



Service Desk Services Managed Service

Request for Proposal

Solicitation No.	2B0KB40545	Date	24-Jul-2020
Amendment :	13		

Issuing Office	Shared Services Canada 180 Kent Street, 13 th 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	
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	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 13

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
135	<p>SSC currently identifies 93 security controls, however there are others that could provide critical to SSC and their clients.</p> <p>Can SSC please confirm which of any of the following security controls specific to the third party contact centre are required and when they need to be in place?</p> <p>Should the security controls include SC-8, SC-13, SC-28, SI-2 (B) and SI-2 (C)?</p>	<p>All security controls need to be addressed to support the Transition and Migration activities identified in Schedule A 3. The security controls have been identified in attachment 5.2 IT CONTROL RESPONSE TEMPLATE. The controls listed in the question apply to D2 and SI-2 (C) control also applies to D1</p>
136	<p>The answer to question 3 stated; "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>We understand SSC wants to ensure that the necessary experience is provided to Canada with Canadian references from Canadian based companies. However, large organizations often structure themselves across multiple centres of excellence across complex corporate structures. This means that SSC benefits from the broad capability, experience and lessons learned from multiple areas of a company's corporate structure. Can Canada confirm it is willing to accept references from Canadian affiliates for the RFP mandatory reference requirements.</p>	<p>See question and answer 3 (revised)</p>
137	<p>Please confirm the rated references can come from the prime or affiliates.</p>	<p>See question and answer 3 (revised) and question and answer 99</p>
138	<p>Given the number of questions and answers and the extended closing date we would like to request an extension to the question period to July 28.</p>	<p>The question period has been extended until July 31, 2020@2:00pm</p>
139	<p>Amendment 12 question 134 indicates that SSC is willing to take references from different</p>	<p>Yes Confirmed Affiliates and Parent companies</p>



	<p>members of a joint venture. Our experience is joint venture brings unrelated companies together and may or may not have common practices or shared experience.</p> <p>Our understanding is SSC wants to ensure that the necessary experience is demonstrated to Canada. However, large corporate organizations often structure themselves across multiple centres of excellence across complex corporate structures. This corporate structure delivers benefit to SSC from the broad organizations capability, experience and lessons learned from multiple areas of a company's corporate structure.</p> <p>While we understand the need to deliver relevance to the Canadian requirement, can Canada confirm it is willing to accept references from Canadian based affiliates and parent company for the RFP mandatory reference requirements.</p>	
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