

RETURN BIDS TO :**RETOURNER LES
SOUMISSIONS À:**

Shared Services Canada | Services
partagés Canada
Julie.bampton@ssc-spc.gc.ca

REQUEST FOR PROPOSAL**DEMANDE DE PROPOSITION**

Proposal To: Shared Services Canada
We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

Proposition aux: Services partagés Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées
Instructions : See Herein

ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction
Instructions: Voir aux présentes
énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

Comments - Commentaires

This document contains a Security Requirement

Vendor/Firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution

Shared Services Canada – SA Authority
Enterprise IT Procurement
Internal Digital Services Procurement
99 Metcalfe Street
Ottawa, Ontario K1G 4A8

Title – Sujete Service Desk Professional Services - Enterprise Service Desk, End User Service Desk and Enterprise Command Centre/ Bureau de service d'entreprise , Bureau de service des utilisateurs finaux, Centre de commande d'entreprise	
Solicitation No. – N° de l'invitation R000166971	Date May 28 , 2024
AMENDMENT	01
Client Reference No. – N° référence du client R000166971	
CanadaBuys Reference No. – N° de reference de SEAG R000166971	
File No. – N° de dossier R000166971	
Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 27-Jun-2024	
Time Zone Fuseau horaire Eastern Time	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Julie Bampton	Buyer Id – Id de l'acheteur C09
Telephone No. – N° de téléphone : 613-790-5915	FAX No. – N° de FAX 613-948-0990
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Q&A

AMENDMENT 1

#	Question	Answer
1	In regard to Form 2: Client Reference Verification Form for Mandatory Technical Criteria, found within Attachment 4.1 Technical Criteria [and Forms], we request that the “am” in paragraphs one and two be changed to “was.” We make this request due to the fact that many client references supplied may no longer be with the subject company.	Form 2: Client Reference Verification Form for Mandatory Technical Criteria requires a response from the Client Organization in the form of a an attestation by a representative of that Organization. Accordingly, the form must be completed and signed by a Primary or Backup Contact who is a “representative” of the Client Organization at the time of signing.
2	Can the Crown please confirm that the Evaluation Criteria within MR2 of the Mandatory Technical Criteria should be referencing Appendix A – Category Descriptions, not Annex A -Statement of Work Section 5? This is in reference to the 80% or more equivalency to the tasks associated with the service categories.	MR2 Mandatory Technical Criteria is amended as follows: Where a demonstration of equivalency is required, the letter must include an attestation that the work was equivalent to that of the service requirements described Annex A – Statement of Work Section 5.0 in Appendix A – Category Descriptions, specifically, that it included 80% or more of the tasks associated with the service categories described there in.
3	In Annex B: Basis of Payment, found within the main RFP document, and Attachment 3.1 – Pricing Tables, we would like to clarify whether there are line items missing from the Transition Items/Activities section, as the Transit numbers referenced do not proceed in proper numerical order.	There are no missing items. Bidders are encouraged to provide additional line items where Bidders are of the opinion that the additional details will provide relevant insight into their transition solution.
4	Due to the fact that the majority of the employees on the current contract are privately unionized under the Public Service Alliance of Canada (PSAC), will the Crown please clarify whether the winning bidder will be obligated to enter into collective bargaining with PSAC?	The resources in the current contract services are not covered under Government of Canada collective agreement.
5	Administrative	under Annex A - Statement of Work, Section 5.18 - Security - remove reference to "including an IT link up to the level of Protected "B"
6	Administrative	Updated Accessibility Clause Part 1 – 1.4 and Part 7 – 7.22