



Service Desk Services Managed Service

Request for Proposal

Solicitation No.	2B0KB40545	Date	06-Jul-2020
Amendment :	3		

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
6	<p>Schedule 5, section 1.0 ‘Logical Architecture,’ in both the Stream A and Stream B Statement of Work documents, contain ESD and EUSD Logical Architecture diagrams. Will Canada please provide these diagrams in an editable format such as Visio?</p>	<p>SSC will provide the document in Excel format through the secure data room as per section 1.9 in the RFP documentation. Note: Logical Architecture Figures for ESD/EUSD are same for Stream A and Stream B. Bidders must send an email to the Contracting Authority: julie.bampton@canada.ca and inform of their intent to bid to receive the email containing the URL link to gain access to the secure data room.</p>
7	<p>Within Schedule A 13, section 3.0 ‘ESD Resolver Groups,’ in both the Stream A and Stream B Statement of Work documents, there is an embedded Excel file named ESD Resolver Groups. Will Canada please provide file in original Excel format?</p>	<p>SSC will provide the document in Excel format through the secure data room as per section 1.9 in the RFP documentation. Note: Logical Architecture Figures for ESD/EUSD are same for Stream A and Stream B. Bidders must send an email to the Contracting Authority: julie.bampton@canada.ca and inform of their intent to bid to receive the email containing the URL link to gain access to the secure data room.</p>
8	<p>The published deadline is for July 31st, 2020 at 2 pm. Our organization would like to ask if Shared Services would accommodate an extension to the submission date given the impact of :</p> <ul style="list-style-type: none"> • Canada Day Week Holidays • July Summer Holidays <p>Both of which have an impact in shoring up resources for our submission</p>	<p>Question received and will provide a response shortly</p>
9	<p>Will Canada please confirm that based on the current close date of July 31, 2020, that Monday, July 20, is the last day to submit questions?</p>	<p>Yes July 20, 2020 is the last day to submit questions.</p>
10	<p>In both Stream A and B, Schedule A 14 - Service Desk Workload Baseline, Section 3.0 Additional Data reads “SSC will make supplemental volumetric information available for the ESD and for each of the service desks within the EUSD. This information will be made</p>	<p>Yes - see question and answer 6&7 - Bidders must send an email to the Contracting Authority: julie.bampton@canada.ca and inform of their intent to bid to receive the email</p>



	available to bid proponents during the RFP posting period.” Will Canada please describe what supplemental volumetric information will be made available and when it will be published?	containing the URL link to gain access to the secure data room.
11	For both ESD and EUSD, will Canada release monthly volumetric data for the period May 2019 through April 2020 showing the language of service (French/English) per contact type?	Yes we do and it will be included in the Secure Data Room
12	For both ESD and EUSD, will Canada release monthly volumetric data for the period May 2019 through April 2020 showing the average handle time per contact type?	The monthly Average Talk Time is available for ESD and EUSD. The ticket Average Handle Time is only available for EUSD. It will be included in the Secure Data Room
13	Will Canada please confirm if Canada, or the Vendor, is supplying the toll free numbers? Will Canada please confirm that it will be provisioning all aspects of TTY/TTD capabilities?	Pursuant to Schedule B 3 – Financial Responsibility Matrix, Tables 90/91, Shared Services Canada will own (provision) the respective Toll-Free Numbers and bear financial responsibility thereof. If/when the capability of TTY/TTD is needed during the contracting period, Canada will work with the Contractor to implement the needed solution.
14	Will Canada please confirm that, for at least the period of the COVID pandemic while work-from-home policies are commonplace, that our agents will be able to work from their residence?	The evaluation of this RFP is based on the Contractor providing and making ready for use, two facilities to accommodate ESD & EUSD Contractor Personnel where such facilities are compliant with the GC requirements. From the perspective of this RFP, the COVID pandemic is seen as an exception and not a normal course of life within Canada.
15	In RFP Annex B, Basis of Payment, section 2.1.1 Monthly Baseline Service Volumes, Table 2 shows monthly baseline volumes of 26,000 for ESD and 36,000 for EUSD. However, the pricing tables for Stream A and B (attachments 3.1 and 3.2) show different baseline volumes. The pricing tables show ESD at 24,000, and EUSD at 30,000. Will Canada please reconcile this difference?	Vendors are requested to amend the “Monthly” tab in the Pricing Tables (Attachments 3.1 and 3.2) to reflect Monthly Baseline Service Volumes of 26,000 for ESD and 36,000 for EUSD, for Years 1, 2, 3 and Years 4-7 (Option Years).
16	Will Canada please confirm that the “Firm Per Diem Rate” data recorded on the “Per Diem Rate Sheet” tab in the pricing tables for Stream	Confirmed - the Firm Per diem Rates are excluded from the financial evaluation



	A and B (attachments 3.1 and 3.2) are excluded from the financial evaluation?	
17	<p>SSC has requested that, “The Bidder must submit one bid per Technical Solution (comprised of both the requirements set out in Statement of Work A (Stream A) SSC providing Telephony Platform & Statement of Work (Stream B”) – Bidder providing Telephony Platform. Each Solution will be assessed in accordance with Part 3 and Part 4 of this solicitation. Upon Contract Award, SSC will determine, at its sole discretion which of the two solutions will be acquired.”</p> <p>If a Bidder is not able to provide a fully compliant solution for Statement of Work B (Stream B), will SSC allow bidders to only submit a Technical Solution for Statement of Work A (Stream A)?</p>	<p>SSC requires that the Bidder must provide a fully compliant solution for Statement of Work (Stream A) and Statement of Work (Stream B). Submitting only one bid against one solution will deem the Bidder non-compliant.</p>