

SHARED SERVICES CANADA
Invitation to Qualify
for the Procurement Process for
Digital Communications

Invitation to Qualify No.	2B0KB20029/A	Date	June 4, 2018
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Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5	
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Tristan Meilleur
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Closing Date and Time	June 12, 2018 at 2:00PM EDT	
Time Zone	Eastern Daylight Time (EDT)	
Email Address for Submitting your Response by the Closing Date	ssc.etissoftware-logicielitsc.spc@canada.ca	

THIS SOLICITATION AMENDMENT IS ISSUED TO:

1. Publish Canada's Responses to Bidders' questions.
2. Modification: To correct wording in M02 – Public Cloud Experience;

NOTE: Bidders' clarification questions are numerically sequenced upon arrival at SSC. Bidders are hereby advised that questions and answers for this solicitation may be issued via BuyandSell out of sequence.

1.

<p>Bidder's Question 002a</p>	<p>Ref: 1.6 Scope of Anticipated Services</p> <p>Digital Communications is a wide domain and vendor capabilities broad in scope. Outside of core email, the suite of functionality for text chat, video chat, discussion forums, collaboration and project sites, phone tools and email sending services are all considered part of the Digital Communications landscape. Pace of innovation is driving change in user behavior and there are best of breed tools/offerings in the marketplace that stand alone outside of Public Cloud SaaS Email offerings.</p> <p>Given this, can SSC please confirm that vendors who do not qualify under the Email stream will have an opportunity to qualify for subsequent streams when they are released.</p>
<p>Canada's Response to Question 002a</p>	<p>Please refer to section Scope of Anticipated Procurement. Paragraph "a" indicates this procurement process will not preclude SSC from using another procurement for the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.</p>
<p>Bidder's Question 002b</p>	<p>As an option, we request the modification of M01 – Corporate experience managing email cloud service for large business clients to reflect the broader Digital Communications scope.</p> <p>Suggest modification of M01 Criteria to:</p> <p>"The Respondent must have experience delivering Publicly Available SaaS Digital Communications Solutions email- component of their Publically Available SaaS Email Solution for 12 months over the past 12 months, operating 24 hours per day, 7 days per week, and 365 days per year, within their advertised availability service levels, as of the issue date of this document, for at least 3 Business Clients with a minimum of 100,000</p>

	Subscribers each.”
Canada's Response to Question 002b	Please refer to section Overview of the Project. Paragraph “b” indicates email is the immediate requirement to ensure email service continuity for Your Email Service users. Canada will not modify M01.
Bidder's Question 002c	Ref: Annex F – Government Furnished Equipment The inclusion of GFE when searching for a fully managed SaaS solution provides an unfair advantage to Microsoft and its resellers, from both a functionality and pricing perspective. It also serves to lock out players from competing in future streams of the RFP. We request the removal of GFE from the ITQ and future RFP process.
Canada's Response to Question 002c	Over the years, Canada has made significant investments in software licenses with multiple vendors that fall under the scope of this procurement. Canada intends to discuss how existing investments in these licenses can be leveraged as GFE with Qualified Respondents during the RRR phase. Canada will not modify the ITQ.

2. Modification 001

On Page 19 -- delete M02 and replace with the following table:

M02 – Public Cloud Experience		
Mandatory Criterion	Rating	Cross Reference
<p>The Respondent must have one million (or greater) active Subscribers to their Publically Available Cloud Services, as of the issue date of this document.</p> <p>The Respondent should demonstrate compliance with this criterion by providing the relevant information identified in Form 2– CERTIFICATE OF COMPLIANCE, as well as supporting documentation such as extracts from their system of records. The supporting documentation must be accurate and auditable.</p>	Pass or Fail	Form 2– CERTIFICATE OF COMPLIANCE

ALL OTHER 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
Amendment No. 001	BuyandSell	May 28, 2018	Canada's Response to Questions
Amendment No. 002	BuyandSell	Current Document	Canada's Response to Questions 002a, 002b, 002c Modification 001