for a minimum period of twelve months prior to the solicitation posting date for this RFP;
		   c) Scope of services provided;
		     Note: For each reference contract, the Bidder's contract scope of work must have included the following scope: Service Desk Services that include Single Point of Contact (SPOC) support for end users, Service Request Management and Incident Management services, End User Administration Services, support for IMAC Services and Self-Help support through an online portal
		     Note: A minimum of one (out of the 3 proposed) reference contracts must have included Transition Services.
		   d) Service delivery scope (number of users, geographic coverage, etc.);
		   e) For the most recent two (2) years, provide twenty-four (24) months of summarized data for four (4) service performance measures, one (1) of which must be Client Satisfaction.	

M.3	**Senior Delivery Team**	The Bidder must propose a different resource to fulfill each of the following four (4) roles, as described in **Schedule A 4 - Governance and Relationship Management Services**, Sections 2.1 and 2.2:	Please see Mandatory Response Format and Structure Guidance for response guidance.

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience
		1) Client Executive; 2) Service Delivery Manager (Enterprise Service Desk); 3) Service Delivery Manager (End User Service Desk); and 4) Quality Assurance Manager. In order to comply with M.3, the Bidder must propose a resume for each of the four (4) roles that includes, at a minimum, the following information: a) Number of years of "Relevant" experience; b) Listing of clients for which the "Relevant" experience has been obtained, indicating which are Canadian clients; and c) Postsecondary education, training, and/or valid certifications possessed. NOTE: Relevant experience is defined as: experience providing management oversight for Service Desk enterprise services for organizations with 4000 users or more.	

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience
M.4	**Transition Management Team**	The Bidder must propose a different resource to fulfill each of the following four (4) roles, as described in **Schedule A 4 – Governance and Relationship Management Services**, Sections 2.3 through 2.5: 1) Solution Architect; 2) Transition Manager; 3) Knowledge Transfer Manager; and 4) Training Manager. In order to comply with M.4, the Bidder must propose a resume for each of the four (4) roles that includes, at a minimum, the following information: a) Number of years of "Relevant" experience; b) Listing of clients for which the "Relevant" experience has been obtained, indicating which are Canadian clients; and c) Postsecondary education, training, and/or valid certifications possessed. NOTE: Relevant experience is defined as: experience providing management oversight for Service Desk enterprise services for organizations with 4000 users or more.	Please see Mandatory Response Format and Structure Guidance for response guidance.

M.5	**Service Desk Solution Approach**	The Bidder must provide a description for the proposed Service Desk Solution used to deliver the required in scope services in accordance with **Schedule A 1 — Service Desk Services**, **Schedule B 2 - Service Level Requirements** and **Schedule B 4 - Reporting**.
		
		The description must include, at a minimum, solutions that address the following:
		
		a) Incident management;
		b) Service request management;
		c) Service Level Monitoring and Reporting;
		d) Program for Monitoring Customer Satisfaction including, but not limited to:
		    i. Baselining of Initial Overall Level of Client Satisfaction;
		    ii. Survey Templates;
		    iii. Survey Scope/Frequency;
			Please see Mandatory Response Format and Structure Guidance for response guidance.

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience

		iv. Scoring Grid.
		e) Quality Assurance Program including, but not limited to:
		    i. Baseline Measurement;
		    ii. Scoring Templates;
		    iii. Scope/Frequency of Sampling.
		f) Change management.	

M.6	**Service Management Approach**	The Bidder must provide a description for the proposed Service Management approach used to deliver the required in scope services accordance with **Schedule A 2 — Service Management Services**.	Please see Mandatory Response Format and Structure Guidance for response guidance.
M.7	**Governance and Relationship Management Approach**	The Bidder must provide a description for the proposed Governance and Relationship Management approach used to deliver the required in scope services accordance with **Schedule A 4 — Governance and Relationship Management Services**.	Please see Mandatory Response Format and Structure Guidance for response guidance.
M.8	**Human Resource Sourcing and Retention Strategy**	The Bidder must describe the proposed Human Resources Sourcing and Retention Strategy described in Section 3.1.4 of **Schedule A 3 - Transition services** and the subject of on-going governance under Section 4.1 of **Schedule A 4 - Governance and Relationship Management Services**. The proposed approach must demonstrate an understanding of the characteristis of the relevant local labour markets, and at a minimum, should address the following identified risks: **RISK I** Potential inability to recruit and retain adequately qualified personnel who have the qualifications, experience and capabilities to successfully perform the Service. **RISK II** Potential inability to recruit and retain personnel to meet language requirements described in Section 2 of **Schedule A 1 - Service Desk Services**. **RISK III**	Please see Mandatory Response Format and Structure Guidance for response guidance.

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience
		Potential inability to provide timely and effective training for personnel in order to meet performance level requirements described in **Schedule B 2 - Service Level Requirements**.	
M.9	**Delivery Locations and Infrastructure**	The Bidder must describe the physical delivery locations and infrastructure that will address requirements described in Section 2.1.2, Section 2.2.6 and Section 2.8 of **Schedule A 1 - Service Desk Services**, and Section 3.0 of **Schedule A 8 System and Network Architecture**. The description must include, at a minimum, the following for each facility: a) Address; b) Description of facility; c) Description of technical infrastructure and interface with SSC provided elements.	Please see Mandatory Response Format and Structure Guidance for response guidance.
M.10	**Business Continuity Planning and Disaster Recovery Approach**	The Bidder must describe the proposed Business Continuity Planning and Disaster Recovery Approach that will address requirements described in Section 2.9 of **Schedule A 1 - Service Desk Services**. The description must include, at a minimum, the following: a) Confirmation of geographical separation; b) Confirmation of power grid separation; c) Confirmation of telecomminications service provider redundancies; d) Approach for meeting Fail Over and Fail Back requirements; e) Approach to ensure service continuity over extendes periods.	Please see Mandatory Response Format and Structure Guidance for response guidance.
M.11	**Security Solution Approach**	The Bidder must describe the proposed Security Solution that will deliver the required level of security as outlined in Annex C – Security Requirements Check List and **Schedule A 5 – High Level Design with Security Controls** and **Schedule A 6 – Security Requirements Traceability Matrix**. The description must include a Detailed Design which describes how each of the (i) 93 required	Please see Mandatory Response Format and Structure Guidance for response guidance.

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience
		security controls for the Enterprise Service Desk, and (ii) the 93 required security controls for the End User Service Desk will be implemented and includes the following: a) Physical architecture diagram; b) Descriptive text for components of the architecture; c) The placement/allocation of security functionality, including security controls. Note: It is assumed that all requirements in the SOW are met, however the Bidder should include specific references to SOW requirements in order to facilitate the SSC evaluation of the proposed solution.	
M.12	**Ability to Conduct IT Service Management (ITSM) Training**	The Bidder must describe in detail their approach to execute training activities during the transition. The Bidder's approach must describe, as a minimum, the following, referencing **Schedule A 3 — Transition Services**: a) Approach for delivering training in an enterprise environment; b) Effective approaches for delivering training to a geographically distributed enterprise;	Please see Mandatory Response Format and Structure Guidance for response guidance.

M.13	**Transition Plan/Schedule**	The Bidder must describe in detail their approach to executing and managing the transition of all in-scope services. The Bidder's approach must describe, as a minimum, the following, referencing **Schedule A 3 — Transition Services**:
		
		a) Preliminary Transition Project Plan (see Appendix A - Preliminary Transition Plan of **Schedule A 3 - Transition Services**) including, as a minimum:
		   i. Contractor Key Personnel;
		   ii. Project Status Process;
		   iii. List of Deliverables;
		   iv. List of Service Milestones/Delivery Dates/Milestone Payments.
		b) Transition Schedule;
		c) The transition management processes;
		d) The service transition from "as-is" to "to-be";
		e) The organizational change management; and
			Please see Mandatory Response Format and Structure Guidance for response guidance.

Identifier	Criteria	Mandatory Requirement	Demonstrated Experience
		f) The roles and responsibilities of Transition participants.	
M.14	**Accessibility Conformance or Plan to Achieve Conformance**	**At bid closing** A) The bidder's response must include written confirmation that the bidder 1. has reviewed the requirements described in Annex F AND either: 2. already fully conforms with the accessibility requirements OR 3. will reach conformance within 24 months of contract award, and is solely responsible for any upgrades, subcontracting or other work required to achieve this. **Before contract award <u>for the Successful Bidder Only</u>** B) In order to support the commitment stated in A) the successful bidder, if they do not presently conform with the accessibility requirements, must provide a remediation plan (roadmap) before contract award. This plan will detail how they will fully meet the requirements within 24 months of contract award, including: 1. Timelines to remediate accessibility issues identified by the evaluation team 2. Timelines to identify accessibility issues not previously identified 3. Software upgrade options that would resolve accessibility issues 4. Plans to subcontract accessibility audits and remediation 5. Plans and ability to internally audit and remediate accessibility	Please see Mandatory Response Format and Structure Guidance for response guidance.

2. POINT RATED REQUIREMENTS

Identifier	Criteria	Sub-Category / Description	Points
R.1	**Bidder Company Profile and Vision Strategy**	The corporate overview provided in response to the mandatory evaluation criteria M.1 should be used to demonstrate the following: Percentage (%) of delivery resources employed directly by the Bidder to provide the in-scope services under this Contract vs. Resources brought in through subcontractors.	Points will be allocated as follows: **Use of Subcontractors:** ▪ 5 Points if the percentage (%) of delivery resources employed directly by the Bidder to provide the in scope services under this Contract vs. Resources brought in through subcontractors is equal or greater than 50% ▪ 0 Points if the percentage (%) of delivery resources employed directly by the Bidder to provide the in scope services under this Contract vs. Resources brought in through subcontracting is less than 50% **MAXIMUM OVERALL POINTS:** 5 Points
R.2	**References - Managed Services Capabilities**	The Bidder should provide five (5) Qualifying Reference Contracts demonstrating Managed Service Capabilities. The five (5) Reference Contracts must include the three (3) references provided in response to the mandatory evaluation criteria M.2 to demonstrate its corporate experience. In order to be considered a "Qualifying Reference Contract" for the purposes of points awarding in this section, a contract must, at a minimum, address items (a) through (g) as follows: a) Client organization name and address b) Number of end users receiving the managed service c) Project executive who is knowledgeable about the services the Bidder is referencing, their title, telephone number and e-mail address	Points will be allocated as follows: **Number of Additional Qualifying Reference Contracts Provided:** ▪ 2 Points for each additional reference contracts to maximum of 4 points **Number of Supported Users (Points Per Each Qualifying Reference Contract Example):** ▪ 5 Points for 30000 Users and Above ▪ 2 Point for 10000-29999 Users ▪ 0 Points for 4000-9999 Users **Duration of the Contract (Points Per Qualifying**

Identifier	Criteria	Sub-Category / Description	Points

		d) Reference Contract Summary - Provide an overview of the contract, including but not limited to:
		   i. The annual value (in Canadian dollars including taxes, or equivalent), award date and expiry date of the contract of services provided
		   ii. Scope of services provided.
		   iii. Service delivery scope (number of users, geographic coverage, etc.)
		   iv. For the most recent two (2) years, provide twenty-four (24) months of summarized data for four (4) service performance measures, one (1) of which must be Client Satisfaction.
		e) For each reference contract, the Bidder's contract scope of work must have included the following scope: Service Desk Services that include Single Point of Contact (SPOC) support for end users, Service Request Management and Incident Management services, End User Administration Services, support for IMAC Services and Self-Help support through an online portal.
		f) The reference contracts must be active or have been active in the last five (5) years for a minimum period of twelve months prior to the solicitation posting date for this RFP.
		g) For each reference contract, the Bidder must have billed a minimum of $3,000,000.00 to-date for professional services (in Canadian dollars including taxes, or equivalent).
			Reference Contract Example):
			  ▪ 2 Points for more than 5 years
			  ▪ 1 Point for 2 - 5 years
			  ▪ 0 Points for under 2 years
			
			MAXIMUM OVERALL POINTS: 39 Points

R.3	**Customer Reference Check**	A Customer Reference Check will be conducted for one of the three references submitted by the Bidder in response to criterion M.2.
		
		SSC's Questions for the Bidder's Customer Reference Contact (or Back-up, if required in accordance with SSC's Standard Instructions):
		
		Q1 – Please describe the customer reference organization – i.e., What is the size of your organization? What is the nature of your business? Do
			Points will be allocated as follows:
			
			Q1 (Organization Similarity):
			  ▪ 4 points if the Customer organization is similar to SSC's size, complexity, and diversity
			  ▪ 2 points if the Customer organization is only somewhat similar and
			  ▪ 0 points if the Customer organization is minimally similar

Identifier	Criteria	Sub-Category / Description	Points
		you serve multiple clients with differing business models? Q2 – Please confirm when the Bidder began to provide the Service Desk Managed Service (Canada will identify the proposed Service Desk Managed Service to confirm the same solution is being used) to you and the current status of the service (e.g., whether the service is still being implemented, in operation on an on-going basis, or is no longer being provided). In the instance where the service is no longer being provided, please indicate the end date. Q3 – Please rate the performance of the Bidder's Service Desk Managed Service Solution as Excellent, Good, Acceptable or Unacceptable and provide any additional details to explain your rating. Q4 – Please explain whether the Service Desk Managed Service Solution provided to you by the Bidder achieved your organization's expectations for the service. In particular, please confirm whether the service met your organization's expectations for usability, stability and effectiveness and provide examples of any instances in which the service did not meet your expectations. Q5 – Please describe the quality of the Bidder's methods and results in addressing issues or problems? Does the Bidder deal with issues or problems in an acceptable manner all of the time, some of time, etc.? How many times have you not considered the way in which the Bidder handled an issue or problem to be acceptable?	A similar organization would be expected to have greater than 250,000 employees, diverse business needs and multiple Partner-type organizations. **Q2 (Duration and Currentness):** ▪ 2 points for where services provided for a minimum of twelve months, and were active at any time after April 1, 2015 **Q3 (Performance):** ▪ 4 points if the Customer narrative rates the performance as "Excellent" ▪ 2 points if the Customer narrative rates the performance as "Good" ▪ 1 point if the Customer narrative rates the performance as "Acceptable", and ▪ 0 points if the Customer narrative rates the performance as "Unacceptable" **Q4 (Expectations):** 4 points are automatically awarded with deductions for: ▪ 1 point for each instance the Solution did not meet Customer expectations (maximum deduction of 4 points) **Q5 (Quality of Methods to Address Issues/Problems):** 4 points are automatically awarded with deductions for: ▪ 0 points if, according to the customer, issues or problems were always dealt with to the complete satisfaction of the organization ▪ 1 point if, according to the customer, issues or problems were consistently dealt with in an

Identifier	Criteria	Sub-Category / Description	Points
		Technical response scores for all other Point-rated criteria may be adjusted in consideration of information obtained during the reference checks.	acceptable manner, but there was at least one exception ▪ 2 points, according to the customer, if issues or problems were dealt with in acceptable manner, but with a few exceptions ▪ 3 points if, according to the customer, issues or problems were dealt with in an acceptable manner, but with several exceptions and ▪ 4 points if, according to the customer, issues or problems were dealt with in an unacceptable manner **MAXIMUM OVERALL POINTS:** 18 Points
R.4	**Bidder Certifications**	The Bidder should demonstrate, by providing a copy of the valid certification, whether it posesses any of the following certifications: a) ISO/IEC 20000 – Information Technology Service Management (ITSM) b) ISO/IEC 27000 - Information Security Management Systems c) ISO 22301 - Business Continuity Management (BCM)	Points will be allocated as follows: **For Copy of Valid Certifications Possessed by the** Bidder: ▪ 1 Point for ISO/IEC 20000 - Information Technology Service Management (ITSM) ▪ 1 Point for ISO/IEC 27000 - Information Security Management Systems ▪ 1 Point for 22301 - Business Continuity Management (BCM) **MAXIMUM OVERALL POINTS:** 3 Points
R.5	**Technical Experience Supporting Modern Technologies**	The Bidder should provide five (5) reference contracts to demonstrate its experience supporting clients who use modern technologies. Each contract example provided should address a different modern technology. Examples of modern technologies include:	Points will be allocated as follows: **Number of Qualifying Reference Contracts Provided:** ▪ 1 Point for Each Qualifying Reference Contract sample that addresses a different modern technology as per examples (1) through (7) of R.5

Identifier	Criteria	Sub-Category / Description	Points

		1) Office productivity tools (e.g. Office 2013 and above);
		2) Collaboration platforms (e.g. SharePoint);
		3) Mobility solutions;
		4) Business analytics; and
		5) VoIP based telephony and video conferencing solutions (e.g. Skype for Business or similar)
		6) Cloud-based storage (e.g. OneDrive etc.);
		7) Could-based digital workplace offerings (e.g. Office 365, etc.).
		
		In order to be considered a "Qualifying Reference Contract" for the purposes of points awarding in this section, a contract must, at a minimum, address items (a) through (d) as follows:
		
		a) Profile of the client organization receiving the services:
		    i. Client name, address and location
		    ii. Number of end users using the technology
		b) Name/type of technology supported, including a description of how it is used by the client organization
		c) Bidder's successes supporting the modern technology
		d) Bidder's challenges supporting the modern technology
			MAXIMUM OVERALL POINTS: 5 Points

R.6	**Technical Experience Supporting Clients to Adopt Emerging Technologies**	The Bidder should provide five (5) Qualifying Reference Contracts to demonstrate its experience supporting clients to adopt new technologies. Each contract example provided should address a different emerging technology. Examples of emerging technologies include: 1) Artificial Intelligence/machine learning; 2) Natural Language Question Answering; 3) Speech analytics (also knows as audio mining); and 4) Intelligent agents/chat-bots.	Points will be allocated as follows: **Number of Qualifying Reference Contracts Provided:** ▪ 1 Point for Each Qualifying Reference Contract sample that addresses a different emerging technology as per examples (1) through (4) of R.6

Identifier	Criteria	Sub-Category / Description	Points

		In order to be considered a "Qualifying Reference Contract" for the purposes of points awarding in this section, a contract must, at a minimum, address items (a) through (d) as follows:
		
		a) Profile of the client organization receiving the services:
		   i. Client name, address and location
		   ii. Number of end users using the technology
		b) Name/type of technology supported, including a description of how it is used by the client organization
		c) Bidder's successes supporting the modern technology
		d) Bidder's challenges supporting the modern technology
			MAXIMUM OVERALL POINTS: 5 Points

R.7	**Senior Delivery Team**	For each resource proposed in M.3: 1. Client Executive; 2. Service Delivery Manager (Enterprise Service Desk); 3. Service Delivery Manager (End User Service Desk); and 4. Quality Assurance Manager. The Bidder should demonstrate: a) The number of years of Relevant Experience; and b) The list of clients for which the relevant experience has been obtained, indicating which are Canadian clients. In order to be considered "Relevant Experience" for the purposes of points awarding in this section, experience must have been for the provision of management oversight for Service Desk enterprise services for organizations with 4000 users or more.	Points will be allocated as follows: See **Scale 2 Demonstrated Experience Scale** in Section 3. **MAXIMUM OVERALL POINTS:** 20 Points for all resources combined (5 points per resource)
R.8	**Transition Management Team**	For each resource proposed in M.4: 1) Solution Architect;	Points will be allocated as follows: See **Scale 2 Demonstrated Experience Scale** in Section 3.

Identifier	Criteria	Sub-Category / Description	Points
		2)　　Transition Manager; 3)　　Knowledge Transfer Manager; and 4)　　Training Manager. The Bidder should demonstrate: a)　The number of years of Relevant Experience; and b)　The list of clients for which the relevant experience has been obtained, indicating which are Canadian clients . In order to be considered "Relevant Experience" for the purposes of points awarding in this section, experience must have been for the provision of management oversight for Service Desk enterprise services for organizations with 4000 users or more.	**MAXIMUM OVERALL POINTS**: 20 Points for all resources combined (5 points per resource)
R.9	**Service Desk Solution Approach**	The proposed Service Desk Solution provided in response to the mandatory evaluation criteria M.5 should be used to demonstrate the following: **PART A** The Bidder should make reference to specific requirements and objectives of SSC as described in **Schedule A 1 — Service Desk Services**, **Schedule B 2 - Service Level Requirements** and **Schedule B 4 - Reporting**: 1)　The Solution overview describes a service that will meet the Service Objectives outlined in Section 1, **Schedule A 1 - Service Desk Services**. 2)　The Solution addresses the Scope of the environment to be supported outlined in Section 2, **Schedule A 1 - Service Desk Services**. 3)　The Solution describes a service that addresses requirements outlined in Section 3, **Schedule A 1 - Service Desk Services**. 4)　The Solution includes a Service Management approach that addresses performance requirements outlined in **Schedule B 2 - Service Level Requirements**. 5)　The Solution includes an approach that addresses service monitoring/reporting requirements outlined in **Schedule A 1 -**	Points will be allocated as follows: **PART A:** See **Scale 1 Generic Scale** in Section 3. **Maximum Points (Part A):** 5 Points

Identifier	Criteria	Sub-Category / Description	Points

		Service Desk Services, **Schedule B 2 - Service Level Requirements** and **Schedule B 4 - Reporting**.
		
		PART B
		The Bidder should describe in detail their overall project management approach to transition the required in-scope services. The Bidder should make reference to **Schedule A 3 — Transition Services** and **Schedule A 1 — Service Desk Services, Schedule B 2 - Service Level Requirements** and **Schedule B 4 - Reporting** to address:
		
		  1) Proposed Plan and Schedule
		  2) Milestones
		  3) Management processes and knowledge transfer
		  4) Documentation Deliverables
		  5) Organizational Change Management
		  6) ITSM Training
		  7) Roles and Responsibilities of Bidder and Service Recipient
		
		In order to be considered "Sufficient Detail" for the purposes of points awarding in this section, the described approach must include the use of specific, concrete examples, actions or solutions that enable SSC to fully understand the Bidder's solution/response relative to the requirements outlined in the SOW.
			PART B:
			
			See **Scale 1 Generic Scale** in Section 3.
			
			Maximum Points (Part B): 5 Points
			
			MAXIMUM OVERALL POINTS: 10 Points

R.10	**Service Management Approach**	The proposed Service Management approach provided in response to the mandatory evaluation criteria M.6 should be used to demonstrate the following: **PART A** The Bidder should make reference to specific requirements and objectives of SSC as described in **Schedule A 2 — Service Management Services**: a) The Solution overview describes a service that will meet the Service Objectives outlined in Section 1, **Schedule A 2 - Service Management**	Points will be allocated as follows: **PART A:** See **Scale 1 Generic Scale** in Section 3. **Maximum Points (Part A):** 5 Points

Identifier	Criteria	Sub-Category / Description	Points
		Services. b) The Solution addresses the Scope of the environment to be supported outlined in Section 2, **Schedule A 2 - Service Management Services**. c) The Solution describes a service that addresses requirements outlined in Section 3, **Schedule A 2 - Service Management Services**. d) The Solution includes a Service Management approach that addresses performance requirements outlinded in Section 4, **Schedule A2 - Service Management Services**. **PART B** The Bidder should describe in detail their overall project management approach to transition the required in-scope services. The Bidder should make reference to **Schedule A 3 — Transition Services** and **Schedule A 2 — Service Management Services** to address: 1. Proposed Plan and Schedule 2. Milestones 3. Management processes and knowledge transfer 4. Documentation Deliverables 5. Organizational Change Management 6. ITSM Training 7. Roles and Responsibilities of Bidder and Service Recipient In order to be considered "Sufficient Detail" for the purposes of points awarding in this section, the described approach must include the use of specific, concrete examples , actions or solutions that enable SSC to fully understand the Bidder's solution/response relative to the requirements outlined in the SOW.	**PART B:** See **Scale 1 Generic Scale** in Section 3. **Maximum Points (Part B):** 5 Points **MAXIMUM POINTS OVERALL :** 10 Points
R.11	**Governance and Relationship Management**	The proposed Governance and Relationship Management approach provided in response to the mandatory evaluation criteria M.7 should be used to demonstrate the following:	Points will be allocated as follows:

Identifier	Criteria	Sub-Category / Description	Points
		PART A The Bidder should make reference to specific requirements and objectives of SSC as described in **Schedule A 4 — Governance and Relationship Management Services**: 1) The Solution overview describes a service that will meet the Service Objectives outlined in Section 1, **Schedule A 4 - Governance and Relationship Management Services**. 2) The Solution describes their approach for establishing and maintaining a stable relationship management approach outlined in Section 2, **Schedule A 4 - Governance and Relationship Management Services**. 3) The Solution describes a service that addresses the Governance Structure outlined in Section 3, **Schedule A 4 - Governance and Relationship Management Services**. 4) The Solution describes a service that addresses the Governance Process outlined in Section 4, **Schedule A 4 - Governance and Relationship Management Services**. **PART B** The Bidder should describe in detail their overall project management approach to transition the required in-scope services. The Bidder should make reference to **Schedule A 3 — Transition Services** and **Schedule A 4 — Governance and Relationship Management Services** to address: 1) Proposed Plan and Schedule 2) Milestones 3) Management processes and knowledge transfer 4) Documentation Deliverables 5) Organizational Change Management 6) ITSM Training	**PART A:** See **Scale 1 Generic Scale** in Section 3. **Maximum Points (Part A):** 5 Points **PART B:** See **Scale 1 Generic Scale** in Section 3. **Maximum Points (Part B):** 5 Points

Identifier	Criteria	Sub-Category / Description	Points
		7) Roles and Responsibilities of Bidder and Service Recipient In order to be considered "Sufficient Detail" for the purposes of points awarding in this section, the described approach must include the use of specific, concrete examples , actions or solutions that enable SSC to fully understand the Bidder's solution/response relative to the requirements outlined in the SOW.	**MAXIMUM POINTS OVERALL:** 10 Points
R.12	**Human Resource Sourcing and Retention Strategy**	The Bidder should provide evidence that the proposed Human Resources Sourcing and Retention Strategy provided in response to the mandatory evaluation criteria M.8 will address the risks identifed in M.8: **RISK I** Potential inability to recruit and retain adequately qualified personnel who have the qualifications, experience and capabilities to successfully perform the Service. **RISK II** Potential inability to recruit and retain personnel to meet language requirements described in Section 2 of **Schedule A 1 - Service Desk Services**. **RISK III** Potential inability to provide timely and effective training for personnel in order to meet performance level requirements described in **Schedule B 2 - Service Level Requirements**. The proposed approach must demonstrate an understanding of the characteristis of the relevant local labour markets, and at a minimum, should address the following: a) Demonstration of an understanding of Risks I, II and III. b) Identification of the potential impact to SSC of Risks I, II and III. c) Assessment of the likelihood that Risks I, II and III will materialize (include reference to relevant local labour market(s)).	Points will be allocated as follows: See **Scale 1 Generic Scale** in Section 3.

Identifier	Criteria	Sub-Category / Description	Points
		d) Risk mitigation approach to address Risks I, II and III. Approach to monitor and control Risks I, II and III throughout the contract term.	**MAXIMUM POINTS OVERALL:** 5 Points
R.13	**Delivery Locations and Infrastructure**	**PART A** The Bidder should demonstrate, by providing a copy of the valid certification, whether its proposed delivery locations have achieved Leadership in Energy and Environmental Design (LEED) certification. **PART B** SSC supports the distribution of opportunities across Canada.	Points will be allocated as follows: **PART A:** **Leed Certification:** ▪ 5 Points: where two or more delivery locations have achieved LEED certification. ▪ 3 Points: where one delivery location has achieved LEED certification. **Maximum Points:** 5 Points **PART B:** **Distribution of Opportunities:** ▪ 5 Points: where two or more delivery locations are in separate time zones. ▪ 0 Points: where delivery locations are within the same time zone. **Maximum Points:** 5 Points **MAXIMUM POINTS OVERALL :** 10 Points
R.14	**Business Continuity Planning and Disaster Recovery Approach**	The proposed Service Management approach provided in response to the mandatory evaluation criteria M.10 should be used to demonstrate the following: a) Confirmation of geographical separation;	Points will be allocated as follows: See **Scale 1 Generic Scale** in Section 3.

Identifier	Criteria	Sub-Category / Description	Points
		b) Confirmation of power grid separation; c) Confirmation of telecomminications service provider redundancies; d) Approach for meeting Fail Over and Fail Back requirements; e) Approach to ensure service continuity over extendes periods.	**MAXIMUM POINTS OVERALL:** 5 Points
R.15	**Security Solution Approach**	The Bidder should provide evidence that the proposed Security Solution provided in response to the mandatory evaluation criteria M.11 will deliver the required level of security. This should be done by providing Supporting Evidence on how the Bidder currently meets each of the 100 required security controls listed in **Schedule A 6 Security Requirements Traceability Matrix (SRTM)**. In order to be considered "Supporting Evidence" for the purposes of points awarding in this section, the evidence may constitute a range of artifacts, including (but not limited to) screen shots, excerpts from process documentation, excerpts from installation manuals, etc.	Points will be allocated as follows: Based on Supporting Evidence provided by the Bidder and its applicablity to the 100 required security controls for each of the Enterprise Service Desk and End User Service Desk. **Enterprise Service Desk (ESD):** ▪ 5 Points: 100% coverage is provided (i.e., 93 or more Security Controls). ▪ 4 Points: where at least 75% coverage is provided (i.e., 70 or more Security Controls). ▪ 3 Points: where at least 50% coverage is provided (i.e., 47 or more Security Controls). ▪ 0 Points: less than 50% coverage. **Maximum Points (ESD)**: 5 Points **End User Service Desk (EUSD):** ▪ 5 Points: 100% coverage is provided (i.e., 33 or more Security Controls). ▪ 4 Points: where at least 75% coverage is provided (i.e., 33 or more Security Controls). ▪ 3 Points: where at least 50% coverage is provided (i.e., 22 or more Security Controls). ▪ 0 Points: less than 50% coverage. **Maximum Points (EUSD)**: 5 Points

Identifier	Criteria	Sub-Category / Description	Points
			MAXIMUM POINTS OVERALL: 10 Points
R.16	**Transition Plan/Schedule**	The approach described in response to mandatory evaluation criteria M.13 will be rated based on: **PART A** Demonstrated understanding of service transition management planning and practices. **PART B** Length of the proposed transition period.	Points will be allocated as follows: **PART A:** • 5 Points: The response addresses all Six (6) of the areas (as identified in M.13) and provides a detailed description that addresses the full range of requirements in the SOW. • 4 Points: The response addresses all Six (6) of the areas (as identified in M.13) and provides a sufficient* description that addresses the full range of requirements in the SOW. • 3 Points: The response addresses all Six (6) of the areas (as identified in M.13) and provides insufficient description that addresses the full range of requirements in the SOW. • 2 Points: The response addresses all Six (6) of the areas (as identified in M.13) and provides insufficient description and or does no address the full range of requirements in the SOW. • 0 Points: The response does not provide sufficient detail for any area. ** Sufficient detail is defined as: the use of specific, concrete examples , actions or solutions that enable SSC to fully understand the Bidder's solution/response relative to the requirements outlined in the SOW* **Maximum Points (PART A)**: 5 Points **PART B:**

Identifier	Criteria	Sub-Category / Description	Points
			The duration of the proposed transition project, calculated in the number of calenday days elapsed from contract signature to service commencement, is: ▪ 10 Points: 90 days or less ▪ 8 Points: 91 - 110 days ▪ 6 Points: 111-120 days ▪ 4 Points: 121-130 days ▪ 0 Points: 131 days or more **Maximum Points (PART B)**: 10 Points **MAXIMUM POINTS OVERALL**: 15 Points
R.17	**Value Added Elements**	The Bidder should include up to five (5) additional services, enhanced services, service methodologies or other items that are not identified as part of the on-going services in the Statement of Work. In order to obtain points, the Bidder should address, as a minimum, the following for each additional service/item proposed: a) The nature of these additional service, enhanced service, service methodology or other item; and b) The potential value or benefit it will have to SSC.	Points will be allocated as follows: **Number of additional services, enhances services, service methodologies or other items:** ▪ 1 Point for each additional service, enhanced service, service methodology or other items for which information described in (A) and (B) of R.16 have been provided. **Maximum Points**: 5 Points **MAXIMUM POINTS OVERALL**: 5 Points

3. SCORING SCALES

Scale 1 - Generic Scale
For use in this scale, residual risk is defined as the risk that remains to Canada after the Respondent's risk mitigations are considered.

5	**Excellently Addressed** - The Response demonstrates an excellent understanding of the RFP requirements and the proposed approach addresses all important factors. The proposed approach has no apparent weaknesses, is likely to meet the RFP requirements, is likely to be effective and yield excellent results and it provides excellent technical value to Canada. The Response poses very little or no apparent residual risk to Canada.
4	**Very Well Addressed** - The Response demonstrates a very good understanding of the RFP requirements and the proposed approach addresses all important factors. The proposed approach has no significant weaknesses, is likely to meet the RFP requirements, is likely to be effective and yield very good results and it provides very good technical value to Canada. The Response poses a perceived low residual risk to Canada.
3	**Satisfactorily Addressed** - The Response demonstrates adequate understanding of the RFP requirements and the proposed approach addresses most important factors. The proposed approach has minor weaknesses and is likely to meet the RFP requirements and provides good technical value to Canada. The Response poses a perceived medium-low residual risk to Canada.
2	**Partially Addressed** - The Response demonstrates some understanding of the RFP requirements and the proposed approach addresses some important factors. The proposed approach has weaknesses and is not likely to meet the RFP requirements or be effective and does not demonstrate good technical value to Canada. The Response poses a perceived medium residual risk to Canada.
1	**Minimally Addressed** - The Response demonstrates little understanding of the RFP requirements and the proposed approach does not address important factors. The proposed approach has significant weaknesses and is not likely to meet the RFP requirements and does not demonstrate technical value to Canada. The Response poses a perceived large residual risk to Canada.
0	**Not Addressed** - Respondent's information submitted was not relevant to the criterion or the Respondent failed to submit a Response.

Scale 2 - Demonstrated Experience Scale
For use in this scale, residual risk is defined as the risk that remains to Canada after the Respondent's risk mitigations are considered.

5	**Excellently Addressed** - The Response demonstrates that the experience, skills, training and education of the proposed resources is highly relevant or similar to the scope of the RFP requirements. The Response demonstrates that the proposed resources have very high degree of experience (breadth and depth) with very few deficiencies or weaknesses. The Response poses very little or no apparent residual risk to Canada.
4	**Very Well Addressed** - The Response demonstrates that the experience, skills, training and education of the proposed resources is mostly relevant or similar to the scope of the RFP requirements. The Response demonstrates that the proposed resources have very good degree of experience (breadth and depth) with few deficiencies or weaknesses. The Response poses a perceived low residual risk to Canada.
3	**Satisfactorily Addressed** - The Response demonstrates that the experience, skills, training and education of the proposed resources is relevant or similar to the scope of the RFP requirements. The Response demonstrates that the proposed resources have an adequate degree of experience (breadth and depth) with moderate level of deficiencies or weaknesses. The Response poses a perceived medium-low residual risk to Canada.
2	**Partially Addressed** - The Response demonstrates that the experience, skills, training and education of the proposed resources is somewhat relevant or similar to the scope of the RFP requirements. The Response demonstrates that the proposed resources have a mediocre degree of experience (breadth and depth) with high level of deficiencies or weaknesses. The Response poses a perceived medium residual risk to Canada.
1	**Minimally Addressed** - The Response does not demonstrate that the experience, skills, training and education of the proposed resources is relevant or similar to the scope of the RFP requirements. The Response demonstrates that the proposed resources have a minimal degree of experience (breadth and depth) with significant level of deficiencies or weaknesses. The Response poses a perceived large residual risk to Canada.
0	**Not Addressed** - No Response provided or the Response does not address the RFP requirements.

4. SUMMARY

RATED CRITERIA POINT DISTRIBUTION		WEIGHTING DISTRIBUTION	MAXIMUM POINTS	REFERENCE			WEIGHTING DISTRIBUTION
TECHNICAL DIMENSIONS	DEFINITION	70%	195	M.x	R.x	TECHNICAL SUB-DIMENSIONS	70%
SUPPLIER QUALIFICATIONS	Qualifications ranging from strategic partnership to experience performing similar work to specific technical abilities.	15%	5	M.1	R.1	BIDDER COMPANY PROFILE AND VISION STRATEGY	2%
			39	M.2	R.2	REFERENCES - MANAGED SERVICES CAPABILITIES	2%
			18	-	R.3	CUSTOMER REFERENCE CHECK	5%
			3	-	R.4	BIDDER CERTIFICATIONS	2%
			5	-	R.5	TECHNICAL EXPERIENCE SUPPORTING MODERN TECHNOLOGIES	2%
			5	-	R.6	TECHNICAL EXPERIENCE SUPPORTING CLIENTS TO ADOPT EMERGING TECHNOLOGIES	2%
SOLUTION	Qualify and completeness of overall technical solution in response to SSC's detailed requirements and sourcing objectives.	45%	20	M.3	R.7	SENIOR DELIVERY TEAM	5%
			10	M.5	R.9	SERVICE DESK SOLUTION APPROACH	10%
			10	M.6	R.10	SERVICE MANAGEMENT APPROACH	5%
			10	M.7	R.11	GOVERNANCE AND RELATIONSHIP MANAGEMENT APPROACH	5%
			5	M.8	R.12	HUMAN RESOURCE SOURCING AND RETENTION STRATEGY	5%
			10	M.9	R.13	DELIVERY LOCATIONS AND INFRASTRUCTURE	2%
			5	M.10	R.14	BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY APPROACH	8%
			10	M.11	R.15	SECURITY SOLUTION APPROACH	5%
			-	M.14	-	ACCESSIBILITY CONFORMANCE OR PLAN TO ACHIEVE CONFORMANCE	-
TRANSITION	Key transition components including specific tranition plans, schedule and transformation approach.	8%	20	M.4	R.8	TRANSITION MANAGEMENT TEAM	3%
			-	M.12	-	ABILITY TO CONDUCT IT SERVICE MANAGEMENT (ITSM) TRAINING	-
			15	M.13	R.16	TRANSITION PLAN/SCHEDULE	5%
VALUE ADDED SERVICES	Evaluation of "extra" services offered by the Bidder and any alternate proposals (with examples).	2%	5	-	R.17	VALUE ADDED ELEMENTS	2%

Part 2 – Bid Response Template

Bidders are requested to prepare their technical responses using this template.

This Bid Response Template aligns directly to **Part 1 of this Attachment 4.2.** The template contains three sections – Section 1 - Mandatory Criteria Response Format and Structure Guidance, Section 2 - Rated Criteria Response Format and Structure Guidance and Section 3 - Response Forms. Bidders should follow instructions provided in the Formatting / Structure Guidance column, using Response Forms provided in Section 3 when directed, or referring to the instructions in the "Formatting / Structure Guidance" guidance when a form is not provided.

Bidders should prepare their responses according to the following chapter and section structure:

1. Section 1 - Mandatory Critera
   i. M.1
   ii. M.2 – form provided in Section 3 below
   iii. M.3 – form provided in Section 3 below
   iv. M.4 – form provided in Section 3 below
   v. M.5
   vi. M.6
   vii. M.7
   viii. M.8
   ix. M.9
   x. M.10
   xi. M.11
   xii. M.12
   xiii. M.13
   xiv. M.14

2. Section 2 - Rated Criteria
   i. R.1
   ii. R.2 – form provided in Section 3 below
   iii. R.3 – form provided in Section 3 below
   iv. R.4
   v. R.5 – form provided in Section 3 below

vi.   R.6 – form provided in Section 3 below
vii.   R.7 – form provided in Section 3 below
viii. R.8 – form provided in Section 3 below
ix.   R.9
x.   R.10
xi.   R.11
xii.   R.12
xiii. R.13 – form provided in Section 3 below
xiv.   R.14
xv.   R.15 – please respond in Attachment 5.2 IT Controls Response Template Stream A
xvi.   R.16
xvii. R.17

For an understanding of the content required in each Section, Bidders should consult the Evaluation Criteria (Part 1).

Section 1 - Mandatory Criteria Response Format and Structure Guidance

Requirement Number	Criteria	Formatting / Structure Guidance	Page Length Guidance
M.1	**Bidder Company Profile and Vision Strategy**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.2	**References – Managed Services Capabilities**	Use **M.2 Reference Table** provided in Section 3.1, Mandatory Response Forms	Suggested response length is 1 pages per reference example, including diagrams and tables.
M.3	**Senior Delivery Team**	Use **M.3 Resource Table – Senior Delivery Team** table provided in Section 3.1, Mandatory Response Forms	Suggested response length is 1 page per resource.
M.4	**Transition Management Team**	Use **M4 Resource Table – Transition Management Team** provided in Section 3.1, Mandatory Response Forms	Suggested response length is 1 page per resource.
M.5	**Service Desk Solution Approach**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.6	**Service Management Approach**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.7	**Governance and Relationship Management Approach**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.8	**Human Resource Sourcing and Retention**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use	Suggested response length is 2 pages.

	Strategy	sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	
M.9	**Delivery Locations and Infrastructure**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.10	**Business Continuity Planning and Disaster Recovery Approach**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.11	**Security Solution Approach**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Maximum response length is 10 pages, including diagrams.
M.12	**Ability to Conduct IT Service Management (ITSM) Training**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 1 pages, including diagrams and tables.
M.13	**Transition Plan/Schedule**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.
M.14	**Accessibility Conformance or Plan to Achieve Conformance Transition Plan/Schedule**	Provide an executive summary. Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Mandatory Requirement" column of the Evaluation Criteria.	Suggested response length is 2 pages, including diagrams and tables.

Section 2 - Rated Criteria Response Format and Structure Guidance

Requirement Number	Criteria	Formatting / Structure Guidance	Page Length Guidance
R.1	**Bidder Company Profile and Vision Strategy**	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 5 pages, including diagrams and tables.
R.2	**References – Managed Services Capabilities**	Use **R.2 Reference Table** provided in Section 3.2, Rated Response Forms.	Suggested response length is 2 pages per reference example, including diagrams and tables.
R.3	**Customer Reference Check**	Reference check will be performed on one of the bidder's Customer Reference Contacts from response to Mandatory criterion M.2.	N/A
R.4	**Bidder Certifications**	Use **R.4 Bidder Certifications** provided in Section 3.2, Rated Response Forms.	Suggested response length is 1 page, including diagrams and tables and excluding copies of valid certifications.
R.5	**Technical Experience Supporting Modern Technologies**	Use **R.5 Reference Table – Technical Expertise Supporting Modern Technologies** provided in Section 3.2, Rated Response Forms	Suggested response length is 5 pages, including diagrams and tables.
R.6	**Technical Experience Supporting Clients to Adopt Emerging Technologies**	Use **R.6 Reference Table – Technical Expertise Supporting Clients to Adopt Emerging Technologies** provided in Section 3.2, Rated Response Forms	Suggested response length is 5 pages, including diagrams and tables.
R.7	**Senior Delivery Team**	Use **R.7 Resource Table – Senior Delivery Team** provided in Section 3.2, Rated Response Forms	Suggested response length is 5 pages per resource.
R.8	**Transition Management Team**	Use **R.8 Resource Table – Transition Team** provided in Section 3.2, Rated Response Forms	Suggested response length is 5 pages per resource.
R.9	**Service Desk Solution Approach**	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 15 pages, including diagrams and tables.

R.10	Service Management Approach	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 10 pages, including diagrams and tables.
R.11	Governance and Relationship Management Approach	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 10 pages, including diagrams and tables.
R.12	Human Resource Sourcing and Retention Strategy	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 10 pages, including diagrams and tables.
R.13	Delivery Locations and Infrastructure	Use **R.13 Leadership in Energy and Evironmental Design Certification(s)** provided in Section 3.2, Rated Response Forms.	Suggested response length is 1 page, including diagrams and tables and <u>excluding</u> copies of valid certifications.
R.14	Business Continuity Planning and Disaster Recovery Approach	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 10 pages, including diagrams and tables.
R.15	Security Solution Approach	Simple sentence structure. Use Attachment 5.2 IT Controls Response Template – Stream B to respond to R.15, for each security control. Using the separate tabs provided for the ESD and EUSD, the vendor should provide responses to R.15 for the 100 controls in column F. Artifacts should be embedded in column G, in addition to a short description.	Maximum response length for the set of artifacts is 60 pages, total.
R.16	Transition Plan/Schedule	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 20 pages, including diagrams and tables.
R.17	Value Added Elements	Simple sentence & paragraph structure. To improve navigation and ability to separate and locate content in your proposal, please use sub headings as required referencing the components outlined in the "Sub-category / Description" column of the Evaluation Criteria.	Suggested response length is 5 pages, including diagrams and tables.

Section 3 – Response Forms

This section contains templates to be used in conjunction with certain Mandatory and Rated critera. Use of a template is indicated in the column titled "Formatting / Structure Guidance" section above.

Section 3.1 - Mandatory Response Forms

M.2 References – Managed Services Capabilities Table (complete one separate table for each reference)	
1. Client Organization Name and Address:	
2. Number of end users receiving the managed service:	
3. Project executive sponsor contact name, title, telephone number and e-mail address:	
4. Reference Contract Summary - Provide an overview of the contract, including but not limited to:	
a) The annual value (in Canadian dollars including taxes, or equivalent): ***NOTE: for each reference contract, the Bidder must have billed a minimum of $3,000,000.00 to-date for professional services (in Canadian dollars including taxes, or equivalent).***	
b) Award date and expiry date of the contract of services provided: ***NOTE: each reference contract must be active or have been active in the last five (5) years for a minimum period of twelve months prior to the solicitation posting date for this RFP.***	
c) Scope of services provided: ***NOTE: for each reference contract, the Bidder's contract scope of work must have included the following scope: Service Desk Services that include Single Point of Contact (SPOC) support for end users, Service Request Management and Incident Management services, End User Administration Services, support for IMAC Services and Self-Help support through an online portal;*** ***NOTE: A minimum of one (out of the 3 proposed) reference contracts must have included Transition Services.***	
d) Service delivery scope (number of users, geographic coverage, etc.):	
e) For the most recent two (2) years, provide four (4) service performance measures, one (1) of which must be Client Satisfaction (4 KPIs with 2 years of summarized data for each):	

M.3 Resource Table – Senior Delivery Team (complete one separate table for each resource)	
Resource Name:	
Number of years of relevant experience: ***NOTE: Relevant experience is defined as: experience providing management oversight for Service Desk enterprise services for organizations with 4000 users or more.***	
Listing of clients for which relevant experience has been obtained, indicating which are Canadian clients:	
Postsecondary education, training, and/or valid certifications possessed:	

M.4 Resource Table – Transition Management Team (complete one separate table for each resource)	
Resource Name:	
Number of years of relevant experience: ***NOTE: Relevant experience is defined as: experience providing management oversight for Service Desk enterprise services for organizations with 4000 users or more.***	
Listing of clients for which relevant experience has been obtained, indicating which are Canadian clients:	
Postsecondary education, training, and/or valid certifications possessed:	

Section 3.2 - Rated Response Forms

R.2 References – Managed Services Capabilities Table (complete one separate table for each reference)	
1. Client Organization Name and Address:	
2. Number of end users receiving the managed service:	
3. Project executive sponsor contact name, title, telephone number and e-mail address:	
4. Reference Contract Summary - Provide an overview of the contract, including but not limited to:	
a) The annual value (in Canadian dollars including taxes, or equivalent): *NOTE: for each reference contract, the Bidder must have billed a minimum of $3,000,000.00 to-date for professional services (in Canadian dollars including taxes, or equivalent).*	
b) Award date and expiry date of the contract of services provided: *NOTE: each reference contract must be active or have been active in the last five (5) years for a minimum period of twelve months prior to the solicitation posting date for this RFP.*	
c) Scope of services provided: *NOTE: for each reference contract, the Bidder's contract scope of work must have included the following scope: Service Desk Services that include Single Point of Contact (SPOC) support for end users, Service Request Management and Incident Management services, End User Administration Services, support for IMAC Services and Self-Help support through an online portal;* *NOTE: A minimum of one (out of the 3 proposed) reference contracts must have included Transition Services.*	
d) Service delivery scope (number of users, geographic coverage, etc.):	
e) For the most recent two (2) years, provide four (4) service performance measures, one (1) of which must be Client Satisfaction (4 KPIs with 2 years of summarized data for each):	

R.3 Bidder Certifications (indicate possession, or not, of the Certification, date awarded, renewals etc. in the Response column. Attach a copy of the certification to the response.)	
Certification	Response column
ISO/IEC 20000 – IT Service Management (ITSM)	
ISO/IEC 27000 - Information Security Management Systems	
ISO 22301 – Business Continuity Management (BCM)	
CMMI or CMMI V2.0	

R.5 Reference Table – Technical Expertise Supporting Modern Technologies (complete one separate table for each example)	
Client Organization Name and Address:	
Number of end-users using the modern technology:	
Name/type of technology supported, including a description of how it is used by the client organization:	
Bidder's successes supporting the modern technology:	
Bidder's challenges supporting the modern technology:	

R.6 Reference Table – Technical Expertise Supporting Clients to Adopt Emerging Technologies (complete one separate table for each reference)	
Client Organization Name and Address:	
Number of end-users using the modern technology:	
Name/type of technology supported, including a description of how it is used by the client organization:	
Bidder's successes supporting the modern technology:	
Bidder's challenges supporting the modern technology:	

R.7 Resource Table – Senior Delivery Team (complete one separate table for each resource)	
Resource Name:	
Number of years of relevant experience: ***NOTE: Relevant experience is defined as: experience providing management oversight for Service Desk enterprise services for organizations with 4000 users or more.***	
Listing of clients for which relevant experience has been obtained, indicating which are Canadian clients:	

R.8 Resource Table – Transition Team (complete one separate table for each resource)	
Resource Name:	
Number of years of relevant experience: ***NOTE: Relevant experience is defined as: experience providing management oversight for Service Desk enterprise services for organizations with 4000 users or more.***	
Listing of clients for which relevant experience has been obtained, indicating which are Canadian clients:	

R.13 Leadership in Energy and Environmental Design (LEED) Certificaiton (complete facility - indicate possession, or not, of the Certification, date awarded, renewals etc. in the Response column. Attach a copy of the certification to the response.)	
Facility Address:	**Response Column**