



# Service Desk Services Managed Service

## Request for Proposal

Solicitation No.	2B0KB40545	Date	16-Jul-2020
<b>Amendment :</b>	9		

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**AMENDMENT 9**

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
65	<p>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</p> <p>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 Architecture?</p>	<p>Yes Canada will accept. Each location would have to demonstrate that they meet the security provision outlined in the solicitation.</p>
72	<p>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 required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Box yes is checked off</p>	<p>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.</p> <p>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.</p> <p>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 CIDS, etc.)</p>
73	<p>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</p>	<p>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</p>



	<p>implemented by Canada, and how will these results be communicated to the Contractor?</p>	<p>on-going performance measurement and evaluation processes will be implemented by Canada, and how will these results be communicated to the Contractor?</p> <p>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.</p>
74	<p>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.</p>	<p>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 <b>at least four of</b> 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. <b>All contracts when combined should demonstrate at least one instance of each of the scope of services listed.</b></p>
77	<p>The ESD Data file provided has an average monthly call volume of 1,431 phone calls yet the</p>	<p>Canada cannot split the talk time between the 1,431 Resolvable SR&amp;IR</p>



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



		End-Users to confirm resolution in some situations.
<b>87</b>	<p>Is there one master, real-time directory of users and locations that the Contractor would integrate with?</p> <p>If there is not one master directory, is there a master SSC identity provider to use to authenticate to systems?</p>	<p>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 to the Contractors environment.</p>
<b>88</b>	<p>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.”</p> <p>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.</p>	<p>Yes it applies to Stream B. All has to be within Canada</p>
<b>89</b>	<p>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.</p>	<p>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.</p>
<b>90</b>	<p>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) and update and maintain Contractor Knowledgebase without an integration. Please advise if this is acceptable.</p>	<p>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.</p> <p>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 &amp; 2.18; and Schedule 4 – Governance and</p>



		<p>Relationship Management Services, Section 2.6 Knowledge Transfer Manager</p>
<p><b>91</b></p>	<p>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.</p>	<p>See answer to question 90.</p> <p>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 &amp; 15.19.</p>
<p><b>92</b></p>	<p>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.</p> <p>Will SSC please consider adjusting the scoring for the length of the Stream B transition as follows?</p> <ul style="list-style-type: none"> <li>• 10 Points: 130 days or less</li> <li>• 8 Points: 131 - 140 days</li> <li>• 6 Points: 141-150 days</li> <li>• 4 Points: 151-160 days</li> <li>• 0 Points: 161 days or more</li> </ul>	<p>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:</p> <p>PART B: The duration of the proposed transition project, calculated in the number of calendar days elapsed from contract signature to service commencement, is:</p> <p>10 Points: <b>110</b> days or less 8 Points: <b>111 - 130</b> days 6 Points: <b>131 - 140</b> days 4 Points: <b>141 - 150</b> days 0 Points: <b>151</b> days or more</p> <p>Maximum Points (PART B): 10 Points</p>
<p><b>93</b></p>	<p>Method of Payment</p> <p>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:</p>	<p>Confirmed</p>



	Please confirm the payment provisions anticipated in the Contract i.e. net30 payment.	
94	In the SCSJ 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: <ul style="list-style-type: none"> <li>• Stream A: "eng_stream_a_attachment_5.1_it_controls_response_template"</li> <li>• Stream B: "eng_stream_b_attachment_5.2_it_controls_response_template"</li> </ul>	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



		<p>and more usable by the broadest range of government officials and Canadians who use it, including those with disabilities.</p> <p>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.</p> <p>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.</p>
<p><b>97</b></p>	<p>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.</p> <p>We are requesting that the question period be 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?</p>	<p>No Canada will not make the change.</p>
<p><b>98</b></p>	<p>We believe that Canada did not answer part “C” of question number 51. Is Canada going to amend the evaluation language?</p>	<p><b>Question 51(c):</b> 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</p>





		Clients to Adopt Emerging Technologies to read: (c) Bidder’s successes supporting <b>clients to adopt</b> the modern technology, and (d) Bidder’s challenges supporting <b>clients to adopt</b> the modern technology.
<b>100</b>	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.
<b>101</b>	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