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Bid Fax: (604) 775-7526

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless
otherwise indicated, all other terms and conditions of the
Offer remain the same.

Ce document est par la présente révisé; sauf indication
contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

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

Issuing Office - Bureau de distribution

Public Works and Government Services Canada -
Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e étage
Vancouver, BC V6Z 2V8

Title - Sujet Imaging Hardware NMSO	
Solicitation No. - N° de l'invitation EZ107-120003/C	Date 2013-04-24
Client Reference No. - N° de référence du client EZ107-120003	Amendment No. - N° modif. 004
File No. - N° de dossier VAN-2-35013 (576)	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$VAN-576-6971	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale 2013-03-27	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-05-07	
Address Enquiries to: - Adresser toutes questions à: Sobhee, Sachin	Buyer Id - Id de l'acheteur van576
Telephone No. - N° de téléphone (604) 775-7022 ()	FAX No. - N° de FAX (604) 775-7526
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

Solicitation No. - N° de l'invitation

EZ107-120003/C

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

EZ107-120003

Amd. No. - N° de la modif.

004

File No. - N° du dossier

VAN-2-35013

Buyer ID - Id de l'acheteur

van576

CCC No./N° CCC - FMS No/ N° VME

This amendment is created to answer questions from bidders and make changes to the RFSO.

Change to the RFSO:

At Annex A, A2. MANDATORY GENERAL SPECIFICATIONS FOR ALL HARDWARE,

Delete: 20. All Hardware must be capable of meeting, at a minimum, the "Estimated Monthly Print/Copy Volumes" per Sub-Category as defined in section J5 of Annex J.

Insert: 20. All Hardware must be capable of meeting, at a minimum, the "Estimated Monthly Print/Copy Volumes" per Sub-Category as defined in section J6 of Annex J.

At Annex A, General Category 2 Requirements,

Delete: produce a minimum resolution of 600 dpi in a minimum of 4 bit colour;

Insert: produce a minimum resolution of 600 dpi in a minimum of 2 bit colour;

At Annex A, Sub-category 2.1,

Delete: include minimum 256 MB RAM

Insert: include minimum 128 MB RAM

At Annex A, Sub-category 3.1,

Delete: be a floor standing model (not desktop)

Insert: be a desktop model (not floor standing)

At Annex A, Sub-category 4.1,

Delete: be a floor standing device (not desktop)

Insert: be a desktop model (not floor standing)

At Annex A, Sub-Category 3.5,

Delete: have an output capacity of minimum 1000 sheets, separated through either offset stacking or sorting;

Insert: have an output capacity of minimum 750 sheets, separated through either offset stacking or sorting;

Delete: have auto-stapling capability with a minimum 50 sheet capacity;

Insert: have auto-stapling capability with a minimum 30 sheet capacity;

At Annex A, Sub-Category 4.4,

Delete: have an output capacity of minimum 1000 sheets, separated through either offset stacking or sorting;

Insert: have an output capacity of minimum 750 sheets, separated through either offset stacking or sorting;

At all instances of Sub-Category 4.2,

Delete all mention of the speed range of 40-49ppm.

Replace with the speed range of 40+ ppm.

There is no longer a maximum speed specification for this sub-category.

At Annex B, B1.2.5 Service Response Times During the Principal Period of Maintenance,

Delete: The On-Site Hardware Maintenance Service Response Time for Zone A must not exceed eight (8) hours from the time the Contractor has been notified of a service disruption by any Identified User.

Insert: The On-Site Hardware Maintenance Service Response Time for Zone A must not exceed four (4) hours from the time the Contractor has been notified of a service disruption by any Identified User.

Delete: The On-Site Hardware Maintenance Service Response Time for Zone B must not exceed sixteen (16) hours from the time the Contractor has been notified by any Identified User.

Insert: The On-Site Hardware Maintenance Service Response Time for Zone B must not exceed twelve (12) hours from the time the Contractor has been notified of a service disruption by any Identified User.

Delete: The service response time for remote locations must not exceed twenty-four (24) hours from the time the Contractor has been notified by any Identified User.

Insert: The service response time for remote locations must not exceed twenty (20) hours from the time the Contractor has been notified of a service disruption by any Identified User.

At Annex L Management Offer, Section A, 5.8 Service Response Time,

Delete: While the NMSO requires that On-Site Hardware Maintenance Service Response Time for Zone A must not exceed eight (8) hours from the time the Contractor has been notified of a service disruption by any Identified User, an Offeror will receive 40 points if it offers to provide service within four (4) hours for Zone A.

Insert: While the NMSO requires that On-Site Hardware Maintenance Service Response Time for Zone A must not exceed four (4) hours from the time the Contractor has been notified of a service disruption by any Identified User, an Offeror will receive 40 points if it offers to provide service within two (2) hours for Zone A.

At Annex L Management Offer, Section B,

Delete: Service Response Time - Offeror offers to provide 4 hour response time in Zone A.

Insert: Service Response Time - Offeror offers to provide 2 hour response time in Zone A.

At Annex C, C1 a),

Delete: Hardware manufacturers must commit to comprehensive, nationally recognized environmental standards for:

Insert: Hardware manufacturers must commit to comprehensive internal environmental policies and processes relating to:

At Annex L, Section A, 3.1,

Delete: The Offeror must demonstrate that the equipment manufacturer of the offered products has comprehensive, nationally recognized, manufacturing environmental standards in place for:

Insert: The Offeror must demonstrate that the equipment manufacturer of the offered products has committed to comprehensive internal environmental policies and processes relating to:

Questions and Answers:

Q1) Reference: Sub-Category 3.5 Monochrome Printer/Copier MFDs, Tabloid (40 - 49 ppm)

Would PWGSC please modify the following requirements:

8. have an output capacity of minimum 750 sheets, separated through either offset stacking or sorting; and

9. have auto-stapling capability with a minimum 30 sheet capacity;

This changed would be consistent with the current requirements outlined in Category 3.4

A1) Yes, these two changes have been made. See changes to the RFSO above.

Q2) Reference: Sub-Category 2.1 Network Colour Page Printers - Letter/Legal (20 - 29 ppm colour):

4. include minimum 256 MB RAM

Would PWGSC please reduce the memory to 128MB as this memory configuration is typically sufficient for this lower end single function color device?

A2) This proposed change is accepted. See changes to the RFSO above.

Q3) For category 3.1 - can PW have the PPM's increased from 39ppm to 40PPM?

A3) No. 40ppm devices must be bid into the 40-49ppm sub-category.

Q4) For category 3.2 - can PW have the PPM's increased from 49ppm to 50PPM?

This would allow more technology manufacturers to supply with Government of Canada with a more robust device at a lesser output cost.

A4) No. 50ppm devices must be bid into the 50+ ppm sub-category

Q5) Would PW increase the speed-point for A4 from 40 to 50ppm's as this category would allow devices in an A4 vs. A3 colour category.

A5) The speed range for sub-category 4.2 has been increased to 40+ ppm. No new category will be created at this time for 50+ ppm. See changes to the RFSO above.

Q6) 7.8.4 Call-ups of Cost-per-page (CPP) only: This clause appears to only be for previously purchased hardware and does not seem to be applicable to leased hardware. By allowing the end-user the ability to separate their hardware purchase from their CPP call-up it allows for order splitting when purchasing equipment, thereby allowing purchased hardware values to greatly exceed the total value of leased equipment. Would the Government consider making the rules consistent for both leased and purchased equipment?

A6) The rules for leased and purchased hardware will not be changed because if an end-user separates their hardware purchase from their CPP, it would be considered contracting splitting and would go against various Government of Canada procurement policies. This practice is not allowed.

Q7) C1 (a) Canada refers to "nationally recognized environmental standards". Can Canada provide examples of the environmental standards to which it is referring?

A7) We have determined that this requirement overlaps to a degree with other specific environmental requirements of the RFSO. This requirement has been modified in the changes to the RFSO above.

Q8) Annex F – Hardware substitutions – For most manufacturers hardware refreshes are occurring at an ever increasing rate due to rapid technological advances. Having access to the latest product as early as possible would benefit Canada's Identified Users and allow Canada to be on the leading edge of technology. Would Canada consider allowing hardware substitutions at any time in order to allow a rapid induction of the latest technology? In addition to benefiting Canada's Identified Users, it would spread the workload associated with the substitution process over the entire contract period rather than over short period every 2 months.

A8) No, this change will not be made. The pricing of any given product can affect the call-up limitations and rankings on the best value grid. Therefore, to prevent the best value grid from changing multiple times over short periods of time, we have set a refresh period of every 2 months to ensure that the grid only changes once every 2 months. This makes it easier for clients to make purchasing decisions and gives greater certainty to all stakeholders as to when the grid will change.

Q9) J3.1 Calculation of the evaluated price for hardware leases – Currently Canada has chosen to equally weight the 24, 36, 48 and 60 month commitment period costs while actual call ups issued are almost exclusively 48 and 60 month commitments. Would Canada consider weighting the different commitment periods based on historical % of call-ups for each commitment period?

A9) No, we will not include different weightings based on the different commitment periods. Clients can place call-ups in any commitment period they wish and we want pricing for every commitment period to the best possible.

Q10) J5 (d) The CPP (Consumables only) Cost Factor for purchased hardware will be calculated using a weighted average as shown in J3.1 (b). Should the calculation of the CPP (Consumables only) Cost Factor not be based on a fixed period that aligns with the typical refresh period for technology of 60 months? This would significantly simplify the calculation and be a realistic anticipated lifespan for purchased hardware.

A10) The weighted average is required to ensure that vendors are bidding reasonable rates even for the shorter CPP agreements. This calculation will not be changed.

Q11) J6 Estimated Monthly Volumes – Our organization has analyzed the average monthly volumes in our total fleet as well as those specific to our Federal Government accounts and determined that the actual average monthly volumes are significantly lower than the estimates being used in the RFSO. With the fleet rationalization initiative underway within the Federal Government we anticipate the actual volumes to increase however we believe that the estimates used will still be approximately double actual usage. Would Canada consider adjusting the estimated volumes being used to more accurately reflect actual usage?

A11) No, the volumes used for evaluation has already been reduced significantly compared to previous standing offers and will not be reduced any further.

Q12) Category 2 Printer Requirements – Would Canada please consider changing the minimum 4 bit colour specification to 2 bit colour for the smaller printers in Sub-Categories 2.1, 2.2 and 2.3 to allow for greater competition?

A12) Yes, this specification has been changed. See changes to the RFSO above.

Q13) In sub Cat 3.1 crown asks for 8. be a floor standing model (not desktop). With the limited speeds asked would the crown consider making this a desktop model?

A13) This is an error. Sub-category 3.1 is supposed to be a desktop model. This has been corrected through the changes to the RFSO above.

Q14) In sub Cat 2.1 crown asks for : have a minimum input capacity of 350 sheets from a minimum of 2 paper sources. Would the crown in the spirit of competition lower this to 300 pages?

A14) This specification has already been reduced to 300 pages in Amendment 003.

Q15) In sub Cat 4.1 asks for: 10. be a floor standing device (not desktop). Yet 4.2 is asking for a "desktop device". Seems contradictory since 4.1 is using lesser specifications than 4.2? Could you please clarify?

A15) This is an error. Sub-category 4.1 is supposed to be a desktop model. This has been corrected through the changes to the RFSO above.

Q16) In sub Category 4.1 and 4.2 in the spirit of competition and since you have now defined these two sub categories as Desktop models specifically (I believe this was a typo on your release for 4.1). Would you please consider moving the rated speeds to 30-40ppm in cat 4.1 and 41+ or 41-50 in Cat 4.2? This would best fit the industry standards and allow for fair competition amongst the manufacturers listed within each of these categories.

A16) Sub-category 4.1 will remain as 30-39ppm but sub-category 4.2 has been changed to 40+ ppm. See changes to the RFSO above.

Q17) Would the crown clearly define in Annex A in each sub category what the min monthly print volumes are to be compliant? This must be supported by manufacturers publicly available documentation or an accredited third party such as BLI?

A17) The minimum monthly print volumes that must be met are indicated at Annex J, Section J6 Estimated Monthly Copy/Print Volumes. This has been corrected in the Changes to the RFSO above. This should be supported by either a manufacturer's publicly available documentation or a third party such as BLI.

Q18) Will PWGSC consider adjusting category 1.1 and 3.1 so the PPM is between 30 to 40 PPM as opposed to 30 to 39PPM?

This would include more manufacturer therefore making the category much more competitive for the crown.

A18) No, this sub-category definition will not be changed. Any 40ppm devices must be bid into the 40-49ppm sub-category

Q19) On page 61 we note "on site maintenance service response time for Zone A must not exceed eight (8) hours."

If we review the terms of the current agreement, we note that a 4 hour response is the mandatory.

Given that this government has chosen to pursue a "managed print" initiative which will take the device to user ratio from a 1:3 to a 1:8, and given that all consultancies (most certainly Gartner) recommend faster response times when there is less equipment, might the government be better off maintaining a level of service that has been the standard for several decades?

Sub note:

We also note that whereas there are penalties "when the total unscheduled equipment outage exceeds (4) four hours" on the current agreement, the new RFP allows for a further 4 hours after the initial 8 to correct the problem, ie suppliers who have until now had 4 hours maximum to correct the problem have in effect 12 hours based on the "Principle Period of Maintenance" which would be 0800 to 1600, which means some will wait two days for service.

Based on our experience, we expect considerable end user opposition. Similar arguments can be made re Zone B where the response time has gone from 8 hours to 16 hours, again with the 4 hours to correct after they arrive.

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A19) The intent was to have 4 hour response time (with 4 hours to repair) for Zone A, 12 hours response time for Zone B, and 20 hours response time for Zone C. This has been corrected in the changes to the RFSO above.

ALL OTHER TERMS AND CONDITIONS OF THE RFSO REMAIN UNCHANGED.