



**SHARED SERVICES CANADA**  
**Invitation to Qualify**  
**for the Procurement Process for**  
**WORKPLACE TECHNOLOGY DEVICES (WTD)**  
**PRINTING PRODUCTS**  
**AMENDMENT # 001**

ITQ Invitation No.	10047402/A	Date	July 15 <sup>th</sup> , 2016
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Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario K1P 0B5	
Contracting Authority  (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Hamid Mohammad
	Telephone No.	613-716-9792
	Email Address	Hamid.mohammad@canada.ca
Closing Date and Time	2016/08/10 14:00 PM	
Time Zone	Eastern Daylight Time (EDT)	
Destination of Goods/Services	Not applicable – Pre-Qualification Process Only	
Email Address for Submitting your Response by the Closing Date	<a href="mailto:SSC.consultation-consultation.SPC@canada.ca">SSC.consultation-consultation.SPC@canada.ca</a>	
Comment	This document contains a security requirement	



### Amendment 001

**THIS SOLICITATION AMENDMENT IS ISSUED TO:**

1. Publish Canada’s Responses to Respondents’ Questions;
2. Extend the Closing Date; and
3. To correct the Time Zone on Page 1 of the ITQ.

NOTE: Respondents’ clarification questions are numerically sequenced upon arrival at SSC. Respondents are hereby advised that questions and answers for this solicitation may be issued via BuyandSell out of sequence.

**1.**

<p>Respondent’s Question 1</p>	<p>In section 1.1.3 (page 5 of 55) the PS Provider is defined as follows.</p> <p>“Based on Industry feedback, not all Print Services providers offer managed print services. Therefore, this approach allows for the inclusion of service providers that are specializing in on-site printing services to align and respond together with MPIS providers for this ITQ.”</p> <p>In section 1.2.1 of the Print Services (PS) – Mandatory and Rated Criteria #5 references:</p> <p>In this context “under management” means a device provisioned to a client. The device must be:</p> <p>-Covered by a warranty (break/fix service) and a service contract inclusive of preventative maintenance (including parts) performed on site by Print Service Provider personnel as well as consumables.”</p> <p>The inclusion of the term “service contract” contradicts the statement from section 1.1.3. It is also re iterated in 1.2.2 and 1.2.3.</p> <p>I propose “service contract” be replaced by “proof of performance” inclusive of preventative maintenance (including parts) performed by Print Service personnel, if it had been required, as well as consumables.</p> <p>Without this correction I feel that your efforts to address Industry feedback in 1.1.3 to be unsuccessful. The MPIS ITQ responses will satisfy your contractual requirements.</p>
<p>Canada’s Response to Question 1</p>	<p>Government of Canada appreciates the suggestion however the statement will remain unchanged.</p> <p>Government of Canada does not believe term “service contract” contradicts the statement from section 1.1.3. It is the expectation that the Print Services (PS) role, as it is defined in MPS functional view (Page 5 of 55), is performed under a “service contract”. An example of a “service contract” can be between a provider and a client for lease of printing equipment or between a manufacturer and an authorized warranty service provider.</p>



	A "proof of performance" inclusive of preventative maintenance (including parts) performed by Print Service personnel, if it had been required, would potentially be subject to wider interpretation.
Respondent's Question 2	In regard to the SSC ITQ for WTD document that was published and posted on July 6th, 2016 with a closing date and time of 2016/08/03, we are requesting that SSC consider extending the closing date on this document response by three to four weeks as the current timeline finds us in prime vacation period with many resources away and not able to contribute to the components of the document. Please advise if SSC will consider an August 31, 2016 closing date on this document.
Canada's Response to Question 2	The new closing date for this Solicitation is Wednesday August 10, 2016 at 14:00 Eastern Daylight Time.
Respondent's Question 7	Can you please provide these two documents in editable PDF format: Attachment 4.1 Appendix C and Appendix E: Certificate of Performance Documents?
Canada's Response to Question 7	Please find the following attachments to this amendment: <ul style="list-style-type: none"> <li>• ITQ Submission Forms - Form 1 - Part A Lead Respondent</li> <li>• ITQ Submission Forms - Form 1 - Part B Core Team Member #1</li> <li>• ITQ Submission Forms - Form 1 - Part C Core Team Member #2 (if applicable)</li> <li>• ITQ Submission Forms - Form 2 - OEM Certification Form</li> <li>• Attachment 4.1 - Appendix C - Certificate of Performance - Overall Satisfaction Rating</li> <li>• Attachment 4.1 - Appendix E - Certificate of Performance - Individual Ratings</li> </ul>

**2.**

The closing date of this solicitation is extended to Wednesday August 10, 2016 at 14:00 Eastern Daylight Time.

**3.**

To be consistent with the Buy and Sell website, the Time Zone on Page 1 will be set to Eastern Daylight Time (EDT) on all documents.

ALL TERMS AND CONDITIONS OF THIS SOLICITATION  
REMAIN UNCHANGED.

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Following is a summary of Attachments/Amendments issued to date to this solicitation:

<b>Document Tracking</b>	<b>Distribution</b>	<b>Date</b>	<b>Description</b>
Solicitation Documents	Buy and Sell	2016/07/06	Original Invitation to qualify
Amendment No. 001	Buy and Sell	2016/07/15	Canada's Response to Question # 1, 2, 7  Non PDF Electronic Attachment: ITQ Forms 1 and 2, and Attachment 4.1 – Appendix C & Appendix E