



# SHARED SERVICES CANADA

## Conferencing & Operator Assisted Services (COAS)

## One-on-one Engagement Session Guidelines & Acknowledgement



## Objective

SSC is hosting these one-on-one sessions to collaborate with the Vendor community to gain an appreciation of modern conferencing technologies, features and any limitations that would assist SSC in the development of the requirements for the Government of Canada.

In order to achieve a successful outcome of these sessions for both SSC and the Vendor, we require that you submit an agenda of the particular topics that you wish to discuss which will allow SSC to have the Subject Matter Experts present for the session.

Attendance for One-on-one Sessions is not mandatory.

## Schedule

For those Vendors who have already advised the Contracting Authority by email that they wish for a one-on-one session, SSC has scheduled Vendors on a first come first served basis.

Requests which have been received have been scheduled and you will be notified by email of the meeting date and time already scheduled for your firm.

If you are unable to oblige the timeslot scheduled, please notify the Contracting Authority of your second and third preferences, and we will try to accommodate.

All Acknowledgment and Agreement Attestations must be sent to the Contracting Authority before a meeting invite will be sent (minimum 48 hours required).



## One-on-one Engagement Session Guidelines:

- 1) Vendors have been asked to respond to SSC questions posted on Buy and Sell. Canada will consider the response information as well as feedback from the one-on-one session in the development of our requirements. .
- 2) Note that the sessions will not necessarily result in the same experience for all Vendors. Some Vendors may have more questions than others. The collaborative nature of the one-on-one meetings will be such that the content covered in meetings with one Vendor may be quite different from the content in a meeting with another Vendor, even though the same general topic is being discussed. Every Vendor has the opportunity to ask questions during these meetings. Information provided to one Vendor in response to oral questions asked during one-on-one meetings will not automatically be provided to other Vendors. Instead, it is the responsibility of each Vendor to determine what information it requires and ask questions accordingly.
- 3) Any oral statements made by SSC's representatives during the One-on-one Engagement sessions will not constitute a representation of fact and will not be binding on SSC.
- 4) By participating in the One-on-one Sessions, the Vendor acknowledges Canada's obligations to maintain records and to provide access to those records in accordance with the Access to Information Act. When the Vendor provides information to SSC, whether orally or in writing, it is the responsibility of the Vendor to indicate to SSC if any portion of the information is:
  - a) a trade secret;
  - b) financial, commercial, scientific or technical information that the Vendor consistently treats in a confidential manner;
  - c) information the disclosure of which the Vendor reasonably believes could result in material financial loss or gain, or could reasonably be expected to prejudice its competitive position; or
  - d) information the disclosure of which the Vendor reasonably believes would interfere with its contractual or other negotiations with a third party.
- 5) Canada will treat the responses in accordance with the Access to Information Act and any other laws that apply. By participating in the One-on-one Sessions, each Vendor agrees that it will not digitally or electronically record (either audio or video) any of the meetings or discussions. Canada also agrees not make recordings of any meeting or discussion with any Vendor during the One-on-one Sessions.
- 6) Vendors may submit written questions to SSC any time. Any written questions that a Vendor believes include proprietary information must be clearly marked



“proprietary” at each relevant item. Items identified as proprietary will be treated as such unless Canada determines that the question is not of a proprietary nature. Canada may edit the questions or may request that the Vendor do so, so that the proprietary nature of the question is eliminated, and the edited question and answer can be provided to all Vendors. Questions not submitted in a form that can be provided to all Vendors may not be answered by Canada.



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## Schedule

**Note: Due to COVID-19 restrictions, all meetings during the One-on-one Engagement Sessions will be virtual.**

- 1) The sessions will be limited to 2hrs per Vendor. It is the Vendor's responsibility to manage it's time, synthesize the information the vendor would like to share with SSC and ensure the discussion is focused on their highest areas of interest/concern.
- 2) Vendors are asked to email Kenny Leung at [Kenny.leung@ssc-spc.gc.ca](mailto:Kenny.leung@ssc-spc.gc.ca) to indicate their interest in a one-on-one session.
- 3) Sessions will be scheduled on a first come first serve basis. If a desired time slot has been booked, the Vendor will be given the next available time slot in their list.
- 4) Vendors may bring a maximum of five (5) attendees to each one-on-one meeting. Vendors are requested to submit the names, contact information, titles of their representatives who will be attending each one-on-one meeting by email to the Contracting Authority by no later than 2 working days before the scheduled meeting.
- 5) Each Vendor Representative must complete the "ACKNOWLEDGMENT AND AGREEMENT" in advance of the meeting to the Contracting Authority.
- 6) As these sessions are an open forum for discussion and clarity, Legal counsel is not required.

Session #	Date	Time (Eastern Time)	Respondent	Attendees (Max 5)
1	February 7, 2022	09:00am-11:00am	Booked – email pending	
1A	February 7, 2022	1:00pm-3:00pm	Booked – email pending	
2	February 8, 2022	09:00am-11:00am	Booked – email pending	
2A	February 8, 2022	1:00pm-3:00pm	Booked – email pending	
3	February 9, 2022	09:00am-11:00am	Booked – email pending	
3A	February 9, 2022	1:00pm-3:00pm	Booked – email pending	
4	February 10, 2022	09:00am-11:00am	Booked – email pending	



4A	February 10, 2022	1:00pm-3:00pm	Booked – email pending	
5	February 11, 2022	09:00am-11:00am		
5A	February 11, 2022	1:00pm-3:00pm		
6	February 14, 2022	09:00am-11:00am		
6A	February 14, 2022	1:00pm-3:00pm		
7	February 15, 2022	09:00am-11:00am		
7A	February 15, 2022	1:00pm-3:00pm		
8	February 16, 2022	09:00am-11:00am		
8A	February 16, 2022	1:00pm-3:00pm		
9	February 17, 2022	09:00am-11:00am		
9A	February 17, 2022	1:00pm-3:00pm		
10	February 18, 2022	09:00am-11:00am		
10A	February 18, 2022	1:00pm-3:00pm		



# MUST BE COMPLETED BY EACH MEMBER PRIOR TO ATTENDING ONE-ON-ONE SESSION

## ACKNOWLEDGEMENT AND AGREEMENT

\_\_\_\_\_ (the "**Vendor Representative**") acknowledges receipt from Shared Services Canada of the One-on-one Engagement Session for the Conferencing & Operator Assisted Services (COAS) dated \_\_\_\_\_.

The Vendor Representative agrees that the One-on-one Engagement Sessions will be governed by the guidelines described in this document.

The Vendor Representative acknowledges that, regardless of whether any or all the documents provided to Vendors as part of this process are classified, Canada's network architecture, security measures and many other aspects of the project are treated as confidential by the Government of Canada.

For the purposes of this Agreement, any information and documentation includes but is not limited to: any documents, instructions, guidelines, data, drawings, specifications, materials, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labelled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the One-on-one Engagement Session.

The Vendor Representative agrees that they shall not reproduce, duplicate, use, divulge, release or disclose, in whole or in part, in whatever way or form any information or documentation to any person other than a person employed by Canada (COAS personnel) on a need to know basis, and hereby undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information or documentation in contravention of this Agreement.

Executed this \_\_\_ day of \_\_\_\_\_ by its Authorized Signatory

\_\_\_\_\_

Title: \_\_\_\_\_

Print Name: \_\_\_\_\_

