

**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

<b>Title – Sujete</b> 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	
<b>Solicitation No. – N° de l'invitation</b> R000166971	<b>Date</b> June 7 , 2024
<b>AMENDMENT</b>	<b>03</b>
<b>Client Reference No. – N° référence du client</b> R000166971	
<b>CanadaBuys Reference No. – N° de reference de SEAG</b> R000166971	
<b>File No. – N° de dossier</b> R000166971	
<b>Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 27-Jun-2024</b>	
<b>Time Zone Fuseau horaire</b> Eastern Time	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Julie Bampton	<b>Buyer Id – Id de l'acheteur</b> C09
<b>Telephone No. – N° de téléphone :</b> 613-790-5915	<b>FAX No. – N° de FAX</b> 613-948-0990
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## Q&amp;A

## AMENDMENT 3

#	Question	Answer
20	Given the importance of this procurement and the complexity of the response that Bidders are preparing, would Shared Services Canada be willing to extend the bid duration period until July 25th, 2024?	SSC has granted an extension until July 12, 2024. All enquiries must be submitted in writing to the Contracting Authority no later than June 28, 2024. Enquiries received after that time may not be answered.

## AMENDMENT 2

#	Question	Answer
7	Regarding Solicitation #R000166971 that was posted on CanadaBuys, are you able to provide MS Word copies of the following documents: <ul style="list-style-type: none"> <li>RFP -R000166971 Service Desk Professional Services.pdf</li> <li>Annex A Statement of Work.pdf</li> <li>Attachment 4.1 - Technical Criteria.pdf</li> </ul>	Canada Buys does not allow word documents to be uploaded.
8	Are Bidders required to submit a response for all three services: ESD, EUSD and ECC?	Yes bidders are expected to submit 1 proposal for all three services.
9	Would SSC consider a 3-week extension to the RFP deadline from June 27 to July 18?	SSC will not be granting an extension
10	Who is the current incumbent and how long have they been under contract with SSC?	Kyndryl Canada Inc. Contract period: June 13, 2018 to June 12, 2025
11	Is SSC able to provide the monthly volume of Incidents, Service Requests, Change Requests, Calls, Chats, Emails, etc. supported by current Service Provider?	Staffing levels will be determined by SSC. While the Service Provider will be held accountable for failure to meet and maintain the required staffing levels, SSC will be accountable if those staffing levels are insufficient to meet the demand for service desk services. Accordingly, the Government of Canada will not be providing volumes of Incidents, Service Requests, Change Requests, Calls, Chats, Emails, etc. supported by current Service Provider.
12	For Annex A - Section 5 – Service Descriptions: In Scope Resources – these reflect the roles and responsibilities of In Scope Resources for which SSC will pay per diem unit prices. For greater certainty, In Scope Resources (ISC) shall not	The roles and responsibilities for the service provider relate to the service provider's obligations under the contract. The roles and responsibilities for "in scope resources" relate to the operation of the service desk. The

	<p>engage in the fulfilment of Service Provider (SP) roles and responsibilities during the same hours for which per diem unit charges are being paid by the Government of Canada.</p> <p>Service Provider and In Scope Resources roles and responsibilities work in conjunction to deliver services. Can SSC please provide clarification on statement that In Scope Resources shall not engage in Service Provider R&amp;R during same hours?</p>	<p>distinction, while not exhaustive, is articulated in the tables in Annex A Section 5 (columns one and two respectively). It is understood that the service provider and in scope resources shall work in conjunction to deliver services; however, it is expected that in scope resources will not be side-tracked from service desk operational activities to meet vendor contractual obligations (e.g. time sheet collections for billing purposes, root cause analysis relating to failure to meet vendor performance SLAs etc.). The service provider must ensure that its pricing accommodates sufficient resources to meet its contractual obligations without calling upon in scope resources during the hours for which per diem unit charges are being paid by the Government of Canada.</p>
<p>13</p>	<p>For Annex A - Part 2 Incident Management/Coordination: All services will or can be delivered from the following locations:</p> <ul style="list-style-type: none"> <li>• 350 King Edward, Ottawa, ON</li> <li>• 715 Peel Street, Montreal, QUE</li> </ul> <p>Will IM In Scope Resources be able to operate from Service Provider facilities/remotely, or is it a requirement for these resources to work from, or relocate to, NCR SSC facilities during a DR event?</p>	<p>No. IM Resources will not operate from Service Provider facilities. IM resources will work from these locations and can be relocated to other NCR SSC facilities as required.</p>
<p>14</p>	<p>For Annex A – Part 3 Enterprise Command Centre: All services will or can be delivered from the following locations:</p> <ul style="list-style-type: none"> <li>• MCDC - 1600 Tom Roberts Rd., Ottawa, ON</li> <li>• 2300 St. Laurent Blvd., Ottawa, ON</li> </ul> <p>Is it a requirement for ECC resources to work from these locations or can they work from Service Provider facility?</p>	<p>ECC resources will work from these locations and can be relocated to other NCR SSC facilities as required. ECC resources will not work from Service Provider facilities.</p>
<p>15</p>	<p>For Annex A Part 2 IMC and Part 3 ECC: need to be available 24/7/365 for Normal Activities, Select Activities 07:00 to 17:00 Mon-Fri, Can SSC please provide details on what the Select Activities entail?</p>	<p>Normal activities will be defined by the IM or ECC Manager at the issuance of the Task Authorization for the requested resources to work during the core business hours.</p>
<p>16</p>	<p>For Annex A Section 5.19 Disaster Recovery and Business Continuity, what is the expected frequency for DR/BCP to be tested?</p>	<p><u>Revision to Annex A</u></p> <p>2.1.3. Disaster Recovery and Business Continuity Planning</p> <p>The Service Provider will bear ultimate responsibility for the provisioning of resources, the provisioning of workspaces (Facility and Remote), and the distribution of resources between the Facility and Remote locations. Accordingly, Bidders are required to propose an approach to Disaster Recovery and Business Continuity Planning (“DR &amp; BCP Approach”) which will include, but not</p>

		<p>be limited to, the establishment of policies and procedures with respect to workspace provisioning and resource deployment that addresses the following minimum operational requirements:</p> <ul style="list-style-type: none"> <li>i. 25% of EUSD operational capacity and 25% of ESD operational capacity must be available at all time during normal operating hours;</li> <li>ii. 50% of EUSD operational capacity and 50% of ESD operational capacity must be restored within 4 hours of a disruptive event (to be defined);</li> <li>iii. 90% of EUSD operational capacity and 90% of ESD operational capacity must be restored within 3 FGWDs; and</li> <li>iv. 100% of EUSD operational capacity and 100% of ESD operational capacity must be restored within a reasonable time frame.</li> </ul> <p><u>For greater certainty, the proposed DR &amp; BCP Approach should indicate the frequency of testing of the DR &amp; BCP Approach (minimum every 12 months). The proposed DR &amp; BCP Approach should indicate that an Annual Confirmation of Disaster Recovery Testing Report will be produced detailing testing procedures undertaken and indicating the success or failure of the test. The proposed DR &amp; BCP Approach should describe remediation activities to be undertaken in the event of a failure of the test.</u></p>
17	<p>For Annex A Section 5.21 Transition-Out: There are no activities listed for SSC. Similar to Transition-In, SSC should be involved in the Transition-Out planning and approval of Transition-Out plan. Will it be SSCs intention to participate in Transition-Out activities?</p>	<p>SSC roles and responsibilities with respect to Transition-in activities for incoming Service Providers are described in Annex A Section 5.1. Annex A - Section 5.1 Transition-In (for incoming Service Providers) complements Annex A - Section 5.21 Transition-Out (for outgoing Service Providers). Both Sections should be read together to differentiate the roles and responsibilities of the three parties involved in any transtion (i.e. SSC, incoming Service Provider, and outgoing Service Provider).</p>
18	<p>For Annex A Section 3.1.4. Incident and Change Management Tools: The Service Desk currently uses multiple IT Service Management (“ITSM”) tools to manage reported issues. The ITSM tools in use are subject to change at SSC’s discretion. Can SSC provide the list of ITSM tools used to support ESD, EUSD and ECC?</p>	<p>Onyx and Infoweb are used by ESD and ECC as ITSM Tools. EUSD uses Service Manager 9 and Service Service Management Automation X (SMAX).</p>
19	<p>The definition of Bidder in Attachment 2.1 SSC Standard Instructions for Procurement section</p>	<p>No, Shared Services Canada will not amend.</p>

	<p>1.4a Definition of Bidder is very restrictive and excludes parents, subsidiaries or other affiliates of the Bidder, or its subcontractors. This restrictive definition will prevent Shared Services Canada from receiving bids from qualified Bidders and will reduce the level of competition for this RFP.</p> <p>In order to promote competition and provide Shared Services Canada with the most qualified Bid Responses, would Shared Services Canada amend the Definition of Bidder provision to allow the Bidder to use Customer References from its parent, subsidiaries or other affiliates of the Bidder or its subcontractors?</p>	
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PREVIOUS AMENDMENT Q&A

AMENDMENT 1

#	Question	Answer
1	<p>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.</p>	<p>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.</p>
2	<p>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.</p>	<p>MR2 Mandatory Technical Criteria is amended as follows:</p> <p>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 <del>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.</del></p>
3	<p>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.</p>	<p>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.</p>
4	<p>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?</p>	<p>The resources in the current contract services are not covered under Government of Canada collective agreement.</p>

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