



# Service Desk Services Managed Service

## Request for Proposal

Solicitation No.	2B0KB40545	Date	29-Jun-2020
<b>Amendment :</b>	2		

Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario K1G 4A8		
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Closing Date and Time	(referred to in this solicitation as “ <b>Solicitation Closing</b> ”) July 31, 2020, 2:00 PM		
Time Zone	Eastern Time		
Email Address for Submitting your Bid:	<a href="mailto:julie.bampton@canada.ca">julie.bampton@canada.ca</a>		



**AMENDMENT 1**

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
4	Amendment to the following: [Stream A] Annex A – Statement of Work Schedule B 1 – Pricing Provisions Section 1.0 Definitions (Page 202)	<p>[Stream B] Annex A – Statement of Work Schedule B 1 – Pricing Provisions Section 1.0 Definitions (Page 206) should read:</p> <p>“Qualifying ESD Contacts” Means legitimate contacts for Service Requests, Incident Reports and Change Management Requests made by Partner Service Desk Agents to the ESD via the following channels:</p> <ul style="list-style-type: none"> <li>i. Telephone</li> <li>ii. Email</li> <li>iii. Email Listener</li> <li><b>iv. Self-Service Portal</b></li> </ul> <p>“Qualifying EUSD Contacts” Means legitimate contacts for Service Requests, and Incident Reports made by End-User Service Desk Agents to the EUSD via the following channels:</p> <ul style="list-style-type: none"> <li>i. Telephone</li> <li>ii. Email</li> <li><b>iii. Self-Service Portal</b></li> </ul>
5	Amendment to the following: [Stream B] Annex A – Statement of Work Schedule B 1 – Pricing Provisions Section 1.0 Definitions (Page 206)	<p>[Stream B] Annex A – Statement of Work Schedule B 1 – Pricing Provisions Section 1.0 Definitions (Page 206) should read:</p> <p>“Qualifying ESD Contacts” Means legitimate contacts for Service Requests, Incident Reports and Change Management Requests made by Partner Service Desk Agents to the ESD via the following channels:</p> <ul style="list-style-type: none"> <li>i. Telephone</li> <li>ii. Email</li> <li>iii. Email Listener</li> <li><b>iv. Self-Service Portal</b></li> </ul>



		<p>“Qualifying EUSD Contacts” Means legitimate contacts for Service Requests, and Incident Reports made by End-User Service Desk Agents to the EUSD via the following channels:</p> <ul style="list-style-type: none"><li>i. Telephone</li><li>ii. Email</li><li>iii. Self-Service Portal</li></ul>