



SHARED SERVICES CANADA
Invitation to Qualify
for the Procurement Process for
WORKPLACE TECHNOLOGY DEVICES (WTD)
PRINTING PRODUCTS
AMENDMENT # 010

ITQ Invitation No.	10047402/A	Date	August 10 th , 2016
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Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5	
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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	SSC.consultation-consultation.SPC@canada.ca	
Comment	This document contains a security requirement	



Amendment 010

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 42	<p>In reference to Attachment 4.1, Section 1.1, Table 1.1.2 #MPIS-R2, pg. 8 of 36</p> <p>"Respondent should have additional devices located and currently under management³ in Canadian Public Sector at the time of this ITQ closing."</p> <p>Q: Is the calculation of Managed Print Devices being considered in the same context as in the Print Services criteria as outlined in footnote 6 in Table 1.2.2 #PS-R2, pg. 18 of 36? i.e. 6For the purpose of evaluation, a Print Device that is a Multi-Function Device (MFD) will count as 3 Print Devices.</p>
Canada's Response to Question 42	<p>No, the 3:1 ratio only applies to print service criteria. For Managed Print Integration Services. The qualification is focused on the number of individual devices under management.</p>
Respondent's Question 54	<p>Page 6/36 of Attachment 4.1 contains the following paragraph:</p> <p>The Managed Print Integration Services Client References and Client List Table found in Appendix A should be cross referenced to the criteria found in the following criteria tables. The first part of the table in Appendix A identifies the Mandatory 4 Client References required in MPIS-M41. The remainder of the table in Appendix A is for the Respondent to provide evidence to substantiate those mandatory and rated criteria. In this context, substantiate means that the information provided in Appendix A can be directly mapped, as written, without interpretation, to the specifics of each of those criteria using the references from the Cross Reference column of the criteria. If Appendix A does not fully substantiate one of those mandatory criteria then the response will be deemed non-compliant. For rated criteria, Appendix A should fully substantiate them for maximum points otherwise, the Respondent will only receive points for the portion of the rated criteria that is substantiated as per the point scale.</p> <p>Questions:</p> <p>54.1 Do the client references, beyond the first "Mandatory 4 Client Reference required in MPIS-M4" (Superscript #1 above) listed in Appendix A, require ALL of the information to be provided as the first 4? If no, please specify the specific information to be provided for Client References 5 and greater.</p>



	<p>54.2 Is it appropriate and acceptable that the device populations within the client references provided in Appendix A will be comprehended in Appendix A.1 and used for cross-reference purposes as required in multiple tables, to satisfy MPIS-R1 and R2 requirements?</p> <p>54.3 Will the same logic and approach applies to the Print Services requirements?</p> <p>54.4 The same client references and supplemental client information used to substantiate device populations may be used for a Respondent assuming both the MPIS and the PS roles in a response?</p>
<p>Canada's Response to Question 54</p>	<p>Response for 54.1:</p> <p>Yes please provide the same level of information as the first 4 client references.</p> <p>Response for 54.2:</p> <p>The information provided in appendix A does not need to be included in A1 and vice versa. Both A and A1 are to be cross referenced in the appropriate Mandatory or Rated Technical Evaluation criteria area.</p> <p>Response for 54.3:</p> <p>Same logic applies as response 54.2. Reference Attachment 4.1, Page 7 of 36 Managed Print Integration Services (MPIS) – Mandatory and Rated Criteria.</p> <p>“Where the number of devices needs to be substantiated, the Respondent must list individual clients in Appendix A to cover at least 50% of the number of devices in both MPIS-M1 and MPIS-R1, and to cover at least 50% of the number of devices in both MPIS-M2 and MPIS-R2. For the remaining number of devices, if any, the Respondent must list individual contracts, without the client name, in Appendix A.1 – Managed Print Integration Services Contract List Table. The Respondent can reference Appendix A.1 as a client in the Cross Reference column of the criteria to substantiate its total number of devices up to 100%.”</p> <p>Response for 54.4:</p> <p>Correct, the same client references can be used.</p>
<p>Respondent's Question 55</p>	<p>Appendix A.1 on page 27/36 of Attachment 4.1 contains a table to substantiate mandatory and rated criteria.</p> <p>55.1 Is it correct to assume and interpret that this data is to be used to substantiate device quantities above and beyond the devices identified with named client references?</p> <p>55.2 Once the Respondent exceeds the threshold number of devices for Mandatory and Rated criteria and scoring, can the Respondent provide</p>



	<p>supplemental substantiation of device populations in a separate spreadsheet that excludes contract specific information?</p> <p>55.3 If yes to 55.2, does the Respondent need to segment the client list into Public vs Private Sector?</p>
Canada's Response to Question 55	<p>Response for 55.1:</p> <p>Please refer back to response give in 54.1. Respondent must list individual clients in Appendix A to cover at least 50% of the number of devices in both MPIS-M1 and MPIS-R1, and to cover at least 50% of the number of devices in both MPIS-M2 and MPIS-R2. For the remaining number of devices, if any, the Respondent must list individual contracts, without the client name, in Appendix A.1 – Managed Print Integration Services Contract List Table. The Respondent can reference Appendix A.1 as a client in the Cross Reference column of the criteria to substantiate its total number of devices up to 100%.”</p> <p>Response for 55.2:</p> <p>Refer to response given in 55.1 Appendix A.1 is meant to serve as the "separate spreadsheet".</p> <p>Response for 55.3</p> <p>Not applicable.</p>
Respondent's Question 68	<p>Section 4.6.3.3 List of Subcontractors, there is no requirement that listed sub-contractors have acknowledged their inclusion in this response.</p> <p>Will you add an acknowledgment confirmation for listed sub-contractors?</p>
Canada's Response to Question 68	<p>If required, this information will be formally requested at bid solicitation (e.g. during the Request for Proposal phase).</p>
Respondent's Question 69	<p>Section 4.6.3.3: List of Subcontractors</p> <p>Section 6.2.1: Subcontracting Section 6.2 address identification and security only. There are no technical certification requirements for any potential subcontractors identified.</p> <p>How will you assess technical certifications, security and service delivery capabilities of subcontractors?</p>
Canada's Response to Question 69	<p>The Core Team will be assessed for technical certifications and service delivery capabilities. Supply chain integrity checks of subcontractors will be completed during RRR or at bid solicitation. Security clearances for contractors will be completed prior to them initiating any work for the Government of Canada, throughout the life of the contract.</p>



<p>Respondent's Question 71</p>	<p>Annex B – Section 7.4.3.(a) Maximize end user to device ratio</p> <p>Section 10.3.3 This future state design guideline implies a reduction in the current installation base while maintaining an end user walking distance to a print device to a 30m radius (Section 7.4.3. (d). Referring to Section 10.3 Table 12, locally connected printers represent 45% of all installed printers and MFD's.</p> <p>In order to achieve the goals of Section 7.4.3, what criteria will the Respondent rely upon to reduce or eliminate locally connected printers?</p>
<p>Canada's Response to Question 71</p>	<p>Annex B - was intended as Information only and is not finalized.</p> <p>This information is not being evaluated during ITQ, it will be further discussed during RRR. If you have recommendations on this strategy, it could be included as part of your response to PS-R5 and/or MPIS-R4 or as part of the RRR process.</p>
<p>Respondent's Question 72</p>	<p>Section 2.4 Composition of Core Team... "for services such as but not limited to technical Integration Services applicability will be further discussed during RRR. In the event this requirement is added to the RRR, the Qualified Respondents or Supply Arrangement Holders and/or Standing Offer Holders may need additional sub-contractor(s)....</p> <p>Section 8.4, Table 2 – RASCI Matrix item 14, 15, 16, 18, 21, 22, 24, 25, 28 The provision of server and network infrastructure required will be inaccessible for some successful ITQ Respondents. Although this work allocation is identified as TBD (RASCI Matrix), it may not be deliverable without identifying appropriate sub-contractors as part of the ITQ submission.</p> <p>Will you request that respondents identify a sub-contractor for this work as part of the ITQ submission?</p>
<p>Canada's Response to Question 72</p>	<p>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.</p>
<p>Respondent's Question 73</p>	<p>Section 2.4 Composition of Core Team... "for services such as but not limited to technical Integration Services applicability will be further discussed during RRR. In the event this requirement is added to the RRR, the Qualified Respondents or Supply Arrangement Holders and/or Standing Offer Holders may need additional sub-contractor(s)....</p> <p>Section 8.4, Table 2 – RASCI Matrix item 14, 15, 16, 18, 21, 22, 24, 25, 28 The provision of server and network infrastructure required will be inaccessible for some successful ITQ Respondents. Although this work allocation is identified as TBD (RASCI Matrix), it may not be deliverable without identifying appropriate sub-contractors as part of the ITQ submission.</p>



	Will you request that respondents identify a sub-contractor for this work as part of the ITQ submission?
Canada's Response to Question 73	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 74	<p>Section 9.2.2 (1) On-Site Services. The service level targets for on-site services are presented in Table 6.</p> <p>Attachment 4.1, Section 1.2.1 Devices under management PS-M1.</p> <p>Section 10.2 , Table 9 There will be a considerable inconsistency in the interpretation of mandatory requirements of 45,000 devices under management in Canada and delivery of the stated SLA in Ottawa where 47% of identified government employees reside (Table 9). Given the current device ratio of 7.81 people per device, the Ottawa install base of network devices is approximately 17,396. There are no related criteria in the ITQ to ensure any Respondent has the technical field service resources in Ottawa to service this fleet in line with the SLA required.</p> <p>Will you add a mandatory requirement for a specified number of locally certified field technicians for Ottawa?</p>
Canada's Response to Question 74	Thank you for the suggestion. This question will be addressed with qualified respondents during RRR.
Respondent's Question 75	<p>Section 10.3.3 Table 13 Notwithstanding locally connected printers, the current install base ratio of 7.8 people per networked device is very close to the target of 8:1 which indicates a desired reduction of approximately 2,000 devices or 3.7% of the networked fleet across 3 potential Respondents. This is not a significant reduction per Respondent. Accelerating a fleet refresh is a typical solution to reducing the size of a fleet when necessary.</p> <p>If operating ratios are currently 96% of target, how will Canada motivate migration to MPS?</p>
Canada's Response to Question 75	Thank you for the suggestion. This question will be addressed with qualified respondents during RRR.

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
Amendment No. 008	Buy and Sell	2016/08/05	Canada's Response to Question # 38, 57, 53, 65 Revision to Part 4
Amendment No. 009	Buy and Sell	2016/08/08	Canada's Response to Question # 22, 81
Amendment No. 010	Buy and Sell	2016/08/10	Canada's Response to Question # 42, 54, 55, 68, 69, 71, 72, 73, 74, 75