

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

Invitation to Qualify No.	2B0KB20029/A	Date	June 6, 2018
---------------------------	--------------	------	--------------

Issuing Office	Shared Services Canada 180 Kent Street, 13 <sup>th</sup> 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
	Telephone No.	613-668-5822
	Email Address	ssc.etissoftware- logicielitsc.spc@canada.ca
	Postal Address	180 Kent Street, 13 <sup>th</sup> Floor Ottawa, Ontario K1P 0B5
Closing Date and Time	June 15, 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: Extend Question Period 2;
3. Modification: Extend Closing Date;

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.

Bidder's Question 003	<p>Ref: D) Enterprise Standard – page 5</p> <p>Should Canada elect to separate the award for Digital Communications and Email can a single integrator be permitted to participate and win both procurement vehicles?</p>
Canada's Response to Question 003	<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>If SSC issues another procurement for the same or similar needs, the winner of this current procurement process as well as any other supplier would be permitted to participate, assuming they can meet the requirements of that procurement.</p>
Bidder's Question 004	<p>Ref: 1.4 Expected Outcomes – page 7</p> <p>Canada mentions the migration of YES users. Is the successful winner of this ITQ required to migrate all users, meaning, Canada will not perform any of the migration services?</p>
Canada's Response to Question 004	<p>Please refer to section 1.6 Scope of Anticipated Contractor Service. Mailbox migration is an optional service that may be included in the contract. The scope of the migration would be determined by SSC if and when such an optional service would be exercised. Please also refer to sections 1.1 Introduction and 1.2 Overview of Anticipated Procurement Process. This phase of the procurement is not a bid solicitation but an invitation to qualify. This ITQ will allow Suppliers to become "Qualified Respondents" who will in turn participate in the Review and Refine Requirements (RRR) phase where requirements will be discussed. Therefore, no</p>

	work will be performed during RRR except what SSC indicated may take place: product demonstrations, pilots and/or proof of concepts.
Bidder's Question 005	<p>Ref: 1.4 Expected Outcomes – page 7</p> <p>Is the migration of YES users 100% of the data at the time of award to the new service, meaning, anything associated with a “Yes” users email account (files, attachments) will need to be migrated?</p>
Canada's Response to Question 005	The expected outcome is that YES users have all their data when they transition to the new service; however, specific migration requirements will be discussed in detail during the Review and Refine Requirements (RRR) phase with “Qualified Respondents” which may result in a refinement of the requirements based on new facts and information provided to SSC.
Bidder's Question 006	<p>Ref: 1.4 Expected Outcomes – page 7</p> <p>Canada did not request any migration capabilities as qualification criteria within this ITQ. Will only qualified bidders through this ITQ be eligible to compete for migration services?</p>
Canada's Response to Question 006	Please refer to section 1. Introduction, paragraph “a”, which indicates only Qualified Respondents will be permitted to bid on any subsequent solicitation issued as part of this procurement process. The section 1.7 Out-of-Scope of Anticipated Service indicates that SSC anticipates running a separate procurement process for complementary services that may include data migration. Please also review Answers to Question 003 and 008 for additional information.
Bidder's Question 007	<p>Ref: 1.6 Scope of Anticipated Contractor Service</p> <p>Is it the intent of Canada to not have any of the proposed service reside within a GOC Data Center?</p>
Canada's Response to Question 007	Section 1.3 Overview of the Project indicates SSC aims to establish a procurement vehicle from a commercial cloud computing service provider. In that spirit, SSC is aiming at a solution that would be completely public cloud-based with no need to host any service in its data centers; however, specific requirements will be discussed in detail during the Review and Refine Requirements (RRR) phase with “Qualified Respondents” which may result in a refinement of the requirements based on new facts and information provided to SSC.

<p>Bidder's Question 008</p>	<p>Ref: 1.7 Out-of-Scope Anticipated Service – page 8</p> <p>Is the winner of the initial Digital Communications permitted to participate and win the subsequent procurement vehicle?</p>
<p>Canada's Response to Question 008</p>	<p>The winner of this current procurement process, as well as any other supplier, would be permitted to participate, assuming they can meet the requirements of that procurement. Preliminary planning indicates the subsequent procurement vehicle would be a collection of Standing Offers or Supply Arrangements. Canada anticipates multiple suppliers winning a SO or SA. This is subject to change based on future information gathering activities and research for that procurement.</p>
<p>Bidder's Question 009</p>	<p>Ref: Annex A – Qualification Criteria - M01,M02, M03</p> <p>We would like to suggest that a responder can utilize references of a core team member as part of the mandatory requirements.</p>
<p>Canada's Response to Question 009</p>	<p>Please refer to section 2.3 Submission of Only One Response for the definition of a Respondent. A Supplier that does not have the experience required can joint venture with a Supplier that does. Canada will not modify the ITQ. Please also review the Answer to Question 015 for additional information.</p>
<p>Bidder's Question 010</p>	<p>Ref: Annex D – 2.1 Client</p> <p>General Comment: Many of the requirements in Section 2.1 are not configurable in a “Publically Available SaaS Email Solution”, if this definition includes platforms/services such as Microsoft Office 365 or Google G Suite – Commercial SaaS, that is Multi-Tenant.</p>
<p>Canada's Response to Question 010</p>	<p>N/A</p>
<p>Bidder's Question 011</p>	<p>Ref: Annex D – 2.1 Client</p> <p>Does GC therefore subscribe to the interpretation of “Publically Available SaaS Email Solution” – as one that can be commercially purchased as SaaS, but architecturally consistent with a Private – Single Tenant offering?</p>
<p>Canada's Response to Question 011</p>	<p>No. Section 1.3 Overview of the Project indicates SSC aims to establish a procurement vehicle from a commercial cloud computing service provider. In that spirit, SSC is aiming at a publically available SaaS solution that would be completely public cloud-based; however, specific requirements will be discussed in detail during the Review and Refine Requirements (RRR) phase</p>

	with “Qualified Respondents” which may result in a refinement of the requirements based on new facts and information provided to SSC. SSC may review requirements that would prevent the use of a publically available SaaS solution.
Bidder's Question 012	Ref: Annex D – Data Segregation – page 36  Will any employees within SSC and / or GOC require full administration access without any data segregation?
Canada's Response to Question 012	Specific data segregation requirements will be discussed in detail during the Review and Refine Requirements (RRR) phase with “Qualified Respondents” which may result in a refinement of the requirements based on new facts and information provided to SSC.
Bidder's Question 013	Ref: Annex D – Data Segregation – page 36  Can you define the extent of the data segregation requirement? For example, is this a logical segregation (e.g. permissions/access) or a physical segregation (e.g. different mailbox databases, different servers) or both?
Canada's Response to Question 013	Specific data segregation requirements will be discussed in detail during the Review and Refine Requirements (RRR) phase with “Qualified Respondents” which may result in a refinement of the requirements based on new facts and information provided to SSC.
Bidder's Question 014	Ref: 2.1 Client – Calendar Availability – page 36  Is the Calendar Availability only expected for users that are on the “new” service or does Canada expect to have “free-busy” information across other email services still in support within the GOC?
Canada's Response to Question 014	Specific calendar availability requirements will be discussed in detail during the Review and Refine Requirements (RRR) phase with “Qualified Respondents” which may result in a refinement of the requirements based on new facts and information provided to SSC.
Bidder's Question 015	Ref: Section 2.3 – Submission of only one response. While we understand the requirement around only one Respondent, we have a question with regard to 2.3 (e) - SSC requires privity with the CSP who provides the SaaS email. Any Respondent who is not the CSP must joint venture with a CSP to qualify during the ITQ.

	<p>Would the Crown consider the use of an Exclusive Teaming Agreement between a System Integrator and a CSP in lieu of a Joint Venture? This would allow the Crown to have privity with the CSP and still have the Respondent submit one response.</p>
<p>Canada's Response to Question 015</p>	<p>SSC requires privity with the CSP to mitigate risks to Canada. A Joint Venture ensures "all members of the joint venture will be jointly and severally or solidarily liable for the performance of any resulting contract". SSC anticipates discussing contract terms and conditions with Qualified Respondents during the RRR phase. Also, SSC intends to discuss a process to finalize the terms and conditions with the winning bidder prior to contract award.</p> <p>Therefore, Canada will not modify the ITQ. Please refer to section 2.3 Submission of Only One Response for the definition of a Respondent. A Supplier that does not have the experience required can joint venture with a Supplier that does.</p>
<p>Bidder's Question 016</p>	<p>Ref: Section 2.1 -- Reviewing RFP 2(b) with 2(d), we request confirmation that SSC's spirit and intent is for vendors to commit to the response in accordance with the instructions relating to the mechanics of responding to the 'asks' for the ITQ and not to commit vendors up front to the SACC contractual terms and conditions cited in the SACC Manual (for example, SACC 2035) of any resulting transaction which may arise from an award of a project under the RFP. As written, an interpretation of these sections can be made that vendors would be committing themselves to contract terms before being even down selected to potentially bid upon an RFP in the next phase.</p>
<p>Canada's Response to Question 016</p>	<p>SSC confirms the intention is to have vendors abide by the conditions of the ITQ. Contractual terms and conditions will be addressed at future stages of the procurement (RRR and RFP – see the Answer to Question 015).</p>

2. Modification 002 – Extend Question Period 2

On Page 12 -- delete 2.2 Questions and Comments and replace with the following:

**2.2 Questions and Comments**

Questions and comments about this ITQ can be submitted in accordance with the Section of SSC's Standard Instructions entitled "**Communications**". However, instead

of the deadline specified in those Standard Instructions, there will be 2 question periods, as follows:

- a) **Question Period 1:** questions should be submitted by May 31, 2018 at 11:59PM EDT.
- b) **Question Period 2:** questions should be submitted by June 10, 2018 at 11:59PM EDT.

For Question Period 2, questions must relate to answers provided in Question Period 1.

3. Modification 003 – Extend Closing Date

Refer to Page 1, *Closing Date and Time* for the new Closing Date.

ALL OTHER TERMS AND CONDITIONS OF THIS SOLICITATION  
REMAIN UNCHANGED.

=====

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	June 4, 2018	Canada's Response to Questions 002a, 002b, 002c  Modification 001
Amendment No. 003	BuyandSell	Current Document	Canada's Response to Questions 003 - 016  Modification 002 and 003