

Q1: Can you provide any information on the following phases of Digital Communications, linkages with Phase 1?

A1: Phase 1 is for email services. We want to seek the knowledge of industry of what the next phases can be in the space of digital communications functionality. We would like to have industry's input on how we can group functionality together, or keeping it distinct - using experience from private or public sector. Guide us in what has been successful and what has caused difficulties – we want to see what the options are to go further than email. Examples of what we are interested in include instant messaging, video conferencing as well as options of other capabilities and additional information.

Q2: Can we provide a response after the due date if time doesn't permit?

A2: Yes. However, it is possible that you may miss out on Vendor meetings if the process has moved on from that stage when the response is received. Please send the question in as a formal question and we will review. SSC is hoping to receive the submissions prior to the holidays in order to schedule clarification meetings in early January. As discussed, SSC is not expecting lengthy or highly detailed responses, simply your view on what direction the GC should take for email and related digital communications.

Q3: Will Phase 1 go to Architecture Framework Advisory Committee (AFAC)?

A3: Since phase one is just email, we will not go to AFAC. If we go into phase 2, then we will go to AFAC and discuss interconnectivity.

Q4: This maybe an early question to ask but given the fact that the current contract expires in June, 2020, how far ahead does SSC expect to award the contract (approximately)?

A4: We have not solidified the procurement plan yet, so the award date is currently unknown. We may have to allow for some migration time, from the old solution to the new solution. It also depends on how much time it will take to implement the new solution. We would appreciate if the vendor community could share estimates on implementation / migrate times.

Q5: Is the intent of the RFI solely for an Email/Calendar solution (a replacement for Exchange as an example)? Are you seeking a response that specifically would address Email from a Hygiene perspective (Spam, Antivirus, Malware etc.)?

A5: I think we need to look at the service system and overall ecosystem for an email service. Based on your best practices, please provide us feedback on what you think should be included in the email service. We are looking for information on how you sell, build and implement office productivity systems. Our main driver is an email replacement, but can span a broader subject.

Q6: Are you open to open source software based solutions?

A6: Yes, we are looking into open source and open standards. Treasury Board has issued guidelines and we will be adhering to them.

General Message to Industry:

In prior consultations with Industry, we were informed that one of the lessons learned is that industry delivery is very fast and government rules provide challenges to industry implementing new technologies quickly for the government. One of the main reasons the RFI is fairly open-ended is to obtain your feedback on what the government is doing that impedes the capability of industry.