

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 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet Polycom Support Services		
Solicitation No. - N° de l'invitation W8474-126037/A	Date 2012-02-20	
Client Reference No. - N° de référence du client W8474-126037		
GETS Reference No. - N° de référence de SEAG PW-\$\$HN-329-59343		
File No. - N° de dossier hn329.W8474-126037	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-03-07		Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Dumaresq, Steve		Buyer Id - Id de l'acheteur hn329
Telephone No. - N° de téléphone (819) 956-3487 ()		FAX No. - N° de FAX (819) 953-4944
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: MR. DAVID CRAIG-BROWNE DIMTPS 2-5 101 GOLDENROD WAY OTTAWA ON K1A 0K2 CANADA		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Electrical & Electronics Products Division
11 Laurier St./11, rue Laurier
6B1, Place du Portage, Phase III
Gatineau, Québec K1A 0S5

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



Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D - 1	MR. DAVID CRAIG-BROWNE 613-990-5558 DIMTPS 2-5 101 GOLDENROD WAY OTTAWA ON K1A 0K2 CANADA	W8474	DEPARTMENT OF NATIONAL DEFENCE 101 COLONEL BY DRIVE ATT: DAVID CRAIG-BROWNE DIMTPS 2-5 OTTAWA Ontario K1A0K2 Canada



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	Bridge Platforms maintenance Custom version of Polycom's Advanced Access Support Service, part number PLCM/CUS-DND12 (and Annex "A" attached)	D - 1	W8474	1	LOT	\$XXXXXXXXXXXX	See Herein	

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

1. Security Requirement
2. Requirement
3. Debriefings

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions
2. Submission of Bids
3. Enquiries - Bid Solicitation
4. Applicable Laws

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures
2. Basis of Selection

PART 5 - CERTIFICATIONS

1. Certifications Precedent to Contract Award

PART 6 - RESULTING CONTRACT CLAUSES

1. Security Requirement
2. Requirement
3. Standard Clauses and Conditions
4. Term of Contract
5. Authorities
6. Payment
7. Invoicing Instructions
8. Certifications
9. Applicable Laws
10. Priority of Documents
11. Defence Contract
12. SACC Manual Clauses (Delivery)

ANNEX "A" **Requirement (Statement of Work), corresponding to Custom version of Polycom's Advanced Access Support Service, part number PLCM/CUS-DND12**

ANNEX "B" **Pricing Schedule**

PART 1 - GENERAL INFORMATION

1. Security Requirement

There is no security requirement associated with the requirement.

2. Requirement

The contractor will be required to provide the services in accordance with the technical requirements stated herein at Annex "A" (and related Appendix "A").

NOTE:

**Custom version of Polycom's Advanced Access Support Service (3 year service plan)
Polycom's custom part number for the services described in the Statement of Work is:
PLCM/CUS-DND12**

Suggested Polycom contact:

Derek Crossman, Territory Manager, Canadian Federal Government, Polycom Canada
Tel.: 613-288-9098, derek.crossman@polycom.com

2.1 Delivery Requirement

Period of Contract shall be for three (3) years upon award.

2.2 Contractor Representatives

General enquiries

Name: _____
Telephone No. _____
Facsimile No. _____
E-mail address: _____

Delivery follow-up

Name: _____
Telephone No. _____
Facsimile No. _____
E-mail address: _____

3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2011-05-16) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: ninety (90) calendar days

Section 8 of 2003, Standard Instructions - Goods or Services, is amended as follows:

Insert: Upon request by Canada, the bidder must send written confirmation of the bid within five (5) working days.

Section 12 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete subsection 1. (a) and (b).

Insert: 1. Canada may reject a bid where any of the following circumstances is present:

- (a) the Bidder is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which renders the Bidder ineligible to bid on the requirement;
- (b) an employee, or subcontractor included as part of the bid, is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Corrective Measure Policy, which would render that employee or subcontractor ineligible to bid on the requirement, or the portion of the requirement the employee or subcontractor is to perform;

1.1 SACC Manual Clauses

SACC Reference	Section	Date
A9033T	Financial Capability	2011-05-16
B1000T	Condition of Material	2007-11-30
B4024T	No Substitute Products	2006-08-15

2. Submission of Bids

Bids must be submitted ONLY TO THE BID RECEIVING UNIT by the date, time and place indicated on page 1 of the bid solicitation. Do not send proposal directly to the Contracting Officer. Email proposals not accepted.

PWGSC Bids Receiving Unit

11 Laurier Street

Place du Portage, Phase 3, Core 0A1

Gatineau, Québec, K1A 0S5

Tel.: 819-956-3366

Fax: 819-997-9776

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered. Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario. Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- 1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

1.1 Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

1.2 Pricing Basis

The bidder must quote a firm lot price for the 3-year service plan, in Canadian dollars, DDP Delivered Duty Paid (destination), with the Goods and Services Tax (GST) and/or the Harmonized Sales Tax (HST) extra, as applicable. Any applicable freight charges to destination and Custom duties and Excise taxes must be included.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. All bids must be completed in full and provide all of the information requested in the bid solicitation to enable full and complete evaluation.

1.1 Mandatory Technical Criteria

The following Mandatory factors will be taken into consideration in the evaluation of each bid:

- Technical compliance to Annex "A" and related Appendix "A";
- Technical compliance to defined custom Advanced Access Support Service plan PLCM/CUS-DND12
- Acceptance of terms and conditions as mentioned in the bid solicitation;
- Completion of the proposal.

1.2 Financial Evaluation

The following **Mandatory** factors will be taken into consideration in the evaluation of each bid:

- Compliance with Pricing Basis;
- Compliance with Annex "B", Pricing Schedule.

The total evaluated bid price will be the firm lot price offered at Annex "B".

1.3 Conditions/Certifications Precedent to Contract

- Federal Contractors Program as specified in Part 5;
- Financial Capability as specified at Part 2, para 1.1.

2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price on an aggregate basis will be recommended for award of a contract.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested. Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

1. Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

1.1 Federal Contractors Program - Certification

Federal Contractors Program - \$200,000 or more

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder, or, if the Bidder is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
3. The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- (a) () is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;
- (b) () is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (c) () is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (d) () is subject to the FCP, and has a valid certificate number as follows: _____ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the HRSDC Web site.

Signature

Date

=====

- 1.2** The supplier certifies that it is an agent or distributor authorized by the manufacturer (Polycom) to offer all products/services listed at Annex "A" herein, and is willing and able to provide proof by means of a letter from the manufacturer upon request by Canada.

Signature

Date

=====

PART 6 - RESULTING CONTRACT CLAUSES

1. Security Requirement

There is no security requirement associated with the Contract.

2. Requirement

The contractor will be required to provide the services in accordance with the technical requirements stated herein at Annex "A" herein, which corresponds to custom version of Polycom's Advanced Access Support Service (3 year service plan), part number PLCM/CUS-DND12.

2.1 SACC Manual Clauses

SACC Reference	Section	Date
B1501C	Electrical Equipment	2006-06-16
B7500C	Excess Goods	2006-06-16

3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

3.1 General Conditions

2010C (2011-05-16), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from __date__ to __date__ inclusive (Delivery as offered and as accepted will be inserted at contract award).

5. Authorities

5.1 Contracting Authority

Steve Dumaresq
Public Works and Government Services Canada
Acquisitions Branch
Logistics, Electrical, Fuel and Transportation Directorate
"HN" Division
7B3, Place du Portage, Phase III
11 Laurier Street, Gatineau, QC, K1A 0S5

Telephone: (819) 956-3487
Facsimile: (819) 953-4944
E-mail address: steve.dumaresq@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 DND Technical Authority

Name: will be inserted at contract
Title: will be inserted at contract
Telephone: (xxx) xxx-xxxx
Facsimile: (xxx) xxx-xxxx
E-mail: will be inserted at contract

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

General Enquiries

Name: will be inserted at contract
Telephone No: will be inserted at contract
Facsimile No: will be inserted at contract
E-mail address: will be inserted at contract

Delivery Follow-up

Name: will be inserted at contract
Telephone No: will be inserted at contract
Facsimile No: will be inserted at contract
E-mail address: will be inserted at contract

6. Payment

6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid the firm lot price specified at Annex "B". Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 SACC Manual Clauses

SACC Reference	Section	Date
G1005C	Insurance	2008-05-12
H1000C	Single Payment	2008-05-12

7. Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Invoices must be distributed as follows:

- (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- (b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

Department of Public Works and Government Services
 "HN" Division
 7B3 Place du Portage, Phase III
 11 Laurier Street, Gatineau, QC K1A 0S5
 Attention: Steve Dumaresq

8. Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

10. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) 2010C (2011-05-16) General Conditions - Services (Medium Complexity);
- (c) Annex "A" (and related Appendix "A"), corresponding to Polycom Part No. PLCM/CUS-DND12;
- (d) the Contractor's bid dated __date__.

Solicitation No. - N° de l'invitation

W8474-126037/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

hn329

Client Ref. No. - N° de réf. du client

W8474-126037

File No. - N° du dossier

hn329W8474-126037

CCC No./N° CCC - FMS No/ N° VME

11. Defence Contract

SACC Manual clause A9006C (2008-05-12) Defence Contract

12. SACC Manual Clauses (Delivery)

SACC Reference	Section	Date
D9002C	Incomplete Assemblies	2007-11-30

12.1 Shipping Instructions - Delivery at Destination

Goods must be consigned to the destination specified in the Contract and delivered:

Delivered Duty Paid (DDP) (destination) Incoterms 2000 for shipments from a commercial contractor.

ANNEX "A" - STATEMENT OF WORK / REQUIREMENT
Bridging Infrastructure Support Services for Department of National Defence (DND)
 Corresponding to Custom version of Polycom's
 Advanced Access Support Service, part number PLCM/CUS-DND12

1.0 SCOPE

- 1.1 Purpose: The Department of National Defence (DND) has a requirement for a three year hardware support contract to service all Polycom Bridging infrastructures comprised of Real Time Media Conference Platform (RMX), Converged Management Application (CMA) and Distributed Media Application (DMA) platforms. All equipment listed in **Appendix A** must be supported under a custom version of Polycom's AdvanceAccess Support Service. This is a limited tendering requirement as the services required are only available from Polycom Inc (Polycom) exclusively through Polycom authorized resellers.
- 1.2 Background: DND has an established Secure Videoconferencing Network (SVCN) and an unclassified General Purpose Videoconferencing Network (GPCN). These large networks link most DND Bases/Wings and deployed Operations with a live, full motion videoconferencing capability. The role of the SVCN is to provide point-to-point and multi-point real-time secure (Level II) Video Teleconferencing (VTC) for DND's needs under all conditions of peace and war. The role of the GPCN is to provide point-to-point and multi-point real-time Video Teleconferencing (VTC) for DND's departmental functions. The SVCN is a secure mission critical network and is available on a 24/7 basis when needed. The GPCN is a departmental critical network and is available on a 24/7 basis when needed.

2.0 APPLICABLE DOCUMENT

- 2.1 DND Document - **Appendix A: List of Equipment and Serial Numbers.**

3.0 DELIVERABLES

The contractor must provide the deliverables listed below for all equipment and licenses detailed at **Appendix A**.

- 3.1 Polycom Advanced Access Telephone Support: Technical telephone support access (TAC) must be available 24x7 for engaging Polycom AdvancedAccess Support Team to resolve problems;
- 3.2 Access to the Polycom AdvancedAccess Support Team: DND technicians must have priority direct access to the Polycom AdvancedAccess support experts. The Polycom AdvancedAccess Support Team is composed of highly skilled Polycom specialists who must provide the DND's technicians with personalized assistance and technical expertise to address all technical support and maintenance needs. The Polycom AdvancedAccess Support Team must provide remote technical assistance by diagnosing, configuring, and troubleshooting Polycom products covered by the Polycom AdvancedAccess Support contract;
- 3.3 Assigned Service Engineer (ASE): Polycom must designate a Polycom Global Assigned Services Engineer (ASE) and provide contact information to DND. The ASE must have detailed knowledge of DND's Polycom solution and collaboration environment. As a member of the Polycom AdvancedAccess Support Team, the ASE must be responsible for the technical oversight of all DND support issues. The ASE must also be available to DND's technicians as an escalation point for critical and/or complex service incidents. The ASE must ensure that all escalations are processed in accordance with established Polycom AdvancedAccess Support procedures. The

ASE must facilitate the communication of technical issues between DND and escalated engineering or other levels within Polycom;

- 3.4 **Parts Replacement:** Polycom must provide replacement of all covered, failed hardware parts through a 30 day return to factory repair process. If Polycom's technical support representative determines that a replacement part is required to resolve a hardware malfunction, a Return Material Authorization (RMA) process must be initiated. It is DND's responsibility to ship the part to the designated Polycom repair depot. Polycom must ship a replacement part via three day ground service within 30 days of receiving the defective part.
- 3.5 **Software Upgrades:** Software Upgrades consist of major feature enhancements and/or functionality releases for covered Polycom products. DND must receive Software Upgrades for their currently registered Polycom products upon Polycom's general release of such Software Upgrades;
- 3.6 **Software Updates:** Software Updates are designed to correct a software error that prevents the installed system from conforming to its published specifications. DND must receive Software Updates for their currently registered Polycom products upon Polycom's general release of such Software Updates;
- 3.7 **On-line Support:** Polycom must provide access to DND to the extensive technical information located on the secure Polycom Resource Center (PRC) available via the Polycom Web site. The PRC provides technical tips, a search and query function on the Polycom Knowledge Base, access to software downloads, a RMA resource page, software activation assistance, a library of technology papers and product information, comprehensive 'how-to' videos, and Frequently Asked Questions (FAQs).
- 3.8 **Around-the clock video test facility:** Polycom must provide DND access to Polycom's video test facility, 24 hours a day, 365 days per year. The video test facility provides continuous motion and sound sources. Live face-to-face testing with a Polycom support engineer must be available.

APPENDIX A LIST OF EQUIPMENT AND SERIAL NUMBERS

Item	Serial Number	Equipment
1	VR2080317015	RMX 2000
2	VR2080824007	RMX 2000
3	VR2101031120	RMX 2000
4	VR4101508090	RMX 4000
5	VR4101508092	RMX 4000
6	VR4100224003	RMX 4000
7	VR2110728103	RMX 4000
8	VR4111008303	RMX 4000
9	VR4111008302	RMX 4000
10	VR4100304001	RMX 4000
11	1H3XXH1 JJ3XXH1 62XBHN1	CMA5000+500 + CMA5000+500 + CMA5000+2500
12	BMK19R1 & CMK19R1 DMK19R1 & FMK19R1 GMK19R1 & HMK19R1 JMK19R1 & 9MK19R1 3QFM8R1 & 7QFM9R1 1FVK2R1 & 2FVK2R1 3FVK2R1 & 4F4K2R1 JDVK2R1 & HDVK2R1 6FVK2R1	8 DMA Dual Servers with 10 licenses+ 100 License upgrade 1 Single Server DMA with 1- Licenses+ 100 license upgrade

Solicitation No. - N° de l'invitation

W8474-126037/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

hn329

Client Ref. No. - N° de réf. du client

W8474-126037

File No. - N° du dossier

hn329W8474-126037

CCC No./N° CCC - FMS No/ N° VME

ANNEX "B" PRICING SCHEDULE

The bidder must quote a firm lot price for the 3-year service plan, in Canadian dollars, DDP Delivered Duty Paid (destination), with the Goods and Services Tax (GST) and/or the Harmonized Sales Tax (HST) extra, as applicable. Any applicable freight charges to destination and Custom duties and Excise taxes must be included.

Bridging Infrastructure Support Services for Department of National Defence (DND) as per Annex "A" and related Appendix "A". Corresponding to Custom version of Polycom's Advanced Access Support Service, part number PLCM/CUS-DND12

FIRM LOT PRICE \$ _____