



# Service Desk Services Managed Service

## Request for Proposal

Solicitation No.	2B0KB40545	Date	15-Jul-2020
<b>Amendment :</b>	8		

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**AMENDMENT 8**

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
3 (revised)	Given the scope of the RFP, can SSC confirm that bidders may use references from subsidiaries and affiliates in order to leverage global expertise and innovation?	Revised Response to Question 3: SSC requires that the Bidder must have had direct responsibility for delivering the Service Desk Managed Service for the 3 (three) mandatory Qualifying Reference Contracts. In instances where the Bidder did not have direct responsibility for delivering the Service Desk Managed Service, SSC will accept references from “subsidiaries” and “affiliates” for remaining 2 (two). Qualifying Reference Contracts required under Point Rated Requirements R.2 - References Managed Services Capabilities. The designated prime will assume overall accountability for all deliverables of the bid response and be the central point of contact to Canada if the bid is successful at contract award.
52	<p>Question 3 response states;                      “SSC requires that the Bidder must be a Prime Contractor for the 3 (three) mandatory Qualifying Reference Contracts and SSC will accept references from “subsidiaries” and “affiliates” for remaining 2 (two) Qualifying Reference Contracts required under Point Rated Requirements R.2 -References Managed Services Capabilities. The designated prime will assume overall accountability for all deliverables of the bid response and be the central point of contact to Canada if the bid is successful at contract award.”</p> <p>Question a): We have contracts held by our parent company where we provide the service desk scope to an end client as a sub element of a broader outsource agreement held by our affiliate/parent company. Our assumption is that because we are providing the call centre services (even though the broader contract is held by an affiliate/parent company) that as a bidder will be deemed to meet the mandatory and rated elements for these references.</p>	<p>a) Please refer to the revised response to Question 3. In instances where the Bidder did not hold the broader outsourcing agreement, but was directly responsible for the Service Desk Managed Service, such instances will qualify for the Mandatory Qualifying References in Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A, Mandatory Requirements, M.2 References – Managed Services Capabilities and Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, Mandatory Requirements, M.2 References – Managed Services Capabilities.</p> <p>b) Pursuant to amend Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A, Rated Requirement R.3 Customer Reference Check and Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, Rated Requirement R.3 Customer Reference Check, SSC will be conducting a reference check on one of</p>



	<p>Please confirm</p> <p>Question b) And our assumption is in the cases where the organization bidding is not the prime on the reference above that SSC is still looking for the name and contact information of the end client contact for the associated reference (not the name of the affiliate/parent company).</p> <p>Please confirm</p>	<p>the three Mandatory Qualifying References provided by the Bidder. Accordingly, SSC will be seeking the name and contact information of the end client contact.</p>
<p>57</p>	<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>	<p>Please see revised response to Question 3. By way of clarification, SSC requires that Bidders have direct experience delivering Service Desk Managed Services for the three (3) mandatory references in M.2. Bidders are permitted to include references to two (2) instances of indirect experience delivering Managed Services for the five (5) point-rated references in R.2. SSC does not preclude Bidders with global experience as the rated criteria specifically allows the inclusion of two (2) instances of indirect experience delivering Managed Services through subsidiaries or affiliates.</p>
<p>69</p>	<p>Solicitation 2B0KB40545 – Amendment 1 – Question Posed: Given the scope of the RFP, can SSC confirm that bidders may use references from subsidiaries and affiliates in order to leverage global expertise and innovation? Answer Provided by Canada: SSC requires that the Bidder must be a Prime Contractor for the 3 (three) mandatory Qualifying Reference Contracts and SSC will accept references from “subsidiaries” and “affiliates” for remaining</p>	<p>Please see revised response to Question 3. By way of clarification, SSC requires that Bidders have direct experience delivering Service Desk Managed Services for the three (3) mandatory references in M.2. Bidders are permitted to include references to two (2) instances of indirect experience delivering Managed Services for the five (5) point-rated references in R.2. SSC does not preclude Bidders with global experience as the rated criteria</p>



	<p>2 (two) Qualifying Reference Contracts required under Point Rated Requirements R.2 - References Managed Services Capabilities. The designated prime will assume overall accountability for all deliverables of the bid response and be the central point of contact to Canada if the bid is successful at contract award.</p> <p>Question: Would Canada consider redacting this clarification answer? While not a core business for many Canadian companies who currently provide substantial IT services to Canada albeit not focused on the Service Desk, this ANSWER would effectively prohibit Canadian IT companies from expanding their business portfolio to enter this space. Regardless of where the references come from, Prime or subsidiaries/affiliates, the responsibility to deliver the solution and own the responsibility of its execution remains with the Prime.</p>	<p>specifically allows the inclusion of two (2) instances of indirect experience delivering Managed Services through subsidiaries or affiliates.</p>
70	<p>Regarding Volumes; We are unclear as to which source of information to use.</p> <p>Question: Are the five (5) excel data sheets (from the “secure data room”) for volume detail furnished to be used, rather than the text tables in the PDF documents? We ask to avoid any conflict of numbers.</p>	<p>The PDF documents provide the overall contact volumes by channel. The Excel files provide some key performance Indicators and the ticket details with the time arrival pattern, by category or by product (files “ESD Data” and “EUSD Data”).</p> <p>The 3 remaining files “ECD Resolver Groups”, “Logical Architecture” and “Langue of services” are to answer to questions 6, 7 and 11.</p>
71	<p>Regarding ITSM; it would be helpful to know the names of the ITSM Management software.</p> <p>Question: What are the names of ITSM management software used for both ESD and EUSD?</p>	<p>Please refer to Schedule B 3 - Financial Responsibility Matrix, Tables 90 and 91 for ITSM tools currently used by ESD and EUSD.</p> <p>See also Schedule A 2 - Service Management Services, Section 2.1.4 Work In Progress.</p>
75	<p>In order to provide Canada with an effective bid submission in today’s environment and particularly given the scope of the requirements, we respectfully request a bid submission extension to August 26, 2020.</p>	<p>See Q&amp;A 8 Update - Amendment 6</p>
76	<p>Canada has every reason to ensure that the successful provider has the history and</p>	<p>The References for Stream A maybe used for Stream B. A total of 5 References may</p>



expertise to deliver on this critically important initiative. While references are obviously a key part of that determination, the structure of the references requirements, combined with the Stream A/B choice post-contract award, would seem to indicate that Bidders may need to provide up to 10 references (3 Mandatory references per Stream, plus 2 Rated per stream). Please confirm this understanding.

Further, while Canada has often refused to be a reference for non-Federal bids, bidders are being advised that they may provide Federal references in support of meeting the Mandatory and/or Rated references as part of their bid response.

This position could give the incumbent and possibly others an advantage which plays against the notions of fairness that underpin every procurement. Canada should be encouraging broader participation (and has stated so as a matter of Policy), not arbitrarily limiting submissions through the imposition of artificial barriers.

In order for Canada to be sure that it can receive multiple, fully compliant bids from proven providers, we ask that Canada references be excluded from consideration and in any event, that the reference requirements as stated in the rfp become 100% rated. Alternatively, that Canada accept for the purposes of compliance, the required mandatory references from the Prime Contractor and/or it's affiliates/subcontractors, as opposed to solely from the Prime Contractor, as currently written.

be provided. Not a total of 10. Part 2 - Canada will accept all references that meet the criteria set out in Attachment 4.1 and Attachment 4.2