

SHARED SERVICES CANADA

Invitation To Qualify (ITQ) For Physical Infrastructure Supply Arrangement (PISA) 2.0

Invitation to Qualify No.		Date	January 12, 2024
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Issuing Office	Shared Services Canada 99 Metcalfe Street Ottawa, ON K0A 0C3		
Contracting Authority (The Contracting Authority is SSC's representative for all questions and comments about this document.)	Name	Makara Phan, Aimeric Manzi	
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Closing Date and Time	Friday, January 19 th , 2024 by 2:00 PM		
Time Zone	Eastern Standard Time (EST)		
Email Address for Submitting your Response by the Closing Date	dcspi-cdips@ssc-spc.gc.ca		

THIS SOLICITATION AMENDMENT 004 IS ISSUED TO:

1. Amend ITQ documentation;
2. Amend Annex E;
3. Amend FORM 1; and
4. Publish Canada's Responses to Respondent's questions from 73 to 97.

1. Insert at the following:**Section 2.3 e - h****Section 2.4 Composition of Core Team****Section 5 CERTIFICATIONS AND AGREEMENTS****2. Amend Annex E.****3. Amend Form 1:****Remove: Safeguarding measures****4. CANADA'S RESPONSES FROM QUESTION 73 TO 97:**

Respondent's Question 073	With respect to the Physical Infrastructure Supply Arrangement (PISA 2.0) Procurement Process formerly known as Server and Storage Infrastructure Supply Arrangement (SSISA) would you be willing to extend the closing date?
Canada's Response to Question 073	See response to question 3.
Respondent's Question 074	Is it possible that a Reseller/VAR be able to represent a Manufacture as the primary as a viable response?
Canada's Response to Question 074	Yes a reseller could represent a OEM as the primary response, provided that they meet all mandatory criteria. However the OEM would not be able to provide a separate response.
Respondent's Question 075	Do you still intend on posting the Q&A sometime today?
Canada's Response to Question 075	Amendment 03 has been published on CanadaBuys site, December 18, 2023.
Respondent's Question 076	The amendment 3 isn't showing up on Merx. Would it be possible to forward it via email?
Canada's Response to Question 076	See response to question 75.
Respondent's Question 077	The response requires a reference that can confirm that Vendor's hardware has been supplied, tested, implemented and maintained within a DC. Vendor servers and storages have all been procured via the current PISA and meets the criteria as specified. Can we include this PISA alias as a reference? Is there a specific contact we should include? Are any approvals required?
Canada's Response to Question 077	Yes a PISA procurement or other contract would qualify. Should include the contract number as part of the reference. The contact would be the technical authority or person receiving the services.
Respondent's Question 078	There were many references to an extension in amendment 2. The due date is fast approaching, can you please advise if this will be extended?
Canada's Response to Question 078	See response to question 3.

Respondent's Question 079	<p>"Please delete Mandatory Requirement 5 and confirm that Section 1.7 (Accessibility) of the ITQ is not binding on the Respondent.</p> <p>Mandatory Requirement 5 is asking OEMs to confirm compliance to specific accessibility requirements via an unqualified "yes/no" response. This is untenable for the reasons outlined in detail here: https://www.itic.org/resources/vpat/ReportingConformancetoICTAccessibilityStandards-July2019.pdf. Rather, we suggest that accessibility is a subject best addressed during the RRR Phase of this procurement where Canada can obtain feedback from Qualified Respondents in a collaborative manner to refine accessibility requirements that are meaningful for end users and workable for OEMs."</p>
Canada's Response to Question 079	<p>The OEM to provide documentation supporting their claim that the Accessibility requirements are being met. This could include certifications, reports, or other relevant documentation.</p> <p>Accessibility procurement initiatives will be incorporated and addressed throughout the subsequent PISA 2.0 phases as and where required.</p>
Respondent's Question 080	We are interested in this ITQ but we have not been able to access the documents on Merx. Is it possible to send them to us?
Canada's Response to Question 080	The ITQ has been published on CanadaBuys. Invitation to Qualify for the Physical Infrastructure Supply Arrangement (PISA 2.0) - Tender Notice CanadaBuys.
Respondent's Question 081	Can you please confirm if the closing date will be extended?
Canada's Response to Question 081	See response to question 3.
Respondent's Question 082	<p>There is a statement in the ITQ on FORM 2 - Federal Contactors Program for Employment Equity Certification 1, stating that respondents must have a workforce of 100 employees minimum.</p> <p>A5. The Respondent has a combined workforce in Canada of 100 or more employees; and</p> <p>() A5.1. The Respondent certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.</p> <p>OR</p> <p>() A5.2. The Respondent certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to the award of a contract resulting from any subsequent bid solicitation, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.</p> <p>Is this a mandatory requirement that must be met to qualify. If so is there a chance to have it removed so that Vendor can submit.</p>
Canada's Response to Question 082	The FORM 2- Federal Contractors Program for Employment Equity Certification is not a mandatory requirement to qualify. There is no mandatory minimum number of respondent employees required to qualify on the ITQ.
Respondent's Question 083	If this is a mandatory requirement there will be no Indigenous Companies that will be able to participate and hold the PISA 2.0, as there are no Canadian Indigenous companies that have a workforce over 100 people. We are formally requesting an exception for Canadian Indigenous resellers.
Canada's Response to Question 083	See response to question 82.
Respondent's Question 084	Per the definition provided in Annex E - Definition of Terms, an Original Equipment Manufacturer (OEM) is defined as "The manufacturer of the hardware, as evidenced by the name appearing on the hardware and on accompanying documentation" Given the different response requirements for OEM and reseller respondents, can SSC please clarify whether an OEM respondent would be compliant if the equipment is not

	manufactured by the respondent but does carry the branding on both hardware and documentation?
Canada's Response to Question 084	Yes, the OEM respondent would be compliant if the naming is carried on the hardware and the documentation.
Respondent's Question 085	Respondent's Question 015 in PISA 2.0 ITQ - Amendment 02 - English.pdf was asking for the Crown to define if Resellers need to be listed in Form 1. The Crown's answer states that "Core Team Members" are defined in PISA 2.0 ITQ ENG V2.pdf, Annex E. However, looking at the definition for Core Team Members, it does not clearly define a Reseller or state a Reseller needs to be named on Form 1. We ask that the Crown state if Resellers need to be named on OEM ITQ responses?
Canada's Response to Question 085	Yes, for all OEM's their resellers must be identified on Form 1.
Respondent's Question 086	The answer for Respondent's Question 020 in PISA 2.0 ITQ - Amendment 02 - English.pdf states that Resellers need to provide bilingual support for procurement and billing purposes. Can the Crown confirm that both Resellers and the OEM's need to provide bilingual support for procurement and billing purposes?
Canada's Response to Question 086	Any respondent that is going to provide sales to the GC needs to be able to provide bilingual support for procurement and billing.
Respondent's Question 087	Please clearly confirm SSC's definition of the relationship between Resellers and OEMs in PISA 2.0 as it relates to item 2.3 Submission of Only One Response - both if the Reseller is the Respondent and if the OEM is the Respondent?
Canada's Response to Question 087	Each respondent, whether a reseller or an OEM, must only have one submission as per the requirement stated in item 2.3 Submission of Only One Response in PISA 2.0. This means that regardless of whether the reseller or the OEM is the respondent, they are both expected to submit only one response.
Respondent's Question 088	Please confirm If OEMs and Resellers are considered related entities, subcontractors (assuming one or the other is the Respondent), etc and include a definition in Annex E
Canada's Response to Question 088	For the purpose of the ITQ the Reseller and the OEM's would be considered separate entities.
Respondent's Question 089	If the OEM is the Respondent, please confirm if they need to list all of their Resellers within Form 1 Submission Form in the Core Team Member Section?
Canada's Response to Question 089	Yes, see response to question 85.
Respondent's Question 090	If a Reseller is the Respondent and SSC has confirmed that they are to list all of their intended OEM partners within Form 1 Submission form (Q/A #29), please confirm the Reseller can also be included on PISA bid response(s) where the OEM is the Respondent?
Canada's Response to Question 090	Yes, the reseller will need to provide the OEM's that they are affiliated with in Form 1.
Respondent's Question 091	If the Reseller is the Respondent, can an OEM be included on multiple Reseller PISA bid responses? If the OEM is the Respondent, can a Reseller be listed on multiple OEM PISA bid responses? Please confirm in both scenarios.
Canada's Response to Question 091	Yes, in both scenarios, if the Reseller is the Respondent, an OEM can be included on multiple Reseller PISA bid responses. Similarly, if the OEM is the Respondent, a Reseller can be listed on multiple OEM PISA bid responses.
Respondent's Question 092	With the anticipated responses for the Q&A on January 12th and the bid is due on January 19th, we are asking that the Crown provide a two week extension for the ITQ submission to enable a proper response to the latest round of questions.
Canada's Response to Question 092	SSC will not be granting an additional extension beyond what has already been extended in Amendment 3.
Respondent's Question 093	Is the Former Public Servants Certification required as part of our submission? If yes, can you please provide a copy of the form for us to fill out?

Canada's Response to Question 093	The FORM 2- Federal Contractors Program for Employment Equity Certification is not a mandatory requirement. However, it is based on the response in FORM 1 under <i>Former Public Servants</i> section.
Respondent's Question 094	<p>There have been changes to Mandatory Experience Requirement 1 from the Draft ITQ to the current ITQ. In the Draft RFQ released in July of 2023 the requirement was for North American customers, 2 must be located in Canada and 2 must be public Sector. In Annex A the Mandatory Experience Requirement 1 on this final ITQ , the requirement has been changed to one North American customer, within a datacenter. The additional requirements for "2 must be located in Canada and 2 must be public Sector" was removed from this document.</p> <p>However, on Appendix 1 to Annex A (ITQ Mandatory Requirement Response Form) the crown has a check box for Public Sector customer yes or no. The crown also has a check box for one customer reference in Canada yes or no. This no longer corresponds to the information requested in The Mandatory Experience Requirement 1. Are these two boxes for information purposes only or are these mandatory? Is the requirement for a North American customer or is it for a Canadian Public Sector customer? If mandatory we would request that the crown reconsider these requirements. Having a requirement for a Canadian Public Sector reference as mandatory is a serious barrier to entry for any company not having done business with the Canadian Federal Government in the past.</p>
Canada's Response to Question 094	Only requirements identified in Annex A are mandatory.
Respondent's Question 095	In Question 066 on amendment 002 the crown has indicated that a public Sector customer refers to governments within Canada. Would the crown please consider a major Canadian University as a Public Sector customer? The term Public Sector is universally described to mean much more than the different levels of government.
Canada's Response to Question 095	Yes, SSC would consider a major Canadian University, College and crown corporations as a Public Sector customer.
Respondent's Question 096	Would Canadian research institutions that provide services to Canadian researchers and are funded by ISED Canada be acceptable as references?
Canada's Response to Question 096	Any institution that meets the mandatory criteria identified in the ITQ to a Canadian government (municipal, provincial, or federal), crown corporation or Canadian University or College would be acceptable.
Respondent's Question 097	With respect to the PISA 2.0 ITQ, can you provide me with a copy of Annex B – SRCL? Annex B is referenced in the primary ITQ solicitation document (page 20) however details are not provided.
Canada's Response to Question 097	The details of Annex B - SRCL has been provided in Amendment 2, published on CanadaBuys on Friday, December 08, 2023.

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
ITQ - Amendment 004	CanadaBuys	Friday, January 12, 2024	SSC's Response to Question 73 to 97, Amend ITQ v3 and FORM 1 v2.
ITQ - Amendment 003	CanadaBuys	Monday, December 18, 2023	SSC's follow up response to questions 003,023,036,037,051, extending closing date.
ITQ – Amendment 002	CanadaBuys	Friday, December 15, 2023	Canada's Response from Question 2 to 72 ; Amend following documents: ITQ, Appendix 1 to Annex A, Annex A,
ITQ – Amendment 001	CanadaBuys	Friday, December 08, 2023	Canada's Response to Question 1; Amend the SRCL
ITQ Solicitation Package	CanadaBuys	Tuesday, November 22, 2023	Issued ITQ Solicitation Package