

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada
#219-800 Burrard Street, 2nd Floor
#219-800 Burrard Street, 2nd Floor
Vancouver, BC V6Z 0B9
Bid Fax: (604) 775-7526

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

Ce document est par la présente révisé; sauf indication contraire,
les modalités de l'invitation 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 Maintenance for Printers	
Solicitation No. - N° de l'invitation 47060-138977/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 47060-138977	Date 2013-03-27
GETS Reference No. - N° de référence de SEAG PW-\$VAN-586-6943	
File No. - N° de dossier VAN-2-35241 (586)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-04-15	
Time Zone Fuseau horaire Pacific Standard Time PST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Menges, Tess	Buyer Id - Id de l'acheteur van586
Telephone No. - N° de téléphone (604) 666-5688 ()	FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

Amendment 001:**Q1.**

In Part 6 - Resulting Contract Clauses, article 2.2 Supplemental General Conditions, SACC clause 4001 (2013-01-28) Hardware Purchase, Lease and Maintenance, article 02. Hardware Must be New. During maintenance, parts replaced during a failure are returned to the manufacturer's service depot. These parts returned are tested for failure as not all returned parts cause a failure (sometime multiple parts are replaced during problem determination). Service parts are tested and if passed are certified by the manufacturer as like-new and returned to service parts inventory. This is a common practice in the industry by the manufacturers in order to provide effective maintenance costs and environmentally friendly service. Will CBSA consider removing the "Must be New" and replace with "Must be of new or like-new quality and equivalent in function to original equipment parts".

A1.

Yes the proposed change would be acceptable - Must be new or like-new quality and equivalent in function to original equipment parts

Q2.

In Part 6 - Resulting Contract Clauses, article 2.2 Supplemental General Conditions, SACC clause 4001 (2013-01-28) Hardware Purchase, Lease and Maintenance, article 26. Replacement Unit, 3d. "Within 4 working days of Canada requesting maintenance, the Contractor must restore the Hardware to Fully Functional Operation or must deliver a replacement that meets the requirements of the Contract." Service Providers and/or Contractors are required to 'fix' a non-operational unit and do not offer 'loaner' or replacement units. The Bidders would have to maintain a stock of every machine/component procured as part of the contract, or have the means by which to obtain the devices in 4 days or less. This would become increasingly more complicated over the life of the contract, and would subject the Bidders response to vastly increased cost for little additional value to Canada. Could CBSA please remove this requirement for a replacement unit from the resulting contract clauses.

A2.

No, this cannot be changed because CBSA is legally obligated by the Immigration and Refugee Protection Act to provide refugees who arrive at a port of entry with paperwork, produced by these printers, within 72 hours of their arrival.

Q3.

In Annex A - Statement of Work, in article 3 Requirement, the equipment is identified as E7650 FACIT and OMNI 8900 Series printers. In Annex C - Basis of Payment, the monthly price in the table identifies 227 units which includes both the above printers for "24 Hour Coverage" and 58 units for the "Non-24 Hour Coverage" however, there is no split between how many units CBSA has of the E7650 FACIT compared to the OMNI 8900 series and their respective locations across the country. Can CBSA please provide a list of the split between the two models of printers and their respective locations.

A3.

There are only 3 OMNI 8900 printers. The OMNI printers are all located in the Niagara Area. The locations are as follows:

One at Queenston Bridge

One at Peace Bridge

One at Rainbow Bridge

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED