



Service Desk Services Managed Service

Request for Proposal

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Amendment :	4		

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Closing Date and Time	(referred to in this solicitation as “ Solicitation Closing ”) July 31, 2020, 2:00 PM	
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**AMENDMENT 1**

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
18	Annex A, Statement of Work, Stream B, Summary of Service Desk Requirements, section 2.0 Delivery Location Requirements states that “Dedicated Environment: all Contactor Services must be accessed directly and performed within a secure and dedicated environment, independent to that of the Contractor’s other environments. This will facilitate independent audits of Contractor service.” For clarity, will Canada please confirm if this requirement relates to the physical environment (the call center itself) or the logical environment meaning that the software tools are not to be deployed in a multi-tenant environment.	The Summary of Service Desk Requirements, Section 2.0 Delivery Location Requirements relates only to the physical environment. Please refer to Schedule A 1, Section 2.8 Contractor Delivery Locations for more details. Please refer to Schedule B 3, Section 1 & 2, for the tools supplied by SSC and the Contractor.
19	Annex A, Statement of Work, Stream B, Summary of Service Desk Requirements, section 3.0 Infrastructure Requirements indicates that the Contractor must use the Remote Takeover Tools (EUSD only). The SRCL for Stream B indicates that the personnel require only Reliability Status. Will Canada please confirm that end-users requiring desktop support, including the use of Remote Takeover Tools, will not have any classified, i.e. Secret or Confidential, data on their end point?	Confirmed - will not have any classified - secret or confidential data their end point
20	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 1.2 Service Objectives states that a high-level objective is to “Improve Client Satisfaction to the fullest extent possible across all aspects of Enterprise and End User Support Services through faster speed-to-answer/respond, higher resolution upon first contact, lower abandonment rates and improved Average Handle Time using existing Client Satisfaction results as a baseline.” Will Canada release these performance statistics, including detailed Client Satisfaction results, for the period May 2019 through April 2020? It is important for bidders to have this information so that we can assess how ambitious it will be to improve upon current service levels.	SSC will expect bidders to improve Client Satisfaction to the fullest extent possible. Bidders do not require an initial baseline to achieve this.



21	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.1.5 ESD Language Requirements. How will Canada measure and evaluate to ensure that the quality and level of service being delivered is the same in both French and English?	Pursuant to Schedule B 2 – Service Level Requirements, Section 14.0 Consistency of Service, services must be of equal quality and level of service, regardless of the language chosen. Pursuant to Schedule A 1, Section 3.0 Service Descriptions and Roles and Responsibilities, Tables 12/26 the Contractor shall provide “Ad hoc reporting by ESD/EUSD Customers” and SSC shall “Audit report results and Service Desk operations periodically”. Accordingly, the Contractor must have the capacity to report select Key Performance Indicators for service provided in each official language for subject periods to be identified at the discretion of SSC. SSC shall monitor this reported information to ensure consistency of service across both official languages.
22	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.1.7 ESD Hardware, Software and Telephones. This section states “workstations must meet or exceed specifications set forth by SSC.” Will Canada please define these specifications?	The Contractor workstations must be able to install SSC standard load defined for the operation system (i.e. Microsoft Windows 10), the office productivity suite (i.e. Microsoft Office 2016 or 365) and the Citrix Workspace client software as specified by Canada. Please refer to Schedule B 3, Section 1 & 2, for the tools supplied by SSC and the Contractor.
23	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.2 End User Service Desk. Is it a mandatory requirement that EUSD agents are dedicated to their specific customer? Will Canada confirm if cross-training is permitted to allow reassignment only between SSC and PSPC?	Pursuant to Schedule B 2 – Service Level Requirements, Section 14.0 Consistency of service, service must be of equal quality and level of service regardless of the department from which the user resides. SSC anticipates that the Contractor’s solution for the EUSD will incorporate an appropriate mix of dedicated resourcing and cross-training to ensure both (i) consistency of service across the five partner departments, and (ii) cost effectiveness. Pursuant to Schedule B 4 – Reporting, Section 1.0 Metrics Repository requires that EUSD Service Level Requirement (SLR) and Key Performance Indicator (KPI) reporting be partitioned into the five End User



		Customer segments. SSC will monitor segmented reports to insure consistency of service across the five partner departments.
24	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.3, Projects states "The Contractor must execute and complete certain projects that are either in-flight or planned. Such projects are the responsibility of the Contractor to complete as part of the Transition activities (Schedule A 3 – Transition Services) and as required during the life of the Contract (Schedule A 4 - Governance and Relationship Management Services) in accordance with timeframes specified by SSC." It is unclear what are the "in-flight or planned projects." Will Canada please clarify the requirement stated in this section and provide a detailed list of all in-flight or planned projects?	SSC expects the winning vendor to actively be in support of and/or participate in any inflight service improvements during the transition phase. For any project work requiring Professional Services SSC will initiate discussions with the vendor for delivery of ad-hoc activities not described within the scope of the SOW, these types of resources are described in Schedule A 16 – Professional Services. For any continual service improvements after transition phase, SSC will provide the vendor with the appropriate supporting and training documentation prior to implementation.
25	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.8.6, Site Inspection states that "SSC shall have the right to inspect the Contractor Facilities prior to commencement of service delivery and periodically during the term Contract Term." Does Canada agree that the conditions surrounding a site inspection such as advance notice period, inspection during core business hours only, minimal inspection team size and similar factors will be negotiated with the Contractor in advance so as to minimize impact on business operations?	Canada will negotiate with Contractor to minimize impact on operations.