



Service Desk Services Managed Service

Request for Proposal

Solicitation No.	2B0KB40545	Date	25-Jun-2020
Amendment :	1		

Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1G 4A8		
Contracting Authority (The Contracting Authority is the contact for all aspects of the procurement process, including questions and comments about this document)	Name/Nom	Julie Bampton	
	Phone No.	613-790-5915	
	Email Address	julie.bampton@canada.ca	
	Postal Address	As set out for the Issuing Office above	
Closing Date and Time	(referred to in this solicitation as “ Solicitation Closing ”) July 31, 2020, 2:00 PM		
Time Zone	Eastern Time		
Email Address for Submitting your Bid:	julie.bampton@canada.ca		



AMENDMENT 1

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
1	With regards to SSC - Service Desk Services / Managed Service (2B0KB40545), will Canada please identify (a) the incumbent providing these services, (b) the original contract date, (c) the original contract amount, (d) the total value of all contract amendments that have been issued, and {e} the incumbent's contract end date?	a) Incumbent: IBM Canada Limited b) Contract Award: June 13, 2018 c) Current Contract Value: \$57,297,426.00 d) Contract End Date: June 12, 2021
2	With Covid-19 related challenges to both the Crown and private industry, we kindly request a 3 week extension to allow as many qualified companies as possible to submit a response.	SSC is not prepared to grant an extension at this time.
3	Given the scope of the RFP, can SSC confirm that bidders may use references from subsidiaries and affiliates in order to leverage global expertise and innovation?	SSC requires that the Bidder must be a Prime Contractor for the 3 (three) mandatory Qualifying Reference Contracts and SSC will accept references from "subsidiaries" and "affiliates" for remaining 2 (two) Qualifying Reference Contracts required under Point Rated Requirements R.2 - References Managed Services Capabilities. The designated prime will assume overall accountability for all deliverables of the bid response and be the central point of contact to Canada if the bid is successful at contract award.