

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776**

## Request For Supply Arrangement - Demande pour un arrangement en matière d'approvisionnement

Offer to: Department of Public Works and Government Services

We hereby offer to provide to Canada, as represented by the Minister of Public Works and Government Services, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction detailed herein and on any attached sheets.

Offre au: Ministère des Travaux publics et des Services  
gouvernementaux

Nous offrons par la présente de fournir au Canada, représenté par le ministre des Travaux publics et des Services gouvernementaux, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée.

## Comments - Commentaires

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Mainframe & Business Software Procurement Division /  
Div des achats des ordi principaux et des logiciels de  
gestion  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
4th étage, 10, rue Wellington  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> Industry Day - SaaS RFSA	
<b>Solicitation No. - N° de l'invitation</b> EN578-191593/H	<b>Date</b> 2020-12-17
<b>Client Reference No. - N° de référence du client</b> 20191593	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$EEM-003-38815
<b>File No. - N° de dossier</b> 003eem.EN578-191593	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2021-01-21</b> Heure Normale du l'Est HNE	
<b>Delivery Required - Livraison exigée</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Millerd, Dylan	<b>Buyer Id - Id de l'acheteur</b> 003eem
<b>Telephone No. - N° de téléphone</b> (873)354-8813 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This request for a Supply Arrangement does not include provisions for security. Cette Demande pour un arrangement ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>



## **PUBLIC SERVICE AND PROCUREMENT CANADA (PSPC)**

### **INDUSTRY INFORMATION DAY NOTICE**

### **REQUEST FOR SUPPLY ARRANGEMENT (RFSA) FOR**

### **SOFTWARE AS A SERVICE (SAAS)**

### **GOVERNMENT OF CANADA METHOD OF SUPPLY (GC CLOUD)**



## Table of Contents

<b>1. SaaS RFSA Industry Day Objectives .....</b>	<b>3</b>
<b>2. Important Logistical Information .....</b>	<b>3</b>
<b>3. Digital Transformation .....</b>	<b>4</b>
<b>3.1 Background .....</b>	<b>4</b>
<b>3.2 Objectives .....</b>	<b>4</b>
<b>4. Procurement Process Overview .....</b>	<b>4</b>
<b>4.1 Procurement Phases .....</b>	<b>4</b>
<b>4.2.1 Notice of Planned Procurement (NPP) .....</b>	<b>4</b>
<b>4.2.2 Second Notice of Planned Procurement (NPP).....</b>	<b>4</b>
<b>4.2.3 Request for Invitation (RFI) .....</b>	<b>5</b>
<b>4.2.4 One-on-One Sessions with RFI Respondents.....</b>	<b>5</b>
<b>4.2.5 Request for Supply Arrangements RFSA).....</b>	<b>5</b>
<b>5. Logistical Details.....</b>	<b>5</b>
<b>5.1 Format.....</b>	<b>5</b>
<b>5.2 Registration .....</b>	<b>6</b>
<b>5.2.1 Industry Information Day Registration for Industry Suppliers .....</b>	<b>6</b>
<b>5.2.2 Industry Information Day Registration for Public Servants.....</b>	<b>6</b>
<b>5.2.3 Updates to Registrations .....</b>	<b>6</b>
<b>5.2.4 Registration Confirmation .....</b>	<b>6</b>
<b>5.2.5 Expenses for Industry Information Events .....</b>	<b>7</b>
<b>5.2.6 Participation in Industry Information Events.....</b>	<b>7</b>
<b>5.3 Industry Information Day Logistics.....</b>	<b>7</b>
<b>5.4 Industry Information Day Schedule – January 11, 2021.....</b>	<b>7</b>
<b>5.5 Additional Information .....</b>	<b>7</b>
<b>ANNEX A: AGENDA.....</b>	<b>8</b>



## 1. SaaS RFSA Industry Day Objectives

Public Services and Procurement Canada (PSPC) will hold an Industry Information Day by teleconference and by videoconference on January 11, 2021 to:

- a) Provide suppliers with information and guidance related to the SaaS RFSA and how to participate under this procurement vehicle to meet GC business needs and requirements on the proposed service delivery options and procurement processes for Software-as-a-Service (SaaS).
- b) Explain the proposed “collaborative procurement process” approach and address the IT Security Requirements; and
- c) Ensure that industry is given ample opportunity to contribute to the digital transformation of the government of Canada’s IT infrastructure.

## 2. Important Logistical Information

**Format:** Half-day Industry Information Day session webcast and teleconference via the federal government teleconferencing service. (See section 5.1 for more information).

**Audience:** Suppliers of SaaS Solutions and public servants are invited (see section 5.2 for more information).

**When:** Monday, January 11, 2021 from 9 a.m. to 12 p.m. EST.

**Where:** The Industry Information Day session can be attended by telephone or via videoconference (see section 5.3 for more information).

**Attendance Limits:** There is no limit to the number of participants who may attend through their computers and call into the teleconference to view and listen to the session. (See section 5.2.1 for more information).

**Registration Forms:** See Attachment A for Industry Information Day supplier registration and Attachment B for interested public servants registration.

**Registration Deadline:** January 7, 2021, 4:00 p.m. EST is the deadline to register for the Industry Information Day session (see section 5.2 for more information).

**Confirmation:** PSPC will send an e-mail confirmation upon receipt of registration (see section 5.2.4 for more information).



### 3. Digital Transformation

#### 3.1 Background

PSPC, on behalf of the Government of Canada (GC), has issued this Request for Supply Arrangement (RFSA) to establish a new method of supply to satisfy various Software as a Service (SaaS) requirements. This new method of supply is a key procurement enabler for the GC's Cloud First direction and is part of an envisioned GC Cloud Services Procurement Vehicle framework that will consist of various methods of supply to satisfy both classified and unclassified cloud requirements.

#### 3.2 Objectives

The objectives of this SaaS RFSA are to:

- Simplify the procurement process to acquire SaaS Solutions and support GC procurement modernization and contract simplification initiatives;
- Increase competition and access to the latest SaaS Solutions on the market for the GC; and
- Increase transparency, openness and fairness in public sector procurement processes.

As highlighted in the GC Digital Operations Strategic Plan: 2018-2022 published by the Treasury Board of Canada Secretariat, procurement enablers such as this SaaS RFSA will help position the GC and public sector partners to leverage the latest digital technologies to achieve better results for Canadians.

### 4. Procurement Process Overview

The procurement of the SaaS RFSA will be conducted separately, each via the same sequential process presented below.

#### 4.1 Procurement Phases

##### 4.2.1 Notice of Planned Procurement (NPP)

A Notice of Planned Procurement (NPP) (EN578-191593/A) was issued in September 2018. This NPP was issued to inform industry that Public Services and Procurement Canada (PSPC) intended to consult and engage regarding a process to establish a method of supply for software-as-a-service (SaaS) requirements under the GC Cloud Services Procurement Vehicle framework.

##### 4.2.2 Second Notice of Planned Procurement (NPP)

A second notice (EN578-191593/B) was issued in October 2018 to inform industry that PSPC intended to publish the RFI, including a draft Request for Supply Arrangement (RFSA) on October 29, 2018. This release was also to facilitate industry in responding to the Shared Services Canada's (PSPC) Invitation to Qualify (ITQ) under the GC Cloud Services Procurement Vehicle framework that was issued on BuyandSell.gc.ca in September 2018.



#### 4.2.3 Request for Invitation (RFI)

A Request for Information (RFI) (EN578-191593/C) was issued in October 2018. This RFI aimed to obtain input from industry in order to help establish a new method of supply for Software-as-a-Service (SaaS) requirements. PSPC welcomed the submissions received in response to the RFI.

#### 4.2.4 One-on-One Sessions with RFI Respondents

One-on-One sessions were held on March and April 2019 to gather feedback in order to finalize the requirements for the Request for Supply Arrangement (RFSA). PSPC incorporated feedback from the industry in simplifying contract terms and conditions.

#### 4.2.5 Request for Supply Arrangements (RFSA)

A SaaS RFSA was issued in May 2020. During the period of the RFSA, PSPC will issue Supply Arrangements to qualified Suppliers. Once all SaaS RFSA requirements have been met, the Supplier's Supply Arrangement will be issued and the SaaS SLAs and Annex C – SaaS Solutions and Professional Services Ceiling Prices will be added to the PSPC SaaS Catalogue.

The RFSA is an ongoing process without an anticipated closing date, which provides flexibility for suppliers to qualify and for client departments to procure SaaS Solutions and Services on an ongoing basis.

## 5. Logistical Details

### 5.1 Format

The SaaS RFSA Industry Information Day is a half-day event and is open to interested suppliers from the IT industry, as well as interested public servants. Suppliers are cordially invited to attend via teleconferencing or videoconferencing.

An overview of the key components of the SaaS RFSA including outcomes, requirements and considerations for future service provisioning, as well as the expected procurement and Supply Chain Security Information processes will be presented.

Registrants will be provided with the following:

- Teleconferencing numbers via the Internet and WebEx links (French and English) and
- French and English presentation decks;



## 5.2 Registration

### 5.2.1 Industry Information Day Registration for Industry Suppliers

Interested suppliers must register their participants by electronically completing the Industry Information Day Registration Form in Attachment A and sending the completed electronic form as an attachment to an email to: [TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca) no later than 4:00 p.m. EST on January 7, 2021.

Industry participants must identify themselves by providing the following information:

- Legal corporate name;
- Corporate address;
- E-mail address;
- Organization's area of expertise; and
- Name(s) of the attending participant(s).

By providing the information above, each respective party acknowledges and consents to the release of this information to the public which may include any resulting recordings such as, but not limited to, video conferencing.

PSPC will be facilitating teleconference and videoconference connections for the Industry Information Day at the location identified in Section 5.3. Please indicate on the registration form whether your participant(s) will attend the Industry Information Day session by the telephone or videoconference.

### 5.2.2 Industry Information Day Registration for Public Servants

Any public servants wishing to attend the Industry Information Day session must register by electronically completing the "Industry Information Day Registration Form for Public Servants" in Attachment B and sending the completed electronic form as an attachment to an email to: [TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca) no later than 4:00 p.m. EST on January 7, 2021.

### 5.2.3 Updates to Registrations

Changes to registration requests can be made by sending a request to [TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca) no later than 4:00 p.m. EST on January 7, 2021; this includes substitutions of pre-registered participant(s) with other person(s). In order to be permitted entrance into the presentation room, participants should be registered with PSPC by following the registration process described in this notice (Section 5.2).

### 5.2.4 Registration Confirmation

PSPC will confirm registration or any changes to Industry Information Day registration requests, via email acknowledgement, to each registrant no later than 4 p.m. EST on January 17, 2020. Public servants will be informed whether their registration is confirmed. The presentation decks (French and English) will be distributed to confirmed participants via this email acknowledgement.



### 5.2.5 Expenses for Industry Information Events

PSPC will not reimburse any attendee for expenses incurred in attending, participating and/or responding to any part of these industry Information activities.

### 5.2.6 Participation in Industry Information Events

Participation in these Industry Information events is not mandatory. Failure to attend these sessions/meetings will not preclude suppliers from participating in the procurement process.

## 5.3 Industry Information Day Logistics

**Date:** January 11, 2021

**Time:** 9 a.m. to 12 p.m. EST

### • Remote Attendance

Information for teleconferencing and videoconferencing will be sent via email prior the date of the event.

### Security:

- Presentations will be unclassified.

## 5.4 Industry Information Day Schedule – January 11, 2021.

See Annex A for more details.

### 5.5 Additional Information

This event is open to all IT industry suppliers. The event is not open to media representatives. All media enquiries should be directed to PSPC Media Relations Office at 819-420-5501.

The information provided in this notice is for information purposes only and PSPC reserves the right to modify any of the contents, including dates. Please check [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) for the latest information on the SaaS RFSA procurement information.

Industry is invited to provide comments regarding the information included in this Industry Information Day notice. Comments should be sent to: [TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.LENQS-SAAS.PWGSC@tpsgc-pwgsc.gc.ca).





## ANNEX A: AGENDA

### SaaS RFSA Industry Information Day In-person, Teleconference and Webcast From 9:00 a.m. to 12:00 p.m.

Item	Time	Length	Description and Objectives	Presenter
1	9:00 to 9:05	5 min	<b>Welcome and Introduction</b>	John Penhale, Senior Director, Science and Software Systems Procurement Directorate
2	9:05 to 9:10	5 min	<b>Industry Day objectives</b>	Elizabeth Quenville, Supply Team Leader, Software and Shared Systems Procurement Directorate
3	9:10 to 9:40	30 min	<b>Procurement strategy and industry engagement Presentation</b> <ul style="list-style-type: none"> <li>- GC Cloud Adoption Strategy</li> <li>- GC Cloud Procurement Roles and Responsabilitites</li> <li>- SA Goals and Objectives</li> <li>- PSPC SaaS RFSA Process</li> <li>- Standardized Criteria</li> <li>- Review Process</li> </ul>	Elizabeth Quenville, Supply Team Leader, Software and Shared Systems Procurement Directorate  Dylan Millerd, Supply Specialist, Software and Shared Systems Procurement Directorate



4	9:40 to 10:10	30 min	<b>Security requirements</b> <ul style="list-style-type: none"> <li>- How to Participate in the SaaS RFSA</li> <li>- Security Certifications Required</li> <li>- Application Process Technical</li> <li>- Annex – IT Assessment Programs Overall</li> </ul>	Bobbie-Lynn Burton, Canadian Center for Cyber Security  Jean-Marc Lacroix, Supply Chain Integrity
5	10:10 to 10:30	20 min	<b>Financial Requirements</b> <ul style="list-style-type: none"> <li>- Application Process Financial Submission</li> <li>- Award of SA</li> <li>- Additional Details</li> <li>- How Departments Procure under the RFSA</li> </ul>	Elizabeth Quenville, Supply Team Leader, Software and Shared Systems Procurement Directorate  Dylan Millerd, Supply Specialist, Software and Shared Systems Procurement Directorate
6	10:30 to 10:50	20 min	<b>Recommendations to improve the proposed procurement application process</b> <ul style="list-style-type: none"> <li>- Description of any issues with the proposed procurement application process and recommended mitigation measures</li> </ul>	Industry
7	10:50 to 11:10	20 min	<b>Questions and Answers</b>	Industry/PSPC*
8	11:10 to 11:15	5 min	<b>Closing remarks</b>	PSPC*

\* Public Services and Procurement Canada (PSPC)