



**SHARED SERVICES CANADA**  
**Invitation to Qualify**  
**for the Procurement Process for**  
**WORKPLACE TECHNOLOGY DEVICES (WTD)**  
**PRINTING PRODUCTS**  
**AMENDMENT # 012**

ITQ Invitation No.	10047402/A	Date	August 12 <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		
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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 012

**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 84	<p>Page 13/36 of Attachment 4.1, MPIS-R4 Rated Technical Criteria (a) refers to "Vendor Governance and Change Management".</p> <p>84.1 - Is it correct to assume that Change Management, in this instance, refers to "Internal Communications and Cultural Change Management" as opposed to Technical/Technology Change Management (software version updates, new releases, firmware changes, etc.).</p> <p>84.2 The same page (b) refers to "Transition In.....an Multi-Tenant Environments". Please provide some clarity for this scenario or condition.</p>
Canada's Response to Question 84	<p>84.1: Correct, this is related to internal communications and cultural change management.</p> <p>84.2: Please describe your experience and mythology related to how you have transitioned equipment where the legacy environment has equipment from multiple vendors. Multi-tenant refers to a single instance of print management software and/or administrative tools which runs within a central datacentre which is provisioned to serve multiple tenants (e.g. different departments or different commercial customers).</p>
Respondent's Question 88	<p>1.1.6 b) Transition In Services and Operations of Multi-vendor and Multi-tenant Environments.</p> <p>What is exact meant by multi-tenant ? In the case of this question, does it mean different departments using equipment owned by a specific department? But being billed out to another.</p>
Canada's Response to Question 88	<p>For the purpose of this initiative, "multi-tenant" refers to a single instance of a service provider's print management software solution but is provisioned to serve multiple tenants (e.g. different departments or different commercial customers in the same instance)</p>
Respondent's Question 89	<p>It seems that Section 5.1 (which refers to "Sections 01 Code of Conduct and Certifications – Bid of Standard Instructions 2003") contains an error. This 2003 version of the Standard Instructions is no longer active on the Government of Canada website. We believe the correct reference should have been the "2003 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements" (as mentioned in Section 2.1.3), which version contains "Section 01 Integrity provisions -bid". Can you please confirm?</p>
Canada's Response to Question 89	<p>Yes, 5.1 Code of Conduct and Certifications - Related documentation Bid of Standard Instructions 2003 refers to section 2.1.3 2003 (2014-09-25)</p>



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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



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<b>Document Tracking</b>	<b>Distribution</b>	<b>Date</b>	<b>Description</b>
Amendment No. 011	Buy and Sell	2016/08/11	Canada's Response to Question # 47, 58, 61, 62, 63, 66, 70, 76, 77, 78, 79, 80, 82, 83, 85, 86, 87  Revision to Part 3 and Attachment 4.1 – PS-R2, PS-M4  Correction to Amendment 005, Modification 2
Amendment No. 012	Buy and Sell	2016/08/12	Canada's Response to Question # 84, 88 & 89