

Service Desk Services Managed Service

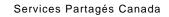
Request for Proposal

Solicitation No.	2B0KB40545	Date	16-Jul-2020
Amendment :	9		

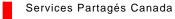
Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1G 4A8	
Contracting Authority	Name/Nom	Julie Bampton
(The Contracting Authority is the contact	Phone No.	613-790-5915
for all aspects of the procurement process,	Email Address	julie.bampton@canada.ca
including questions and comments about this document)	Postal Address	As set out for the Issuing Office above
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 9

Question	Questions, Request for Clarification,	Answer
#	Recommendation for Improvements	
65	Attachment 4.1 Evaluation Criteria and Technical Bid Response Template – Stream A – M9 + Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B – M9 Question: Would Canada accept more than 2 locations supporting requirements described in Section 2.1.2, Section 2.2.6 and Section 2.8 of Schedule A 1 - Service Desk Services, and Section 3.0 of Schedule A 8 System and Network	Yes Canada will accept. Each location would have to demonstrate that they meet the security provision outlined in the solicitation.
	Architecture?	
72	With respect to Section 1.4 – Security Requirements and subsequent Annex C for both Stream A and B; would Shared Services Canada reconsider that the following condition must be met at the date of bid closing? 11.a) Will the supplier be requried to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premisises? Box yes is checked off	The Bidder must have specific things in place at the time the contract is awarded. It is understood that the invested bidders should be proactive and start the various processes re: start obtaining staff clearances, register with PSPC/CIDS, etc. It is quite possible that the bidders at
		the early stages of the RFP process will not have an approved site, however bidders proposals should clearly indicate that they will build/acquire suitable space and are working on it.
		The IT link/processes will only be inspected once the contracting company is identified and confirmed to have all the other clearances (site, staff, registration at CISD, etc.)
73	Annex A – Statement Of Work, Summary of Service Desk Requirements, 1.0 General Requirements, states, in part, "Remote Access Performance: the VDI solution provided by SSC will offer sufficient performance and capacity to enable the Contractor to meet its service level obligations." Will Canada please detail (A) the performance and capacity metrics and measures that have been / will be established to measure the VDI solution; (B) what on-going performance measurement and evaluation processes will be	Annex A – Statement Of Work, Summary of Service Desk Requirements, 1.0 General Requirements, states, in part, "Remote Access Performance: the VDI solution provided by SSC will offer sufficient performance and capacity to enable the Contractor to meet its service level obligations." Will Canada please detail (A) the performance and capacity metrics and measures that have been / will be established to measure the VDI solution; (B) what



	implemented by Canada, and how will these results be communicated to the Contractor?	on-going performance measurement and evaluation processes will be implemented by Canada, and how will these results be communicated to the Contractor? Canada will not provide performance and capacity metrics and measures that have been / will be established to measure the VDI solution or future VDI on-going metrics. The Contractor will monitor the network as per schedule A 8 to ensure proper network performance. For a SSC supplied assets as defined in Schedule B 3, that do not perform or are unavailable that impact the Contract to meet its service level obligations, the Contractor will notify SSC to investigate.
74	Evaluation Criteria and Technical Bid Response Template , both Stream A and Stream B. In order to allow bidders to showcase the broadest range of relevant capabilities and experience for Canada, we would like to request a modification to the requirement under M.2 References - Managed Services Capabilities, bullet 4.c, and R.2, References - Managed Services Capabilities, bullet e), so that the text will stipulate that all contracts, when combined, will demonstrate all the scope of services listed.	Bidders are instructed to amend the Mandatory Requirements Columns in Attachment 4.1/4.2 Evaluation Criteria and Technical Bid Response Template – Stream A/B, M.2 References – Managed Services Capabilities, Bullet 4c) and Sub-Category / Descriptions Columns in Attachment 4.1/4.2 Evaluation Criteria and Technical Bid Response Template – Stream A/B, R.2 References – Managed Services Capabilities, Bullet e) to read: For each reference contract, the Bidder's contract scope of work must have included at least four of the following scope: Service Desk Services that include Single Point of Contact (SPOC) support for end users, Service Request Management and Incident Management services, End User Administration Services, support for IMAC Services and Self-Help support through an online portal. All contracts when combined should demonstrate at least one instance of each of the scope of services listed.
77	The ESD Data file provided has an average	Canada cannot split the talk time
	monthly call volume of 1,431 phone calls yet the	between the 1,431 Resolvable SR&IR



	RFP data from Table 81 on page 182 has	phone calls of the overall total of
	monthly voice volumes of 3,771.	3,771.
	a) Does the Average Talk Time associated with	
	the 1,431 calls have the same talk time as the	
	overall ESD monthly phone calls of 3,771?	
78		No. It doesn't include post-call work.
70	b)Does the ESD Data file Average Talk Time include	The average duration for post-call
	any post-call work? If not, what is the average duration for post-call work?	work is approximately 10 minutes.
79	c) The Average Talk Time provided was for Voice	Canada is not tracking the Average
	Calls. Can you provide the Average Handle Time	Handle Time for Email, Email Listener,
	for Email, Email Listener, and Self-Service	and Self-Service Activities. Please use
	Activities?	industry standard for typical handle
		time.
80	d) Based upon our experience, Service Requests	ESD average voice talk time is accurate
	typically have a handle time of 18 minutes and	because it's a desk to desk model to
	are initiated to the Service Desk via a non-voice	log and dispatch infrastructure tickets.
	contact channel. Therefore, an average Voice	Please see answer to question 79
	Talk Time of 8.48 minutes would not seem the	regarding the handle time.
	appropriate Talk Time. If this understanding is	
	correct what is your current handle time to	
	process the Service Requests and where is that	
	data being reported? e) What is your current % of outbound calls per	
81	inbound contact on your ESD Desk?	ESD doesn't perform outbound calls.
82	f) What is the current Average Handle Time of	See answer to question 81.
	outbound calls?	
83	The EUSD Data file provided has an average	Canada cannot split the talk time
	monthly call volume of 13,329 phone calls yet	between the 13,329 Resolvable
	the RFP data from Table 87 has monthly voice	Interactions from phone calls and the
	volumes of 24,417.	overall total of 24,417.
	a) Does the Average Talk Time associated with	
	the 13,329 calls have the same talk time as the	
	overall EUSD monthly phone calls of 24,417?	
84	b) Does the EUSD Data file Average Talk Time	No. For the average handle time,
	include any post-call work? If not, what is the	please refer to the ticket information
	average duration for post-call work?	in the dataroom.
85	c) The Average Talk Time provided was for Voice	Canada is not tracking the Average
	Calls. Can you provide the Average Handle Time	Handle Time for these activities.
	for Email and Self-Service Activities?	
86	d) What is your current % of outbound calls per	There is no tracking of the percentage
	inbound contact on your EUSD Desk?	of outbound calls per inbound
	e) What is the current Average Handle Time of	contacts and the Average Handle Time
	outbound calls?	for these phone calls. EUSD only do
		minimal follow-up phone calls with

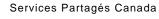




		End-Users to confirm resolution in some situations.
87	Is there one master, real-time directory of users and locations that the Contractor would integrate with?	SSC has a master directory which will be used for the authentication for the VDI as well as applications within SSC. There are no integration requirements
	If there is not one master directory, is there a master SSC identity provider to use to authenticate to systems?	to the Contractors environment.
88	Section 6.0, article (i) states that, "The Contractor must ensure that all the databases containing any information related to the Work are located in Canada." In addition, article (iii) states that, "The Contractor must ensure that all data relating to the Contract is processed only in Canada."	Yes it applies to Stream B. All has to be within Canada
	Please clarify if this also applies to the Contractor-provided IVR for Stream B, as it would be advantageous to the SSC if Contractors were able to leverage North American providers for the IVR solution.	
89	For Stream B, it is our understanding that the Contractor would need to integrate our ITSM systems with the existing SSC ESD system (HPSM) and the existing EUSD system (Remedy). Please advise if our understanding is correct.	The Contractor must use SSC provided ITSM systems via the VDI solution for both Stream A and Stream B. HPSM is the existing system for EUSD and Remedy is the future system for ESD. See Schedule A 2 - Service Management Services, Section 2.1.4 Work In Progress.
90	Figure 2 appears to indicate that the Contractor needs to integrate with existing ESD Knowledgebases (C.6.2 ESD Knowledge Database(s)). Since it is our understanding that SSC wants Contractor to take over the on-going management of the ESD knowledgebase used by the Service Desk, we believe that it makes more sense for Contractor to do a one-time load of Contractor Knowledgebase with the existing information from SSC Knowledge Database(s)	All ITSM systems and applications are on SSC network and accessed via the VDI solution. See ANNEX A – STATEMENT OF WORK, Section 3.0 Infrastructure Requirements: Knowledge Databases: the Contractor must use the Knowledge Database(s) provided by SSC.
	and update and maintain Contractor Knowledgebase without an integration. Please advise if this is acceptable.	Also, please refer to Schedule A 1 – Service Desk Services, Section 2.1.9 ESD ITSM Tool(s) / Service Desk Software / Knowledge Databases; Table 2: ESD General Roles and Responsibilities, items 2.17 & 2.18; and Schedule 4 – Governance and



]	Relationship
		Management Services, Section 2.6
		Knowledge Transfer Manager
91	Figure 3 appears to indicate that Contractor needs to integrate with existing EUSD Knowledgebases (C.6.2 EUSD Knowledge Database(s)). Since it is our understanding that SSC wants Contractor to take over the on-going management of the EUSD knowledgebase used by the Service Desk, we believe that it makes more sense for Contractor to do a one-time load of Contractor Knowledgebase with the existing information from SSC Knowledge Database(s) and update and maintain Contractor Knowledgebase without an integration. Please advise if this is acceptable.	See answer to question 90. Aslo specific to EUSD, please refer to Schedule A 1 – Service Desk Services, Section 2.2.6 EUSD Hardware, Software, Telephony Platforms, Tools and Knowledge Database; and Table 2: Table 15: EUSD General Roles and Responsibilities, items 15.18 & 15.19.
92	Based on our understanding of the integrations required, it is our opinion that the scoring for this item for Steam B is biased towards an incumbent vendor, or a vendor who already has systems and potential integrations in place with SSC. It is currently the same scoring as for Stream A, which is a much less complex transition.	In recognition that transition to Stream B could conceivably have a longer duration than Stream A, Bidders are instructed to amend Attachment 4.2 Evaluation Criteria and Technical Bid Response Template – Stream B, rated requirement R.16 Transition Plan/Schedule to read:
	 Will SSC please consider adjusting the scoring for the length of the Stream B transition as follows? 10 Points: 130 days or less 8 Points: 131 - 140 days 6 Points: 141-150 days 4 Points: 151-160 days 0 Points: 161 days or more 	PART B: The duration of the proposed transition project, calculated in the number of calendar days elapsed from contract signature to service commencement, is: 10 Points: 110 days or less 8 Points: 111 - 130 days 6 Points: 131 - 140 days 4 Points: 141 - 150 days 0 Points: 151 days or more Maximum Points (PART B): 10 Points
93	Method of Payment	Confirmed
	i) Service Desk Services: Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:	



	Please confirm the payment provisions	
	anticipated in the Contract i.e. net30 payment.	
94	In the SCSI questionnaire, Canada is asking the bidder to provide information on: A) Product Manufacturer OEM; B) IT product List, and; C) Network Diagram. As we will not be selling any product to SSC under this bid, we don't understand the relevance of this section as there are no new products proposed in this RFP. Please advise.	Canada acknowledges that products will not be sold as part of this RFP. Canada needs information on the products used by the Contractor in delivering services to Canada.
95	 Please confirm that R.15 Security Solution Approach requirement is only asking to respond to the provided excel sheet titled: Stream A: "eng_stream_a_attachment_5.1_it_controls_res ponse_template Stream B: "eng_stream_b_attachment_5.2_it_controls_re sponse_template" 	Pursuant to Attachment 4.1/4.2 Evaluation Criteria and Technical Bid Response Template – Stream A/B, Section 2 – Rated Criteria Response Format and Structure Guidance, bidders are to use attachments 5.1/5.2 for responding to Point Rated Criteria R.15 Security Solution Approach for Streams A/B respectively.
96	We understand that in Stream A, we will be utilizing SSC Telephony Platform and tools, however, we do not understand how M.14 Accessibility Conformance or Plan to Achieve Conformance requirement is relevant to Stream A? Please clarify.	SSC's Role in Promoting Accessibility The Accessible Canada Act (Bill C-81) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers. SSC has a role in implementing the Government of Canada's vision for a more accessible Canada because SSC provides the information technology infrastructure that supports the delivery of digital services to Canadians. This means that SSC is engaged in the procurement of goods and services and in supporting the delivery of programs and services by other government departments, both of which are areas covered by the Accessible Canada Act. SSC's goal is for its information technology infrastructure to be more accessible to





97	This RFP has already generated a lot of questions and as bidders work on finishing their proposals more questions are likely to come up. We think it's in the best interests of SSC and the bidders to have as many questions asked and answered as possible, otherwise bidders may work with incomplete information and assumptions that will only increase the prices quoted to Canada. We are requesting that the question period be extended according to the original terms of the	and more usable by the broadest range of government officials and Canadians who use it, including those with disabilities. SSC is committed to providing leadership to procure accessible ICT goods and services and supporting the goal of inclusive by design, accessible by default. This procurement includes accessibility requirements which are adopted from the EN 301 549 (2018) Harmonised European Standard Accessibility Requirements for ICT Products and Services. As the intention is for this initiative to take place progressively, suppliers should anticipate that, over time, the accessibility requirements in Canada's procurement contracts will evolve and may become more demanding. No Canada will not make the change.
	extended according to the original terms of the RFP, which means that the last day for questions in Monday, August 10. Will Canada make this change?	
98	We believe that Canada did not answer part "C" of question number 51. Is Canada going to amend the evaluation language?	Question 51(c)]: Bidders are instructed to amend the Sub-Category / Description Columns in 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: (c) Bidder's successes supporting clients to adopt the modern technology, and (d) Bidder's challenges supporting clients to adopt the modern technology.
100	As a follow-up to question 48, can SSC share the names of the tools that are used for both Workforce & Quality Management processes? And for clarity we'd like to re-confirm that while SSC supplies the tools, the management and monitoring of the processes are the responsibility of the winning bidder. Is that correct?	Genesys is the contact centre solution being used. The Contractor will be responsible for the management and monitoring of the processes as outlined in Schedule A 1 Section 3.
101	Stream A, Annex A – Statement Of Work, Schedule A 1 – Service Desk Services, section 2.1.10 ESD Telephony Platform, and section 2.2.6.4 EUSD Telephony Platform. Will the government please provide specific details about the codec used by the Hosted Contact Centre Service (HCCS) Telephony Platform?	No Canada will not provide