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800 Burrard Street, 12th Floor  
800, rue Burrard, 12e étage  
Vancouver, BC V6Z 2V8  
Bid Fax: (604) 775-7526

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

The referenced document is hereby revised; unless  
otherwise indicated, all other terms and conditions of  
the Solicitation remain the same.

Ce document est par la présente révisé; sauf  
indication contraire, les modalités de l'invitation  
demeurent les mêmes.

**Comments - Commentaires**

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

**Issuing Office - Bureau de distribution**  
Public Works and Government Services Canada -  
Pacific Region  
800 Burrard Street, 12th Floor  
800, rue Burrard, 12e étage  
Vancouver, BC V6Z 2V8

<b>Title - Sujet</b> Managed Print Services	
<b>Solicitation No. - N° de l'invitation</b> EZ107-120004/B	<b>Date</b> 2013-01-23
<b>Client Reference No. - N° de référence du client</b> EZ107-120004	<b>Amendment No. - N° modif.</b> 005
<b>File No. - N° de dossier</b> VAN-2-35138 (579)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-579-6876	
<b>Date of Original Request for Supply Arrangement</b> 2012-12-19 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-02-12</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Steckhan, Curt	<b>Buyer Id - Id de l'acheteur</b> van579
<b>Telephone No. - N° de téléphone</b> (604) 666-1465 ( )	<b>FAX No. - N° de FAX</b> (604) 775-7526
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

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## Request for Supply Arrangement - Amendment 005

### Questions and Answers

- Q1: Manage and Improve services typically are contracts that run for five years. PWGSC has asked bidders to provide sample projects that are from the past five years. Based on this, the mandatory criteria that one of these projects must be finished with an end period that occurred in the past is nearly impossible to fulfill. Will PWGSC remove the services are finished criteria for this section?
- A1: This issue was addressed in Solicitation Amendment 003, last page, Amendment 1.
- Q2: Regarding Section C - Resulting Contract Clauses - Item 2 Conflict of Interest - Future Work. Accountability remains a major concern with the MPS SA in its current format. All MPS engagements in the private sector hold their vendors accountable by having one vendor perform all components of the MPS engagement, including the provision of the equipment. Accountability is also achieved through the creation of a detailed SLA. A single point of accountability exists when you have a single vendor responsible for the attainment of the SLA. In its current form, the MPS SA contains the Conflict of Interest Future Work clause which ensures that all MPS engagements will have multiple vendors which will severely limit the accountability to the outcomes. It is understandable that category CS3 should have the Conflict of Interest Future Work clause attached to it, as it has direct bearing on the hardware procurement process. Would Canada consider modifying the Conflict of Interest Future Work clause so as to allow a vendor to be issued hardware contracts as a result of CS1, CS2 even if they performed the CS1 and CS2 work, provided the recommendations generated were generic in nature and aligned to defined NMSO categories?
- A2: No. The SA does not ensure that all MPS engagements will have multiple vendors. Please refer to section 2 "Bid Solicitation Process" on page 24 of 37. If a client wants to have one vendor that provides both CS and MS work, and wants to hold that vendor accountable for the results, then the MPS process allows for one RFP to include both CS and MS work. However, if a client decides not to proceed with one vendor, and instead wants to have the CS work separate from the MS work, then the Conflict of Interest clause is required to cover real or perceived conflict of interest, as well as unfair advantage. Even if recommendations are generic in nature and aligned to NMSO categories, there may still be a perceived conflict of interest or a potential unfair advantage because that MS vendor has access to information that other bidders do not have.

***All terms and conditions remain unchanged.***