



# Service Desk Services Managed Service

## Request for Proposal

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<b>Amendment :</b>	15		

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Closing Date and Time	(referred to in this solicitation as “ <b>Solicitation Closing</b> ”) September 18, 2020, 2:00 PM		
Time Zone	Eastern Time		
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**AMENDMENT 15**

Question #	Questions, Request for Clarification, Recommendation for Improvements	Answer
143	Please advise if Canada is willing to remove the limitation of SIP over Internet between Contractor and Government of Canada detailed in Stream A in section 2.0, similar to Stream B which does not have this limitation. SIP over Internet is secured by a Session Border Control, and is enhanced by redundant internet circuits, SD-WAN Forward Error Correction and provide greater flexibility for Business Continuity.	The limitation cannot be removed and a traditional telephony channel will be required for Stream A.
144	Stream A, Annex A, Statement of Work, Schedule A 1 – Service Desk Services, Section 2.1.9. Will the contractor have the ability to add applications, tools and/or agents to the SSC provided VDI?	Canada does not see any requirement in the delivery of services that would necessitate the contractor to install software on the GC infrastructure.
145	Stream A, Annex A, Statement of Work, Schedule A 1 – Service Desk Services, Section 3.1.1, Task 2.32. The noted responsibility states that configuration and management of the ITSM Tools is responsibility of SSC. Does this mean that SSC will design and implement new catalog items, workflow routings, and other ITSM updates and enhancements, or will the Contractor have permissions to make these updates directly, subject to change control?	Canada will have the responsibility for the configuration and management of the ITSM tool. Implementation of catalog items, workflow routines and other ITSM updates and enhancements will be performed by Canada. Canada is open to working with the Contractor to discuss improvements to the solution.
146	Stream A, Annex A, Statement of Work, Schedule A 1 – Service Desk Services, Section 3.1.5, Task 6.13. Please confirm that the two ITSM tools are configured to automatically send ticket closure notifications upon closure of the ticket and that this is not a task that agents need to perform manually.	The main two tools (HPSM, ECD) provide automatic notification on closure. For the INFOWEB ITSM tool, the notification is performed manually by the service desk agent to the parties listed in table 62 for all severities. Refer to the data room for the volume of tickets handled for each party listed in table 62.
147	Stream A, Annex A, Statement of Work, Schedule A 1 – Service Desk Services, Section 3.1.10, Table 11, Identifier 11.05. This task states that the Contractor will define technical parameters for Service Desk tools, Portal and ITSM Tools which will be reviewed by SSC; however, since SSC owns the architecture and management of the various Service Desk tools please clarify the expectation by SSC for this responsibility.	The expectation is the Contractor has experience in managing service desk tools and that this expertise can be leveraged to aid SSC in improving the capabilities of the current tools.



148	Stream A, Annex A, Statement of Work, Schedule A 2 – Service Management Services, Section 3.1.2. It is understood that the Contractor is to use the existing HPSM and Remedy ITSM tools for ticketing, and it is further understood that these tools have portal, self-help and service catalog capabilities. To enable additional automation and innovation, is it acceptable for a contractor to propose using alternative portal, self-help and service catalog tools, while maintaining SSC's existing ITSM tools as systems of record for all tickets?	Canada is in the process of implementing an upgrade to HPSM and implementing a new ITSM (Remedy) to retire legacy ITSM tools. Canada will not entertain any alternate tools to be used during the RFP process.
149	Stream A, Annex A, Statement of Work, Schedule A 8 – System and Network Architecture, Section 2.0 Contact Centre Solution and Schedule A 2 – Service Management Services, Section 2.1.4 Work in Progress. In Schedule A 8, it states that SIP based technology is not authorized at this time. In Schedule A 2 it states that SSC is currently migrating the telephony system from ICE to the new HCCS. Upon completion of this effort, will a SIP interface from contact centre PBX's be authorized, given that most modern contact centres are likely SIP-based?	See question and answer 143
150	Stream A, Annex A, Statement of Work, Schedule A 13 – Types of Contracts Handled. What tools do incumbent Service Desk agents use to complete Resolvable account administration tasks (e.g., password resets, account unlocks, LDAP create/modify/delete, etc.)? Will these same tools be made available to the successful Contractor? Are Enterprise and/or End User Service Desk customers currently provided self service password reset tools?	The Contractor will be provided access to the tools currently used by the service desk to deliver the listed services. Schedule B3 contains the list of tools used by both service desks. SSC End Users have access to a Windows self service password reset tool, partners require the EUSD to perform the action.