



Service Desk Services Managed Service

Request for Proposal

Solicitation No.	2B0KB40545	Date	13-Jul-2020
Amendment :	6		

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	
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Closing Date and Time	(referred to in this solicitation as “ Solicitation Closing ”) August 21, 2020, 2:00 PM		
Time Zone	Eastern Time		
Email Address for Submitting your Bid:	julie.bampton@canada.ca		



AMENDMENT 6

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
8	<p>The published deadline is for July 31st, 2020 at 2 pm.</p> <p>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>SSC is granting an extension until August 21, 2020 to allow sufficient time to compile their response. The question period will remain to close on July 21, 2020 and any question received after this date may or may not be addressed at SSC discretion. If Bidders wish to take advantage of the Pre-Check Compliance Process the revised date and time is the following: Canada will review only Pre-Bids submitted by no later than 11:59 p.m. 10-Aug-2020 (the “Pre-Bid Deadline”)</p>
40	<p>I have reviewed Solicitation No. 2B0KB0545 (Shared Services Canada, Service Desk) and do not see the inclusion of a Procurement Strategy for Aboriginal Business (PSAB) within the RFP. Building capacity and capability through economic development is key to continued success for Aboriginal businesses. The PSAB initiative is a national Government of Canada initiative led by Aboriginal Affairs and Northern Development Canada (AANDC) with a Strategy that aims to assist Aboriginal businesses to compete for and win federal contracting opportunities. The Government of Canada has been demonstrating a commitment to Aboriginal Business by including not only PSAB but also Aboriginal Participation Plans (APP) in recent procurements. Solicitation No. G9292-170324 (1 800 O-Canada Contact Centre (CC) Services for Employment and Social Development Canada) is an excellent example of where the Crown included an APP (see req. from that procurement below). This APP will see 50 Aboriginal people gain new skills and support economic development in their communities. Aboriginal Participation Plan (APP) The Aboriginal Participation Plan (APP) sets out the Contractor’s overall approach to</p>	<p>We regret, this requirement is not a set-aside under the PSAB, however SSC is encouraging Aboriginal firms to participate in the solicitation. SSC is committed to increase Aboriginal participation in federal contracting and to support the development of Aboriginal business capacity. In line with this commitment, SSC monitors all contracts awarded to Aboriginal businesses, including procurements restricted exclusively to qualified Aboriginal suppliers under the PSAB program and procurements open to all bidders.</p>



	<p>engagement of aboriginal resources in the delivery of CC services.</p> <p>The APP must incorporate components addressing:</p> <ol style="list-style-type: none"> 1. A human resources plan 2. Business planning content 3. Skills development components 4. Local aboriginal community engagement components 5. Content specific to each of the regions in which Facility “A” and Facility “B” are located. <p>Digitization of our economy has advanced tenfold as a result of Covid-19 and will continue to grow, and Service Desk Services will be a key component of the digital economy. The Crown must include a PSAB in this procurement to provide an opportunity for Aboriginal businesses and their employees to build new capabilities to grow and flourish in this new economy.</p>	
<p>41</p>	<p>Annex A, Statement of Work, Stream B, Schedule B-2 Service Level Requirements, 11.0 Continuous Service Improvement, states “Minimum Service Level for the First Contact Resolution (FCR), Customer Satisfaction (CSAT) and Quality Assurance (QA) Service Level Categories will automatically increase on the anniversary date of the contract. The increase will be calculated at 10% of the difference between perfection (100%) and the then current Minimum Service Level for the respective Service Level Category.”</p> <p>We are requesting an amendment to the SOW.</p> <p>Our experience has proven that Continuous Service Improvement results from the joint efforts of the customer, and Contractor. The customer may implement process changes, enhanced training, infrastructure upgrades, or application platform renewals. The Contractor may implement new processes, training, tools such as RPA, and other improvements. As written the Contractor is forced to unilaterally</p>	<p>Pursuant to Schedule A 2 – Service Management Services, Section 1.2 Service Objectives, the Contractor must deliver Service Management Services that “Ensure that process improvements result in improved value to SSC...”. Pursuant to Schedule A 2 – Service Management Services, Section 3.1.2 Service Desk Service IT Life Cycle and Operations, Table 30, the Contractor shall conduct quarterly technical reviews and provide recommendations for Service Desk Services improvements that align to SSC business goals. Pursuant to Schedule A 2 – Service Management Services, Section 3.1.3.3 Service Level Monitoring and Reporting Services Roles and Responsibilities, Table 38, the Contractor shall conduct SLR and Monitoring Improvement Meetings to review SLRs and recommendations for improvements. Pursuant to Schedule A 4 – Governance and Relationship Management Services,</p>



	<p>accept significantly increased targets and shoulder significant financial risks as a result. The FCR (resolvable tickets) in year 1 is 85%. Applying the formula described results in a year 7 target of 92.03%. This can only be mitigated through significant price increases each year as the risk of underperforming SLAs heightens.</p> <p>We are requesting that B-2, 11.0 Continuous Service Improvement be struck in its entirety (and also in the Stream A SOW) and replaced with language that makes clear that there will be annual review and negotiation between Canada and the Contractor concerning the service level categories that may result in an adjustment in the targets, that encourages both Canada and Contractor to implement changes of various types, and for pricing for the next year to be requested by the Contractor. In this way there is shared and equitable responsibility for achieving Continuous Service Improvement.</p>	<p>Section 1.2 Relationship Management Service Requirements, the Contractor must achieve the goal/objective of Continuous recommendations on improvements to the functionality, development and delivery of Services to better meet SSC business objectives and customer requirements. In addition, “striving for improved client satisfaction and service delivery improvements” is a responsibility of Key contractor personnel pursuant to Schedule A 4 – Governance and Relationship Management Services, Section 2.0 Key Roles. It is anticipated that the Contractor and SSC shall work collaboratively to improve the delivery of service desk services directly and indirectly with the growth of Contractor/Agent tenure and experience. Initial Minimum Service Level targets for FCR, CSAT and Quality Assurance have been set to accommodate service improvements over time. Such improvements in service will be expected to occur naturally (through Contractor/Agent tenure and experience) and as a consequence of the above-noted Contractor’s obligations with respect to improvements in process and delivery of service.</p>
<p>42</p>	<p>Annex A, Statement of Work, Stream B, Schedule B-2 Service Level Requirements, 12.2 Changes to Service Level Requirements</p> <p>We are requesting an amendment to the SOW.</p> <p>Section 12.2 {c} states that SSC may “Make a change to the Minimum Service Level for any Service Level Category.” Based on concerns that have been previously listed concerning Schedule B-2 Service Level Requirements, 11.0 Continuous Service Improvement, we are requesting that 12.2{c} be struck from the SOW for both Stream A and B.</p>	<p>Pursuant to Schedule B 2 – Service Level Requirements, Section 12.6 Change Control Procedures, any change made pursuant to this section [Section 12.0 Change Process] will be subject to the Change Control Procedures (with the exception of modifications to allocation percentages between Service Level Categories). For clarity, the modification of Allocation Percentages between Service Level Categories will not be a Change subject to the Change Control Procedures. In other words, it is anticipated that changes to the Minimum Service Level for any Service</p>



		Level Category will be subject to Change Control Procedures – see response to Question 43.
43	Annex A, Statement of Work, Stream B, Schedule B-2 Service Level Requirements, 12.6, Change Control Procedures states, in part, “change made pursuant to this section will be subject to the Change Control Procedures.” Will Canada please describe in detail the Change Control Procedures?	The Change Control Procedures will be jointly defined by SSC and the Contractor as part of Transition Services planning. Please refer to Schedule A 3 – Transition Services, Section 3.1.4 Service Transition Approach and Schedule A 3 – Transition Services, Section 3.1.4 Service Transition Approach, Table 44.
45	<p>Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, section 3.1.13, Table 14, bullet 14.08, states, in part “Provide and implement at least one innovative or new idea in every quarter ...” The same language is also found in section 3.2.14, Table 28, bullet 28.08.</p> <p>We are requesting an amendment to the SOW.</p> <p>As written, this obligation handed to the Contractor will result in only ‘small’ ideas being presented that are very low-risk to the Contractor and of limited value to Canada. We are requesting the language be modified so that the Contractor must ‘present for consideration at least one innovative or new idea in every quarter...’ We are also requesting that language be introduced to allow Canada and the Contractor to negotiate deployment costs and price changes, if any. With an approach that is centered on partnership, and supported by revised language, the Contractor has an appropriate incentive to bring bold ideas to the table for Canada to consider.</p>	<p>SSC is looking for a Service Provider that will evolve with our business needs and not deliver an invariable “Keep The Lights On” service. The frequency of the innovative enhancements supports the requirement listed in Schedule B-2 Service Level Requirements, 11.0 Continuous Service Improvement. Bold ideas are encouraged and can be brought to the Service Desk Services Executive Committee, for discussion and consideration during the contract period.</p> <p>Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Section 3.1.13 ESD Business Value and Innovation Management Support Service/Section 3.2.14 EUSD Business Value and Innovation Management Support Service, Section Table 14/28 , bullet 14.08/28.08 to read as follows: Provide and implement at least one innovative or new idea semi-annually-in every-quarter that either impacts business or IT Operations positively from a cost, experience, and business impact or efficiency perspective.</p> <p>Contractors are instructed to amend Annex A, Statement of Work, Stream A/B, Schedule A 11 Timing of Reporting and Events, Table 58, Frequency Column, Bullet 14.0, as follows: Semi-Annual Quarterly.</p> <p>Contractors are instructed to amend</p>



		<p>Annex A, Statement of Work, Stream A/B, Schedule A 2 – Service Management Services, Section 3.1.2 Service Desk Service IT Life Cycle and Operations, Table 30, Bullet 2.17 to read as follows: conduct semi-Annual quarterly technical reviews and provide recommendations for Service Desk Services improvements that align to SSC business goals.</p>
<p>46</p>	<p>Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services, 1.0 General Requirements states, “Resourcing Elasticity: the Contractor must have the capacity to accommodate increases in contact volumes (up to 30%) for short or long term events (i.e. Olympic Games, G-7, G-20, Elections, Francophone Games etc.) with 90 days notification of increased capacity requirements and duration thereof.” How will Canada evaluate, and monitor over the term of the contract, a bidder’s capacity to satisfy this requirement?</p>	<p>Pursuant to Annex A, Statement of Work, Stream A/B, Summary of Service Desk Requirements, Section 1.0 General Requirements, Resourcing Elasticity, the Contractor must have the capacity to accommodate increases in contact volumes (up to 30%) for short or long term events (i.e. Olympic Games, G-7, G-20, Elections, Francophone Games etc.) with 90 days notification of increased capacity requirements and duration thereof. By providing sufficient advance notification of event-related volume spikes, it is anticipated that the Contractor will schedule/manage resources accordingly. SSC will consider the Contractor’s achievement of Minimum Service Levels during the duration of the event as sufficient evidence of the Contractor’s ability to satisfy the capacity requirement.</p>
<p>47</p>	<p>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) volume of chat interactions; (b) average duration of chat interactions; and (c) chat abandonment rate?</p>	<p>Currently, the chat interactions are not implemented as communication channel for both ESD and EUSD.</p>
<p>48</p>	<p>In order to ensure that bidders understand the scope of capabilities delivered by Canada in the context of Stream A, will Canada provide (a) Workforce Management tools and (b) quality management tools as these activities are intimately linked to the ACD system?</p>	<p>The contact centre solution provided by Canada in Stream A contains workforce and quality management capabilities.</p>
<p>49</p>	<p>Within the context of Stream A, will Canada provide the storage necessary for the recorded interactions? If yes, will Canada please confirm that it will be responsible for the on-going</p>	<p>Correct, Canada will be responsible for the management and maintenance of the storage by its supplied contact centre solution.</p>



	<p>management and maintenance of this storage?</p>	
<p>50</p>	<p>Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, R.5, Technical Experience Supporting Modern Technologies.</p> <p>(A) The description states, in part, “Examples of modern technologies include:” As written, the text implies that other modern technologies could be referenced. Will Canada please confirm that bidders are not limited to referencing only the seven technologies that are listed? If yes, will Canada please revise the points definition which says in part “as per examples (1) through (7)” and remove the restriction that limits the award of points only to the 7 technologies listed.</p>	<p>Contractors are instructed to amend Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A, rated requirement R.5 Technical Expertise Supporting Modern Technologies and Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, rated requirement R.5 Technical Expertise Supporting Modern Technologies to read: 1 Point for Each Qualifying Reference Contract sample that addresses a different modern technology which can include, but is not limited to as per examples (1) through (7) of R.5</p>
<p>51</p>	<p>Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, R.6, Technical Experience Supporting Clients to Adopt Emerging Technologies.</p> <p>(A) The description states, in part, “Examples of emerging technologies include:” As written, the text implies that other emerging technologies, such as RPA for example, could be referenced. Will Canada please confirm that bidders are not limited to referencing only the four emerging technologies that are listed? If yes, will Canada please revise the points definition which says in part “as per examples (1) through (4)” and remove the restriction that limits the award of points only to the 4 technologies listed.</p> <p>(B) The description states, in part, “Each contract example provided should address a different emerging technology.” There appears to be a contradiction in that only 4 technologies are currently listed, and bidders are invited to submit 5 references. Will Canada please reconcile this issue?</p> <p>(C) The description states, in part, that bidders are to demonstrate “experience supporting clients to adopt new technologies.” To align</p>	<p>Contractors are instructed to amend Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A, rated requirement R.6 Technical Experience Supporting Clients to Adopt Emerging Technologies and Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, rated requirement R.6 Technical Experience Supporting Clients to Adopt Emerging Technologies to read: 1 Point for Each Qualifying Reference Contract sample that addresses a different emerging technology which can include, but is not limited to as per examples (1) through (4) of R.5</p>



	<p>with this, will Canada please modify both required reference content items c) and d) which currently reads “Bidder’s successes/challenges supporting the modern technology” and instead phrase this as “Bidder’s successes/challenges adopting the modern technology”</p>	
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