



SHARED SERVICES CANADA

Amendment No. 002 Invitation to Qualify (ITQ) for the Videoconferencing Procurement Vehicle (VCPV) Procurement Process

ITQ Invitation No.	00754048/B	Date	Oct.31 2017
File No.	N/A	GETS Reference No.	PW-17-00786773

This Amendment revises the original VCPV ITQ released by SSC on Sept. 29, 2017. The VCPV ITQ remains unchanged, except as explicitly amended by this document.

This VCPV ITQ Amendment No. 002 is raised to:

- 1 – Publish Canada’s responses to Industry questions received during the question period; and
- 2 – Issue a reminder that enquiries related to this ITQ must be submitted by e-mail to SSC.telecomconsultation-consultationtelecom.SPC@canada.ca.

NOTE: Clarification questions are numerically sequenced upon arrival at SSC. Questions and answers for this solicitation may be issued out of sequence.

1 – Publish Canada’s responses to Industry questions received during the question period:

Question 8	Can you participate before you have received your PBN?
Answer 8	Yes, you are able to respond to this tender without your PBN, as this is only the ITQ phase, but it will be required for the Solicitation phase.
Question 9	Question on Mandatory Experience Requirement 3: Help Desk (s) The requirement is to have “The Respondent must provide one (1) customer organization reference to whom they have provided services for a minimum of two (2) consecutive years, within the last ten (10) years, and describe with detailed examples how they provided the following videoconferencing services” Would SSC accept helpdesk references outside of videoconferencing, in a field of IT

	that would include hardware, software & services, but still address all of the Mandatory Requirements (3.1 to 3.5).
Answer 9	Yes, Canada would accept helpdesk references outside of videoconferencing, in a field of IT that would include hardware, software & services, but still address all of the Mandatory Requirements.
Question 10	We would like to request that the crown amend the mandatory requirements to allow qualified solution integrators to respond to this ITQ as we believe the crown's needs are best met through an integrator who is able to leverage more than one OEM technology to meet client needs for a comprehensive solution.
Answer 10	Canada will not amend the requirements as requested. As presented on Industry Engagement Day, the VCPV is a replacement for the existing VCSO (Video Conference Standing Offer). As with the VCSO, qualified solution integrators are able to provide integrated best of breed solutions, by working with VC OEMs to become Authorized Dealers on the VCPV. For additional information/clarification, please also review the VCPV Industry Engagement Presentation (specifically slides 8 and 9).
Question 11	Within the ITQ Annex A Qualification Requirements, it is stated that the Respondent must be an OEM? Would the Crown please clarify if this solicitation is exclusively intended for Original Equipment Manufacturers? At what stage would value added resellers be engaged?
Answer 11	Yes, the solicitation is for Original Equipment Manufacturers (OEMs). However, Authorized Resellers for an OEM could be engaged with the OEM in assisting with the OEM response, at any or all of the stages of this process.
Question 12	It is complex and time consuming to obtain the information required from customer reference organizations to complete the questions required in this ITQ. Can the ITQ due date be extended to Friday November 3rd?
Answer 12	ITQ extended from Oct. 31 until Nov. 6 (2:00pm).
Question 13	Can you clarify what is required in Mandatory Experience Requirement 3? Where are the requirements for 3.1, 3.2, 3.3, 3.4 and 3.5 described? Project Description & Examples: <ol style="list-style-type: none"> 1. Mandatory Experience Requirement 3.1; 2. Mandatory Experience Requirement 3.2; 3. Mandatory Experience Requirement 3.3;

	<p>4. Mandatory Experience Requirement 3.4; 5. Mandatory Experience Requirement 3.5</p>
<p>Answer 13</p>	<p>Description for mandatory Requirement 3, examples of the following:</p> <ol style="list-style-type: none"> 1. Mandatory Experience Requirement 3.1; Bilingual (French and English) multi-level help-desk support 2. Mandatory Experience Requirement 3.2; A dedicated toll-free number 3. Mandatory Experience Requirement 3.3; Supports an organization of five thousand (5,000) or more employees 4. Mandatory Experience Requirement 3.4; Across Canada 5. Mandatory Experience Requirement 3.5 Continuous support and maintenance <ol style="list-style-type: none"> a. 24 hours per day; b. 7 days per week; c. 365 days per calendar year; and d. Within a 2 hour or less response time across: <ol style="list-style-type: none"> i. Canada; and ii. In each Region
<p>Question 14</p>	<p>1. Please define OEM. Company X is an OEM of video conferencing software delivered as a-service (cloud). We do not manufacture hardware and are not in the business of reselling hardware. Does this qualify Company X as an OEM?</p> <p>2. With Company X being new to the Canadian market and new to working with the Federal Government of Canada, please provide guidance on how to obtain the below two required Certifications.</p> <ol style="list-style-type: none"> A) Federal Contractors Program for Employment Equity Certification B) Former Public Servants Certification
<p>Answer 14</p>	<p>1: Original Equipment Manufacturer (OEM): For the purposes of the VCPV, and for consistency with the existing VCSO structure to meet client requirements, an OEM is a company that manufacturers VC equipment, components, and software.</p> <p>2: The primary focus for the evaluators will be on the bidder’s ability to meet Government of Canada requirements, as expressed in the mandatory requirements. These documents would be attached at the RFSA stage.</p> <ol style="list-style-type: none"> A) Federal Contractors Program for Employment Equity Certification B) Former Public Servants Certification <p>These are documents that the vendor signs before entering into a contract with the government. This document would be attached at the Solicitation Phase.</p> <p>https://buyandsell.gc.ca//cds/public/2016/06/23/6356a12bc6bf54068782b596d469d572/ABES.PROD.PW_FX.B004.E25888.ATTA007.PDF</p>

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The following is a summary of Attachments/Amendments issued to date for this solicitation:

Document Tracking	Distribution	Date	Description
Amendment No. 001	Buy and Sell	Oct. 16, 2017	Canada's Response to Questions 1 to 7.
Amendment No. 002	Buy and Sell	Oct. 31, 2017	Canada's Response to Questions 8 to 14.