



Service Desk Services Managed Service

Request for Proposal

Solicitation No.	2B0KB40545	Date	29-Jul-2020
Amendment :	14		

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	
	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 “ Solicitation Closing ”) September 18, 2020, 2:00 PM		
Time Zone	Eastern Time		
Email Address for Submitting your Bid:	julie.bampton@canada.ca		



AMENDMENT 14

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
140	<p>“Appreciating the nature, substance and importance of the requirement, Canada has provided itself with substantial lead time for contracting in advance of go-live in June of 2021. Given the scope and implications of additional answers provided and further, given the time available and the current pandemic reality, we respectfully request a bid submission extension to September 17.”</p>	<p>SSC is granting an extension until September 18, 2020 to allow sufficient time to compile their response. The question period will remain to close on July 31, 2020 and any question received after this date may or may not be addressed at SSC discretion. If Bidders wish to take advantage of the Pre-Check Compliance Process the revised date and time is the following: Canada will review only Pre-Bids submitted by no later than 11:59 p.m. 04-Sep-2020 (the “Pre-Bid Deadline”)</p> <p>Note to Bidders: Please advise in writing to the Contract Authority: Julie.bampton@canada.ca your intent to continue to bid on this solicitation.</p>
141	<p>1.2 Our understanding based on the last two amendments is that Canada has indicated in Amendment 12 question 134 that all mandatory references can be satisfied by members of a joint venture and amendment 13 question 139 also allows all mandatory requirements to be met through the prime bidder and Canadian affiliates and Canadian parent. Please confirm</p>	<p>Confirmed - The designated contractor 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>
142	<p>In an effort to ensure common understanding of the requirements of this RFP, SSC would like to take this opportunity to clarify the following:</p>	<p>1. Mandatory Requirements – M.2 References Managed Services Capabilities: Bidders must provide three (3) reference contracts for Managed Services delivering Service Desk Services that supported 4000 user or more. Provided that the bidder had direct responsibility for delivering the Service Desk Managed Service, the bidder is not required to have been the Prime Contractor. In other words, SSC will accept references for contracts where the</p>



		<p>bidder was a subsidiary or affiliate to the Prime Contractor, provided all other requirements of M.2 are met.</p> <p>2. Point-rated Requirements – R.2 References – Managed Services Capabilities: For the two (2) additional reference contracts above-and-beyond the three (3) required in M.2, SSC will accept instances where delivery of the Service Desk Managed Services was the direct responsibility of a subsidiary or affiliate of the bidder.</p> <p>3. Point-rate Requirements – M.2/R.2 References – Managed Services Capabilities: Bidders must provide three (3) / five (5) reference contracts demonstrating Managed Services capabilities including the following “Scope of Services”: i. Single Point of Contact (SPOC) Support for End Users; ii. Service Request Management and Incident Management Services; iii. End User Administration Services; iv. Support for IMAC Services; v. Self-help through online portal. SSC will accept reference contracts having only four (4) of the services identified in (i) through (v), provided that all contracts when combined demonstrate at least one instance of each of the scope of services listed.</p> <p>4. Incumbent Contract – SSC has outsourced the ESD and EUSD support services to external parties since 2002. Accordingly, service desk agents have been employed/contracted directly by external third parties and have not been covered under a government of Canada collective agreement.</p>
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