

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
Place du Portage, Phase III
Core 0A1/Noyau 0A1
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Miscellaneous Special Projects Division (XN)/Division
des projets spéciaux divers (XN)
Canadian Building
219 Laurier Ave. West, 13th Floor
Room 13077
Ottawa
Ontario
K1A 0S5

Title - Sujet Acquisitions Program E-Procurement	
Solicitation No. - N° de l'invitation EN578-131350/A	Date 2014-04-08
Client Reference No. - N° de référence du client 20131350	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XN-111-27555
File No. - N° de dossier 111xn.EN578-131350	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-06-17	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Moore, Karen	Buyer Id - Id de l'acheteur 111xn
Telephone No. - N° de téléphone (819) 956-1410 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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

Solicitation No. - N° de l'invitation

EN578-131350/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

111xn

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

20131350

111xnEN578-131350

See attached.

**Letter of Interest
(LOI)**

Acquisitions Program E-Procurement Solution

FOR

Public Works and Government Services Canada (PWGSC)

Acquisitions Program

Table of Contents

1.0 OBJECTIVE OF THIS LETTER OF INTEREST (LOI).....	4
1.1 Introduction	4
1.2 Purpose of this LOI	5
1.3 Objective of this LOI	5
2.0 BACKGROUND	6
2.1 PWGSC’S Acquisitions Program	6
2.2 PWGSC’S Acquisitions Function	7
2.3 Government of Canada Business Volume (Spend, Number of Transactions)	7
2.4 Acquisitions Program Transformation - Smart Procurement Initiative	8
2.5 Acquisitions Digital Program	8
Annex A – Problem Statement and High Level Solution Requirements	10
A.1 Problem Statement.....	10
A.2 High Level Solution Requirements.....	12
A.3 Regulatory Requirements	13
A.4 Security Clearance	13
A.5 Canadian Industrial Security Directorate Security Process	14
A.6 Privacy.....	15
A.7 National Security Exception.....	15
A.8 Volumetric Data.....	15
Annex B – Operational and Technical Environment	16
B.1 Canada’s Technical Environment.....	16
B.2 Security:	16
B.3 Enterprise Technical Environment.....	17
B.4 Web Policy Compliance:	18
B.5 Supply Threats to the Government of Canada	18
B.7 Common Enterprise Data Initiative (CEDI).....	18
Annex C – Proposed Procurement Approach	19
C.1 Industry Engagement.....	19
C.2 Registration Process for Industry Day & One-on-One meetings	21
C.3 Information Prior to Industry Day.....	21
C.4 Notes to Interested Suppliers	21
C.5 Communication with Industry	22
C.6 PWGSC Contracting Authority	22
Annex D – Industry Day and One-on-One Meetings Schedule	23

Annex E – Terms and Conditions of Engagement Process (Mandatory Form) 24

Annex F – Government of Canada Business Volume and Value 27

Annex G – Questions to Industry 28

Glossary..... 29

1.0 OBJECTIVE OF THIS LETTER OF INTEREST (LOI)

1.1 Introduction

The Government of Canada (GC) aims to create a highly efficient, effective and streamlined procurement function that allows for the timely and responsive acquisition of goods and services. At the same time, the Government seeks to preserve a fair, open and transparent procurement system that ensures sound stewardship while achieving socio-economic objectives. Lessons learned from successful procurements have informed the Smart Procurement approach, seeking to leverage early engagement, effective governance, independent advice and benefits for Canadians for the GC's procurement of \$17B in goods and services across 475,000 contractual documents.

Transformation of the GC's strategic sourcing and e-purchasing capability is long overdue and supports Budget 2014 priority of *Making Government More Efficient* through the simplification and administrative cost reduction of the Government's procurement system. The launch of Blueprint 2020¹ further challenges the GC to make smart use of new technologies to achieve the best possible procurement outcomes. The Acquisitions Digital Program (ADP), launched in 2013 as part of the Smart Procurement Initiative, is a key component of PWGSC's Blueprint 2020 Action Plan.

This LOI is the result of a multi-phased process that PWGSC has undertaken in order to improve its technological capabilities. Over the last few years, PWGSC has sought input from industry stakeholders with regards to possible solutions and software. On November 10th, 2010, a Request for Information (RFI) was published to seek feedback from industry on potential software solutions for a Contract Management System (CMS). On July 21st, 2011, a subsequent RFI was published to obtain industry feedback on the draft procurement approach, business requirements, technical requirements and Solicitation of Interest and Qualifications (SOIQ) evaluation criteria. Through both consultations, industry recommended that PWGSC expand its vision and take a broader look at the breadth of services available in the marketplace to meet the needs of the GC. PWGSC has established a dedicated team, under the Smart Procurement Initiative, to undertake the next phase of this process.

PWGSC's Acquisitions Program (AP) has a requirement, on behalf of the GC, for a bilingual, commercially available solution that can be minimally configured to meet the AP's need to deliver Acquisitions Services and address the challenges described in **Annex A – Problem Statement and High Level Solution Requirements**. Canada is seeking information on current marketplace capabilities and interest to work collaboratively with AP to provide this transformative technology to meet current and future business requirements, to implement new technologies to modernize the solutions supporting GC procurement and to ensure the successful transition from existing to new business solutions for the provision of Acquisitions Services. For greater clarity, the AP is not seeking to replicate its existing technologies nor business processes, but rather, is looking for a market leader with existing technical capability and knowledge of the procurement function to support the modernization of current and future business operations.

¹ <http://www.clerk.gc.ca/eng/feature.asp?pagelid=350>

In consideration of industry's insights and other operational imperatives, this LOI is being used to initiate engagement with industry to help further define the requirements for a more comprehensive solution as well as to understand current market capacity.

1.2 Purpose of this LOI

This procurement is being conducted under the Smart Procurement approach and seeks to engage industry early in the process to better understand both needs and available solutions prior to the finalization of requirements.

This LOI is to initiate engagement with industry and seek interest from potential suppliers in participating in an information session (Industry Day) and subsequent one-on-one industry meetings. The content of this LOI is intended to provide industry with initial context and details pertaining to PWGSC's requirement. For the purposes of this LOI, the target audience is potential suppliers of the solution. PWGSC intends to engage with industry at large – potential users of the solution – separately at a future date.

The purpose of the Industry Day is to present Industry representatives with information about the Acquisitions Digital Program, an overview of the current business requirements, and its future objectives for the consultative engagement process. The Industry Day is intended to be an open forum allowing PWGSC to communicate, with interested suppliers, its requirements at a high level, and for Industry to ask questions and seek information in order to gain a sound understanding of the business needs of the government of Canada acquisition's program.

Following the Industry Day, one-on-one meetings with interested suppliers will take place. These meetings are intended to provide industry participants an opportunity to engage in an open dialogue with PWGSC on the solution being sought.

Details on PWGSC's proposed procurement approach and information on how to register for the Industry Day and One-on-One Industry Meetings are provided in **Annex C – Proposed Procurement Approach**

1.3 Objective of this LOI

Through the engagement and any subsequent solicitation processes, PWGSC seeks to acquire a modern, robust and sustainable business solution for the delivery of Acquisitions Services. PWGSC is seeking a solution that will:

1. Provide a flexible platform that builds upon existing commercial solutions and the best practices available in the marketplace (with minimal customization or configuration) to support and drive efficiencies in current business activities;
2. Provide PWGSC with the flexibility to respond to changes in how business is delivered over time;
3. Support the strategic management of the GC contracting function; and
4. Provide clients with easy to use web based access to goods and services available on PWGSC Framework Agreements such as Standing Offers, Supply Arrangements and Contracts with Task Authorizations.

To support this objective, PWGSC intends to undertake an Industry Engagement Process, to seek interest, feedback and advice from industry regarding capacity within the marketplace to meet the AP's requirements. This engagement is a means of gathering information, to assist in accomplishing the following specific purposes:

1. To investigate possible approaches and techniques for meeting current and future business requirements in a timely and cost effective manner;
2. To determine the extent to which current capacity exists within the marketplace to:
 - Offer a “turn-key” or integrated solution approach to the provisioning of the underlying systems and web-based interfaces which support the delivery of Acquisitions Services and meet AP business, functional and technical requirements;
 - Provide the components which meet PWGSC's business requirements and that are capable of working with existing, and the flexibility to adapt to emerging, business processes, while also demonstrating the ability to provide future-oriented innovation through technology and business approaches;
 - Provide transition/migration, change management and related support services during and subsequent to the transition to the new Solution provided by industry (e.g. help desk, documentation, training, etc.); and
 - Work collaboratively with PWGSC in the delivery of a robust and forward-looking solution while ensuring compliance with applicable legislative, regulatory and policy requirements and providing assurance of public accountability;
3. To identify and manage risks associated with the proposed approach and seek feedback on suggested alternative approaches.

The information provided throughout this engagement process should be reflective of solutions, services and capabilities that are readily available within the marketplace. The information provided and any lessons learned gleaned from discussions may contribute to the scope and range of service offerings sought by PWGSC in any subsequent solicitation process(es).

2.0 BACKGROUND

2.1 PWGSC'S Acquisitions Program

PWGSC has the authority to provide Acquisitions Services to all government Departments, Departmental Corporations, Agencies, any other bodies of the Government of Canada (including all those described in the [Financial Administration Act \(FAA\)](#), as amended from time to time) and any other parties for which PWGSC has been authorized to act. Additionally, with the Governor in Council's approval — given on a general or a specific basis — PWGSC may also provide Acquisitions Services to any other government (such as Canadian provincial, territorial and municipal governments), body (such as health, social and academic bodies) or person in Canada or elsewhere. The AP also provides services to all Canadian and foreign suppliers who are currently doing, or desire to do, business with the Government of Canada.

PWGSC's Acquisitions services are mandatory for most federal government entities above certain delegated thresholds (generally \$25K for goods and \$2M for services). Some entities, however,

have specific contracting authorities (such as Shared Services Canada and the Canada Revenue Agency) that make PWGSC's services optional for their procurement. There is a potential opportunity to support an enhanced client base within the federal arena not currently served by AP. It is also anticipated that other organizations from within the broader public sector (e.g. provincial, territorial, municipal, academic, social, health, etc.) could find the established model of potential benefit in the procurement of their goods and services.

2.2 PWGSC'S Acquisitions Function

The AP within PWGSC provides departments and agencies with expert assistance at each stage of the procurement process and offers strategic sourcing solutions, such as Framework Agreements (referred to by the GC as Standing Offers, Supply Arrangements, and Contracts with Task Authorizations), and other procurement tools that simplify and accelerate the purchase of goods and services for clients and suppliers. It ensures that the government exercises due diligence and maintains the integrity of the procurement process, and exercises its stewardship role by obtaining best value for the Canadian Taxpayer. The AP provides clients with comprehensive services for acquiring commercial goods and services, and more complex equipment and specialized services. Purchases range from office supplies to military ships and everything in between. The AP assists clients with engaging industry, defining and satisfying their operational requirements, selecting the most effective procurement approach, developing the appropriate evaluation criteria, calling for, receiving and evaluating bids, negotiating contracts, debriefing unsuccessful bidders, and administering contracts.

The AP also develops, implements, and maintains policies, tool kits and standards, provides a broad range of training, seeks out innovative services and alternate forms of service delivery, manages quality assurance, performance review and performance indicators, provides accounting, cost and price analysis, and advice on custom, unique, major and/or complex procurements or projects. A specific mandate of the AP is to establish and expand partnership relationships with industry associations involved with government procurement.

2.3 Government of Canada Business Volume (Spend, Number of Transactions)

On average, the Government of Canada processes over 475,000 procurement transactions valued at \$17B annually from which PWGSC processes 50,000 transactions valued at \$14B annually.

Currently, the value of GC procurement for commercial goods and services conducted by AP clients under their own delegations or against PWGSC Framework Agreements is approximately \$4B annually, or 20-25% of the total contract spend and 75-80% of procurement transactions.

The remainder of the GC contract spend includes commercial goods and services procured by PWGSC on behalf of clients, as well as complex contracts for construction, major military, space, information and equipment systems, and major services such as property management services and other outsourced services.

More details on Contracts, Standing Offers, Supply Arrangements, call-up and amendments' volume and value can be found in **Annex F – Government of Canada Business Volume and Value**.

2.4 Acquisitions Program Transformation - Smart Procurement Initiative

The Acquisitions Program Transformation's (APT) Smart Procurement Initiative (SPI) is focused on changing the way the AP is delivered as the organization moves from the status quo to its future vision of serving Canadians by effectively bringing needs and solutions together for values-based, innovative procurement.

Smart Procurement builds upon lessons learned from previous procurement projects which used new collaborative approaches to procurement. The objective of the SPI is: *to transform the procurement processes in order to improve client service, reduce process burden, better leverage procurement for socio-economic objectives, and ensure the long-term sustainability of the AP.*

To achieve these objectives, Smart Procurement is focused on the implementation of four key strategies:

1. Apply the principles of Smart Procurement (early engagement, effective governance, independent advice and benefits for Canadians);
2. Leverage digital technology to improve procurement service delivery and minimize process burden and costs for clients, suppliers, the AP and Canadians;
3. Prepare for the future of procurement by building a healthy and sustainable organization and by creating a continuous learning culture; and
4. Foster a financially sustainable AP.

2.5 Acquisitions Digital Program

Vision

The Acquisitions Digital Program seeks to establish a modernized approach to the provision of PWGSC's Acquisitions Services that will ensure the sustainability and efficiency of the Acquisitions Program (AP). The Digital Program will leverage digital technology to enable the delivery of the AP's core Acquisitions Services as well as technology to enable stakeholder's access to these services. The Digital Program will seek to establish digital services that are interoperable with GC enterprise financial management systems, that leverage standardized and centralized master data, that ensure data integrity is maintained as it transits between systems and that are delivered via a web based portal to ensure easy, secure access to procurement information and services.

Objectives

The objectives of the Acquisitions Digital Program are to support client service by:

1. Transforming the existing AP digital environment (consisting of 40+ outdated legacy systems) with a modern, integrated strategic sourcing and contract management solution consisting of:
 - contract lifecycle management
 - e-sourcing
 - spend analysis, and
 - supplier relationship management

2. Providing easy, web based access to procurement information and services (e.g. catalogues and e-bidding);
3. Creating an e-business environment with secure access and information exchange between procurement professionals, clients and suppliers;
4. Providing better value, better advice, and reducing cost and process burden to effectively serve Canadians, GC clients, suppliers, and procurement professionals;
5. Leveraging digital technology to simplify and reduce work burden associated with procurement processes;
6. Providing consistent and innovative services, and accurate information to all stakeholders;
7. Fulfilling the information needs of strategic decision makers for business intelligence, reporting, strategic sourcing and commodity management;
8. Standardizing and centralizing master data for vendor, client, procurement, and spend information for compatibility, interoperability, quality assurance, re-use and business intelligence; and
9. Establishing interoperable systems that align with PWGSC and GC enterprise solutions including the GC Finance and Material Management System.

Guiding Principles

In support of these objectives, the guiding principles of the Acquisitions Digital Program are:

1. **Enhanced Access to Services and Information** - Enhance value to stakeholders through digital systems, providing easy access for clients to procurement services, timely access to accurate procurement information, improved market intelligence, and reduced process burden for clients and suppliers;
2. **A whole-of-government approach** that enhances service delivery and value for money. Focus on efficient and—where they make sense—consolidated systems to streamline service delivery, drawing on innovative and proven commercial approaches to automate end-to-end procurement processes, reduce cost for all stakeholders, and increase the GC's capability for more efficient and effective procurement;
3. **Buying Smart** - Integrated procurement systems will enable responsible use of procurement information for evidence-based analysis, improving commodity management and strategic sourcing by maximizing contractual spend visibility and enhancing business intelligence. This will increase capacity for complex processes and support a shift of resources to higher risk, more complex procurements; and
4. **Modernized AP Solution** that makes effective use of new technologies to improve processes, access to data, and client service. The Digital Program will pursue an affordable, flexible and interoperable solution that emphasizes a modern, responsive, and client focused procurement culture.

Annex A – Problem Statement and High Level Solution Requirements

A.1 Problem Statement

PWGSC is challenged in the delivery of Acquisitions Services by antiquated back office systems that impede on the delivery of services to clients and stakeholders. The AP's existing environment consists of over 40 interconnected, custom built, legacy applications that date back to the 1990's. The limited capacity and functionality of these systems drive the AP towards processes that are largely manual and paper based, limiting capability to efficiently deliver Acquisitions Services.

Clients and suppliers face a varying array of paper and electronic processes that add complexity and cost to the procurement process. Manual sourcing process and barriers to exchanging information between PWGSC and client systems create challenges in managing sourcing activities, effectively capturing spend information, ensuring controls are consistently applied, monitoring compliance, managing relationships with suppliers and rationalizing the supply base.

Additionally, manual sourcing and purchasing restrict PWGSC's ability to maximize clients' delegated authority to procure against PWGSC Framework Agreements. These limited delegations require PWGSC to direct resources away from strategic sourcing activities in order to support large volumes of client requirements.

Through engagement with industry, PWGSC intends to develop a set of business outcome requirements that will seek to address the challenges faced by the GC, opportunities to reduce costs, and process burdens, improve client service delivery for clients, and improve access to opportunities for suppliers. In addition, PWGSC intends to develop a set of business outcome requirements that address the following operational challenges:

Serving with our clients – We need to:

- Create, submit, receive and adjust client requisitions and associated financial information without paper processes and with minimal double entry;
- Manage and optimize client requirements throughout procurement lifecycle and support business planning;
- Collaborate on procurement documents internally and externally with clients and suppliers;
- Provide clients with easy access to information/catalogues on goods and services available through PWGSC Framework Agreements and to leverage this information (i.e. import/punch out) for their procurements without manual re-entry of information;
- Make buying rules, contract compliance and workflow associated with PWGSC Framework Agreements (such as direct buy, configurable, auction, invitational competition, rotational sources, etc.) invisible to the purchaser;
- Provide clients with access to information (such as status) related to services they've requested;
- Provide clients browse/search functionality; and
- Permit individual and aggregation of orders under a Framework Agreement, including the ability for an order to be converted into a separate solicitation event, following workflows based on catalogue and order attributes (e.g. commodity, value, security, delivery date, user defined, etc) and to have these orders be sent electronically to the supplier, including electronic acknowledgment.

Managing our business – We need to:

- Create, publish and manage sourcing events (such as Request for Quote (RFQ), Letter of Interest (LOI), Request for Proposal (RFP), etc) including sourcing events with multiple phases;
- Accept and manage secure, electronic bids from verified suppliers without need for paper submissions;
- Ensure the integrity of the bidding process;
- Build sourcing documents from templates and reference material
- Evaluate mandatory and/or rated elements of bids;
- Manage bid evaluations and geographically distributed bid evaluation teams associated with sourcing events;
- Create, award and manage contracts throughout contract lifecycle without paper based processes;
- Manage and route documents with internal and external stakeholders for review, edit and redline;
- Manage and track multiple versions of documents;
- Access active and archived documents associated with contracting, sourcing and/or procurement events;
- Monitor, evaluate, record, and track contract compliance;
- Document, track, and measure contractor performance, qualification and security;
- Manage and provide a real time historical analysis of team and individual contracting officers workload;
- Track in real time a requirement status from receipt through the complete lifecycle of the procurement process.
- Assign, approve, and route procurement files to buyers;
- Manage workflows, routing, and approvals associated with procurement files without paper based processes;
- Be able to modify processes, workflows, etc. to accommodate changing legislative environment and lessons learned; and
- Authenticate and approve procurement documents without paper process or “blue ink” signatures.
- Manage the Framework Agreements and the Associated Catalogues.

Making better decisions - We need:

- To analyze spend to identifying savings opportunities;
- To manage vendor performance, quality of products and services received and client satisfaction;
- Access to relevant Key Performance Indicators (KPIs), contract and supplier information for users based on user profiles;
- Line item level visibility into spend;
- Insights into savings opportunities;
- Ad hoc generation of spend and performance reports by users;
- Insight into who is bidding, winning, and passing on contracts;
- Mechanisms to monitor program compliance and to audit procurement files; and
- To collect, maintain and share corporate knowledge and lessons learned from each procurement.

Reducing barriers for suppliers - We need:

- A single point for registered suppliers to manage their information (contract history, contact information, qualifications, certifications, etc.) and access relevant services;
- To establish trusted relationships with new suppliers (on-boarding);
- Secure self-service management of supplier product lists, price lists, and catalogues;

- To manage both poor and above standard supplier performance; and
- Ability to manage, track, report on and renew supplier qualifications and certifications without manual intervention by staff.

Leveraging a whole of government approach - We need:

- To leverage standardized and, where appropriate, centralized master data for supplier, client, spend and procurement information for compatibility, interoperability, and re-use across the GC;
- Facilitate the publication, sharing and re-use of supplier, client, spend and procurement information, as appropriate, with internal and external stakeholders; and
- Exchange data and documents with other GC enterprise systems.

A.2 High Level Solution Requirements

For the purpose of this LOI, the following components are considered to be included within the term “Solution”. At this time, it is anticipated that the scope of any future solicitation(s) will include provision of a Solution consisting of:

- **Strategic Sourcing and contract management Services** – An integrated and modern online strategic sourcing application suite consisting of electronic sourcing, contract lifecycle management, supplier relationship management and spend management. This includes the ability to exchange procurement and financial information with GC Departmental Financial Management Systems (DFMS), as well as providing access to enhanced functions associated with modern online strategic sourcing suites and potential future innovations associated with the delivery of the services (e.g. Enhanced solution functionality and features, mobile applications, etc.);
- **e-Purchasing Services for Clients** - The electronic ordering of goods and services available on PWGSC Framework Agreements by clients. This includes the ability to accommodate various business rules (E.g. direct buy, configurable items, request for quote, rotational, right of first refusal, etc.) associated with PWGSC Framework Agreements;
- **Business Intelligence**, market analysis, and reporting (canned / custom reports) services on all aspects of the underlying databases to enable GC access to key decision-making information as well as to inform departmental and public reporting requirements. This includes data, dashboards, analytics and reporting both on current sourcing activities as well as historical data retention and associated reporting capacity;
- **Flexible Solution** that allows a business user to configure the solution (add new fields, web forms, alter workflow, approval rules, and create new reports) without additional services from the supplier; and
- **System Support** – Bilingual (French and English) help desk call centre may be required, system documentation (technical and user), and associated system user training for the above components.

Through this consultative process, AP is seeking to determine the feasibility of a single Solution Provider to fulfill the above mentioned components of the Solution.

In recognition of market advancements in cloud computing, AP is further seeking to determine the feasibility of a solution whereby the service provider is accountable (in whole or in part) for hosting and/or managing server-side software, including the provision of software licenses, maintenance,

support, updates, upgrades, security, and other processes applicable to hardware and software that are necessary to ensure acceptable service levels. Consideration will be given to a recommended approach (including private and hybrid models) that addresses the AP's concerns regarding the safeguard and sovereignty of documents or aggregate information sensitive to national interest.

Given the nature of the Government of Canada's technical environment, components of the Solution may be required to exist inside the GC security perimeter and may need to interoperate with common platforms or enterprise resource planning systems used by the GC. The Solution Provider will be required to ensure that the Solution complies with all applicable legislation and Government of Canada and PWGSC policies with respect to information security, information systems, web and digital systems, system security, data protection, information management, privacy, and other relevant requirements. These will be the subject of one or more specific information and engagement sessions with suppliers participating in the procurement process.

A.3 Regulatory Requirements

The Solution will be required to have the flexibility to ensure compliance with Canada's procurement regulatory environment, including but not limited to:

- [North American Free Trade Agreement](#)
- [Agreement of Internal Trade \(AIT\)](#)
- [World Trade Organizational Agreement on Government Procurement \(WTO-AGP\)](#)
- [Bilateral Trade Agreements](#)
- [Comprehensive Land Claims Agreement](#)
- [TBS Contracting Policy](#)
- [Canadian International Trade Tribunal](#)
- [Office of the Procurement Ombudsman](#)
- [Code of Conduct Procurement](#)
- [Government Contracting Regulations \(GCRs\)](#)
- [Financial Administration Act \(FAA\)](#)
- [Department of Public Works and Government Services Act](#)
- [Official Languages Act](#)
- [Access to Information Act](#)

A.4 Security Clearance

A security clearance is a certification that is granted by the Canadian Industrial Security Directorate (CISD) of PWGSC. Security requirements will be set out in the Request for Responses for Evaluation (RFRE) and the Request for Proposal (RFP). As the requirement is refined, Canada will finalize the Vendor Security Profile requirements, however Canada currently anticipates that Successful Suppliers and/or Bidders will require the following:

- a) Secret Clearance from Canada for any Successful Supplier and/or Bidder who will have access to any Sensitive Information;

- b) Facility Security Clearance (FSC) and Document Safeguarding Capability (DSC) from the Canadian Industrial Security Directorate (CISD) for the facility at which the Successful Supplier and/or Bidder intends to use and store Sensitive Information; and
- c) Information Technology Security capability vetted by CISD for the facility at which the successful Supplier and/or Bidder intends to use and store Sensitive Information, in order for the Successful Supplier and/or Bidder to be able to process, store or transmit Sensitive Information electronically.

Service providers should expect that personnel assigned to participate in the work will be required to be security cleared to Secret.

Service providers are advised that works and services, to be carried out for the Solution, may be accompanied by special security measures and may be subject to national security constraints. Consequently, Successful Suppliers and Bidders will be required to accept the conditions set out in future Request documents relating to national security and national interest, which requires vetting and security checks for designated individuals involved in the initiative. Service providers should anticipate that there will be stringent requirements and the absolute need to comply with them.

Canada currently expects that any resulting contract may require some or all of the following contractual obligations and restrictions:

- a) Individuals employed by the service provider, who are required to work with the Solution drawings/documents or visit some of the government sites, must have a Secret clearance;
- b) All Persons performing service provider duties under the initiative must have a security clearance at the appropriate level. Accordingly, the service provider must ensure that appropriate personnel have the required security clearance levels, and the service provider must ensure that security clearances of its personnel are processed in advance to ensure that they are in place when required; and
- c) Security requirements and protocols will exist to ensure that sensitive information and ownership in the control of the service provider, the facility, and the initiative are not acquired by any person who does not have appropriate security clearances as a result of any assignment, transfer, or disposition by the service provider, change in control of the service provider, exercise of remedies by lenders, or otherwise.

A.5 Canadian Industrial Security Directorate Security Process

Security clearances (issued by CISD) will allow service providers to work on GC premises and have access to confidential or sensitive information if/as required. GC Security Policy requires that individuals undergo a personnel-screening process if their duties or tasks necessitate access to Classified/Protected information and assets. Service providers must be sponsored by a representative from GC in order to start the process of obtaining or upgrading a security clearance directly in support of the initiative, and can send enquiries to the Contracting Authority at the following email address:

PANumerique.APDigital@tpsgc-pwgsc.gc.ca

Early submission of all applications for security clearances is strongly encouraged. Service providers are strongly encouraged to submit applications for security clearances for all Key Individuals and any other

persons who may be required during the implementation phases to have access to sensitive information and/or access to secured sites. Procurements will not be delayed in order to provide time for service providers to obtain required security clearances.

A.6 Privacy

The Solution will be required to ensure that information is accessible only to those authorized. The Solution will be required to comply with the statutory obligations under the Privacy Act and the Access to Information Act.

A.7 National Security Exception

In order to protect the sovereignty of its data, and to protect the national interest, Canada may invoke its right under national and international trade agreements to use a National Security Exception (NSE) for this procurement.

An NSE allows Canada to remove a procurement from some or all of the obligations of the relevant trade agreement where Canada considers it necessary to do so in order to protect its national security or other related interests specified in the text of the national security exceptions.

A.8 Volumetric Data

Due to the limitations of the legacy systems currently in place, the volumetric data in this attachment are based on limited statistical information and is provided for information purposes only.

Commodities: Approximately 5,000 G SIN classification codes are in use by the AP, ranging from paperclips to battleships. *Note PWGSC intends to adopt UNSPSC coding.

Contracts and Amendments: Detailed in Annex F – Government of Canada Business Volume and Value.

Framework Agreements: On a yearly basis, PWGSC manages nearly 10,000 supply arrangements and standing offers.

GC User Base: There are approximately 3,500 purchasing employees responsible for sourcing and contracting activities in the GC. PWGSC and Shared Services Canada (SSC) is the largest employer (40%), followed by Department of National Defense (25%) and all other departments (35%).

In addition, over 60,000 users providing administrative services within the GC order goods and services off PWGSC Framework Agreements and initiate unique procurements.

The solution will also potentially be used by others, such as the general public, and should not be restricted to a limited number of users or to a specific group of users.

Document, Templates and Forms: Currently, there are over 200 separate documents, templates and forms used in AP's processes.

Supplier Base: PWGSC maintains 25,000 unique supplier records.

Annex B – Operational and Technical Environment

B.1 Canada's Technical Environment

The proposed solution may be required to operate on Canada's infrastructure and interoperate with its systems.

The information provided in this annex is for reference only. Suppliers are advised that Canada is in the process of revising its technical architecture and standards and the information is subject to change at any time. Canada's technical requirements will be set out in the Request for Proposal (RFP), should one result from this process.

Respondents are encouraged to indicate any aspects of the technical environment that may be incompatible with their proposed solution.

B.2 Security

Connectivity between the Government of Canada (GC) network and the solution must comply with Shared Services Canada (SSC) standards and must protect the confidentiality, availability and integrity of the connections and data.

SSC is mandated to provide infrastructure services to other federal government departments, including Public Works and Government Services Canada (PWGSC). This includes services related to email, data centres and networks. The vision for GC IT services includes deploying new services in a virtualized infrastructure under a SaaS/cloud computing model. More information about their mandate and plans can be found in their [Integrated Business Plan 2013–2014](#) and their Government Technology Exhibition and Conference (GTEC) 2013 presentation, [Increase Value of IT Services Through Application Portfolio Management](#).

[The Policy on Government Security](#) is the overarching security policy instrument to which Canada must comply. It is supported or referenced by standards such as

- Operational Security - Management of Information Technology Security (MITS)
- Electronic Documents and Records Management Solutions (EDRMS)
- Identity and Credential Assurance
- Metadata
- Optimizing Websites and Applications for Mobile Devices
- Privacy and Web Analytics

In addition to complying with the above, any solution implemented will have to follow the [IT Security Guidelines](#) provided by Communications Security Establishment Canada (CSEC), particularly ITSG-33 IT Security Risk Management and ITSG-31 User Authentication Guidance for IT Systems. Other guidelines may be applicable depending on hosting arrangements.

Authentication for GC users through a portal (Web interface) or a dedicated Web site may require a two-factor authentication, including the GC myKEY (Entrust, PKI-based) authentication for GC internal

users (i.e. GC employees) and the GCKey or SecureKey Concierge service for GC external users (i.e. suppliers).

In accordance with the [Management of Information Technology Security \(MITS\) Operational Security Standard](#), all systems must be assessed and authorized prior to operation. All supporting documents necessary to accomplish such a task must be provided to the Government of Canada by the supplier of the application/service.

B.3 Enterprise Technical Environment

Public Access Zone

Users may access the solution from a desktop, remote computer, or mobile device.

The solution will be required to operate without significant performance degradation for regional/remote users.

Enterprise Systems

Canada is rationalizing and standardizing its systems. Enterprise resource planning system selection is governed by the [Standard on Enterprise Resource Planning Systems](#) which names PeopleSoft and SAP as targeted platforms. Procurement for other GC-wide systems has been completed.

The solution may need to integrate and/or interoperate with current and future systems deployed by the client including but not limited to:

- Financial: SAP ECC 6
- Human Resources : PeopleSoft 9.1
- Customer Relationship Management (CRM): Microsoft Dynamics 2011
- Business Intelligence: SAP Business Objects and Cognos BI are currently in use
- Document Management: GCDocs/OpenText ECM suite

Client Workstations

Standard workstations are dependent upon the specific environment of the client organization. Typical configurations include

- OS: Microsoft XP Professional w/SP3, Windows 7
- Desktop Browser – Microsoft Internet Explorer 8.0 and higher, FireFox, Chrome
- Desktop antivirus, Anti-spam: McAfee, Symantec End Point Protection v11 and higher, etc.
- Various productivity software including MS Office suite 2003, 2007 and 2010, Adobe Acrobat 9 and higher,
- WinZip v12 and higher
- Various email systems: Exchange 2003 and Outlook 2003 SP2, Outlook 2010
- Sun Java (JRE) Java SE 6 Update 45 and Java SE 7 Update 45 or higher.

B.4 Web Policy Compliance

The Work must comply with the Government of Canada standards established by the Treasury Board, that include the [Standard of Web Accessibility](#), the [Standard on Web Usability](#), the [Standard on Web Interoperability](#), the [Standard on Email](#) and the [Standard on Optimizing Websites and Applications for Mobile Devices](#).

In addition, the Work must comply with the standards and guidelines developed by the department or agency for whom the Work is being performed. Such standards and guidelines are available from the department or agency's Web Standards Centre of Expertise.

B.5 Supply Threats to the Government of Canada

In addition to the threat of cyber-attack, there is a growing awareness of the risks posed by potentially vulnerable or shared technologies that may be entering the GC communications networks and IT infrastructure through the supply chain. The Supplier will be required to provide the GC with a list of all hardware and software manufacturers and suppliers proposed to be used in the IT Infrastructure and services of the Solution in advance of contracting with them. Canada reserves the right to reject a hardware or software manufacturer and/or supplier for security and/or business stability reasons.

The service provider will be required to abide by the Technology Supply Chain Guidelines (TSCG), accessible at:

HTML <http://www.cse-cst.gc.ca/its-sti/services/tscg-ccat/tscg-ccat01g-eng.html>
PDF: <http://www.cse-cst.gc.ca/documents/services/tscg-ccat/tscg-ccat01g-eng.pdf>
<http://www.cse-cst.gc.ca/documents/services/tscg-ccat/tscg-ccat01l-eng.pdf>

French:

HTML: <http://www.cse-cst.gc.ca/its-sti/services/tscg-ccat/tscg-ccat01g-fra.html>
PDF: <http://www.cse-cst.gc.ca/documents/services/tscg-ccat/tscg-ccat01g-fra.pdf>
<http://www.cse-cst.gc.ca/documents/services/tscg-ccat/tscg-ccat01l-fra.pdf>

B.7 Common Enterprise Data Initiative (CEDI)

Canada is in the process of establishing common enterprise data standards to reduce duplication of effort in each department and provide the means for agile government-wide response to change. Information on the initiative can be found at <http://www.tbs-sct.gc.ca/fm-gf/abu-ans/fmtr-frtgf-eng.asp>.

Annex C – Proposed Procurement Approach

C.1 Industry Engagement

The Industry Engagement Process begins with the industry day and concludes when an official Request for Proposal (RFP) or other competitive process is published on the Government Electronic Tendering Service (GETS), or when the GC advises Participants that the engagement Process has concluded. The Process may involve the following activities:

1. Initial contact with Industry through this Letter of Interest (LOI)
2. Industry Day
3. One-On-One meetings with individual suppliers
4. Draft Request for Proposal (draft RFP) including a Statement of Work (SOW)
5. Working Group Meetings (Collaborative RFP refinement)

Participation in the Engagement Process will be strictly reserved to registered individuals who sign and submit, to the PWGSC Contracting Authority named herein, the Terms and Conditions of Engagement Process, provided in Annex E to this notice.

There will be no short listing of Participating Suppliers (suppliers with individuals that have signed and submitted the Terms and Conditions of Engagement Process) for purposes of undertaking any future work as a result of this Process. Similarly, participation in this Process is not a condition or prerequisite for participation in any RFP(s). Industry representatives that do not participate in the Process or leave in the middle of the Process will remain eligible to submit a bid in response to any future RFP or other competitive process relating to this requirement.

Phase 1 - Initial Contact with Industry

This LOI is posted on GETS to seek interest from companies in participating in the Industry Day. It will be the chance for Industry to share with PWGSC, information on the current marketplace, available technology and supplier capabilities.

Phase 2 - Industry Day Session

The purpose of the Industry Day session will be to present Industry representatives with information about the Acquisitions Digital Program, an overview of the current business process model, and its future objectives for the business model/consultative process. The Industry Day is intended to be an open forum allowing Canada to communicate its requirements at a high level, and for Industry to ask questions and seek information in order to gain a sound understanding of the business needs of the GC. The Industry is invited to tell us what they would like to hear from us when they register to the Industry Day session. GC will do its best to reflect your requests in the agenda.

The proposed agenda for the Industry Day session will be:

1. Opening Remarks
2. Procurement Process – Engagement Approach
3. Strategic Overview of the Acquisitions Program
4. Acquisitions Digital Program
5. Next Steps
6. Questions/Answers Period

Material provided to attendees on Industry Day:

1. Agenda
2. Copies of presentation material

Phase 3 - One- On-One Industry Meetings

One-on-one meetings will take place subsequent to the Industry Day. Industry participants will be requested to provide to the Contracting Authority identified in C.6 short written answers (short paragraphs or bullet points) to the questionnaire provided in **Annex G – Questions for Industry**.

Phase 4 – Draft Request for Proposal (Draft RFP)

A draft RFP will be issued to industry to further refine the requirement by addressing industry concerns and considering industry recommendations.

Phase 5 - Working Group Meetings (as required)

Industry may be invited to working group meetings comprised of representatives from industry and the GC to discuss specific issues, solutions and to revise solicitation documents as required. PWGSC will finalize the solicitation documents following these meetings. More information will be made available if needed. The nature and content of this phase, if required, will be determined as the consultation process unfolds.

As stated in this notice, companies may contact the PWGSC Contract Authority at any point to initiate participation in the Engagement Process. All industry participants will be required to sign the Terms and Conditions of Engagement Process found in Annex E. All industry consultation will be documented and this information is subject to Access to Information Act. PWGSC will not reveal any designated proprietary information to third parties.

Phase 6 - Final Request for Proposal (Final RFP)

A final RFP will be issued to industry. A standard Q & A process will be followed. As the industry is actively consulted in the Engagement Process, less questions or concerns are expected.

C.2 Registration Process for Industry Day & One-on-One meetings

Interested suppliers are encouraged to register for the Industry Day and one-on-one meetings **prior to April 22, 2014**, by submitting, to the PWGSC Contracting Authority identified herein in section C.6, a signed copy of **Annex E – Terms and Conditions of Engagement Process** for each individual that chooses to participate.

At the time of registration, Participating Suppliers may submit a first and second preferred dates and times for the one-on-one meeting, which the GC will do its best to accommodate. Industry representatives traveling from far distances will be given priority to have their One on One meeting held the day after the Industry Day. See **Annex D – Industry Day and One-on-One Meetings Schedule** for details. Participating Suppliers will be contacted by the GC representative, at least one week prior to the Industry Day, with:

1. Location details for the industry day in the national capital region (Ottawa, Ontario); and
2. The date, time and location of their one-on-one meeting.

C.3 Information Prior to Industry Day

Suppliers may provide comments, questions or proposed topics for discussion for the Industry Day or one-on-one meetings by submitting their information to the Contracting Authority no later than **April 22, 2014**.

C.4 Notes to Interested Suppliers

This is not a bid solicitation and a contract will not result from this request.

Potential respondents are advised that any information submitted to Canada in response to this Industry Engagement Notice may be used by Canada in the development of a subsequent competitive RFP. However, the Government is not bound to accept any Expression of Interest or to consider it further in any associated documents such as a RFP.

The issuance of this Industry Engagement Notice does not create an obligation for Canada to issue a subsequent RFP, and does not bind Canada legally or otherwise, to enter into any agreement or to accept any suggestions from organizations. Canada reserves the right to accept or reject any or all comments received.

There will be no short listing of suppliers for purposes of undertaking any future work as a result of this Letter of Interest. Similarly, participation in this Industry Engagement is not a condition or prerequisite for participation in any RFP(s).

Suppliers participating in this Industry Engagement should identify any submitted information that is to be considered as either company confidential or proprietary.

Media cannot participate in the one-on-one meetings or any working group sessions.

A third-party Fairness Monitor will participate in the entire Engagement Process.

All enquiries and other communications related to this Industry Engagement shall be directed exclusively to the PWGSC Contracting Authority by email. Suppliers that intend on participating in this Industry Engagement are asked to advise the Contracting Authority of their intention to

participate, in order that they may be notified of any changes to the notice on GETS, which may occur during the posting period.

C.5 Communication with Industry

Canada will document all Industry concerns/issues, questions, suggestions, and our responses. During the Engagement Process, the PWGSC Contracting Authority may choose to communicate with registered Industry participants through direct email rather than posting additional notices on Government Electronic Tendering Service. To ensure fairness, transparency, integrity of the Process, PWGSC will share information resulted from the Process with the Industry (excluding proprietary and/or confidential information).

C.6 PWGSC Contracting Authority

Karen Moore

Supply Team Leader

Public Works and Government Services Canada

Acquisitions Branch

11 Laurier Street, Gatineau, Quebec K1A 0S5

Telephone: 819-956-1410

PANumerique.APDigital@tpsgc-pwgsc.gc.ca

Annex D – Industry Day and One-on-One Meetings Schedule

RFI release : **April 8, 2014**

Registration Deadline : **April 22, 2014**

Industry Day : **May 6, 2014**

One-on-One meetings : **May 7 to May 30, 2014** (business days only).

GC appreciates your time to meet with us and to engage in this long process and we would like to provide you with enough time during your One-on-One meetings by offering you variable time slots between 9AM and 4:30PM during any business day between May 7 and May 30, 2014. GC will make best effort to accommodate your needs based on dates and time availability and priority based on distance. A GC representative will contact you, at least 1 week prior to Industry Day, to confirm your schedule, location of the meetings, discuss any special requirements, confirm technical support available on site and help you with your planning.

Registration to the Industry Day and/or One-on-One meetings must be done through the Contract Authority at PANumerique.APDigital@tpsgc-pwgsc.gc.ca and must include the following information:

- Your first and second option for dates and times for the One-on-One meeting(s).
- Number of people to attend the Industry Day and/or One-One meetings;
- Name and title of each participant;
- One contact person's email and phone number
- A signed copy of Annex E.

Annex E – Terms and Conditions of Engagement Process (Mandatory Form)

An overriding principle of the industry engagement is that it be conducted with the utmost fairness and equity between all parties. No one person or organization shall receive nor be perceived to have received any unusual or unfair advantage over the others.

All GC documentation provided throughout the industry engagement process, which begins with the Industry Day and concludes when an official RFP is published on the Government Electronic Tendering Service (GETS) or when the GC advises Participants that the Engagement Process has concluded ("Process"), will be provided to all participants who have agreed to and signed the Terms and Conditions of Engagement Process ("Participant").

The GC will not disclose proprietary or commercially sensitive information concerning a Participating Supplier to other Participating Suppliers or third parties, except and only to the extent required by law.

TERMS AND CONDITIONS

The following terms and conditions apply to the Process. In order to encourage open dialogue, Participants agree:

- To discuss their views concerning the Acquisition Digital Program and to provide positive resolutions to the issues in question. Everyone shall have equal opportunity to share their ideas and suggestions;
- To allow the GC to record and/or make notes during the one-on-one sessions and/or working group sessions should clarification of information be required;
- NOT to reveal or discuss any information to the MEDIA/NEWSPAPER regarding the Acquisition Digital Program during this Engagement Process. Any media questions will be directed to the PWGSC Media Relations Office at 819-956-2313;
- To direct enquiries and comments only to authorized representatives of the GC, as directed in notices given by the Contracting Authority from time to time;
- That the GC is not obligated to issue any Request for Proposal (RFP), or to award any Contract for the Acquisition Digital Program;
- That the GC retains absolute discretion over the terms and conditions of the RFP, if it is released;

- That the GC will not reimburse any person or entity for any cost incurred in participating in this Process;
- To direct all enquiries with regard to the procurement of the solution to the Contracting Authority;
- That participation is not a mandatory requirement. Not participating in this Process will not preclude a supplier from submitting a bid;
- That a Draft RFP may be posted on GETS for industry comment;
- That failure to agree to and to sign the Terms and Conditions will result in the exclusion from the Process;
- That any information submitted to the GC as part of this Process may be used by the GC in the development of a subsequent competitive RFP. However, the Government is not bound to accept any expression of interest or to consider it further in any associated documents such as a RFP;
- That the GC may disclose the names of Participating Suppliers that choose to participate in the Process;
- That other Participants may join the Process at any time in the process; and,
- That a dispute resolution process to manage impasses throughout this Process shall be adhered to as follows:

Dispute Resolution Process

1. By informal discussion and good faith negotiation, each of the parties shall make all reasonable efforts to resolve any dispute, controversy or claim arising out of or in any way connected to this industry engagement.
2. Any dispute between parties of any nature arising out of or in connection with this industry engagement shall be resolved by the following process:
 - a. Any such dispute shall first be referred to the Participating Supplier's Representative and the PWGSC Project Manager managing the industry engagement. The parties will have three (3) business days in which to attempt to resolve the dispute;
 - b. In the event the representatives of the parties specified in Article 2.a. above are unable to resolve the dispute, it shall be referred to the Participating Supplier's

Project Director and the PWGSC Director General of the Directorate responsible for managing the industry engagement. The parties will have three (3) business days to attempt to resolve the dispute;

- c. In the event the representatives of the Parties specified in Article 2.b. above are unable to resolve the dispute, it shall be referred to the Participating Supplier's Chief Executive Officer and the PWGSC Assistant Deputy Minister of the Sector responsible for managing the industry engagement, who will have five (5) business days to attempt to resolve the dispute; and,
- d. In the event the representatives of the Parties specified in Article 2.c. above are unable to resolve the dispute, the Contracting Authority shall within five (5) business days render a written decision which shall include a detailed description of the dispute and the reasons supporting the Contracting Authority's decision. The Contracting Authority shall deliver a signed copy thereof to the Participating Supplier.

By signing this document, the individual represents that he/she has full authority to bind the Participating Supplier listed below and that the individual and the company agrees to be bound by all the terms and conditions contained herein.

**Name of
Participating
Supplier:**

**Name of Individual
& Signature:**

Telephone:

E-mail:

Annex F – Government of Canada Business Volume and Value

		PWGSC-AB PROCUREMENT ACTIVITY 3yr Average (FY10/11 - FY12/13)		OGD PROCUREMENT ACTIVITY (CY2012)		TOTAL GOVERNMENT PROCUREMENT ACTIVITY	
Type of Transaction		# Transactions	Value	# Transactions	Value	# Transactions	Value
Commodity Management	SA	609	*Value Excluded*			609	*Value Excluded*
	SA Amendments	918				918	
	SO	4,958				4,958	
	SO Amendments	11,196				11,196	
Contract Management	Contract	13,924	\$7.347B	228,254	\$2.670B	242,178	\$10.017B
	Contract Amendments	15,764	\$4.129B	34,512	\$0.352B	50,276	\$4.480B
	Call-Ups	3,266	\$0.451B	144,138	\$1.668B	147,404	\$2.119B
	Call-Up Amendments	0	\$0.000B	18,129	\$0.064B	18,129	\$0.064B
Total		50,635	\$11.927B	425,033	\$4.754B	475,668	\$16.68B

*Note, including both commodity management activities (SO/SA instruments) and contract management activities (namely call-ups) results in double counting of the total Government Procurement Activity. As such, the value of SO/SA instruments have been removed from the total Government Procurement Activity as these values are represented in the form of call-ups.

Annex G – Questions to Industry

(Your answers will be used to help us to get prepared and to facilitate the discussion during the One on One meetings. Annex G must be submitted to the Contracting Authority at PANumerique.APDigital@tpsgc-pwgsc.gc.ca at least 3 business days before your One-on-One meetings.)

1. How should the Government of Canada prepare to transition our Business Processes and Framework Agreements to use the new system?
2. Annex B of this LOI outlines the Operational and Technical Environment. As stated, the solution may need to integrate and/or interoperate with other systems deployed by the Government of Canada. What information would assist you in proposing to implement these integrations and/or interoperability?
3. PWGSC is considering a solution where the service provider is responsible for the hosting / managing server-side software, including through the use of private cloud and hybrid cloud models. PWGSC is seeking feedback from Industry on these various approaches.
4. PWGSC is interested in understanding the various pricing models that are offered and recommendations on the most suitable model for this requirement.
5. PWGSC is interested in any supporting information that would be beneficial to the Government of Canada including any Product Demo Videos, White Papers, Data Sheets, etc, as well as any Case Studies / examples of similar projects that were similar to our requirements that you have previously implemented.
6. What is the essential information that the Government of Canada should provide to assist you in proposing a solution for our requirement?
7. Is there any additional information that the Government of Canada should be made aware of or considering as part of this process? In particular, the government is interested in the following:
 - a. Vendor Performance
 - b. Key Performance Indicators
 - c. Integration with other systems, such as SAP
 - d. Sourcing and Contracting
 - e. Data and Spend Management
 - f. Supplier Management
 - g. Catalogues for Goods and Services
8. Additional topic(s) Industry wishes to discuss during:
 - a. One on One meetings
 - b. Industry Day

Glossary

Amendment

An agreed addition to, deletion from, correction or modification of a **contract**.

Call-ups

An order issued by a duly authorized user against a particular **standing offer**, constituting acceptance of the standing offer to the extent of the goods and/or service being ordered and results in a contract between Canada (as represented by the Minister of PWGSC) and the offeror.

Commodities

Raw materials, perishable goods, fabricated articles, items of production or supply utilized in everyday endeavors, and which are identified by contents, physical nature or characteristics.

Contract

An agreement between two or more parties, that creates a mutual obligation to do or not to do a particular thing, taking into account specific subject matter and legal considerations. Under the Government Contracts Regulations, a contract is entered into on behalf of Canada by a contracting authority.

Contract with Task Authorizations

A contract with Task Authorizations (TAs) is a method of supply for services under which all of the work or a portion of the work will be performed on an "as and when requested basis" through predetermined conditions including an administrative process involving task authorizations. Contracts with TAs are used in service contracting situations when there is a defined need by a client to rapidly have access to one or more categories of service(s) that are expected to be needed on a repetitive basis during the period of the contract.

Department

Any department in Schedule I and any corporation in Schedule II of the Financial Administration Act (FAA), as well as any division or branch in the public service of Canada. It further includes staffs of the Senate, the House of Commons, and the Library of Parliament, and a commission appointed under the Inquiries Act to uphold purposes of the FAA.

Departmental Corporations

Any corporation named in Schedule II of the Financial Administration Act.

Departmental Financial Management Systems (DFMS)

A financial management system (FMS) which aims to demonstrate government compliance with the financial authorities granted by Parliament; comply with the government's accounting policies; provide financial information for economic analysis and policy formulation, to further ensure transparency and control; meet central agency reporting requirements and provide a basis for audit.

Framework Agreement

A general term for an agreement, or other arrangement, with a supplier(s), that establish terms and conditions under which specific purchases can be made throughout the term of the agreement. Referred to by the GC as Standing Offers, Supply Arrangements, and Contracts with Task Authorizations

Government Electronic Tendering Service (GETS)

The service used by the Canadian federal government to make available notices and solicitation documents, as well as to meet trade agreement obligations. It is provided through buyandsell.gc.ca/tender as the authoritative and primary source for Government of Canada tenders.

Letter of Interest (LOI)

A Letter of Interest is not open for bidding. The buyer is interested in receiving feedback from suppliers and may re-open or re-issue an opportunity as an open tender at a later day. LOIs may include attached documents.

Request for Quote (Quotation)

A solicitation document used for low dollar value requirements below \$25,000.00, including all applicable taxes, from one or more suppliers to determine the lowest bidder.

Request for Proposal (RFP)

A form of bid solicitation used for complex requirements, where the selection of a supplier cannot be made solely on the basis of the lowest price. It outlines evaluation criteria which are used to select the most cost-effective solution.

Request for Responses Evaluation (RFRE)

Different from a Request for Proposal and any solicitation processes, an RFRE is intended to identify and prequalify respondents in the early stages of a solution acquisition.

Standing Offers (SO)

An offer from a supplier to provide goods and/or services to clients at prearranged pricing, under set terms and conditions, and for a specified period on an as-and-when requested basis. A separate contract is entered into each time a call-up is made against a standing offer.

Statement of Work (SoW)

A clear, concise, and comprehensive description of the work, deliverables, and/or services required to fulfill the contract. It is included in the resulting contract.

Supply Arrangements (SA)

A non-binding agreement between PWGSC, and a supplier that is pre-qualified to provide goods or services to the Government of Canada.