



**SHARED SERVICES CANADA**  
**Invitation to Qualify**  
**for the Procurement Process for**  
**WORKPLACE TECHNOLOGY DEVICES (WTD)**  
**PRINTING PRODUCTS**  
**AMENDMENT # 007**

ITQ Invitation No.	10047402/A	Date	August 4 <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	
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Closing Date and Time	2016/08/24 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 007

**THIS SOLICITATION AMENDMENT IS ISSUED TO:**

1. Publish Canada's Responses to Respondents' Questions.

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.

Respondent's Question 31	Page 14 of 36, MPIS-R5, (c) Network Security including Logging, Monitoring and Audit: Can SSC confirm if this is referring to Network Security at a device level or at an organizational level?
Canada's Response to Question 31	Canada is referring to Network Security at a device level
Respondent's Question 33	Page 17 of 36, PS-M1 and PS-R1: Can SSC confirm that the same accounts can be used in Appendix A/A.1 and Appendix B/B.1 to support the Respondent's ability to provide both MPIS and PS services?
Canada's Response to Question 33	Canada will accept that the same accounts can be used in Appendix A/A.1 and Appendix B/B.1 to support the Respondent's ability to provide both MPIS and PS services.
Respondent's Question 34	Page 17 of 36, PS-M1 and PS-R1: Can SSC confirm that the Government of Canada can be used as a Client listed on Appendix B.1?
Canada's Response to Question 34	Yes, Canada can be used as a Client listed on Appendix B.1
Respondent's Question 36	Pages 7, 8, 11 of 36, MPIS-M1 and R1, M2 and R2, MPIS -M4, can the Federal Government of Canada be listed as one reference for the vendors currently managed print devices? (Most of which would be procured off the NMSO.)
Canada's Response to Question 36	Canada can be listed as one reference MPIS-M1 and R1, M2 and R2, MPIS -M4.
Respondent's Question 37	Pages 17, 18, 19, 22 of 36, PS-M1 and R1, PS-R2, PS-M2, PS-R3, PS-M4, can the Federal Government of Canada be listed as one reference for the vendors currently managed print devices? (Most of which would be procured off the NMSO.)
Canada's Response to Question 37	Canada can be listed as one reference for PS-M1 and R1, PS-R2, PS-M2, PS-R3, PS-M4



Respondent's Question 39	<p>In reference to Part 1, Section 1.2 (a), pg. 7 of 55</p> <p>Catalogue for Print Devices, Media and Software: For SSC and its clients that have operational requirements to continue procuring and self-managing print devices, the WTD Printing Products service will make this option available to them and also to those who may require additional time to start the transformation to the end-state vision. This offering can also be utilized to procure devices to satisfy exceptions and special needs.</p> <p>Q: The states "SSC's service strategy proposes offering a choice of the following three service delivery options" current, however there is no reference to these products or requirements relating to the "Media and Software". Will SSC be procuring these and or basing these off the current offering already awarded within the current and named vendors of the NMSO?</p>
Canada's Response to Question 39	<p>When SSC states that this offering can also be utilized to procure devices to satisfy exceptions and special needs, this includes Print Devices along with Media and Software.</p>
Respondent's Question 40	<p>In reference to Part 3, Section 3.1.2 (c), pg. 15 of 55</p> <p>"include a title page at the front of each volume of the response that includes the title, date, procurement process number, Respondent's name and address and contact information of its representative; and"</p> <p>Q: Please confirm the reference to "volume" refers to the sections referred to in section 3.1.1 (a) and (b)?</p> <p>a) Section I: Qualification Response (1 soft copy of each).</p> <p>b) Section II: Certifications (1 soft copy)</p>
Canada's Response to Question 40	<p>This is to confirm the reference to "volume" refers to the sections in section 3.1.1 (a) and (b)</p>
Respondent's Question 41	<p>In reference to Part 3, Section 3.1.6 (D), pg. 16 of 55</p> <p>"A PS provider must have minimum of 1 or up to 2 Named Print Manufacturer (PM); when a PS provider is also a PM, it must name itself as the PM"</p> <p>Q: Please provide clarity on the statement "it must name itself as the PM", if this restricts more than two (2) PM's to be listed?</p>
Canada's Response to Question 41	<p>If the PS is also a PM, then the PS must name itself as a PM, which will account for 1 of the 2 maximum PM's that can be listed.</p>
Respondent's Question 43	<p>Section 1.1.8 / MPIS-R6c: Can Canada please elaborate on their understanding and definition of what "Managed Print Services Provisioning" entails?</p>



<p>Canada's Response to Question 43</p>	<p>Canada's definition of Managed Print Services can be found ITQ document under the heading: "Definition of Terms"  Managed Print Services - Managed print services are services offered to optimize or manage an organization's document output. The service includes the development of design principles, assessment and optimization, the deployment, management and maintenance (including parts and consumables excluding paper) of the print environment (including existing third-party equipment as required) using utilities and tools that provide line of sight, status and performance metrics for Print Devices. The vendor has complete responsibility and control over the device lifecycle management".</p>
<p>Respondent's Question 44</p>	<p>In reference to Part 3, Section 3.2.1 (c)(iii), pg. 18 of 55</p> <p>** Respondent's clients who do not provide Certificates of Performance – Overall Satisfaction Rating prior to ITQ closing, will be given an opportunity after ITQ closing to submit their certificates.</p> <p>Question: In the above statement, SSC advises Respondent's clients "will be given an opportunity after ITQ closing" to submit certificates however, there are contradictions to the allowance and timeframe to respond. i.e. Part 4, Section 4.1.1 (a), pg. 20 of 55 , Attachment 4.1, Section 1.1.3, pg. 9 of 36 and Attachment 4.1, Section 1.2.4, pg. 20 of 36; 2 versus 5 days, 2 days with an additional 5 days or maximum 5 days?</p>
<p>Canada's Response to Question 44</p>	<p>There are no contradictions to the allowable time to respond. As per Attachment 4.1, Section 1.1.3 and Section 1.2.4, "Respondent's client(s) .... will be given 5 working days to respond"</p> <p>Please note, 4.1.1 (a) refers to Request for Clarification from the Respondent.</p>
<p>Respondent's Question 45</p>	<p>In reference to Attachment 4.1, Section 1.1.3, pg. 9 of 36 and Attachment 4.1, Section 1.2.4</p> <p>If SSC does not receive the Certificate of Performance – Overall Satisfaction Rating directly from Respondent's clients prior to ITQ closing, the Contracting Authority will approach the Respondent's client(s) in writing at the email address supplied by the Respondent and will be given 5 working days to respond. Respondents' clients will only be provided with this opportunity once for each Client Reference. If the response is still not forthcoming, the Respondent will be deemed non-compliant."</p> <p>Question: In the above mentioned sections, SSC advises "the Contracting Authority will approach the Respondent's client(s) in writing at the email address supplied by the Respondent". It is important Respondents are notified in conjunction with the notification to Respondent's clients in case of change or out of office.</p>
<p>Canada's Response to Question 45</p>	<p>Respondents can consider submitting additional alternate contact person with their response. The process will remain unchanged .</p>



<p>Respondent's Question 46</p>	<p>In reference to Part 3, Section 3.2.1 (c)(v), pg. 18 of 55</p> <p>“As per the ITQ evaluation criteria MPIS-R3 and PS-R4 found in sections 1.1.5 and 1.2.6 respectively in Attachment 4.1 WTD Evaluation Framework and Process, Canada will randomly contact a Respondent's clients from the respective Client References and Client List Tables in order to request and receive from 2 separate clients their respective Individual Ratings for the Respondent's performance as described in the Attachment 4.1 WTD Evaluation Framework and Process. Each client reference for these specific criteria will be contacted and rated as described in the Attachment 4.1 WTD Evaluation Framework and Process.”</p> <p>Questions:</p> <p>A: Please clarify and confirm, if a Respondent's client has submitted a Certificate of Performance (COP), will SSC contact additional listed clients listed in Appendix A.</p> <p>B: Could more than 2 Respondent's clients be contacted and rated? If yes, what rating criteria will be followed and will those clients have an opportunity to complete a COP or is this subject to the evaluators' discussion with the Respondent's client?</p>
<p>Canada's Response to Question 46</p>	<p>A: Rated criterion MPIS-R3 and PS-R4 only requires 2 separate clients Certificate of Performance (COP) - Individual Ratings. Once these COPs are received in accordance to the process described in 4.2 d2, no additional Respondent's clients will be contacted to conduct additional Certificate of Performance - Individual Ratings.</p> <p>B: Not applicable, see response to A.</p>
<p>Respondent's Question 48</p>	<p>In reference to Part 4, Section 4.2 (b), pg. 20 of 55</p> <p>“Each response will be reviewed to determine whether it meets the mandatory requirements of the ITQ. Any element of the ITQ identified with the words “must” or “mandatory” is a mandatory requirement. Responses that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified. The mandatory requirements are described in Attachment 4.1 WTD Evaluation Framework and Process and will be evaluated individually on a simple pass/fail basis.”</p> <p>Question: Please clarify if a single “fail” is considered an immediate disqualification. If not, is there is a minimum number of “fail” responses allowed?</p>
<p>Canada's Response to Question 48</p>	<p>Respondent failing any mandatory will be deemed non-responsive and will be disqualified.</p>



<p>Respondent's Question 49</p>	<p>In reference to Part 4, Section 4.2 (d.1), pg. 20 of 55</p> <p>“For reference checks, Canada may conduct one or more reference checks by e-mail. If Canada proceeds with the reference checks, it will conduct reference checks with all the respondents.”</p> <p>Question: What is the criterion to quantify the reason only one Respondent may be checked? If, one reference check, against one Respondent, is being completed, it would be expected by due diligence of the Fairness Monitor, that all Respondent’s references be checked.</p>
<p>Canada's Response to Question 49</p>	<p>For the referenced criteria, Canada will proceed with all reference checks or none. If the respondents have provided clear evidence to support their substantiated claims and the evaluation team does not require additional validation, Canada may not proceed with the verification exercise. However, if Canada proceeds with reference checks with one respondent, Canada will conduct reference checks for all respondents.</p>
<p>Respondent's Question 50</p>	<p>In reference to Part 4, Section 4.2 (d.1), pg. 20 of 55</p> <p>“Canada will send all e-mail reference check requests to contacts supplied by all the Respondents within a 48-hour period. On the third working day after sending out the emails, if Canada has not received an acknowledgement, Canada will notify the Respondent by e-mail, to allow the Respondent to contact its Client Reference directly to ensure that it responds to Canada within 5 working days.”</p> <p>Question: It would be appreciated if Respondents could be notified upon, during and after contact with the Respondent's clients.</p>
<p>Canada's Response to Question 50</p>	<p>For these references, Canada will not advise the Respondent of which clients were selected to provide reference.</p>
<p>Respondent's Question 51</p>	<p>In reference to Part 4, Section 4.2 (d.2), pg. 21 of 55</p> <p>“For criteria MPIS-R3 and PS-R4 and as covered in 3.2.1 v) above, Canada will conduct the reference checks in writing by providing a form to be completed and submitted by the Respondents clients directly to SSC. The Respondent's Rated scores will then be combined with the Respondent's Client References Rated scores in order to determine the final Rated score.”</p> <p>A: Please provide and confirm, what “form” will be provided to the Respondent's clients for completion. Is it the same Certificate of Performance (COP) form included in the ITQ-Appendix C and Appendix E?</p> <p>B: What criteria scoring methodology is being used?</p>
<p>Canada's Response to Question 51</p>	<p>A: Appendix E is the referred to form.</p> <p>B: Scoring is as per MPIS-R3 and PS-R4</p>



Respondent's Question 52	<p>In reference to Part 4, Section 4.2 (e), pg. 21 of 55</p> <p>“Canada will send all e-mail reference check requests to contacts supplied by all the Respondents within a 48-hour period. On the third working day after sending out the emails, if Canada has not received an acknowledgement, Canada will notify the Respondent by e-mail, to allow the Respondent to contact its Client Reference directly to ensure that it responds to Canada within 5 working days.”</p> <p>Question: It would be appreciated if Respondents could be notified upon, during and after contact with the Respondent’s clients.</p>
Canada’s Response to Question 52	<p>For these references, Canada will not advise the Respondent of which clients were selected to provide reference.</p>
Respondent's Question 56	<p>The requested information to satisfy and substantiate Mandatory and Rated criteria related to clients, contract information, device quantities, business segmentation and the other variables requested by SSC is extremely sensitive, confidential and proprietary to the Respondent. Please clarify your information security measures related to this information addressing, but not limited to, the following:</p> <ul style="list-style-type: none"> <li>•who will see this information and what are the information security safeguards placed upon those individuals?</li> <li>•where will this information be stored and what are the information security safeguards?</li> <li>•what assurances will be provided that this information will never be published, released, transmitted, shared, or the like, with anyone other than SSC individuals who have a “need to know” reason to see the information?</li> </ul>
Canada’s Response to Question 56	<p>See Canada’s response to Q.10 of amendment 004</p>
Respondent's Question 59	<p>In reference to Annex A, Section Review and Refine Requirements Phase, pg. 37of 55</p> <p>“Canada will consider the feedback provided by Qualified Respondents when finalizing the SOW for WTD Printing Products and its solicitation requirements for use in the Bid Solicitation Phase. Canada will conduct a supply chain integrity verification of the Qualified Respondents’ IT products (equipment, firmware, software, services), together with network diagrams and information about subcontractors, that the Qualified Respondent will use to provide the WTD Printing Products services to ensure that all IT products meet certain security and supply chain standards. This process may be started and/or completed during RRR. More information about this process will be provided to the Qualified Respondents during the RRR Phase.”</p> <p>Question: If during the RRR phase, Canada realizes a gap in their initial Solution/Service requirements as stated in the ITQ and/or the need to include Technical Integration Services (described in Figure 1, pg. 5 of 55), will Canada reconsider the Core Team Composition to 1) allow Respondents to revise and amend their Core Team Members 2) revise the rules to allow for additional Core Team Members?</p>



Canada's Response to Question 59	Please see article 2.4 Composition of Core Team, paragraph 6. Qualified Respondents may add additional sub-contractor(s) to meet the Bid Solicitation requirements.
Respondent's Question 60	<p>In reference to Attachment 4.1, paragraph 3, pg. 1 of 36</p> <p>“The Managed Print Services (MPS) stream allows departments and agencies to contract a fully managed print service from an SSC MPS service catalogue. For ITQ, SSC will qualify up to 5 Respondents for the RRR phase. Up to 3 contract(s) and/or Supply Arrangements and/or Standing Offers will be awarded to deliver the Managed Print Services after the Bid Solicitation phase.”</p> <p>Question: With the use of “and/or in the following statement “Up to 3 contract(s) and/or Supply Arrangements and/or Standing Offers”, this alludes to the opportunity for the arrangement and/or award of more than three (3) bodies to be contracted. Please confirm and clarify.</p>
Canada's Response to Question 60	Intention is to award up to 3 resulting procurement vehicle(s) to up to 3 resulting contractors. The and/or is used to indicate that what the resulting vehicle will be is still under discussion and will be determined during the RRR phase.
Respondent's Question 64	<p>Section 1.1.5: Canada reserves the right in its sole discretion, to run a second qualification round among unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents. The Respondent list will be gated by the criteria outlined in section 4.1.</p> <p>Will you change section 1.1.5 from “unsuccessful Respondents” to “an insufficient list of Respondents” and define what criteria will be used to determine results to be insufficient</p>
Canada's Response to Question 64	No, SSC will not make the change. The intent is that should SSC not receive 5 qualified responses and if SSC determines that qualified responses are insufficient it will run a 2nd qualification round amongst all the unsuccessful respondents with the objective of increasing the quantity of Qualified Respondents.

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:

Document Tracking	Distribution	Date	Description
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
Amendment No. 002	Buy and Sell	2016/07/18	Canada's Response to Question # 8, 9  Non PDF Electronic Attachment 4.1 – Appendix A, A1, B & B1
Amendment No. 003	Buy and Sell	2016/07/20	Canada's Response to Question # 3, 4, 5, 6
Amendment No. 004	Buy and Sell	2016/07/25	Canada's Response to Question # 10, 12, 13, 15, 21, 23
Amendment No. 005	Buy and Sell	2016/08/01	Canada's Response to Question # 11, 14  Revision to Attachment 4.1 - Appendix A, A.1, B, B.1 Revision to Part 4
Amendment No. 006	Buy and Sell	2016/08/03	Canada's Response to Question # 16, 17, 18, 19, 20, 24, 25, 26, 27, 28, 29, 30, 32, 35
Amendment No. 007	Buy and Sell	2016/08/04	Canada's Response to Question # 31, 33, 34, 36, 37, 39, 40, 41, 43, 44, 45, 46, 48, 49, 50, 51, 52, 56, 59, 60, 64