



# Service Desk Services Managed Service

## Request for Proposal

Solicitation No.	2B0KB40545	Date	22-Jul-2020
<b>Amendment :</b>	11		

Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> 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	
	Phone No.	613-790-5915	
	Email Address	julie.bampton@canada.ca	
	Postal Address	As set out for the Issuing Office above	
Closing Date and Time	(referred to in this solicitation as “ <b>Solicitation Closing</b> ”) August 21, 2020, 2:00 PM		
Time Zone	Eastern Time		
Email Address for Submitting your Bid:	<a href="mailto:julie.bampton@canada.ca">julie.bampton@canada.ca</a>		



**AMENDMENT 11**

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
99	As we develop our response to both R5 and R6, will SSC accept referenced contracts that describe work undertaken by subsidiaries and/or affiliates of the bidder?	3 must be direct and 2 may be Subsidiaries and/or affiliates of the bidder. See question and answer revised 3
102	Stream A, Attachment 5.1, IT Controls Response Template. (A) On the tab “Table of Contents” there is a cell that reads “READ FIRST: Instructions for Setting up and Completing IT Controls Response Template.” It seems that no instructions have been provided. Will Canada please reconcile this discrepancy? (B) In both the ESD/EUSD IT Controls tabs, column H, Documentation, some cells have an “x” already populated in the cell and others do not. How is this to be interpreted and what response is expected of the bidders?	102(a): Bidders are instructed to amend Formatting / Structure Guidance column of Attachment 4.1/4.2 Evaluation Criteria and Technical Bid Response Template – Stream A/B, Part 2 – Bid Response Template, Section 2 – Rated Criteria Response Formant and Structure Guidance, R.15 Security Solution Approach, <b>bidders should use sSimple</b> sentence structure. Use Attachment 5.1 Response to IT Controls to respond to R.15, for each security control. Using the separate tabs provided for the ESD and EUSD, the vendor should provide responses to R.15 for the 93/100 controls in column F. Artifacts should be embedded in column <b>GH</b> , in addition to a short description. Bidders are instructed to delete the cell with contents “READ FIRST: Instruction for Setting up and Completing IT Controls Response Template” from the Table of Contents tabs of Attachment 5.1/5.2 IT Controls Response Template – Stream A/B. 102(b): bidders are instructed to remove “x’s” from column H of the ESD/EUSD IT Controls Tabs of Attachment 5.1 IT Controls Response Template – Stream A
103	As a follow-up to amendment #1, question #1, will Canada please confirm if the \$57,297,426.00 contract value covers only the initial three (3) years of incumbent’s current contract and excludes any of the option years?	That value is the initial 3 year contract period and excludes the option periods.
104	As a follow-up to question #44, will Canada please confirm if (A) it supplying a survey tool and processing the survey results, or (B) is the	In response to this question, Canada confirms for the following; (A) Canada will be providing the



	<p>Contractor is expected to supply the survey tool, deliver the survey, gather the results and summarize the data? (C) Will Canada please indicate what security classification is to be assigned to the survey results, and clarify if this data is only to be processed within GC infrastructure? (D) Will Canada please clarify how the accessibility requirements in Annex F, ICT Accessibility Requirements, apply to the survey mechanism and what responsibilities rest with the Contractor as a result?</p>	<p>survey tools, but it is expected that the Contractor preforms the processing and analysis of the survey results.                  (B) The Contractor is not to supply the survey tool, but the Contractor is expected to deliver the survey, gather the results and summarize the data.                  (C) Please refer to the Annex C - SRCL for the requirement of the security level of information. Processing of the data is to remain within GC Infrastructure.                  (D) Canada is providing the survey tools and will be responsible to ensure that accessibility requirements as described in Annex F "ICT Accessibility Requirements" are met.</p>
<p><b>105</b></p>	<p>Will Canada please confirm that it requires the Contractor to fully complete transition prior to June 12, 2021, the end date of the incumbent's current contract?</p>	<p>Yes</p>
<p><b>106</b></p>	<p>Will Canada please confirm that it requires a one-time, 'big bang' cut-over from the incumbent to the selected Contractor on or before June 12, 2021 and that it is not allowing for a phased cut-over scenario wherein both the incumbent and selected Contractor are providing services? If this is not the correct planning scenario, will Canada please confirm its requirements in this regard.</p>	<p>Canada's expectation is the cut-over should not be a "big bang" approach. However, Canada's requirements are to mitigate the risk in the transition and Canada is looking at the Contractor to propose a solution that minimizes the disruption to our operations.</p>
<p><b>107</b></p>	<p>The form provided to capture responses to "R.2 References – Managed Services Capabilities Table" in section 3.2 - Rated Response Forms in both Attachment 4.1 and Attachment 4.2 doesn't seem to align with the requirements as stated in the requirement R.2 under Point Rated Requirements of its related attachment for Evaluation Criteria and Technical Bid Response Template. Will Canada please review and advise if, and how, the response form for R.2 is to be modified in some manner, for both streams?</p>	<p>the Sub-category / Description column in Attachment 4.1/4.2 Evaluation Criteria and Technical Bid Response Template – Stream A/B, R.2 References – Managed Services Capabilities establishes minimum requirements to be provided for each "Qualifying Reference Contract" in bullets a) through g). For response purposes, the ordering/organization of these items is different; however, each of the required elements is included in Attachment 4.1/4.2 Evaluation Criteria and Technical Bid Response Template – Stream A/B, Part 2 – Bid Response Template, Section 3</p>



		– Response Forms, Section 3.2 – Rated Response Forms, R.2 References – Managed Services Capabilities Table.
<b>108</b>	Document title Stream B Annex A General Requirements and Table 90 and 91 Question: Does SSC maintain a roadmap for tools and/or functionality desired?	SSC has an architecture review board where technologies and services capabilities, are discussed and guidance/concurrence is provided.
<b>109</b>	Document title Stream B Annex A p3 General Requirements Question: What AI processes are in place?	Currently SSC does not have any AI implemented at the Service Desks
<b>110</b>	Document title Stream B Annex A p3 and Table 90 and 91 General Question: What SSC entity owns and maintains the tools applications ITSM and Telephony for both ESD and EUSD?	From the perspective of this RFP, SSC is the owner and maintainer ITSM and telephony solutions is owned by the vendor.
<b>111</b>	Excel Data Sheets ESD and EUSD General Question: IS SMS text or chat currently used as a method of contact?	Currently chat and SMS text is not implemented within the ITSM tools.
<b>112</b>	Document title Stream B Annex A Page 3 General Requirements – Metric Repository Question: What dashboards are in place for executive and management levels? Are screenshots available?	Executive reporting is in place but Canada will not be providing screenshots. See Schedule B4 for reporting requirements
<b>113</b>	Document title Stream B Annex A Section 1.0 Resourcing Elasticity Question: For both ESD and EUSD; How many resources are dedicated to program management and governance (including Team leads)? Currently how many agents are resourced and what percentage are part time workers?	For both ESD and EUSD, there are 1 Client Delivery Executive and 1 Operations Manager. For ESD, there are 1 Service Delivery Manager, 2 Domain Team Leaders and 5 Team Leaders. For EUSD, there are 1 Service Delivery Manager, 2 Domain Team Leaders, 6 Incident Team Leaders and 2 Service Request Team Leaders. Canada doesn't have the information on part-time workers.
<b>114</b>	Under what circumstance does SSC require an outbound call to be placed, and completed, in order to confirm resolution of an EUSD ticket?	SSC expects for all major incidents that the Contractor receives end user confirmation from a minimum of 5% of tickets that are associated to the master ticket. The SSC end user service desk defines a major incident as "any infrastructure or application issue impacting more then one user".
<b>116</b>	Will Canada confirm that the average handle time of 19 minutes and 40 seconds calculated	See Q&A 84



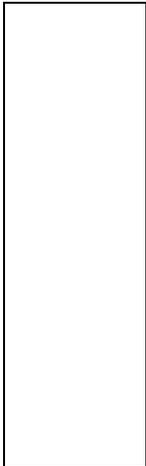
	based on the in the EUSD data file supplied by SSC reflects “start to finish” handling of the contact by the service desk agent?	
<b>117</b>	Stream A, Schedule B 4 – Reporting, 3.1 ESD KPI Report Content, and 3.2 EUSD KPI Report Content, states “Any changes to reporting required by SSC which results in the development or modification of reporting tools will be provided at no cost to SSC.” In the context of Stream A, all reporting capabilities such as the telephony platform and the ticketing system, are furnished by SSC. As a result, we are requesting an amendment to the SOW, which is to remove the statement in its entirety.	Bidders are instructed to amend Annex A, Statement of Work Stream A, Schedule B 4 Reporting, Section 3.1/3.2 ESD/EUSD KPI Report Content to read: Any changes to reporting required by SSC which results in the <del>development or</del> modification of reportsing tools will be provided at no cost to SSC.
<b>118</b>	Stream B, Schedule B 4 – Reporting, 3.1 ESD KPI Report Content, and 3.2 EUSD KPI Report Content, states “Any changes to reporting required by SSC which results in the development or modification of reporting tools will be provided at no cost to SSC.” In the context of Stream B, many of the reporting capabilities such as the ticketing system, are beyond the reach of the Contractor. Additionally, as written, this statement places an open-ended and unilateral obligation upon the Contractor. It is unclear as to why these services are to be provided to Canada by the Contractor, for free.  We are requesting an amendment to the SOW.  We are requesting amended wording that makes clear that SSC’s requests for reporting modifications will be subject to change control processes and that costs will be negotiated with the Contractor.	Bidders are instructed to amend Annex A, Statement of Work Stream A, Schedule B 4 Reporting, Section 3.1/3.2 ESD/EUSD KPI Report Content to read: Any changes to reporting required by SSC which results in the <del>development or</del> modification of reportsing tools will be provided at no cost to SSC.
<b>119</b>	Schedule B 4 – Reporting, 3.1 ESD KPI Report Content, table 92, and 3.2 EUSD KPI Report Content, table 93, both note extensive requirements for daily reporting. We wish to advise Canada that this high frequency reporting will do little, if anything, to improve the overall quality of the service provided. Daily reporting requires daily review and assessment by Canada, which will consume significant time and effort on the part of Canada, yet by the time the	Canada will not eliminate the requirements for daily reporting . Canada requires daily reporting as defined in Schedule B 4 – Reporting,



	<p>report is reviewed the data is already out of date and circumstances have evolved. The ability of either Canada, or the Contractor, to respond is very limited. Further, there is no daily governance mechanism in the SOW requiring the Contractor and Canada to meet daily to micro-manage the operation. Not surprisingly there is significant cost associated with the production of large volumes of low-value, high-frequency daily reports and this will be charged to Canada.</p> <p>If Canada did have an enquiry of some kind, under the Stream A scenario all data is available for Canada to examine, all the time. In the Stream B scenario, complete ticketing system data is always available to SSC.</p> <p>We are requesting an amendment to the SOW. We are requesting the elimination of all requirements for daily reporting.</p>	
<p><b>121</b></p>	<p>Stream B, Annex A – Statement Of Work, Summary of Service Desk Requirements, section 3.0, Infrastructure Requirements, states, in part, "Conta[c]t Centre Solution: ... Functionality should include ..." It is not clear if the word "should" is synonymous with "must" and therefore indicates a mandatory requirement, or if the word "should" imply an optional requirement. Will Canada please clarify this? If this is to be interpreted as a mandatory requirement we are asking Canada to evaluate each occurrence of the word "should" in the SOW and indicate if the word "must" is to be substituted for each occurrence, or if different phrasing is required</p>	<p>In Annex A, Statement of Work Stream A/B where the word “should” is included in the description of bidder requirements, bidders are instructed to interpret this as a mandatory requirement in all instances.</p>
<p><b>122</b></p>	<p>Within the context of Stream B, will Canada please clarify the storage retention period that the Contractor must account for when planning storage for both (A) voice recordings; and (B) screen capture images?</p>	<p>The contract must provide storage capacity to accommodate 5 years of contact centre related data.</p>
<p><b>123</b></p>	<p>Annex A – Statement Of Work, Schedule 4 – Governance and Relationship Management Services, section 2.0 Key Roles, states, in part, "Key Contractor Personnel identified for Transition related activities ... must be engaged and available until the later of ... the discretion</p>	<p>In Annex A – Statement Of Work, Schedule 4 – Governance and Relationship Management Services, section 2.0 Key Roles: Remove “iii. the discretion of SSC.”</p>



	<p>of SSC."</p> <p>Maintaining key personnel in place at the discretion of SSC, when the transition is complete and service levels have been achieved, adds significant potential cost to the transition which will be passed on to Canada. Bidders will assume that the team must be held in place for an extended and will simply add that cost to their proposals. Additionally, this statement inhibits the ability of the Contractor to deploy its resources elsewhere, to aid other clients.</p> <p>We are requesting that Canada delete the phase "the discretion of SSC" from the SOW.</p>	<p>Add "iii. all milestones defined in the approved Transition Project Plan are successfully completed."</p>
<p><b>124</b></p>	<p>RFP Annex E, Supply Chain Security Information, (B) IT Product List, point (5) makes reference to the SCSi Submission Form. Will Canada provide a template SCSi Submission Form, or are bidders to use their own formats?</p>	<p>Canada will provide. Please see under Attachments - Annex E - SCSi Submission Form</p>
<p><b>125</b></p>	<p>In an earlier response, SSC said that it would not extend the question period closing date. This means that bidders face a full month of silence from SSC before bid submission. We are requesting an extension of the close date to Friday, September 18, a matching extension of the pre-bid submission date, and an extension of the question period close date to Monday, September 7. If resource availability during the summer months is challenge for SSC as it is for bidders, this will allow SSC and bidders to return to full strength and address all questions from bidders.</p>	<p>SSC extension was to allow bidders to complete their submission without further changes to the solicitation. No extension will be granted.</p>
<p><b>126</b></p>	<p>Annex A – Statement Of Work, Schedule A 3 – Transition Services, 3.1.6 Transition Integration, Testing and Stabilization, Table 46: Transition Integration and Testing Roles and Responsibilities, bullet 6.20. Will Canada please confirm that all requirements related to staging are applicable only to the transition period, and, for clarity, that any requirements related to staging do not apply to the delivery of service desk services, or any other aspect of the Contractor obligations, after the conclusion of the transition period?</p>	<p>Currently, the Table 46: Transition Integration and Testing Roles and Responsibilities is applicable to the transition period. However, during the delivery of service desk services, replacement or upgrade of existing technology may occur as changes to the environment or the introduction of new tools, technology or channels of service delivery for either the Contractor or Canada. In these situations, the Table 46 is applicable.</p>



Also, see Schedule A 4 - Governance and Relationship Management Services, 4.1 Governance and Relationship Management Roles and Responsibilities, Table 49: Governance and Relationship Management Roles and Responsibilities, section Service Integration Management (items 1.39 to 1.49) and Schedule B 3 – Financial Responsibility Matrix, sections 1.0 and 2.0 ESD/EUSD Financial Responsibility Matrix, “Upgrades/Enhancements” and “Technology Refreshment”