

**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**

## **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**  
Telecommunications Division / Division des  
Télécommunications  
Place du Portage, Phase III  
4th floor / 4e étage  
Core C1 / Noyau C1  
11 Laurier St. / 11 rue Laurier  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> Managed Video Conference Service	
<b>Solicitation No. - N° de l'invitation</b> 82082-110701/B	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 82082-110701	<b>Date</b> 2012-02-17
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEF-711-23615	
<b>File No. - N° de dossier</b> 711ef.82082-110701	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-03-20</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Harracksingh, Robbie	<b>Buyer Id - Id de l'acheteur</b> 711ef
<b>Telephone No. - N° de téléphone</b> (819) 934-0961 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## SOLICITATION AMENDMENT 001

This solicitation amendment is issued to respond to Bidder's Questions received as of 09 Feb 2012, and to modify the bid solicitation documents.

### **SECTION A - Bidder's Questions and Answers**

#### **Question # 1:**

Compliance with Mandatory requirements of the RFP is such that most industry vendors require either to customize their partnerships and/or customize their portfolios.

To enable these customizations and to ensure best value-for-money and widest competitive response from the industry, will the Crown please confirm an extension of due date to Thursday April 12th 2012?

#### **Answer # 1:**

Canada is granting an extension to the bid closing date to 20 March 2012 @ 2:00pm EST.

### **SECTION B - Changes to Solicitation Documents**

#### **1. Update RFP PART 3 - BID PREPARATION INSTRUCTIONS**

**Delete in it's entirety: PART 3 - BID PREPARATION INSTRUCTIONS**

*Note to Bidders: Part 3 is being replaced only to correct the numbering of the clauses, the content has not changed.*

**Insert the following:**

#### **PART 3 - BID PREPARATION INSTRUCTIONS**

##### **3.1 Bid Preparation Instructions**

(a) Canada requests that bidders provide their bid in separately bound sections as follows:

(i) Section I: Technical Bid (2 hard copies and 2 soft copy on CD)

(ii) Section II: Financial Bid (2 hard copies and 2 soft copy on CD)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

- (b) Canada requests that bidders follow the format instructions described below in the preparation of their bid:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (ii) use a numbering system that corresponds to the bid solicitation;
  - (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, Bidder's name and address and contact information of its representative; and
  - (iv) include a table of contents.
- (c) Multiple bids from the same Bidder are not permitted in response to this bid solicitation. Each Bidder must submit only a single bid. For the purpose of the bid solicitation, individual members of a joint venture bidding in its own capacity are not considered the same Bidder as a joint venture in which they form a part. If any Bidder submits more than one bid, Canada will choose in its discretion which bid to consider.

### 3.2 Section I: Technical Bid

- (a) Any requirement designated in the solicitation and the Statement of Work, including all annexes, by the term "must" is mandatory. Bids that do not meet all mandatory requirements will be declared non-responsive.
- (b) The technical bid consists of the following:
- (i) **Bid Submission Form (Requested at Bid Closing):** Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to provide the information or clarification.
  - (ii) **Bidder Experience (Mandatory at Bid Closing):** PWGSC wishes to identify a Bidder with substantial and recent experience providing Video Conferencing and Hardware Maintenance services. The Bidder must provide the following information in its bid (using the Bidder Experience Form to provide this information is not mandatory, but it is recommended).
    - (A) Total number of months of experience providing Video Conferencing services to customers prior to bid closing.  
  
Canada's minimum mandatory requirement for the Bidder's previous experience is 36 months of experience providing Video Conferencing services to customers in the 4 years before bid closing. During evaluation, the Bidder must be able to provide evidence of this experience, if requested.
    - (B) Total number of months providing Video Conferencing Hardware Maintenance services to customers prior to bid closing.  
  
Canada's minimum mandatory requirement for the Bidder's previous experience is 36 months of experience providing Video Conferencing Hardware Maintenance services to customers in the 4 years before bid closing. During evaluation, the Bidder must be able to provide evidence of this experience, if requested

- (iii) **Description of Experience with Similar Projects (Mandatory at Bid Closing):** The Bidder must provide written project descriptions of 3 different similar projects providing MVS services across scattered sites that the Bidder has completed or that is ongoing on the bid closing date (if the bid includes descriptions of more than this number of projects, Canada will decide in its discretion which ones to evaluate). Completing the Project Summary section (in conjunction with the written description) of the Bidder Experience Form is not mandatory, but it is recommended.

For the purpose of this bid, "scattered sites" is defined as multi-point (meaning at least 2), geographically dispersed nationally and/or internationally. Sites will be considered geographically dispersed if they are at least 5KM apart if they are in the same city.

- (A) The description of each similar project must, at a minimum, include the name and either the telephone number or e-mail address for a customer reference who must confirm, if requested by PWGSC, the information provided by the Bidder. Bidders are also requested to include the title of the contact person.
  - (B) A project will be considered "similar" to the Work to be performed under the resulting contract if it has the same or some of the same characteristics to those in the SOW.
  - (C) The project must have been completed by the Bidder itself (and does not include the experience of any proposed subcontractor or any affiliate of the Bidder). However, several entities may combine their experience by submitting a bid as a joint venture; in that case, the bid can describe the previous experience of one or more joint venture members to meet the experience requirement - that is, one similar project could be described for one joint venture member and another different project could be described for another joint venture member, as long as the total number of projects is met (if two members of the joint venture worked on the same project, it will only be counted once).
  - (D) The Bidder must demonstrate in its written project descriptions that it provided each of the following in at least 1 of the 3 projects described, but each item may be reflected in more than 1.
    - (i) Providing Hardware Maintenance and Support for the client's video conferencing hardware;
    - (ii) Providing general Technical Support for the client's end users; and
    - (iii) Capacity to provide Video Conferencing, Hardware Maintenance and Support and Technical Support services across scattered sites.
- (iv) **Bidder Technical Submission (Mandatory at Bid Closing):** In its bid, the Bidder must provide technical information, as applicable, and describe its service offerings describing how it will meet the following requirements described in the SOW.
- (A) A draft Transition Plan, to seamlessly transfer existing Video Conferencing and Hardware Maintenance services (see section 9.8 of the SOW);
  - (B) On Demand Video Conferencing services (see section 7.1 of the SOW);
  - (C) Shared Video Conferencing Service (Hosted and Non-Hosted Reservation) (see section 7.2 of the SOW);

- (D) An explanation of how the Bidder intends to meet the Availability requirement for the On Demand and Shared Video Conferencing (Hosted and Non-Hosted Reservation) services (see section 7.3 of the SOW); and
- (E) Provision of a web-based system for scheduling Hosted and Non-Hosted Reservations as well as a toll free telephone technical service desk (see section 7.4 of the SOW).
- (v) **Description of the Bidder's Maintenance and Support Services:** The Bidder must include a description of its maintenance and support services for hardware which must be consistent with all the requirements described in the Resulting Contract Clauses, including the Statement of Work. At a minimum, the Bidder must describe its:
- (A) Problem reporting and response procedures;
- (B) Escalation procedures; and
- The Bidder may also describe any other information it considers relevant.
- (vi) **Corporate Profile:** The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with Annex B - Pricing Tables. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

**Note to Bidders:** The "Summary" tab of Annex B - Pricing Tables is for evaluation purposes only and will not be included in any resulting Contract.

- (b) **All Costs to be Included:** The financial bid must include all costs (excluding the Goods and Services Tax and the Harmonized Sales Tax) for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, personnel, software, peripherals, cabling, implementation, monitoring, billing project management and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

**All other terms and conditions of the Bid Solicitation remain unchanged.**