



Shared Services Canada Videoconferencing Procurement Vehicle (VCPV) Industry Engagement Day

QUESTIONS & ANSWERS

Entry	Industry's Question	Canada's Answer
1.	What is broken in the current system that the Government feels that needs fixing? Besides lowering cost of purchases, what benefits are to be derived from a model change?	Please refer to slide twelve (12) of the industry engagement presentation.
2.	If we work on a design for an AV System that includes a Codec, and that Codec is then procured in a competitive environment through SSC, will we be notified that it relates to our specific product specification, to keep registration process with manufactures organized?	The process is to be determined during the RRR phase. Ongoing engagement with vendors is a priority.
3.	Can SSC support all customer use cases for the technology choices that it will propose? What exceptions, if any, to any rules will be part of the VCPV?	Yes. No exceptions are anticipated however, rules will be refined during the RRR phase.
4.	Does SSC use e-procurement now? Would SSC be interested in e-procurement for video?	Yes, for example using P2P .
5.	Would you consider adding another region – International?	Yes.
6.	If SSC has a hard time managing the procurement of the codecs that are part of the AVSO solution, can the procurement piece of this go back to PWGSC, while the ownership of the codecs stays with SSC?	No, this remains within SSC's mandate.
7.	Please define what is service/maintenance would entail. If you are buying a codec with a manufacturer service SKU, it is the	To be determined during the RRR phase.





	manufactures service that is in play. How would you price out additional dealer service for on-site support (outside of manufacturers maintenance SKUs)? For example, our service rate for Ottawa may be \$125/hr but for Nunavut it could be \$400/hr. Are these service opportunities going to be procured on a per case bases with clearly defined locations?	
8.	Similar to previous question are bundled solutions intended to be a flat price quote for any region or would we be able to price per region?	To be determined during the RRR phase.
9.	How will the Crown deal with emerging technologies that have video bundled into a product that could also be a SKU on the AVSO? How will a video endpoint be defined? How will you address the Desktop as an endpoint that could actually be mobile?	To be determined during the RRR phase.
10.	What are the criteria to compete going to be in this VCPV model? Is there going to be a best value criteria with possible mandatory requirements attached, or is it going to be lowest price?	The evaluation criteria will be developed and refined throughout this collaborative procurement process.
11.	Can you define the requirements of what a good vendor looks like?	To be determined during the RRR phase.
12.	The intent of the VCPV is not clear. We would like to understand exactly what SSC is trying to improve on the VCISO with the VCPV. What is it you are trying to achieve? What have you identified in the VCISO that is problematic that needs improvement? How do you retain what was good with the VCISO in the next generation procurement vehicle?	Please refer to slide twelve (12) of the industry engagement presentation.
13.	One concern that we believe everyone shares including clients, resellers and OEMs, is the much longer delays in procurement	SSC's procurement processes' objective is to provide shared services to its





	<p>since the formation of SSC and specifically the moving of procurement done traditionally by each of the departments' procurement teams to SSC's centralized group. Prior to SSC's taken over of procurement, the procurement could be done as short as a day or maybe as long as a week or two. The new norm seems to be 3 to 6 months which introduces all kinds of problems. How does the VCPV specifically address this?</p>	<p>numerous clients. Reasonable time is required in order for those processes to be conducted in an open, fair and transparent manner while also allowing a greater collaboration with the industry. That being said, every effort is being made to reduce the time involved in completing procurement.</p> <p>Please refer to Canada's Answers for Entries 14, 15, 16, and 17 and slide twelve (12) of the industry engagement presentation for examples of measures that SSC intends to implement in this solicitation in order to reduce the time involved. The RRR Phase will also be an opportunity to determine other measures that could be implemented for the VCPC procurement.</p>
<p>14.</p>	<p>Flexibility of the VCSO is one of its greatest assets. OEMs submit a pricelist which can be officially updated twice a year, but clients also have the flexibility of procuring "non-listed" items which allows them to procure, for example, a new product that the OEMs introduced between pricelist updates. According to what we've heard about the P2P system is that such updates will be possible and be done easily, with minimal delay. Could you confirm this is the case and will this be the OEM's responsibility to update the OEM parts list, as it is today?</p>	<p>To be determined during the RRR phase.</p>
<p>15.</p>	<p>The VCSO used to have a single point of contact that also happened to manage the</p>	<p>The arrangement for a single point of contact for the VCPV</p>





	AVSO, for over a decade, making inquiries, changes and suggestions easy to do. This single point of contact also knew the technology and product categories well and would work with departments' procurement officers to answer any of their inquiries which resulted in quick procurement turnaround. Will PVR offer the same depth and stability with its personnel?	initiative will be addressed during this solicitation process. A roles and responsibilities document will be established during the RRR phase to aid in service delivery.
16.	The VCSO has historically been a procurement vehicle that has been used in higher transaction volumes with lower dollar amount. This is due to the nature of videoconferencing projects in general. Will SSC staff PVR appropriately, based on historic and forecasted volumes?	The VCPV initiative aims to streamline all processes which may affect service delivery, for example through the use of P2P .
17.	It seems as though the business intake and cost recovery (RA process) of the current procurement cycle used for VCSO call-ups is now the longest leg. Has there been some thought of possibly decentralizing the procurement and eliminating the RA process by simply having the departments transact themselves of this new supply arrangement?	We have noted your concern and continue to work with the business line(s) to streamline processes. However, the RA process specifically is out of scope for this initiative.
18.	Will the crown confirm that RFQs can be issued with OEM part numbers and not simply generic specifications?	To be determined during the RRR phase.
19.	7 Year Contract and the move towards PC Based peripherals is replacing traditional video conferencing strategies. How are up-and-coming manufacturers going to be introduced?	To be determined during the RRR phase.
20.	We are interested in better understanding SSC's business challenges centred on the desire to consolidate, standardize and ultimately drive efficiencies that include cost savings. Are there specific existing challenges with the current VCSO that SSC	Please refer to slide twelve (12) of the industry engagement presentation.





	feels need to be addressed?	
21.	How is SSC aiming to measure costs savings? Through an effort to secure incremental percentage discounts for resold OEM equipment and services, and lowered contract administration costs? Has SSC evaluated and quantified its own cost of operations including service management and total cost of ownership measures?	Canada continuously evaluates, quantifies, and measures various operational costs. All opportunities to achieve savings for the Crown will be visited during the RRR phase.
22.	What input and business requirements/challenges has SSC collected from the end user departments it serves?	Input and business requirements/challenges are being collected continuously by SSC throughout this solicitation process.
23.	How will the benefits to the end user community be measured and defined within the VCPV?	To be determined during the RRR phase.
24.	Will the scope require Bidder's to commit to supporting a secure supply chain and customer service tools (service portal, specialized billing, reporting)?	Supply chain, yes. Customer service tools' requirements will be determined during the RRR phase.
25.	Does SSC intend to use the "National Security Exemption" as a qualification for all or only some of the projects? Many of the end user departments already require that suppliers provide security cleared personnel for access to both documents and facilities.	SSC expects to use the National Security Exemption to qualify respondents to the RRR phase of this collaborative procurement process, during which the Security Requirements Check List (SRCL) will be developed. Our collaborative procurement process, proposed procurement timeline, and supply chain integrity expectations are described on slides fifteen (15) through twenty-four (24) of the industry engagement





		presentation.
26.	Does SSC intend to have suppliers provide performance bonds as a prerequisite for the VCPV?	No, SSC does not intend to have suppliers provide performance bonds as a prerequisite.
27.	It is not clear whether the new VCPV will be used in conjunction with the AVSO or as a standalone procurement vehicle utilizing a bundled package approach. For example: how will the fixed pricing of a display or cart on the AVSO be incorporated into a bundled solution that is being competed if with lowest price being the deciding factor?	The VCPV is intended to be a standalone procurement vehicle. Any possibility of using it in conjunction with other vehicles may be explored during the ITQ and RRR phases.
28.	How will SSC align VC and AV requirements if utilizing separate contracts, suppliers and evaluation processes? The current process of Departments purchasing the AV while the SSC purchases the VC is cumbersome and results in delayed projects. While the idea of 'bundled' solutions will accommodate a large percentage of requirements, a final configuration that includes both VC and AV must be considered as a single requirement.	To be determined during the RRR phase.
29.	We would like to better understand SSC's proposed enhancement for the lifecycle, maintenance and disposal of assets? Would SSC consider having a single supplier manage inventories, and equipment through its entire lifecycle (from purchase to disposal of asset)?	All options will be considered during the RRR phase.
30.	Is SSC planning on contracting for the service management and maintenance of Canada's existing VC assets based on predefined metrics to a single supplier?	SSC is planning on soliciting for a Standing Offer/ Supply Arrangement for the service management and maintenance of Canada's existing VC assets. All options will be considered and determined during the





		RRR phase.
31.	When SSC refers to its 'desire to standardize', is this by OEM, specification, service outputs, or end user requirement?	All of the above and potentially more, in no specific order of priority. That being said, standardization will be discussed during the RRR phase.
32.	How will the VCPV respond to the introduction of new technology, enhancement in service delivery methods, and supplier innovation over the course of this 7+ year agreement?	To be determined during the RRR phase.
33.	What will SSC's role be in managing the Bridging infrastructure as well as the tier I, II & III triage service & maintenance of all installed solutions?	SSC will continue its role in managing the bridging infrastructure as well as all tier I through III services. Maintenance details will be determined throughout this solicitation process.
34.	Does SSC intend to provide all bridging and conferencing personnel required to schedule and manage all conferences? There may be an opportunity for real cost savings if these requirements are included and competed as part of the VCPV.	Yes, SSC will seek to drive its own cost savings regarding internal administration.
35.	From a national service coverage perspective, is SSC requiring a physical presence and service capability to meet SSC's end user requirements within each region?	To be determined during the RRR phase.
36.	How will SSC be creating repeatable standard packages/bundles for VC desktop and boardroom needs across Government? Will the suppliers have an opportunity to assist on the development of these SOW's	SSC will maintain the responsibility of creating and maintaining the standards for desktop and bundled solutions. SSC will gather supplier input during the





	and BOM's?	RRR phase.
37.	Competing individual requirements will be time consuming and therefore not cost effective. Under this approach would a separate SOW need to be developed for each opportunity, competed, evaluated and awarded? If this is SSC's, intent how will standardization and centralization be accomplished? In addition, competing each requirement individually will likely require a level of customization which may lead to required site visits from the vendor community to each location, lengthening the delivery cycle.	To be determined during the RRR phase.
38.	Is SSC aiming to pre-defined 'VC solution bundles' versus developing custom solutions unique to each end user requirement?	To be determined during the RRR phase.
39.	As the AVSO will be expiring at the same time this VCPV is expected to be rolled out; is there an opportunity to tie the two procurement vehicles more closely together in a way that would provide better value to Canada?	The VCPV is intended to be a standalone procurement vehicle. Any possibility of using it in conjunction with other vehicles may be explored during the ITQ and RRR phases.
40.	How does SSC propose to manage maintenance requirements using the new VCPV initiative?	To be determined during the RRR phase.
41.	Is it anticipated that there will be a single point of contact for end clients and vendors to represent procurement (Contract Authority?), technical design and integration (Technical Authority?), and client liaison?	To be determined during the RRR phase.
42.	What is the commitment from SSC as to the spend associated with the VCPV?	SSC intends to procure what is required to fulfill Canada's needs. Please refer to slide nine (9) of the industry engagement presentation for





		historic VCSO spend as a relative benchmark.
43.	How many transactions are expected annually? There is a significant difference in the costs associated with managing a contract that includes thousands vs hundreds of transactions (for both the GoC and the vendor). As expected, any costs assumed by the vendor will be passed on to the GoC. This may also affect the number of interested parties in this procurement process.	Every attempt will be made to reduce the number of transactions and leverage economies of scale to meet Canada's requirements.
44.	What are the criteria for award selection?	To be determined during the RRR phase.
45.	How many Supply Arrangements do you expect to award?	To be determined during the RRR phase.
46.	Who is responsible for the technical requirements definition for the end client solution(s)? Traditionally, vendors have worked with the client departments in assessing needs and recommending a solution. This could include providing a quote. Vendors will be reluctant to invest time in this process and/or provide budgetary pricing if the business is awarded based on low price compliancy.	To be determined throughout this solicitation.
47.	How long will the purchasing process take for individual, ongoing requirements of the VCPV? If the vendor has received discounted pricing for a specific project from the OEM, this will likely be valid for a specific period of time. Delays in the process can affect the OEM pricing commitment to the VAR. The current process is very long.	To be determined during the RRR phase.
48.	Are the professional services required in the VCPV expected to be on a project basis or hourly rates? How will these differ from what is currently available to Canada on their	To be determined during the RRR phase.





	existing professional services contracts?	
49.	Is it SSC's intention that a project would be awarded to one vendor and include components from all 5 streams?	No, that is not SSC's current intent however the final process is to be determined during the RRR phase.
50.	At this point, it is unclear if it will be necessary to partner with one or multiple OEMs. Will the end client solution be OEM generic or based on their specific requirements? Is there a list of existing equipment that will require maintenance or will that be addressed through another contract? Again, partnerships increase risk for the prime contractor.	Thank you for your input. It is and will continue to be considered throughout this solicitation process. SSC will continue to seek best value for the Crown.

