



Service Desk Services Managed Service

Request for Proposal

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Amendment :	12		

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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 12

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
115	<p>So that we can accurately forecast the number of agents required, will SSC please detail what percentage of total EUSD contacts result in an outbound call? If this data is not available, will SSC please provide a percentage figure that bidders can use so that all bidders have the same set of assumptions embedded in their model.</p>	<p>SSC has calculated that less than 2 percent of contacts requires an outbound call for confirmation of service restoration. There are other outbound contacts made during the processing of password resets, where a outbound call is made and short voice-mail message is left. Password statistics can be found in the Secure data room.</p>
127	<p>In the RFP section 5.0 (a), it reads, "store the Personal Information electronically and implement adequate access controls for access to the system or database in which the Personal Information is stored in accordance with Appendix B to Annex A, Security Requirements".</p> <p>There is no found document for Appendix B, just Appendix A for both Annex A and B. Please confirm is Appendix B is missing.</p>	<p>Replace "in accordance with Appendix to Annex A, Security Requirements" with " in accordance with Annex A - Stream A, Annex A - Stream B - Schedule A 6 Security Requirements Traceability Matrix, Security Requirements "</p> <p>Bidders are instructed to amend RFP, Annex D, Privacy Obligations, Section 4.0 Maintaining the Accuracy, Privacy and Integrity of Personal Information, (k) Privacy Management Plan (PMP) to read: The Contractor must provide a Privacy Management Plan during Operational Readiness Phase 1 (refer to Annex General SOW Annex A Statement of Work Stream A/B, Schedule A 15 Privacy).</p>
128	<p>In Section 3 it states that, "... at their expense, the Contractor will set-up a third party second factor authenticator application. The SSC CITRIX solution uses two-factor authentication based on RFC 6238 and supports the following list (Google authenticator (phone app), WinAuth (PC app), MS authenticator, Authy, LastPass) of two-step verification services using Time Based One-Time Password (TOTP).</p> <p>In response to Question 89, it was clarified that the Contractor will use SSC tools that reside within the Government of Canada Network (GCNet). Since all Contractor agents will be in Contractor facilities with a secure network</p>	<p>This solution does not use a secure GCNet connection. The solution as identified in section 3 (Infrastructure Requirements) of the statement of work, requires the Contractor to implement an internet connection for the Citrix solution to utilize as a communication path to the GC supplied applications. In addition, refer to Schedule A 2.1.9 & 2.2.6.3 as well as Schedule 5 - High Level Design for details on the VDI connection</p>



	<p>connection with GCNet, the traditional approach would be for agents to have a Citrix client on their workstation and for GCNet to manage authentication without the need for MFA.</p> <p>Please clarify this requirement.</p>	
<p>129</p>	<p>Item 3.05 states that the Contractor is responsible to “Provide software and equipment (e.g., Interactive Voice Response [IVR], Automatic Call Distribution [ACD]) needed to collect, track and manage Service Requests and Service Incidents received over the phone by the Service Desk”.</p> <p>Item 3.09 states that SSC is responsible to “Provide multiple alternative communications channels, including voice messages, email, instant messaging, social media, virtual face-to-face (video chat or web conferencing), Chat-bots and intranet.”</p> <p>These 2 items appear to be contradictory. In our experience, an optimal solution is provided when the provider of the IVR and ACD can provide a solution that includes multiple alternate communications channels. By splitting these two requirements, it is our opinion that the Service Desk solution will have excessive staffing required and a higher cost for SSC.</p> <p>Please clarify if this is a mistake in Table 3.</p>	<p>Table 3 is not in error. The ITSM tools procured by SSC provide multi-channel capabilities (e.g. chatbot, email etc). Over the course of the contract and before these capabilities are enabled, the Contractor will have the opportunity, as described in Schedule A 1 (3.1.13 & 3.1.14) to propose innovations, that can identify the most cost effective platform to deliver the channels required.</p>
<p>130</p>	<p>tem 16.05 states that the Contractor is responsible to “Provide software and equipment (e.g., Interactive Voice Response [IVR], Automatic Call Distribution [ACD]) needed to collect, track and manage Service Requests and Service Incidents received over the phone by the Service Desk”.</p> <p>Item 3.09 states that SSC is responsible to “Provide multiple alternative communications channels, including voice messages, email, instant messaging, social media, virtual face-to-face (video chat or web conferencing), Chat-bots and intranet.”</p> <p>These 2 items appear to be contradictory. In our</p>	<p>See response to question 129</p>



	<p>experience, an optimal solution is provided when the provider of the IVR and ACD can provide a solution that includes multiple alternate communications channels. By splitting these two requirements, it is our opinion that the Service Desk solution will have excessive staffing required and a higher cost for SSC.</p> <p>Please clarify if this is a mistake in Table 3.</p>	
131	<p>In response to Question 89, it was clarified that for Stream B, the Contractor is to use SSC ITSM systems.</p> <p>In section 9.04 it states that the Contractor is responsible to, "Implement Self-Help Support Service capabilities, which enable Partner Service Desk Agents to perform self-service, "How To" support through Partner Service Desk Agent access to knowledge databases, and online Incident status checking."</p> <p>Since SSC will retain the responsibility for the ITSM system and the knowledgebase, please explain this requirement.</p>	<p>SSC will manage the technical side of the ITSM tool and the Contractor will provide material and guidance to deliver these capabilities.</p>
132	<p>In response to Question 89, it was clarified that for Stream B, the Contractor is to use SSC ITSM systems.</p> <p>In section 23.0.4 it states that the Contractor is responsible to "Implement Self-Help Support Service capabilities, which enable Partner Service Desk Agents to perform self-service, "How To" support through Partner Service Desk Agent access to knowledge databases, and online Incident status checking."</p> <p>Since SSC will retain responsibly for the ITSM system and the knowledgebase, please explain this requirement.</p>	<p>See response to question 131</p>
133	<p>SSC did not answer the question originally raised in Question 96.</p> <p>It is our opinion that most of the items listed in Annex F are elements that would be related to software such as the ITSM systems, which as per Question 89, SSC clarified would be provided by SSC (HPSM for EUSD and Remedy for ESD).</p>	<p>SSC is responsible for enabling the required accessibility capabilities for the tools it will be providing (e.g. HPSM). The Contractor will be responsible for meeting the accessibility requirements for software/hardware it will be providing to the Service Desk Agents.</p>



	<p>The requirement of M.14 is stated as follows:</p> <p>A) The bidder’s response must include written confirmation that the bidder</p> <ol style="list-style-type: none">1. has reviewed the requirements described in Annex F AND either:2. already fully conforms with the accessibility requirements OR3. will reach conformance within 24 months of contract award, and is solely responsible for any upgrades, subcontracting or other work required to achieve this. <p>Before contract award for the Successful Bidder Only</p>	
<p>134</p>	<p>Here’s my question, “Pursuant to SSC Standard Instructions, 1.12 Conduct of the Evaluation, our Joint Venture has within it the 5 qualifying references to fully satisfy this requirement. The 3 mandatory references are held directly by different members of the Joint Venture (i.e.not subcontractors, parent organizations, etc). The Joint Venture exists specific to this initiative. There has been prior precedent where Canada accepts such mandatory references coming from different members of a Joint Venture as being fully-compliant with a specific requirement for multiple references. Please confirm that this approach meets the mandatory requirements for this procurement.”</p>	<p>Yes JV would be acceptable</p>