



Service Desk Services Managed Service

Request for Proposal

Solicitation No.	2B0KB40545	Date	14-Jul-2020
Amendment :	7		

Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1G 4A8		
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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		
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AMENDMENT 7

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
44	<p>Annex A, Statement of Work, Stream B, Schedule A-1 Service Desk Services contains multiple references to Partner Service Desk Agent Satisfaction Surveys for ESD (Section 3.1.3, Table 4, bullets 4.11, 4.13, 4.15) and EUSD (Section 3.2.3, Table 17, bullets 17.11, 17.13, 17.15). Also, Schedule A-3, Transition Services, Section 3.1.4, Table 44, bullet 4.07 makes reference to Contractor responsibility to develop a survey program.</p> <p>a. Is there a survey program that is currently operational?</p> <p>b. If yes, does this program have each of the following: baseline measurement(s), survey templates, scope definition, frequency rules, and scoring grids?</p> <p>c. If yes, will the Contractor be able to use the existing program as a base from which to articulate a new program?</p> <p>d. What are the current rules determining how frequently a survey is triggered, for example every 1 in 5 tickets, or 1 in 10, or similar?</p> <p>e. What is the survey current response rate per exit survey? Is the survey tool supplied by Canada? If yes, what is the name of the survey tool?</p> <p>f. Will Canada confirm that surveys are automatically triggered, subject to frequency rules, upon ticket closure?</p> <p>g. How are raw survey results delivered to the Contractor? What file format is used? Is the data uniformly structured to support RPA processing?</p>	<p>There are presently no operational satisfaction surveys in place for either the Enterprise or End User service desks. SSC expects the winning vendor to develop and implement these two survey programs in both official languages. SSC will work with the vendor to define the scope, frequency, scoring and questions for satisfaction survey.</p>
53	<p>As stated in RFP Section 1.2 Overview requirement "SSC is responsible for delivering mandated email...". What features and licenses are included with the email collaboration solution for the bidders staff?</p>	<p>The Section 1.2 Overview of Requirement in the RFP only provides the summary of SSC core mandate as background to understand SSC's role. SSC will provide the Contractor with a remote access Virtual Desktop Infrastructure (VDI) solution which will allow Contractor staff to use the email</p>



		<p>collaboration solution as a regular SSC end-user. Hardware and software asset provisioning and support/maintenance responsibilities of the Contractor and SSC are defined in Schedule B 3 – Financial Responsibility Matrix. See Table 90: ESD Hardware and Software/Applications and Table 91: EUSD Hardware and Software/Applications.</p>
54	<p>Schedule A 6 – Security Requirements Traceability Matrix, 1.0 Enterprise Service Desk (ESD) Security Requirements Traceability Matrix, Table 52: EDS Security Requirements Traceability Matrix. The seventh column in table 52 is labeled “A.2,” however, our examination of Schedule A 5 – High Level Design with Security Controls, Figure 2: ESD Logical Architecture reveals that the column label should be “A.3”. Will Canada please review this and issue an update, as may be required?</p>	<p>Contractors are instructed to amend Annex A, Statement of Work Stream A/B, Schedule A 5 – High Level Design with Security Controls, Figure 5: ESD High Level Design with Security Controls, Red Box to read as follows: A.23. Contractors are instructed to amend Annex A, Statement of Work Stream A/B, Schedule A 6 – Security Requirements Traceability</p>



		Matrix, Table 52, Column A.23 should read Column A.3.
55	<p>Given the current staffing situation ,it is an observation that the current in-scope services are covered under a Collective Agreement. Can you provide details of the Union as well as the current Collective Agreement since the information in your response may have a significant risk impact to vendors ?</p> <p>This question is being posed because there are no references within the RFP document with respect to; Union or Organized Labour or Collective Agreements.</p>	The current in-scope services are not covered under Government of Canada collective agreement.
56	<p>The amendment which was published July 6th 2020 made mention that extension to the submission deadline is still under consideration. Would SSC permit a 4 week extension to the deadline?</p>	See Amendment 6 answer 8 update
57	<p>. In the document "eng_attachment_2.1_sscstandard_instructions_for_procurement_documents.pdf" Section 1.4 (a) on page 4 of 33 indicates: "Definition of Bidder: In the solicitation, "bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid. It does not include the parent, subsidiaries or other affiliates of the bidder, or its subcontractors."</p> <p>By limiting the definition of bidder to not included parent, affiliates or subsidiaries, SSC will not receive the benefit of experience from global companies that have best practices in Help Desk implementations and delivery from other governments and large private sector organizations. We strongly recommend that SSC clearly state that bidders can use references from the parent, affiliate or subsidiary organization.</p> <p>If not, can SSC please clarify if it is the intent to limit the experience and best practices to only bidders that have no global experience to meet the requirements of the RFP.</p>	See question and answer 3 - Amendment 1
58	<p>Given the current COVID situation and various work from home solutions that both the public and private sector organizations are using, will SSC allow for Help Desk solutions where a portion of the agents will be working remotely from home?</p>	See Q&A 34B - Amendment 5
59	<p>We would like to request an extension to the current 31-July-2020 closing date. I see in Amendment #3 Q&A #8 you state you are considering an extension and will publish a response shortly.</p>	See Q&A 8 Update - Amendment 6
60	<p>1.PSAC has pursued and obtained certification of both the predecessor and current contract's help desk employees. Does the Crown have a preference as to whether the work should be performed by union or non union employee?</p>	<p>1) This Crown has no position or preference on this</p> <p>2) No</p>



	<p>2. Given the union history with delivery of these services, if a non union labour bid subsequently experience a union, will the Crown allow pricing adjustments to address any additional labour or labour-related costs?</p>	
61	<p>There is a significant, and complex, effort involved in developing, and pricing, two separate RFP responses. This is in addition to the thorough internal review and approval processes that our organization follows to ensure that only compliant and compelling bids are submitted. One example of the inherent complexity in the RFP is that Steam A and Stream B contain similar, but different, technical integration challenges, in addition to different, and thorough, lists of security controls that must be assessed and addressed.</p> <p>Based on this and similar factors, we are requesting an extension of the close date to Friday, August 28, 2020. Will Canada grant this extension request?</p>	<p>See Q&A 8 Update - Amendment 6</p>
62	<p>rfp_2b0kb40545_-_service_desk_services_managed_service.pdf - Section 2.2 (a) Submission of Only One Bid Per Technical Solution - The Bidder must submit one bid per Technical Solution (comprised of both the requirements set out in Statement of Work A (stream A) & Statement of Work (Stream B)).</p> <p>Question: As Only 1 bid is allowed for Both Stream A+B combined, for clarity, Canada is looking for 3 references only that support both Attachments below OR is Canada looking for 3 discrete references for Attachment 4.1 and 3 for 4.2 for a Total of 6?</p> <p>Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A – M2.</p> <p>Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B – M2.</p>	<p>SSC is seeking one bid per Stream A and one bid per Stream B. You may use the same references per Stream</p>
63	<p>rfp_2b0kb40545_-_service_desk_services_managed_service.pdf - Section 2.2 (a) Submission of Only One Bid Per Technical Solution - The Bidder must submit one bid per Technical Solution (comprised of both the requirements set out in Statement of Work A (stream A) & Statement of Work (Stream B)).</p> <p>Question: As Only 1 bid is allowed for Both Stream A+B combined, for clarity, Canada is looking for 5 references only that support both Attachments below OR is Canada looking for 5 discrete references for Attachment 4.1 and 5 for 4.2 for a Total of 10?</p> <p>Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A – R2.</p> <p>Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B – R2.</p>	<p>SSC is seeking one bid per Stream A and one bid per Stream B. You may use the same references per Stream</p>
64	<p>rfp_2b0kb40545_-_service_desk_services_managed_service.pdf - 3.4 Section I: Technical Bid (b)(iii) - Federal Government references will be accepted.</p> <p>Question: This clause favors the incumbent or previous service</p>	<p>A bidder can use a reference not just specific to Federal</p>



	provider. We would request that Federal Government references to be excluded from the evaluation as this would favor a very limited number of respondents.	Government References.
66	Closing Date and Time - (referred to in this solicitation as "Solicitation Closing") - July 31, 2020, 2:00 PM Question: Would Canada extend the closing date to August 31st, 2020?	See Q&A 8 Update - Amendment 6
67	rfp_2b0kb40545_-_service_desk_services_managed_service.pdf - Section 1.6: "The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest." Question: This section not only acknowledges the incumbent vendor or previous vendor but also gives unfair advantage. Would Canada consider redacting this part of Section 1.6?	Canada will not make a change to Section 1.6 and this will not create unfair advantage or conflict of interest to the current service provider
68	rfp_2b0kb40545_-_service_desk_services_managed_service.pdf - Section 1.6: "The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest." Question: This section not only acknowledges the incumbent vendor or previous vendor but also gives unfair advantage. Would Canada consider stating that Canada will not accept the current/incumbent Service Desk solution as a reference for this RFP?	Canada will not make a change to Section 1.6 and this will not create unfair advantage or conflict of interest to the current service provider