



SHARED SERVICES CANADA
Invitation to Qualify
for the Procurement Process for
WORKPLACE TECHNOLOGY DEVICES (WTD)
PRINTING PRODUCTS
AMENDMENT # 016

ITQ Invitation No.	10047402/A	Date	August 31 st , 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	2016/09/02 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	SSC.consultation-consultation.SPC@canada.ca		
Comment	This document contains a security requirement		



Amendment 016

THIS SOLICITATION AMENDMENT IS ISSUED TO:

1. Publish Canada’s Response to Respondent’s Question;
2. Revise article 2.4 Composition of Core;
3. Publish clarification and revision to Respondent’s Question 29; and
4. Revise MPIS-R4 adding superscript and footnote.

NOTE: This amendment includes all outstanding questions, as a reminder, the closing date of the solicitation is September 2nd at 2:00 p.m.

1.

Respondent’s Question 94	<p>As per Amendment 011 – Respondent’s Question 61 - In reference to Attachment 4.1, PS-R2 - Section 1.2.2, pg. 18 of 36 “Respondent should have additional Print Devices located within the Canadian Public Sector and currently under management in Canada at the time of this ITQ closing.”</p> <p>Question: Please clarify what is meant by “additional”. Is it additional to PS-M1 (45,000) and/or PS-R1 (90,000) or is it a breakout of the overall devices placed in Canada as per accounted for in PS-M1?</p> <p>Canada Response to Question 61 - Yes it is breakout of all devices in Canada. The devices in this criteria PS-R2 can be included in the devices listed within PS-M1 and/or PS-R1. See revision herein.</p> <p>As a result the revision to section 1.2.2 PS-R1 was made –</p> <p>3. Modification applies to English only. At 1.2 – Print Services (PS) – Mandatory and Rated Criteria, 1.2.2 Print Services Mandatory and Rated Technical Criteria, PS-R2, revise as follows: DELETE: word ‘additional’ from PS-R2 Rated Criteria</p> <p>Question - Will Canada make the same modification to the MPIS-R2 rated Criteria to remove the word additional?</p>
Canada’s Response to Question 94	<p>No, the requirement remains unchanged.</p> <p>MPIS-R2 provides point scales for number of devices exceeding minimum of 5000 Managed Print Devices as per MPIS-M2 requirement.</p>
Respondent’s Question 95	<p>In submitting our answer, as the lead respondent, article 2.4 states we have to collect submission forms part B and C from other core team members.</p> <p>With regards to confidential information from our core team members such as Appendix A, A1, B or B1 which contains commercial confidential information even within a core team, will you allow for the core team members to submit their information directly to SSC without forcing the lead respondent to collect this information, considering that the core team members would clearly identify from which core team they are from and considering that the lead respondent will have identified them as such in part A?</p>



Canada's Response to Question 95	<p>Yes Canada will allow, as an option, for the core team members to submit their confidential information directly to SSC, considering that the core team members would clearly identify from which core team they are from and considering that the lead respondent will have identified them as such in part A and/or in the Table of Contents.</p> <p>See modification herein.</p>
Respondent's Question 96	<p>We would also like to request that similar to SSC releasing the NON PDF Attachments as you did in Amendments 1 and 2, we would like to request NON PDF attachments for pages 6-36 1.1.1 - 1.2.7 in Attachment 4.1</p>
Canada's Response to Question 96	<p>Please find attachment 4.1 as NON PDF, note that if there is a discrepancy between the PDF and non-PDF versions, the PDF version will take precedence.</p>
Respondent's Question 97	<p>Please clarify if the names of each client reference should be included on Appendix A.1 and B.1?</p>
Canada's Response to Question 97	<p>No, the names of each client reference do not need to be included on Appendix A.1 and B.1. The requirement remains unchanged</p> <p>Please refer to:</p> <p>1. paragraph 3 within section 1.1 – Managed Print Integration Services (MPIS) – Mandatory and Rated Criteria - Page 6 of 36 of Attachment 4.1</p> <p>".....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>2. paragraph 3 within section 1.2 – Print Services (PS) – Mandatory and Rated Criteria - Page 16 of 36 of Attachment 4.1</p> <p>".....For the remaining number of devices, if any, the Respondent must list individual contracts, without the client name, in Appendix B.1 –Print Services Contract List Table. The Respondent can reference Appendix B.1 as a client in the Cross Reference column of the criteria to substantiate its total number of devices up to 100%."</p>
Respondent's Question 98	<p>Assuming that all clients listed in Appendix A are Public Sector, please confirm that where the number of devices needs to be substantiated, the Respondent must list individual clients in Appendix A to cover 5,000 devices i.e. 50% of 10,000.</p>
Canada's Response to Question 98	<p>Yes, the individual clients must be listed in Appendix A as per the following reference.</p> <p>Please refer to:</p> <ul style="list-style-type: none"> • paragraph 3 within section 1.1 – Managed Print Integration Services (MPIS) – Mandatory and Rated Criteria - Page 6 of 36 of Attachment 4.1 <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.</p>



Respondent's Question 99	Assuming that all clients listed in Appendix B are Public Sector, please confirm that where the number of devices needs to be substantiated, the Respondent must list individual clients in Appendix B to cover 22,500 devices i.e. 50% of 45,000.
Canada's Response to Question 99	Yes, the individual clients must be listed in Appendix B as per the following reference. Please refer to: • paragraph 3 within section 1.2 – Print Services (PS) – Mandatory and Rated Criteria - Page 16 of 36 of Attachment 4.1 “Where the number of devices needs to be substantiated, the Respondent must list individual clients in Appendix B to cover at least 50% of the number of devices in both PS-M1 and PS-R1, and to cover at least 50% of the number of devices in PS-R2.
Respondent's Question 100	In terms of Part 5 Certifications subsection 5.1 a) Code of Conduct and Certifications, it states the following: a) By submitting a response, the Respondent certifies that the Respondent and its affiliates are in compliance with the provisions as stated in Sections 01 Code of Conduct and Certifications – Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true. Are Respondents required to fill in and submit the documentation that is included in Sections 01 Code of Conduct and Certifications to confirm compliance to this requirement. If so can Shared Services please provide us with a link to this documentation? Or is the Respondent required to state compliance?
Canada's Response to Question 100	For the purposes of this ITQ, submission of a response is sufficient to comply with the referenced provision. If later in the process, other documents need to be filled, Canada will advise the Qualified Respondents.
Respondent's Question 101	You have stated in previous amendments that one client example could be only used per Question sub-point (a) b) c)...). For MPIS-R4 b) we are asking for an exception. MPIS-R4 b) reads: “Transition in Services and Operations of Multi-Vendor and Multi-tenant Environments” There are two skills sets here, managing a multi-vendor environment is one (equipment from different manufacturers), managing a multi-tenant (single customer with multiple of entities under a same umbrella) is another one. We have both as references but not with the same client. Can we use a client for reference for the multi-vendor environment, and a second for the multi-tenant ? This question could have been split into two. If you do not accept this will we still be able to submit one reference and still get points for demonstrating only one side of the two requested?
Canada's Response to Question 101	See Canada's response to Q.29 of Amendment 006. Changes will be made to MPIS-R4, Print Program Management b) “Transition in Services and Operations of Multi-vendor and Multi-tenant Environments” only. Canada will accept a client for reference for the Multi-vendor environment and a second reference for the Multi-tenant environment.



<p>Respondent's Question 103</p>	<p>From day 1 of any resulting MPS arrangement that supports a department print environment, 100% of the devices will be legacy infrastructure. It's been identified that 45 % of output devices are network based printers. It has also been identified that there are approximately 90000 local printers, scanners and fax machines. How does SSC consider the desired structure defined in the ITQ to be effective in driving towards improvements, efficiencies and economies achieved through the management of the overall print environment when there is zero criteria to be evaluated on a respondents ability to manage the existing legacy imaging environment? Will SSC agree and admit that this is a significant gap and omission and delay this process so that it can undergo a significant review of the mandatory criteria so that the ITQ evaluation takes into account a respondent ability to manage a departments existing legacy print environment?</p>
<p>Canada's Response to Question 103</p>	<p>This is neither a gap nor an omission. This is a pre-qualification phase only. The requirements and strategy for managing existing legacy print environment, including the transition strategies and approaches, will be discussed during Review and Refine Requirements (RRR) phase and could be evaluated in a future solicitation phase. Please refer to Canada's Response 66 of Amendment 011.</p>
<p>Respondent's Question 104</p>	<p>There has been a very public commitment by the minister responsible for Shared Services Canada as well as the Prime Minister of Canada to engage in best practices to provide opportunities to support small to medium business in Canada. Based on the proposed partner structures in this ITQ Small and Medium sized business are being put in a position to only take on a subservient role to a foreign owned large multinational enterprise. Given this is not an effective and sustainable practice that supports the health and growth of SMB's in Canada will SSC revise the ITQ mandatory criteria such that it will still guarantee a successful implementation of MPS but will also allow for a substantive inclusion of small to medium business.</p>
<p>Canada's Response to Question 104</p>	<p>Canada will not revise the mandatory criteria. Canada learned from respondents who participated during the Industry Engagement phase, they all rely on a national network of small and medium enterprise (SMEs) partners to deliver services. A few respondents recommended using RFP evaluation ratings for those that subcontract to a certain percentage of SMEs, which is under consideration at this point. To that end, Canada is of the view that the dividing roles (e.g. Print Services and Managed Print Integration Services) and associated qualifications, drives partnering and competition by removing restrictive requirements and by supporting vendor diversity. Please refer to Canada's Response 85 of Amendment 011.</p>



Respondent's Question 105	Further to the response given in Amendment #14, question #93, part d.), can SSC clarify that the intent is to not allow vendors to simply list devices that are currently under a time and material or expired warranty and with a current break fix status to count towards their PS count? Rather the intent is to insure vendors limit their devices that are either currently under a warranty or on a cost per impression contract (with an annual contractual service obligation to the customer) to qualify as device counts towards their PS? Otherwise vendors may include devices that don't reflect the true definition of managed print devices as defined by SSC. (Limiting devices to 'managed devices currently under a service contract' would also remove the risk that vendors include previously sold devices, even if they are active or have been removed from the field - but still listed in their databases as a 'sold device'.)
Canada's Response to Question 105	Correct. For PS, the intent is to ensure that respondents do not use in their count devices that are currently under a time and material or expired warranty and with a current break fix status. Respondents can use devices that are currently under a warranty or on a cost per impression contract (with an annual contractual service obligation to the customer). For MPIS, neither is sufficient. The experience must be with managed devices (not just a simple printer lease like on the current Imaging Products NMSO).

2.

At article 2.4 Composition of Core Team, AMEND as follows:

At Paragraph 3:

DELETE:

The Lead Respondent must complete the ITQ Submission Form Part A. The Core Team Members must complete the ITQ Submission Form Part B and Part C (if Part C is applicable). The Lead Respondent must collect and submit ITQ Submission Forms Part A, B and C (if Part C is applicable).

INSERT(changes highlighted):

The Lead Respondent must complete the ITQ Submission Form Part A. The Core Team Members must complete the ITQ Submission Form Part B and Part C (if Part C is applicable). The lead Respondent is responsible to ensure that a full ITQ submission including Form Part A, B and C (if Part C if applicable) has been submitted

Insert para 4:

Core Team confidential information can be submitted directly to SSC (SSC.consultation-consultation.SPC@canada.ca). However, the Lead Respondent is accountable to ensure that the complete submission of their ITQ response is submitted prior to ITQ closing date.



3.

Revision to Canada's response to question 29

Canada's Response to Question 29	
DELETE	As per the criteria, "...for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table..", Canada will accept that the examples given for each of the 5 Program Management areas can be from different projects/references. However, multiple references cannot be used to support one, maximum 1 client reference per program area.
INSERT (changes highlighted)	As per the criteria, "...for any of its clients in the Managed Print Integration Services Client References and Client List Table and/or Managed Print Integration Services Contract List Table..", Canada will accept that the examples given for each of the 5 Program Management areas can be from different projects/references. However, multiple references cannot be used to support one, maximum 1 client reference per program area, except for MPIS-R4, b), which a superscript and footnote has been added.

4.

Attachment – 4.1

Workplace Technology Device (WTD) – Printing Products Invitation to Qualify Evaluation Framework and Process

Note to Respondent(s): the change/revisions have been highlighted.

At 1.1.6 Expertise, Strategy and Methodology, Managed Print Integration Services Rated Technical Criteria, MPIS-R4, the following superscripts and footnotes are ADDED:

INSERT:

#	Rated Criteria
MPIS-R4	b) Transition In Services and Operations of Multi-vendor and Multi-tenant Environments ^(I)

(I) Canada will accept a client reference for the Multi-vendor environment and a second reference for the Multi-tenant environment.



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
Amendment No. 011	Buy and Sell	2016/08/11	Canada's Response to Question # 47, 58, 61, 62, 63, 66, 70, 76, 77, 78,



Document Tracking	Distribution	Date	Description
			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
Amendment No. 015	Buy and Sell	2016/08/25	Revision to Question 18
Amendment No. 016	Buy and Sell	2016/08/31	Canada's Response to Question # 94, 95, 96, 97, 98, 99, 100, 101, 103, 104, 105 Revision to ITQ Revision to Question 29 Revision to Attachment 4.1 Non PDF Electronic Attachment: Attachment 4.1