



Shared Services Canada  
Services partagés Canada

Procurement and Vendor Relations  
Shared Services Canada  
427 Laurier Avenue, 3rd Floor  
Ottawa, ON, K1R 7X1

October 15, 2019

Subject: Print Standing Offer and Departmental Individual Standing Offer Invitation

Dear Sir/Madam,

On May 10, 2019 Shared Services Canada (SSC) issued National Master Standing Offers (NMSO) to Konica Minolta Business Solutions (Canada) Inc., Ricoh Canada Inc. and Xerox Canada Ltd. for the Enterprise Procurement Vehicle for Printing Products and Managed Print Services (MPS). Using this new vehicle, public servants will benefit from printing devices and services that use the latest technologies while improving security, accessibility, productivity, and user experience. This new vehicle will also allow for the issuance of Departmental Individual Standing Offers (DISO), for SSC and its partners, which is competed amongst the NMSO holders.

SSC would like to invite you to discuss the possibility of putting a DISO in place for your departmental printing needs. The DISO allows for standardization of print services as well as greater cost savings for the organization. It includes Managed Print Services, Print Management software and professional services for planning and migration/transition. In addition, the Call-up delegation for a DISO is \$400K (as opposed to \$100K for NMSO), allowing the client more flexibility in procuring for their departmental print requirements.

For more information on setting up the DISO we invite you to request a membership to our WTD Printing Products [GCconnex](#) group page where you can find several files to help get you started. It is recommended that you familiarize yourself with the details of the NMSO SOW as it lists the foundation requirements which all three vendors are obliged to meet; the DISO requirements are supplemental to this and contain your organization's specific needs above and beyond those in the NMSO. You can request a DISO by sending a request to Standing Offer Project Authority (WTD Provisioning generic mailbox [ssc.provisioningservice-serviceapprovisionnement.spc@canada.ca](mailto:ssc.provisioningservice-serviceapprovisionnement.spc@canada.ca)) and copy to Standing Offer Authority ([ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca](mailto:ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca)) or using the attached templated text using your organization's letter head signed by Print team lead (at least a director level) or a CIO.

We look forward to working with you on this important initiative. If you have any questions regarding the National Master Standing Offer or the Departmental Individual Standing Offer please do not hesitate to contact us at [ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca](mailto:ssc.wtdprintingproducts-produitsimpressionatmt.spc@canada.ca).

Regards,

WTD Print Team

---

Michelle Beaton  
Director, Business Systems  
Shared Services Canada

---

Eric Poirier  
Director, WTD Provisioning  
Shared Services Canada