



**SHARED SERVICES CANADA**  
**Invitation to Qualify**  
**for the Procurement Process for**  
**WORKPLACE TECHNOLOGY DEVICES (WTD)**  
**PRINTING PRODUCTS**  
**AMENDMENT # 014**

ITQ Invitation No.	10047402/A	Date	August 24 <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	2016/09/02 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 014

**THIS SOLICITATION AMENDMENT IS ISSUED TO:**

1. Publish Canada's Responses to Respondents' Questions;
2. Extend the Closing Date;
3. Publish clarification and revision to Respondent's Question 36; and
4. Add Definition.

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 90	Attachment 4.1, Section 1.1.6 (page 13 of 36) (b) states: "Transition In Services and Operations of Multi-vendor and Multi-tenant Environments. Is it correct to assume the following definition, based upon The Software Development Glossary? If not, please clarify.  Multi-tenancy is an architecture in which a single instance of a software application serves multiple customers. Each customer is called a tenant.
Canada's Response to Question 90	Yes, the assumption is correct.
Respondent's Question 91	Will SSC agree to download files from a vendor FTP site to facilitate the submission of multiple large files to avoid multiple email transmissions, due to the size restrictions in the ITQ?
Canada's Response to Question 91	No SSC will not download files from Respondent(s) provided site(s) or location. Please follow article 2.2 Submission of Responses, in particular 2.2 (d) Email Size, If the email size exceeds 15 MB.  If a Respondent can demonstrate prior to ITQ close that an individual large file that vendor intends to submit as part of the response exceeds 15 MB, Contracting Authority in that circumstance can use its discretion to receive partial hand delivery of such large files in accordance to article 2.2 (j) Hand delivery of Response Submission. However, the rest of the files should be submitted electronically in accordance to article 2.2.
Respondent's Question 92	In SSC's response to Question #36 it was indicated that the Government of Canada could be listed as one reference in MPIS-M1 and R1, MPIS-M2 and R2 and MPIS-R4. Is it SSC's opinion that devices procured through the Imaging NMSO meet the definition of a Managed Print Service? The definition of Managed Print Services found on page 44 of the ITQ document and defined again with respect top eligible devices under 1.1.1 in the footnotes states "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



	<p>Print Devices. The vendor has complete responsibility and control over the device life cycle management."</p> <p>The NMSO has no requirement for any vendor to develop design principles, do assessments or optimization, provide utilities and tools that provide line of sight, status and performance metrics for Print Devices. Further the Imaging NMSO specifically excludes software meaning that the tools and utilities required to provide the line of sight and performance metrics cannot be part of the NMSO or any resulting contract. NMSO contracts should not be considered Managed Print Services contracts as per the definition provided by SSC.</p>
<p>Canada's Response to Question 92</p>	<p>The devices procured through the Imaging National Master Standing Offer (NMSO) do NOT meet the definition of a Managed Print Service. Please see clarification to Canada's response to question 36.</p>
<p>Respondent's Question 93</p>	<p>a) In SSC's response to Question #37 it was indicated that the Government of Canada could be listed as one reference in PS-M4. PS-M4 requires that the Cross Reference be included on Appendix B meaning that the Respondent must provide a reference for the account. How can a Respondent provide a reference for the entire Government of Canada account when all decisions and management for NMSO purchases are decentralized and spread out through multiple people within multiple departments?</p> <p>b) 1.1.5 MPIS-R3 and 1.2.6 PS-R4: In order to allow clients listed on Appendix A and B to easily identify any correspondence coming from SSC with respect to this ITQ, will SSC provide the Respondents with the email address that will be used for the email reference checks? This way the Respondents can provide this email address to the client references listed on Appendix A and B so they can watch for an email and so the email will not be considered spam.</p> <p>c) Annex D pg 6 of 6: and response # 28 already provided: Can SSC define the "Respondent's Operations Centre" as it pertains to the ITQ. What functions are provided by the Operations Centre in support of the resulting Managed Print Service?</p> <p>d) With respect to what qualifies under a Managed Print Services contract with answers # 22, and more specifically #70 which states "Yes. If the extended service plan "includes the development of design principles, assessment and optimization, the deployment, management and maintenance of the print environment" and the OEM has the contractual relationship with the customer. The OEM may use one or any number of sub-contractors to deliver against the extended service plan". Can you clarify that devices procured off the NMSO and no longer under warranty will NOT qualify as a device count towards MPIS or PS?</p>
<p>Canada's Response to Question 93</p>	<p>a) For the referenced National Master Standing Offer (NMSO), the centralized Standing Offer (SO) Authority contact, to whom the vendor provides the quarterly reports, will be sufficient. In this NMSO, Canada would require both SO Authorities, PWGSC/PSPC until August 2015 and SSC from September 2015 onwards.</p> <p>b) Canada will use the following address when contacting the client references: SSC.consultation-consultation.SPC@canada.ca</p>



	<p>c) Canada defines the Respondent's Operations Centre as one or more locations from which Respondent is hosting and operating the tool(s) required for printing device management and the monitoring of managed devices (where paper jam, low toner alerts, etc.. are received and tracked) and the tool(s) used for service management (incident and service request tracking)</p> <p>d) The devices procured through the Imaging NMSO that are no longer under warranty do qualify as a device count towards PS assuming the Respondent is providing after warranty break/fix. As per answer question #92, it does not qualify as a device count towards MPIS.</p>
Respondent's Question 102	We would like to request an extension of 4 business days to the closing date for the ITQ. We ask that the closing date be extended to Friday, Sept 2 <sup>nd</sup>
Canada's Response to Question 102	The new closing date for this Solicitation is Friday September 2, 2016 at 14:00 Eastern Daylight Time.

2.

The closing date of this solicitation is extended to Friday September 2, 2016 at 14:00 Eastern Daylight Time.

3.

Revision to Canada's response to question 36

Canada's Response to Question 36	
<b>DELETE</b>	Canada can be listed as one reference MPIS-M1 and R1, M2 and R2, MPIS - M4.
<b>INSERT with added clarification</b>	Canada can be listed as one reference MPIS-M1 and R1, M2 and R2, MPIS - M4. However, vendor(s) providing only lease devices under call-up against the NMSO would not use Canada as a reference as the work is not performed as Managed Print Services.

4.

Invitation to Qualify  
Workplace Technology Device (WTD) – Printing Products

At ANNEX C – Glossary and Definition of terms, Definition of terms Table (Page 42 of 55), the following definition is ADDED.

INSERT:

Term	Definition
Multi-tenant Environments	Multi-tenancy is an architecture in which a single instance of a software application serves multiple customers. Each customer is called a tenant.



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



Document Tracking	Distribution	Date	Description
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
Amendment No. 013	Buy and Sell	2016/08/19	Canada's Response to Question # 67
Amendment No. 014	Buy and Sell	2016/08/24	Canada's Response to Question # 90, 91, 92, 93, 102  Clarification and revision to Question 36  Addition of definition to the Definition of Terms