Industry Engagement Day Notice

Workplace Technology Devices
Imaging Products and Bulk Printing Products

Table of Contents

1. Industry Engagement Day Webcast Objectives

Shared Services Canada (SSC) will host an Industry Engagement Day on July 15, 2015 to:

a) Engage industry in a dialogue and seek their input and feedback on potential procurement strategies related to the delivery of imaging products (e.g. printers and scanners) and bulk printing products (large volume print centres) for SSC's partner and client organizations;

b) Present SSC's key business issues and questions, and invite industry feedback in a subsequent written submission;

c) Explain the proposed Collaborative Procurement Solutions (CPS) approach; and

d) Explain the Supply Chain Integrity Check process.

The event will be hosted in the National Capital Region and participants will be able to attend via teleconference or webcast.

2. Important Event Information

Format:	Half-day WTD Industry Engagement Day session.
Media:	Teleconference and webcast via the federal government teleconferencing service (see section 5.1 for more information).
Audience:	The focus of Industry Engagement Day is on imaging products and bulk printing products. The session is open to vendors and industry associations from the IT industry as well as interested public servants.
When:	Wednesday, July 15, 2015, from 1:15 p.m. to 4:15 p.m. EDT.
Registration Deadline:	July 13, 2015, 4 p.m. EDT.
For additional information:	Please see section 5.

3. Background and Scope

The Workplace Technology Devices (WTD) Initiative is the newest component of SSC's transformation program. On April 1, 2013, the Government of Canada gave SSC the mandate to provide services related to the procurement and provision of WTD hardware and software, including security software. This is in keeping with SSC's mandate to

maintain and improve the delivery of information technology (IT) infrastructure services while renewing the governments aging IT infrastructure.

The WTD Initiative covers approximately 90 federal departments and agencies across the Government of Canada. These departments and agencies are broken down into partner organizations, including SSC, and client organizations.

The WTD Initiative is responsible for hardware, software and associated support services and covers a six-year period, from 2013–2014 to 2018–2019. SSC will standardize, consolidate and re-engineer the delivery of end user device hardware, software and associated maintenance services across the Government of Canada. The key outcomes are:

a) Reduce costs for WTD hardware, software and support services, and generate savings;

b) Reduce IT cyber vulnerabilities and strengthen IT security (for example, through increased standardization and by being patch and version current, and through the protection of the supply chain against untrusted equipment);

c) Enhance end user productivity through improved support (for example, less downtime due to problems with devices and reduced time to resolution for software issues) and providing devices better aligned with employee needs and job functions; and

d) Improve service delivery and increase the consistency of the user experience across government.

The WTD Initiative will support SSC's ongoing work to consolidate and modernize the Government of Canada's IT infrastructure. In addition, this Initiative will play an important role in supporting a networked and connected public service, as envisioned in Blueprint 2020.

3.1. Industry Engagement Day Scope

The Industry Engagement Day will combine together requirements for WTD imaging products and high volume print centres (referred to as bulk printing). The latter has been included in Industry Engagement Day for its potential synergy with WTD imaging products.

For clarity, each component is defined as follows:

a) Imaging products refer to printers and scanners that connect directly to a computing device or a network, as well as Multi-Function Devices (MFD) that combine printing, scanning, photocopying and faxing.

b) Bulk print refers to high volume and specialized printing that takes place in print centres. This Industry Engagement Day only includes bulk print products and not the provision of bulk print services. This allows for a standardized and fully managed print service, with distribution and mailing capabilities taking place in secure, centralized printing facilities.

Table 1 presents a more detailed scope statement regarding the type of devices and the associated support services.
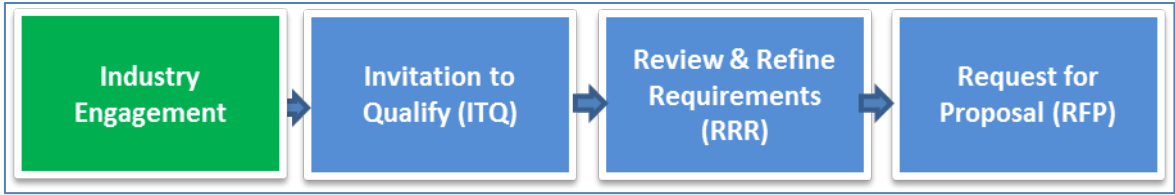
Table 1 – Industry Engagement Day Detailed Scope

DEVICES	
In-Scope	***Out-of-Scope***
☑ Printers and scanners capable of connecting to a computing device or a network; ☑ Network or direct attachable printing and imaging Multi-Function Devices (MFD) that combine printing, scanning, faxing and photocopying; and ☑ Devices used for large volume printcentres (bulk printing).	X Standalone fax machines and non-network-capable photocopiers; X Large volume copiers; and X Specialized imaging devices (*i.e. do not print on standard-sized paper 8.5x11, 8.5x14 and 11x17*).
SERVICES	
In-Scope	***Out-of-Scope***
☑ Device deployment; ☑ Fleet monitoring and management; ☑ Provisioning and replenishment of all consumables, excluding paper; ☑ On-site hardware break-fix services; ☑ Ongoing preventative maintenance, operational management and fleet optimisation; and ☑ Device disposal.	X Print server, print queue or IP print management; and X Production operations for bulk printing.

4. Procurement Process Overview

The procurement process for imaging products and bulk printing products will follow the Collaborative Procurement Solution phases presented in Figure 1 below.

Figure 1 – Collaborative Procurement Solution Phases

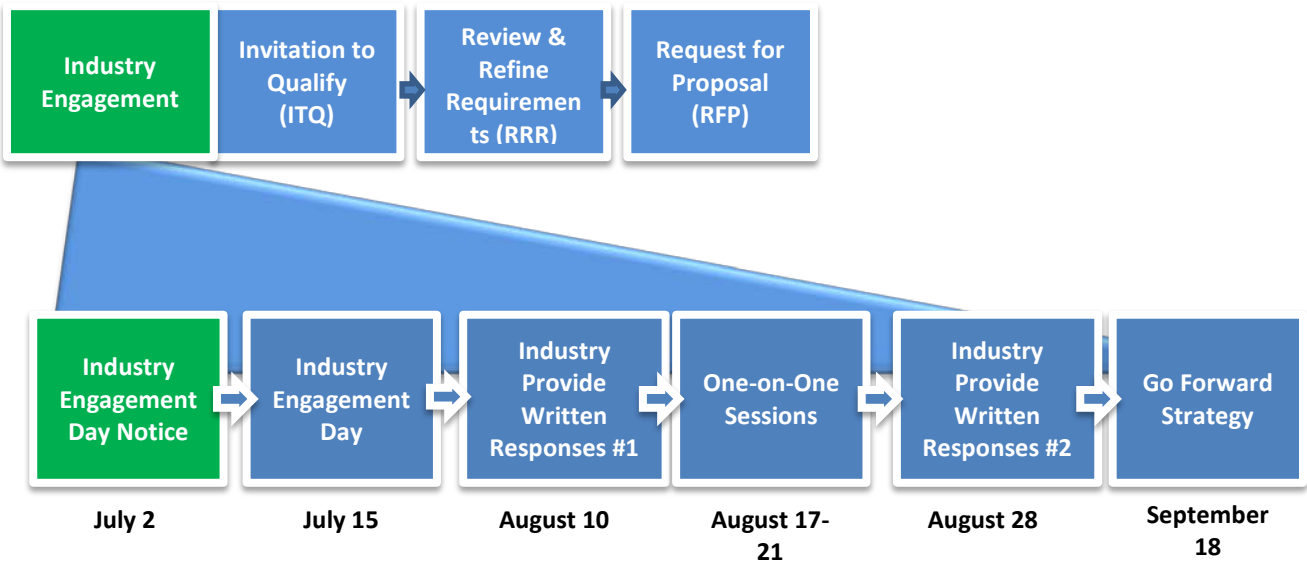| Industry Engagement	→	Invitation to Qualify (ITQ)	→	Review & Refine Requirements (RRR)	→	Request for Proposal (RFP)

4.1. Procurement Phases

4.1.1. Industry Engagement

This is the current phase. Industry engagement provides an opportunity for industry to provide input on project scope, solution and service delivery options, and procurement approach. Specific objectives are to:

- Provide industry with an overview of the proposed procurement approach;

- Offer an opportunity for industry to provide input on the Initiative's scope, solution and service delivery options, and contracting strategy;

- Assess interest from industry in proposing a solution;

- Understand the industry's capacity to meet key requirements;

- Evolve Government of Canada current thinking on options, opportunities and emerging technologies; and

- Further refine the Initiative's scope and requirements.

Figure 2 below provides a high-level summary of the industry engagement steps, which are described in detail in this sub-section.

Figure 2 – Industry Engagement Steps

Industry Engagement	Invitation to Qualify (ITQ)	→	Review & Refine Requirements (RRR)	→	Request for Proposal (RFP)

Industry Engagement Day Notice	→	Industry Engagement Day	→	Industry Provide Written Responses #1	→	One-on-One Sessions	→	Industry Provide Written Responses #2	→	Go Forward Strategy
July 2		July 15		August 10		August 17-21		August 28		September 18

1. Industry Engagement Day Notice

This is the present information package that communicates to industry the Government of Canada's intent to hold this Industry Engagement Day and provides some background and instructions on how to participate.

2. Industry Engagement Day

This will be an engagement event to achieve the objectives presented in section 1.

3. Industry Provide Written Responses to RFI #1

Questions for industry feedback presented by SSC in the Industry Engagement Day as well as any additional clarifications will be published on the www.buyandsell.gc.ca website. These questions are an avenue whereby industry can submit written feedback and responses until July 31, 2015. This will provide another opportunity for vendors and industry associations that are unable to participate in the Industry Engagement Day of the Industry Engagement phase, to submit written feedback on best practices, requirements and challenges. Feedback submitted after the deadline will be accepted, however, the Government of Canada will only review it, if time permits.

4. One-on-One Sessions

Vendors and industry associations who have submitted a written response will have the opportunity to participate in one-on-one sessions with Government of Canada representatives following Industry Engagement Day. These sessions are intended for vendors and industry associations to provide additional feedback on the procurement process, scope and requirements presented on Industry Engagement Day. There will be no fixed agenda. However, the Government of Canada would like to discuss:

- Feedback on the scope, requirements, procurement process and service delivery options; and

- Best practices and/or case studies that a vendor or an industry association wishes to bring to the meeting regarding imaging products.

The Government of Canada may, at its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a written response. Based on the level of detail in the responses, the Government of Canada may request a follow-up clarification meeting with certain respondents.

5. Industry Provide Written Responses to RFI #2

A second set of questions focused on Invitation to Qualify (ITQ) evaluation criteria will be released, by e-mail, at the completion of the one-on-one sessions, to vendors and industry associations who participated in a one-on-one session. This will provide an opportunity for them to submit written feedback on ITQ evaluation criteria and challenges. Feedback submitted after August 28, 2015 will be accepted, however, the Government of Canada will only review it, if time permits.

6. Go Forward Strategy

The Government of Canada intends to leverage the feedback from the Industry Engagement phase to determine the transformation strategy and solidify the procurement approach.

Moving forward, the Government of Canada may require vendors to hold a security clearance level of secret or higher to proceed with subsequent phases of the procurement.

4.1.2. Invitation to Qualify (ITQ)

The purpose of the ITQ phase is to identify those respondents who have demonstrated the proven skills and experience to provide solutions to imaging products and bulk printing products based on the evaluation criteria to be published in the ITQ.

Respondents that meet all of the specified evaluation criteria will be deemed "qualified respondents" and will proceed to the Review and Refine Requirements phase, described next.

4.1.3. Review and Refine Requirements (RRR)

In the RRR phase, SSC will collaborate closely with qualified respondents to address key issues and refine requirements. SSC will provide qualified respondents with its preliminary requirements and request that they provide comments, suggestions, and/or identify areas that require additional clarification from SSC.

The results of the RRR phase will be used by SSC to finalize the requirements for the Request for Proposal(s) (RFP) in the bid solicitation phase. The information gathered will not be used to evaluate the bids of qualified respondents.

A Supply Chain Security Information (SCSI) assessment will also be started during this stage. More information will be made available on the SCSI process during the Industry Engagement Day session.

4.1.4. Request for Proposal (RFP)

In the RFP phase, SSC may issue one or more formal RFPs.

Only qualified respondents who have also successfully completed the SCSI assessment will be permitted to formally bid on the requirements set out in the RFP(s).

5. Industry Engagement Day Logistics

5.1. Teleconference and Webcast Details

- Two WebEx links (French and English) and three teleconferencing numbers (French, English and Floor Audio) per vendor or industry association registrant via the Internet;

- French and English presentation decks;

- Video of the presenters;

- Interpretation services in French or English;

- Audio communication via teleconference:
    - Operators will receive and confirm a registrant's name and company; and
    - Operators will receive and queue questions from participants.

5.2. Registration

5.2.1. Vendors and Industry Associations

Interested vendors and industry associations must register for the session by electronically completing the *Industry Engagement Day Registration Form* in Attachment A and sending the completed electronic form as an attachment to: ConsultationSPC.SSCConsultation@canada.ca no later than 4 p.m. EDT on July 13, 2015.

Each vendor or industry association may only register up to two (2) registrants for the webcast and must supply the following information:

- Legal corporate name of organization;

- One corporate e-mail address for all communication;

- Name(s) of the registrant(s);

- E-mail address of the registrant(s), where the webcast and teleconference links will be sent; and

- Organization's area of expertise.

By providing the information above, each party acknowledges and consents to the release of this information to the public, which may include any resulting recordings such as, but not limited to, presentations, questions and answers during the webcast.

Applicants should be aware that SSC will publish, via www.buyandsell.gc.ca, the lists of vendors or industry associations that register for the session.

5.2.2. Public Servants

Public servants wishing to attend the Industry Engagement Day session must register by electronically completing the *Industry Engagement Day Registration Form for Public Servants* in Attachment B and sending the completed electronic form as an attachment to: ConsultationSPC.SSCConsultation@canada.ca no later than 4 p.m. EDT on July 13, 2015. Registration by public servants will be accepted subject to capacity limits on a first-come, first-served basis.

5.2.3. Updates to Registrations

Changes to registration requests can be made by sending a request to ConsultationSPC.SSCConsultation@canada.ca no later than 12 p.m. EDT on

July 14, 2015; this includes substitutions of registrants(s) with other person(s). Registrants should be registered with SSC by following the registration process described in this notice (section 5.2).

5.2.4. Registration Confirmation

SSC will confirm registration or any changes to Industry Engagement Day registration requests, via e-mail acknowledgement, to each registrant no later than 4 p.m. EDT on July 14, 2015.

5.2.5. Expenses for Industry Engagement Events

SSC will not reimburse any expenses incurred in attending or participating in any part of this industry engagement activity.

5.2.6. Participation in Industry Engagement Events

Participation in these industry engagement events is not mandatory. Failure to participate in the session or submission of written responses will not preclude vendors from participating in the ITQ phase of the procurement process.

5.3. Session Logistics

5.3.1. Webcast Information

Webcast Date: July 15, 2015.

Sign-in Time: Begins at 12:30 p.m. EDT.

Webcast Time: From 1:15 p.m. to 4:15 p.m. EDT.

Security: Presentations will be unclassified.

Login Restrictions: Login links will be unique one-time links. Vendors and industry associations are encouraged to make use of their in-house meeting rooms to accommodate teams. Participants that require more than two login links to accommodate multiple remote locations must make their request prior to July 15, 2015. Requests will be handled on a first-come, first-served basis subject to capacity. The Government of Canada is not responsible for participants' access to the Internet and/or the quality of their access to the Internet, including all local service issues and outages.

5.4. Industry Engagement Day Agenda – July 15, 2015

An overview of the key components of WTD and the expected procurement and Supply Chain Security Information processes will be presented.

Note: The material being presented on Industry Engagement Day is subject to change from the time of the posting of this notice. All times are Eastern Daylight Time (EDT).

Time (EDT)	Presenter	Description
1:15 – 1:20 p.m.	Pankaj Sehgal, A/Assistant Deputy Minister, Networks and End User Branch, SSC	Opening Remarks and Industry Day Objectives
1:20 – 1:30 p.m.	Pankaj Sehgal, A/Assistant Deputy Minister, Networks and End User Branch, SSC	SSC Way Forward
1:30 – 1:45 p.m.	Alan Manara, Director General, Workplace Technology, Networks and End User Branch, SSC	Background, Scope and Current Environment Overview
1:45 – 2:30 p.m.	André Arsenault, Director, Workplace Technology Devices, Networks and End User Branch, SSC	Imaging Products Requirements and Industry Questions Overview
2:30 – 3:05 p.m.	Dale Heins, Senior Director, Mainframe and Bulk Print Services, Service Management and Data Centres Branch, SSC	Bulk Printing, Requirements and Industry Questions Overview
3:05 – 3:20 p.m.	Jason Weatherbie, Director, Procurement and Vendor Relationships, SSC	Collaborative Procurement Solutions Approach
3:30 – 3:45 p.m.	Alexandre Dorion, Manager, Cyber and IT Security, SSC Jérôme Tremblay, Cyber Security Advisor, Strategic Relationships Office, CSEC	Supply Chain Security Integrity (SCSI) Assessment Process Overview
3:45 – 4:15 p.m.	Alan Manara, Director General, Workplace Technology, Networks and End User Branch, SSC Dale Heins, Senior Director, Mainframe and Bulk Print Services, Service Management and Data Centres Branch, SSC	Questions and Answers, Recap / Closing Remarks

6. Contact Information

Andrea Totten
Procurement and Vendor Relationships
Shared Services Canada
180 Kent Street, 13th Floor
PO Box 9808 STS T CSC
Ottawa ON K1G 4A8
CANADA
Telephone: (613) 415-9164
E-mail: andrea.totten@canada.ca

7. National Security Exception

WTD is subject to the National Security Exception (NSE) and is therefore exempt from all of the obligations of the trade agreements.

8.   Additional Information

This event is open to all vendors and industry associations from the IT industry, and public servants. It is **not** open to media representatives. All media enquiries should be directed to SSC Public Affairs at (613) 947-6276 or by e-mail at ssc.media-medias.spc@canada.ca.

The information provided in this notice is for information purposes only and SSC reserves the right to modify any of the contents, including dates. Please check www.buyandsell.gc.ca for the latest information on the WTD procurement information.

Presentations and questions for industry feedback made by SSC, the list of vendors and industry associations who participate in the Industry Engagement Day webcast, as well as any additional clarifications will be published on the www.buyandsell.gc.ca website (the electronic tendering service used by SSC).

Industry is invited to provide comments regarding the information included in this Industry Engagement Day Notice. Comments should be sent to ConsultationSPC.SSCConsultation@canada.ca.

Attachment A: Industry Engagement Day Registration Form
for Vendors and Industry Associations

(The Registration Form is attached as a separate document.)

Attachment B: Industry Engagement Day Registration Form for Public Servants

(The Registration Form is attached as a separate document.)