



# Service Desk Services Managed Service

## Request for Proposal

Solicitation No.	2B0KB40545	Date	08-Jul-2020
<b>Amendment :</b>	5		

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

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
26	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.9.1, Business Continuity states “Contractor Facilities must be (i) geographically separated (ii) use difference power grids, and (iii) be served by different telecommunications service providers.” It is far beyond the ability of most bidders to influence provincial authorities as to how ‘power grids’ are defined and managed. Also, requiring bidders to make arrangements with different telco service providers will likely contribute to material increases in prices bid to Canada. Will Canada remove both the “(ii) use difference power grids,” and “(iii) be served by different telecommunications service providers” requirements?	Pursuant to Schedule A 1 – Service Desk Services, Section 2.8 Delivery Locations, the Contractor is required to have a 200 KM distance between the two Contractor Facilities. Pursuant to Schedule A 1 – Service Desk Services, Section 2.9 Business Continuity and Disaster Recovery, the Contractor is required to meet established service requirements. In light of this fact, Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Schedule A 1 – Service Desk Services, Section 2.9.1 Business Continuity to read as follows: “The Contractor Facilities must be (i) geographically separated, and (ii) <del>use difference power grids, and (iii)</del> be served by different telecommunications service providers”. SSC will maintain the requirement of being served by different telecommunication service providers to reduce the likelihood of a network event impacting both locations.
27	Annex A, Statement of Work, Stream B, Schedule A-2 Service Management Services, section 2.1.4 Work In Progress. Three migration projects are listed in this section and these may each have a material impact on bidders transition plans and costs. Will Canada please describe current status of each of these three projects?	We expect the three projects listed section 2.1.4 Work In Progress to be completed prior to transition.
28	Annex A, Statement of Work, Stream B, Schedule A-3 Transition Services, section 1.2(b) states that the Contractor needs to “Perform all Knowledge Transfer activities necessary to assume the Services under this Contract.” Will Canada please describe in detail the obligations of the current Contractor to participate in activities such as this Knowledge Transfer activity?	At the end of the Contract Period, the Service Provider must assist with the transition of the Domain to a new Service Provider. The Service Provider must cooperate with a new Service Provider to ensure that smooth and seamless transition of services occurs. The Service Provider must ensure that overall operational availability is not disrupted; existing service levels are maintained and Contract deliverables



		continue to be delivered while transition and knowledge transfer to a new Service Provider occurs.
<b>29</b>	Annex A, Statement of Work, Stream B, Schedule A-3 Transition Services, section 4.2, Transition-Out Requirements, describes a robust and open-ended set of activities that bidders must anticipate. The pricing workbooks, however, include only transition (IN) and monthly service volume pricing. Is Canada intending that Transition-Out activities will be paid on a time and materials basis, or will Canada modify the pricing workbooks to allow bidders to submit a fixed-price bid for this activity? If Canada decides to request a fixed price bid for Transition-Out, will Canada please remove the phrase “but are not limited to” that appears in the second paragraph in this section?	Pursuant to Schedule A 3 – Transition Services, Section 4.0 Transition-Out, Contractor responsibilities with respect to Transition-Out activities are established. The Contractor should incorporate the anticipated costs of such activities in the Monthly Variable Service Unit Cost.
<b>30</b>	For both ESD and EUSD, will Canada publish monthly volumetric data for the period May 2019 through April 2020 to detail, per contact type, (a) average talk time, and (b) average after call work time?	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 links to gain access to the secure data room.
<b>31</b>	For both ESD and EUSD, will Canada publish monthly volumetric data for the period May 2019 through April 2020 to detail the call abandon rate, per contact type?	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 links to gain access to the secure data room.
<b>32</b>	Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 2.9.3, Minimum Fail Over, states, in part “The Contract Centre Solution must provide instantaneous restoration within fifteen (15) minutes.” There appears to be a contradiction between the word ‘instantaneous’ and allowing 15 minutes for it to happen. Will Canada please clarify its intent and release updated wording, as may be required?	Contractors are instructed to amend Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, Section 2.9.3 Minimum Fail Over to read as follows: “The Contractor must commence fail over service from the back-up facility within two (2) hours from service disruption at the originating facility. The Contact Centre Solution Telephony Platform is excluded from the two (2) hour requirement for restoration of facility services. The Contract Centre Solution Telephony Platform must provide <b>instantaneous</b> restoration within fifteen (15) minutes”.



<p><b>33</b></p>	<p>Annex A, Statement of Work, Stream B, Summary of Service Desk Requirements, section 8.0, Transition, states “Language Proficiency: during transition, and prior to service commencement, the Contractor must provide an organization chart and documented procedures demonstrating how the Contractor shall achieve and maintain compliance with bilingual proficiency requirements for the duration of the Contract Term.” Our request is for Canada to please detail the proficiency requirements with regards to bilingualism.</p>	<p>Pursuant to Schedule A 1 Service Desk Services, Section 2.1.5 ESD Language Requirements and Section 2.2.5 EUSD Language Requirements, the Service Desks must provide support services to users in the official language of their choice. Those support services, including all written and verbal communications, must be of equal quality and level of service in English and French, at all times. Furthermore, 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. Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Summary of Service Desk Requirements, Section 8.0 Transition, Language Proficiency, to read as follows: “During transition, and prior to service commencement, the Contractor must provide an organization chart and documented procedures demonstrating how the Contractor shall achieve and maintain compliance with bilingual <del>service proficiency</del> requirements for the duration of the Contract Term”.</p>
<p><b>34</b></p>	<p>Annex A, Statement of Work, Stream B, Summary of Service Desk Requirements, section 8.0, Transition, states “Transition Activities: In order to facilitate timely management and implementation of the transition effort the Core Project Team resources dedicated to the transition efforts must be either located in the National Capital Region, or be able to meet/shadow/work extensively in person with SSC and its current contractor at its current locations in the NCR.” (A) The RFP does not require bidders to define a “Core Project Team.” This phrase is not found elsewhere in the RFP materials, except for the same paragraph in the Stream A Statement of Work. Will Canada please clarify this requirement? (B) There is specific mention of in-person work with SSC and the current</p>	<p>A) Schedule A 4 – Governance and Relationship Management Services, Section 2.0 Key Roles, establishes the Key Contractor Personnel required for Transition related activities. Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Summary of Service Desk Requirements, Section 8.0 Transition, Transition Activities, to read as follows: “In order to facilitate timely management and implementation of the transition effort the <del>Core Project Team Contractor</del> resources <del>responsible for</del> <del>dedicated to</del> the transition efforts must be either located in the National Capital Region, or be able to meet/shadow/work extensively in person with SSC and its</p>



	contractor at locations within the NCR. Given the current public health directives and the 'work-from-home' mandates that are commonplace, will Canada please remove the requirement for in-person work?	current contractor at its current locations in the NCR". B) SSC will follow public health directives with respect to "work-from-home" mandates in effect at time of transition. SSC will not remove the requirement for "in-person" work at this time.
35	Annex A, Statement of Work, Stream A, Summary of Service Desk Requirements, section 8.0, Transition, states "Telephony Platform Training: SSC will provide a onetime training session to the Contractor on the Telephony Platform. It is the expectation that the Contractor will develop their own training material and train their personnel over the term of the contract on how to use the Telephony Platform." Our request is for Canada to please describe in detail the documentation that will be made available to the contractor, and to confirm to bidders that it will be made available in an editable, electronic format such as Microsoft Word.	SSC does have the material available in Microsoft word and Powerpoint and will provide at contract award.
36	Annex A, Statement of Work, Stream B, Summary of Service Desk Requirements, section 9.0, On-going, states in part "General: The Contractor must provide and deliver the requested Service Desk Services through the operating model that addresses the requirements. The Contractor must, as and when requested, provide other Service Desk related services that may include but are not limited to ..." As written, this is an open-ended obligation placed upon the Contractor. The use of the word 'must' establishes an absolute position. We are requesting Canada modify this requirement to include language indicating Canada and the Contractor will negotiate the pricing and deployment of new technologies, new modalities, analytical services and similar services that are not explicitly referenced in this RFP.	Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Summary of Service Desk Requirements, Section 9.0 On-going, General, to read as follows: "The Contractor must provide and deliver the requested Service Desk Services through the operating model that addresses the requirements. The Contractor must, as and when requested, provide other Service Desk related services that may include but are not limited to enhanced service analytics, support for new or additional contact modalities, ad-hoc reporting, or other Service Desk related services such as delivery, planning, management or administration services. Contractor compensation for activities determined to be outside the scope and responsibilities established for the Service Desk services shall be subject to negotiation between SSC and the Contractor".
37	Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B,	Contractors are instructed to amend Attachment 4.1 Evaluation Criteria and



	<p>rated requirement R.17, Value Added Elements. The description of how points are assigned states “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.” It is unclear how these Value Added Elements relate to the Transition Plan presented in R.16. Perhaps it should refer to “R.17”? Will Canada please clarify this and provide additional description of its intent?</p>	<p>Technical Bid Response Template – Stream A, rated requirement R.17 Value Added Elements and Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, rated requirement R.17 Value Added Elements to read: “1 Point for each additional service, enhanced service, service methodology or other items for which information described in (A) and (B) of R.167 have been provided”.</p>
<p><b>38</b></p>	<p>Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, 2.8.4 Geographical Separation, states “The two Contractor Facilities must be sufficiently geographically dispersed within Canada at a minimum distance of 200 Km so that they cannot be impacted simultaneously by adverse climatic conditions, infrastructure service disruptions (i.e. power outages), and crisis situations.” We are asking that Canada to remove reference to “adverse climatic conditions, infrastructure service disruptions (i.e. power outages), and crisis situations” as these are usually beyond the scope of control of most bidders. Similar text also appears in section 2.0 of Summary of Service Desk Requirements in the same document.</p>	<p>Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Schedule A-1, Service Desk Services, 2.8.4 Geographical Separation, to read as follows: “The two Contractor Facilities must be sufficiently geographically dispersed within Canada at a minimum distance of 200 Km <del>so that they cannot be impacted simultaneously to mitigate the likelihood of both Contractor Facilities being impacted</del> by adverse climatic conditions, infrastructure service disruptions (i.e. power outages), and crisis situations”.</p>
<p><b>39</b></p>	<p>Annex A, Statement of Work, Stream B, Summary of Service Desk Requirements, section 1.0, General Requirements states, in part, “Support emergency/crisis situations: ... The Contractor must have the capability to support these types of situations and allocate resources when necessary ... The Contractor will make available manager/supervisor/agents level resources for reporting and status of the service desk as well as to relay operational changes needed to be implemented by the service desk.”</p> <p>Also, Schedule 4 – Governance and Relationship Management Services, Section 4.1, table 49, bullet 1.53 states “Define the support period states (i.e. 24x7, Monday-Friday 8:00 to 16:00, 9:00-17:00)” implying the possibility of an expanded service hours, and</p>	<p>See Q&amp;A 16 and reference to Annex B - Basis of Payment - Additional Resource Categories</p>



in the same table, bullet 1.55 states  
“Dedicated management and/or supervisor  
level resources to participate in the HAW.”

We fully agree that the Contractor must  
support Canada in response to circumstances  
such as the current COVID-19 crisis. And it is  
clear from the text in this RFP that this may  
require additional Contractor resources of  
various types supporting Canada during  
expanded service hours.

Will Canada please clarify how pricing for  
these services is to be presented in the  
bidder’s financial response? The pricing files  
do not allow for the inclusion of these prices.