

# SHARED SERVICES CANADA

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

Invitation to Qualify No.	PISA 2.0	Date	December 15, 2023
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Issuing Office	Shared Services Canada 99 Metcalfe Street Ottawa, ON K0A 0C3		
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Closing Date and Time	Friday, December 22 <sup>nd</sup> , by 2:00 PM		
Time Zone	Eastern Standard Time (EST)		
Email Address for Submitting your Response by the Closing Date	<a href="mailto:dcspi-cdips@ssc-spc.gc.ca">dcspi-cdips@ssc-spc.gc.ca</a>		

**THIS SOLICITATION AMENDMENT 002 IS ISSUED TO:**

1. Publish Canada's Responses to Respondent's questions.

**1. CANADA'S RESPONSES:**

<b>Respondent's Question 001</b>	Based on the requirements in Annex B - Security Requirement Check List (SRCL), can you please confirm what members of the supply chain that must adhere to the requirements, including Part C - Safeguards (Supplier) 11.a and 11.e?
Canada's Response to Question 001	SSC has amended the SRCL form.
<b>Respondent's Question 002</b>	Please confirm the 6 cities across Canada where Storage will be installed so that we can confirm that 4hour onsite support is available from *** ?
Canada's Response to Question 002	SSC is unable to provide specific cities due to security reasons. In relation, to the mandatory requirement 3, respondents should state any limitations. If needed, during the Review and Revise Requirements phase, locations of hardware will be defined.
<b>Respondent's Question 003</b>	Given the importance and scope of the standing offer, we respectfully request a 1 month extension to Jan 22nd as we expect a resource shortages from mid Dec onwards.
Canada's Response to Question 003	SSC will provide a response in another amendment to be posted at a later date.
<b>Respondent's Question 004</b>	We're not seeing the link that would normally take us into SAP/ARIBA so we wanted to ask the question as to how do we "sign up" for this one or if it's just what we're seeing listed on Canada Buys?
Canada's Response to Question 004	ITQ submissions will be independent of SAP ARIBA and will follow the submission process described within.
<b>Respondent's Question 005</b>	At Annex E, Definitions, for greater clarity, SSC is requested to expand the definition of Respondent by adding "It includes the parent, subsidiaries and other affiliates of the respondent." This addition aligns the definition of the Respondent with the definition of the Bidder in the Annex E, Definitions Since downstream at the RFSA stage, only qualified respondents can be bidders, it would necessarily follow that the respondent could include the parent, subsidiaries, and other affiliates of the respondent.
Canada's Response to Question 005	SSC has amended the definition of "Respondent" in Annex E Definition of Term. The term "Respondent" includes the parent, subsidiaries and other affiliates of the respondent and they all act as one entity.
<b>Respondent's Question 006</b>	We are seeking clarification of the relationship between the following definitions: Annex E Definitions, "Responding Group" Annex E Definitions, "Respondent" Form 1 instructions, "Core Team Member". Annex E, Definitions provides the following statement "Responding Group = Respondent = Core Team Lead." Could SSC explain this formula in words or by providing an example.
Canada's Response	SSC has amended the definition of "Respondent" in Annex E Definition of

to Question 006	Term. The term “Respondent” includes the parent, subsidiaries and other affiliates of the respondent and they all act as one entity.
<b>Respondent’s Question 007</b>	Will sustainability criteria be applied to every procurement that runs through the later PISA 2.0 stages?
Canada’s Response to Question 007	Green procurement initiatives will be incorporated throughout the subsequent PISA 2.0 phases as and when required.
<b>Respondent’s Question 008</b>	As both resellers and OEMs are able to respond to this ITQ, what is the intended, high-level downstream RFSA competition flow? More specifically, will there be a separate RFSA for OEMs and another for the resellers?
Canada’s Response to Question 008	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent’s Question 009</b>	For mandatory experience requirement 1: Is a reference required for each category that we intend to respond? If so, can a single reference be used for multiple categories, if they meet the requirement for each category?
Canada’s Response to Question 009	A single reference is sufficient but if the Industry wants to demonstrate abilities in multiple commodity spaces, SSC would accept more than one for each category. However the reference must clearly state how they meet the requirement of each category
<b>Respondent’s Question 010</b>	With the existing PISA contract a Reseller can be named as an agent on multiple OEM PISA contracts. Please confirm that PISA 2.0 to allow Resellers to be named as agents on multiple OEM PISA contracts?
Canada’s Response to Question 010	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent’s Question 011</b>	If the intent is the same as the original PISA, please define the relationship of the Reseller and the OEM in the PISA 2.0 and include it in the Annex E Definition of Terms
Canada’s Response to Question 011	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent’s Question 012</b>	Can the Crown confirm the number of business partners / agents on each of the OEM’s respondent contracts? When are the OEM respondents required to identify the business partners / agents (Resellers) in the PISA 2.0 process?
Canada’s Response to Question 012	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent’s Question 013</b>	Please also confirm that the OEM’s business partners / agents can be qualified on multiple OEM respondents’ submissions?
Canada’s Response to Question 013	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent’s Question 014</b>	Can a Reseller submit a response to the ITQ as a Qualified Respondent and name multiple OEM manufacturers on their submission? If so, would the OEM manufacturers be considered subcontractors?
Canada’s Response to Question 014	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.

<b>Respondent's Question 015</b>	Can the Crown define what the Core Team Members are on page 2 of Form 1 – Submission Form? If the OEM is the Qualified Respondent, is the intent to list the Resellers as Core Team Members or is this intended for Joint Ventures? Transversely, In addition if a Reseller(s) is the Qualified Respondent, is the intent to list the OEM manufacturers as Core Team Members?
Canada's Response to Question 015	SSC has amended the Annex E to include a Core Team definition.
<b>Respondent's Question 016</b>	In Annex A, Mandatory Requirement 4, if the Reseller is the Qualified Respondent, please confirm the Reseller can meet the Greening requirements as outlined in section 1.7.2 in PISA 2.0 ITQ through their OEM partners Greening initiatives
Canada's Response to Question 016	The reseller will need to provide documentation and evidence supporting their claim that the Greening requirements are being met through their OEM partners' initiatives. This could include certifications, reports, or other relevant documentation.
<b>Respondent's Question 017</b>	In Annex A, Mandatory Requirement 5, if the Reseller is the Qualified Respondent, please confirm the Reseller can meet the Accessibility requirements as outlined in section 1.7 in PISA 2.0 ITQ through their OEM partners Accessibility initiatives?
Canada's Response to Question 017	The reseller would need to provide documentation and evidence supporting their claim that the Accessibility requirements are being met through their OEM partners' initiatives. This could include certifications, reports, or other relevant documentation.
<b>Respondent's Question 018</b>	Please confirm the intent of Appendix 1 to Annex A is for Qualified Respondents to complete one form for each of the 4 categories (servers, storage & back up, converged infrastructure, appliances) in Annex A Mandatory Experience Requirements 1?
Canada's Response to Question 018	A single form is sufficient but if the Industry wants to demonstrate abilities in multiple commodity spaces, SSC would accept more than one for each category. However the reference must clearly state how they meet the requirement of each category.
<b>Respondent's Question 019</b>	In Appendix 1 to Annex A, if the Qualified Respondent is a Reseller, can the Crown confirm that the Reseller can use the OEM manufacturer's support structure to respond to the requirements listed in Appendix 1 to Annex A (example(s): Language of support, Bilingual toll free number, Electronic Ticketing System Support, etc)
Canada's Response to Question 019	SSC will allow the Resellers to use the OEM Manufacturer's support structure to respond to the requirements listed in Appendix 1 to Annex A.
<b>Respondent's Question 020</b>	In Annex A, Mandatory Requirement 2A, can a Respondent (Reseller) demonstrate how they will provide bilingual (French and English) support 5 days a week 8AM – 5 PM EST by utilizing the OEM manufacturer's bilingual support?
Canada's Response to Question 020	No the reseller would need to provide their own bilingual support Monday to Friday 8AM – 5PM EST for procurement and billing purposes.
<b>Respondent's Question 021</b>	As part of the new PISA 2.0, will the Crown consider instituting accessible quarterly reporting including the list of contracts and award values?
Canada's Response to Question 021	Subsequent procurement processes and terms and conditions will be determined at a later stage of the PISA 2.0 project.

<b>Respondent's Question 022</b>	Will the Crown consider identifying the PISA 2.0 budgets at the beginning of each Government year on an annual basis for each category including; Servers, Storage & Back-up, Converged Infrastructure and Appliances?
Canada's Response to Question 022	SSC cannot provide budget information at the beginning of each Government year as the requirements may vary.
<b>Respondent's Question 023</b>	The ITQ for PISA 2.0 is currently scheduled to close on December 22, 2023. Would the Crown consider a 1-month extension?
Canada's Response to Question 023	See response to question 3.
<b>Respondent's Question 024</b>	In the past, the Crown ran a Tier-2 and ITR procurement process within the current PISA contract. Does the Crown intend to run a similar Tier-2, ITR, and / or other similar procurement processes within the new PISA 2.0 contract?
Canada's Response to Question 024	Strategies and Requirements under PISA 2.0 will be defined at a later time.
<b>Respondent's Question 025</b>	Will the PISA 2.0 contract allow respondents to provide technology related professional services to support design, implementation, installation, subject matter expert resourcing, etc? If so, can the Crown increase the limits beyond what is in the current PISA contract to speed up deployment and simplify the procurement process?
Canada's Response to Question 025	Subsequent solicitation processes will be determined at a later stage of the PISA 2.0 project.
<b>Respondent's Question 026</b>	Can the Crown please provide estimated timelines for the additional phases of PISA 2.0; including ITQ, RRR, RFSA, and award of Supply Arrangement?
Canada's Response to Question 026	SSC cannot provide timelines at this time but will make qualified respondents aware of the timing of the next phase.
<b>Respondent's Question 027</b>	Based on previous PISA contracts, would SSC please confirm if it intends on providing OEM's 7 reseller positions for this new PISA 2.0?
Canada's Response to Question 027	All levels of vendors are welcomed and encouraged to respond The relationship of Reseller and OEM will be defined at a later stage of the PISA 2.0 project.
<b>Respondent's Question 028</b>	Can SSC please confirm that this process is open to both OEM's and their Resellers?
Canada's Response to Question 028	Yes, SSC confirms all levels of vendors are welcomed and encouraged to respond.
<b>Respondent's Question 029</b>	If SSC is allowing resellers to qualify, would you please confirm that we are to list all our intended OEM partners within Form 1-Submission Form in the Core Team section?
Canada's Response to Question 029	Yes, SSC confirms that Resellers are to list all their intended OEM partners within Form 1-Submission form in the Core Team section.
<b>Respondent's Question 030</b>	Please clarify how you would like us to respond to "Type of commodity Infrastructure" within APPENDIX 1 TO ANNEX A. What exactly is SSC asking for here?
Canada's Response to Question 030	Respondents must demonstrate experience in at least one of commodities : (a) Servers – x86, UNIX and non-x86 Servers (b) Storage & Back Up (c) Converged Infrastructure (d) Appliances
<b>Respondent's</b>	Type of Commodity Infrastructure Clarification: In reference to 'Type of

<b>Question 031</b>	commodity Infrastructure' mentioned in Appendix 1 to Annex A, which primarily focuses on server and storage, could you clarify if this section aims to inquire about the respondent's primary business or expertise in specific infrastructure technologies?
Canada's Response to Question 031	The Respondent must have manufactured and/or marketed, supplied, tested, implemented and maintained at least one of the infrastructures listed below. The Respondent must demonstrate that this experience occurred prior to the posting date of this ITQ, for a North American customer, within a data center. Respondents must demonstrate experience in at least one of commodities : (a) Servers – x86, UNIX and non-x86 Servers (b) Storage & Back Up (c) Converged Infrastructure (d) Appliances.
<b>Respondent's Question 032</b>	Timeframe Specification Inquiry: Regarding the 'Timeframe (within the past 5 years)' criterion, could you elaborate on what specific aspects or experiences you are seeking to understand through this timeframe? Is it related to recent technological advancements, project completions, or industry experience?
Canada's Response to Question 032	Requiring recent experience within the last 5 years ensures that the respondent capabilities, skills and knowledge are current and that the entity is familiar with technological advancements, industry standards and methodologies.
<b>Respondent's Question 033</b>	definition of Primary Contractor with Public Sector Customer: In the section on 'Previous experience as primary contractor with public sector customer', how do you define 'primary contractor'? Is it synonymous with 'Partner of record', or does it also include any organization that has successfully won and executed a contract with a public sector customer?
Canada's Response to Question 033	The primary contractor is the entity that directly engages with the government through the procurement process and is the primary party responsible for executing the contractual obligations outlined in the government procurement agreement which includes delivering goods and performing services.
<b>Respondent's Question 034</b>	Local 3rd Party Vendor Partnership Criteria: What are the criteria or expectations for partnerships with local 3rd party vendors?
Canada's Response to Question 034	Please see amended attachment.
<b>Respondent's Question 035</b>	Would Canada consider Converged Infrastructure to permit the security component to be managed via a distinct, dedicated management solution? This change could significantly boost security efficacy by allowing the incorporation of leading security technologies, thereby ensuring a robust defense against the constantly changing landscape of cyber threats, while retaining the integrated advantages for other elements of the infrastructure.
Canada's Response to Question 035	Commodity items and scope/eligibility will be further defined throughout the RRR and RFSA phases.
<b>Respondent's Question 036</b>	Can the Crown allow for another round of questions to the PISA 2.0 ITQ so that we have an opportunity to get further clarification based on the responses provided from the 1st set of questions?
Canada's Response to Question 036	SSC will provide a response in another amendment to be posted at a later date.
<b>Respondent's Question 037</b>	Can we have a one month extension to the ITQ closing? Given the importance of the PISA, we want to make sure we establish the appropriate strategic partnerships. It's usually easier to do this before bidders have made their ITQ submission.

Canada's Response to Question 037	See response to question 3.
<b>Respondent's Question 038</b>	Will bidders/qualified respondents be allowed to form joint ventures to bid in subsequent phases of this procurement?
Canada's Response to Question 038	SSC will allow the respondents to form joint venture in subsequent phases however, any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture. Joint Venture's need to be identified.
<b>Respondent's Question 039</b>	The Annex C Security Classification Guide lists Reliability and Secret clearances for individuals requiring access to telecom rooms, operation zones, and security zones. Are personnel clearance requirements limited to supplier personnel who go on-site to GC locations? Part C of the SRCL requires document safeguarding and an IT link, what is the required classification of these two items?
Canada's Response to Question 039	SSC has amended the SRCL form.
<b>Respondent's Question 040</b>	Can SSC please clarify if a reference is supplied for one (or several or all) of the infrastructures listed (Servers or Storage or C.I. or Appliances) then the respondent will only qualify for those specific infrastructure categories that they have provided references for?  It appears possible for a respondent to provide a reference for a customer with one server in a North American datacenter that meets the criteria to qualify for the Server Infrastructure Category, can SSC explain at which point in the process where the competencies of a respondent will be aligned to the scale of the Federal customers and datacenter requirements they will be engaging?
Canada's Response to Question 040	SSC confirms that the respondent qualifies for the infrastructure categories that references are provided for. During the RRR phase discussions about specific requirements will take place with qualified vendors.
<b>Respondent's Question 041</b>	The crown has indicated several categories that are designated to be the responsibility of the supplier. Many of these categories can only be fully supported by the OEM as most partners/suppliers only hold a portion of the certifications/qualifications required to fully support each category to be named in this vehicle. Can the crown please advise how suppliers will be evaluated to fully support the Federal Government?
Canada's Response to Question 041	SSC will evaluate the Respondent's submissions against all mandatory requirements outlined in Annex A.
<b>Respondent's Question 042</b>	In review and comparison of the draft ITQ to the final ITQ, it appears that very few changes were made. Can the crown please confirm if the recommendations provided by industry will be applied at the RRR stage?
Canada's Response to Question 042	SSC has made changes to the ITQ based on industry feedback from the Draft version that was previously released.
<b>Respondent's Question 043</b>	Can SSC please explain why the requirement for a reseller and OEM are so different? (i.e., reseller - Monday to Friday vs OEM - 24x7 with 30 minutes response time to a live agent)
Canada's Response to Question 043	Resellers focus on procurements and need to support the procurement and billing aspects during the work week. OEM's need to have a 24 x 7 x 365 support as they will be dealing with the maintenance and support calls for the equipment.

<b>Respondent's Question 044</b>	Should the reference to Annex C be changed to Annex E?
Canada's Response to Question 044	SSC has amended Mandatory Requirement 3 in Annex A.
<b>Respondent's Question 045</b>	For Mandatory Requirement 1.0 – If the Bidder is already on PISA 1.0, Can the bidder leverage SSC as a reference?
Canada's Response to Question 045	SSC allows the respondents to use SSC as a reference.
<b>Respondent's Question 046</b>	Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Yes checkbox contains a checkmark.
Canada's Response to Question 046	Please see amended SRCL posted December 8, 2023
<b>Respondent's Question 047</b>	a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Canada's Response to Question 047	Please see amended SRCL posted December 8, 2023
<b>Respondent's Question 048</b>	Will there be an electronic link between the supplier's IT systems and the government departments or agencies?
Canada's Response to Question 048	Please see amended SRCL posted December 8, 2023
<b>Respondent's Question 049</b>	What is the percentage of Non PISA items allowed per PISA quote?
Canada's Response to Question 049	Items related to each categories will be defined at a later stage.
<b>Respondent's Question 050</b>	Vendor agrees on accessibility requirements, depending on the requirement, the fix could take longer than 15 days but vendor agrees to address the concern. Is this acceptable to SSC?
Canada's Response to Question 050	Accessibility procurement initiatives will be incorporated and addressed throughout the subsequent PISA 2.0 phases as and where required.
<b>Respondent's Question 051</b>	Please extend the closing date of this ITQ as well as add another round of Q&A.
Canada's Response to Question 051	See response to question 3.
<b>Respondent's Question 052</b>	Please confirm that resellers are only allowed to represent one OEM in a category
Canada's Response to Question 052	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent's Question 053</b>	Please confirm that any number of non-OEM's (resellers) can sub-contract a single OEM (manufacturer).
Canada's Response to Question 053	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent's Question 054</b>	Please confirm that if an OEM (manufacturer) is awarded a spot on the RFSA, the OEM can list a number of resellers to represent them for procurement



	purposes similar to PISA 1.0.
Canada's Response to Question 054	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent's Question 055</b>	Is it the intent of Canada to move forward with resellers, SI's, consulting firms, etc. to hold spots on the RFSA?
Canada's Response to Question 055	All levels of vendors are welcomed and encouraged to respond. Subsequent solicitation processes and the relationship of Reseller and OEM will be determined at a later stage of the PISA 2.0 project.
<b>Respondent's Question 056</b>	Please clarify what is meant by "Core Team Members" (i.e., provide a definition) and/or "2 and/or 3" and please clarify why these members must be identified.
Canada's Response to Question 056	SSC has amended the Annex E to include a Core Team definition.
<b>Respondent's Question 057</b>	Please clarify the difference between "supplier" and "respondent" as "supplier" is not found in Annex E: Definition of Terms. This is important the term "supplier" is used throughout the document and the responsibilities and/or restrictions of a bidder is dependent on this definition.
Canada's Response to Question 057	SSC has amended the Annex E Definitions of Terms.
<b>Respondent's Question 058</b>	This requirement states that "The Respondent must have manufactured and/or marketed, supplied, tested, implemented and maintained at least one of the infrastructures...". In Mandatory Requirement 2, it states that a Respondent (Reseller) must provide support (8x5). Please confirm that Canada is allowing resellers and/or non-OEM suppliers to submit bids to be awarded a spot on the RFSA. If this is true, please confirm that Respondents are allowed to provide non-OEM support for the products (since they were qualified based on being able to "maintain" the infrastructures). If so, it should be noted that manufacturers do not allow resellers to provide maintenance on products. Therefore, please confirm that the OEM must provide support for the products
Canada's Response to Question 058	OEMs must provide support for their products, non OEM support will not be accepted. Cases where an OEM has authorized another OEM to provide that support, will be allowed.
<b>Respondent's Question 059</b>	If a respondent is able to submit a bid by only marketing a product, as opposed to also being the manufacturer, opens the door to any company providing a bid for the RFSA. The supply arrangement is intended to allow client departments to select products based on the manufacturers as opposed to from a particular reseller. Additionally, many times over the past few years, various resellers have been bought and sold to other conglomerates which introduces a large liability of the owner of the warranty / maintenance. Please remove "or" from the wording so that the first part states "The Respondent must have manufactured, marketed, supplied, test, implemented, and maintained..."
Canada's Response to Question 059	All levels of vendors are welcomed and encouraged to respond.
<b>Respondent's Question 060</b>	Please clarify why are resellers only required to provide 8x5 support while OEM's have to provide the 24x7 support.

Canada's Response to Question 060	Resellers focus on procurements and need to support the procurement and billing aspects during the work week. OEM's need to have a 24 x 7 x 365 support as they will be dealing with the maintenance and support calls for the equipment.
<b>Respondent's Question 061</b>	The requirement states that 24x7x365 support must be provided "... in at least 4 of the 6 Main Geographical Regions across Canada". Previous standing offers and supply arrangements state that support must be provided within 100km of a major urban centre. This requirement seems to imply that respondents do not have to have nationwide support for Canada and could leave some partner departments without the requisite enterprise-class support that Canada has rightly demanded for decades. Please revise this requirement that ensures Canada receives proper support across all regions of Canada as per previous supply arrangements.
Canada's Response to Question 061	Requirement 3 remains a mandatory requirement to support the infrastructure of the Government of Canada and can be reviewed during the RRR Phase.
<b>Respondent's Question 062</b>	The requirement states "The Respondent's OEM partners..." Please clarify what is meant by an "OEM partner". This seems to imply that a respondent may not be an OEM (manufacturer) and thus brings into question how a non-OEM can provide on-site support across Canada for a manufacturer. Additionally, if the respondent is an OEM, does the OEM have to respond to his requirement since they are not an OEM "partner"?)
Canada's Response to Question 062	Yes all OEM's and Resellers must respond to this requirement.
<b>Respondent's Question 063</b>	The requirement states "The Respondent must confirm that they will meet the Accessibility requirements ... in Annex F ..." Please clarify if Canada is requiring Respondents that all product provided must conform to all 168 pages of accessibility requirements? For example: 5.1.3.1. Audio output of visual information: does this mean that all software supplied must be able to generate speech corresponding to the visual representation of the screen's information? If the interface is a web interface, would this comply? Ensuring that an existing software component meets all the requirements stated would take weeks of effort to review documentation, etc. let alone modify to meet these requirements. This requirement is egregious and would be impossible to be met by any vendor.
Canada's Response to Question 063	Accessibility procurement initiatives will be incorporated and addressed throughout the subsequent PISA 2.0 phases as and where required
<b>Respondent's Question 064</b>	Please confirm whether the respondent is considered non-compliant if the response is "no" or "other".
Canada's Response to Question 064	SSC confirms that a respondent must meet all mandatory requirements to qualify.
<b>Respondent's Question 065</b>	Please clarify what is meant by "Timeframe (within the past 5 years)". This seems to be out of place in the response.
Canada's Response to Question 065	The timeframe of 5 years demonstrates recent experience within the last 5 years ensures that the Respondent's capabilities, skills and knowledge are current and that the entity is familiar with technological advancements, industry standards and methodologies.
<b>Respondent's Question 066</b>	Please confirm that "Public Sector" refers to the governments within Canada. Please also confirm that this could apply to municipal, provincial, or federal and

	thus references could be associated accordingly.
Canada's Response to Question 066	SSC confirm that " Public Sector" refers to the governments within Canada and also confirm that this could apply to municipal, provincial, or federal and thus references could be associated accordingly
<b>Respondent's Question 067</b>	The Mandatory Requirements 2 states that the respondent must provide French/English support, however, this form has checkboxes for this requirement. If this is a requirement, please confirm that the answer is "Yes/No" for support languages of French and English.
Canada's Response to Question 067	The Mandatory Requirement 2 states : " 2A The Respondent (Reseller) must demonstrate how they will provide bilingual (French and English) support 5 days a week 8 AM – 5 PM EST.  OR  2B The Respondent (OEM ) must demonstrate how they will provide a bilingual (French and English) Service Desk with toll-free support that must be 24 hours per day, 7 days per week and 365 days per year with a Service Level Agreement of 30 minutes or better response time to a live agent."
<b>Respondent's Question 068</b>	Mandatory Requirement 3 states that support must be provided in 4 out of 6 regions; however, this form states a requirement of "Nationwide presence". Please clarify what is meant by "presence" and how that is related to nationwide support.
Canada's Response to Question 068	The requirement states that they will need to provide 24 hour x 7 days a week with a 4 hour response time in 4 of the 6 main geographical areas.
<b>Respondent's Question 069</b>	There is a requirement for "Type of support" for which the options are "Onsite" or "Other"; however, the main PISA requirements are that the supplier provides On-Site support (24x7, 4-hour response). Please clarify what is meant by this item.
Canada's Response to Question 069	On site : Vendor have to deploy resources on the Government facilities Other : Virtual support or any other type of support that a vendor can offer.
<b>Respondent's Question 070</b>	There is a requirement for "Local 3rd Party Vendor Partnership". Please clarify what is meant by "local" (local to the partner department? local to major urban centres?)  Additionally, please clarify what is the purpose of the partnership. Is this purpose for sales, support, and/or other purpose?
Canada's Response to Question 070	Please see amended Appendix 1 to Annex A
<b>Respondent's Question 071</b>	This document seems to contain definitions for accessibility; however, there is no table for responding to the requirements. Please provide a table of the actual requirements and clarify how any vendor is supposed to be compliant to all 168 pages of requirements.
Canada's Response to Question 071	Accessibility procurement initiatives will be incorporated and addressed throughout the subsequent PISA 2.0 phases as and where required.
<b>Respondent's Question 072</b>	Please clarify the intent of "Core Team Members". Do OEM's have to complete this portion of the form? Additionally, please clarify the purpose of this information. Additionally, there is no definition for "Core Team Member" in Annex E:

	Definition of Terms. Please provide a definition for this term.
Canada's Response to Question 072	SSC has amended the Annex E to include a Core Team definition.

**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:

<b>Document Tracking</b>	<b>Distribution</b>	<b>Date</b>	<b>Description</b>
<b>ITQ – Amendment 002</b>	<b>CanadaBuys</b>	<b>Friday, December 15, 2023</b>	Canada's Response from Question 2 to 72 ; Amend following documents: ITQ, Appendix 1 to Annex A, Annex A,
<b>ITQ – Amendment 001</b>	<b>CanadaBuys</b>	<b>Friday, December 08, 2023</b>	Canada's Response to Question 1; Amend the SRCL
ITQ Solicitation Package	CanadaBuys	Tuesday, November 22, 2023	Issued ITQ Solicitation Package