

**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**  
Scientific, Medical and Photographic Division /  
Division de l'équipement scientifique, des produits  
photographiques et pharmaceutiques  
11 Laurier St./ 11 rue, Laurier  
6B1, Place du Portage  
Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> KIOSK REPLACEMENT RFP	
<b>Solicitation No. - N° de l'invitation</b> 47054-124625/A	<b>Amendment No. - N° modif.</b> 009
<b>Client Reference No. - N° de référence du client</b> 1000304625	<b>Date</b> 2012-09-21
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XQ-002-24695	
<b>File No. - N° de dossier</b> 002xq.47054-124625	<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 2012-10-01</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<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> Chevrier, Stéphane	<b>Buyer Id - Id de l'acheteur</b> 002xq
<b>Telephone No. - N° de téléphone</b> (819) 956-8224 ( )	<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>

Solicitation No. - N° de l'invitation

47054-124625/A

Amd. No. - N° de la modif.

009

Buyer ID - Id de l'acheteur

002xq

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

1000304625

File No. - N° du dossier

002xq47054-124625

CCC No./N° CCC - FMS No/ N° VME

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Solicitation Amendment 009 is raised to attach Annex B “Basis of Payment” of the resulting contract, as well as a revised Attachment D to Part 4 of the Bid Solicitation which includes a new pricing table at Section 6 for Removal, Delivery, Assembly, Installation and Integration costs.

Solicitation No. - N° de l'invitation

47054-124625/A

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

47054-124625

Amd. No. - N° de la modif.

009

File No. - N° du dossier

002xq.47054-124625

Buyer ID - Id de l'acheteur

002xq

CCC No./N° CCC - FMS No./N° VME

## **SOLICITATION AMENDMENT 009**

**This solicitation amendment is raised to:**

**Modify the RFP as per M.1 below**

### **2. MODIFICATIONS :**

**M1.**

**AT ANNEX B INSERT BASIS OF PAYMENT ATTACHED HEREIN**

**M2.**

**AT ATTACHMENT D TO PART 4 OF THE BID SOLICITATION**

**INSERT: Section 6 – “Removal, Delivery, Assembly, Installation, and Integration” Pricing Table**

# **Trusted Traveller Kiosks and Iris Recognition Technology**

## **Annex B**

### **Basis of Payment**

**Canada Border Services Agency**

## **BASIS OF PAYMENT**

The following Basis of Payment remains in effect for the duration of the initial contract period of 5 years and subsequent option years.

### **1 Software Licenses- Iris Matcher**

#### **1.1 Initial licenses**

The Contractor will be paid the **firm lot price** for the number of iris licenses for the existing CBSA iris enrollees to be initially migrated to the new Matcher's iris database, as well as used in the first year of operation meeting the requirements as defined in Annex A – Statement of Work of the Contract.

<b>TABLE 1-1</b>		
<b>Item</b>	<b>Description</b>	<b>Firm Lot Price</b>
1	For the number of iris licenses for the existing CBSA iris enrollees to be initially migrated to the new Matcher's iris database, as well as used in the first year of operation.	\$

#### **1.2 Deployment Environment Licenses**

The Contractor will be paid the **firm lot price** provided in Table 2-1 for the iris matcher license cost for all CBSA deployment, as well as Transition-type environments listed in the requirements in the Statement of Work (SOW), Annex A during the contract period for the maximum number of Iris Enrollees.

<b>TABLE 1-2</b>		
<b>QTY</b>	<b>Description</b>	<b>Firm Lot Price</b>
<b>CBSA Development Environments</b>		
<b>1,800</b>		\$
<b>Transition type Deployment Environments</b>		
<b>3,000</b>		\$
<b>Production Support/Training</b>		
<b>600</b>		\$
<b>Production Active and Production Standby</b>		
<b>750,000</b>		\$
<b>Volume Test Active and Volume Test Standby</b>		
<b>750,000</b>		\$
<b>Additional</b>		

### 1.3 Kiosk Monitoring System (KMS) Licenses

The Contractor will be paid the **firm lot price** provided in Table 3-1 for a total of 2 copies of KMS software, one for non-production and production environments listed in Annex A Statement of Work.

TABLE 1-3		
Item	Description	Firm Lot Price
<b>Non-Production Environment (QTY =1)</b>		\$
<b>Production Environment (QTY =1)</b>		\$

## 2 Hardware for the Trusted Traveler Kiosk and Iris Recognition Technology Solution

The Contractor will be paid a **firm unit price including one year of maintenance support and warranty services**, for each specified volume range for each hardware item or component in the following table for the initial contract period and options years, for all the hardware required to meet the requirements of the Statement of Work (SOW), Annex A of the Contract.

The Contractor must detail all the components that are included for each item in Table 2-1, providing the make, model and/or part number for each item of hardware proposed.

Canada will authorize the acquisition of the hardware throughout the initial contract and any extended period as Trusted Traveller and Iris Recognition Technology Kiosks are deployed on an “as and when requested” basis. Pricing for each acquisition will be based on the volume specified of each order. For clarity, the applicable volume range will apply to each order and will not be based on the accumulated total of purchases to date.

TABLE 2-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<b>Enclosure</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+ (N/A)	--	--	--	--	--	--
<b>Iris Camera</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Scanner</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$

TABLE 2-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Touch Screen</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Receipt Printer</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Document/Card Reader</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Keyboard</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Speakers</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Cabling</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Power and Uninterruptible Power Supply (“UPS”)</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>TOTAL Table 2-1:</b>				\$		

### 3 Extended Maintenance and Support Package for the Traveler Iris Kiosk Requirement

The Contractor will be paid **firm lot annual** pricing for Extended Maintenance and Support referenced in Table 3-1 for the Trusted Traveller Kiosk and Iris Recognition Technology Solution for the initial contract period in Table 3-2 and for contract option periods listed in Table 3-3.

Table 3-1		Call Centre Activities		Repair and Support Activities				
Onsite Support Hours	Options	Contractor Call Centre Availability	Call back By Contractor to confirm issue report and provide issue # and status	Determine need for onsite maintenance	Onsite Presence	Issue Resolved	Status reports	Equipment must be replaced if the issue has not been resolved
* National Business Operational Hours	Basic, Included in SOW	24/7 365 days	15 minutes from initial call	Within 4 business hours from initial call	1 business day from initial call	2 business days	Provided 2 hours after technical support leaves site.	5 business days from initial call
24/7	<b>Extended Maintenance and Support</b>	24/7	15 minutes from initial call	Within 1 hour from initial call	2-4 hours from initial call	24 hrs	Provided 2 hours after technical support leaves site.	24 hours from initial call
365 calendar days (Including all holidays)		365 days						

\*National Business Operational Hours are defined as: 6:30 am - 8:00 pm Eastern Time Weekdays, Monday to Friday (excluding statutory holidays observed by Government of Canada)

TABLE 3-2						
Maintenance and Support Options	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	
Extended Coverage						

TABLE 3-2					
Maintenance and Support Options	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Extended Coverage					

**TOTAL TABLE 3-2**



## Optional Work Under Requisition on Contract Process or Through Design Change Procedures

### 4.1 Professional Services Labour Rates

The Contractor will be paid **firm per diem rates**, inclusive of all overheads and profit, for the labour categories specified in Table 4-1 below, in accordance with the minimum qualifications as defined in the SOW, (Requisition on Contract Work) that may be requested through the Requisition on Contract Process specified in the Contract. These rates will also be used in determining the price for changes to the work through the Change Management Procedures specified in the Contract. An estimated level of effort is provided for each of the Professional Services Categories in Table 4-1.

TABLE 4-1						
SOW Ref / Description/Estimated Level of Effort	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Project Manager (365 days)						
System Architect (365 days)						
Software Developer (365 days)						
Biometric Scientific Specialist (180 days)						
Training Specialist (40 days)						
TOTAL Table 4-1: \$						

## 5 Optional Hardware and Software Under Requisition on Contract Process

### 5.1 Iris Analytical Tools

The Contractor will be paid the **firm lot price** for any of their available iris image or biometric data analysis APIs, SDKs, and command line or GUI-based tools, aside from the “Quality Checker” specified in Table 5-1.

TABLE 5-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Iris Analytical Tools (QTY=1_						
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$

TABLE 5-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
	\$	\$	\$	\$	\$	\$
TOTAL Table 5-1:				\$		

## 5.2 Analytical Tools External

The Contractor will be paid the **firm lot price** Table 5-2 for any recommended non-Contractor biometric data analysis tools or toolkits which will be 100% functional when used with the Contractor's product and/or database. The per-diem cost of consulting from the biometric data analysis tool or toolkit vendor should also be provided.

TABLE 5-2						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Analytical Tools External						
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
TOTAL Table 5-2:				\$		

## 5.3 RDBMS

The Contractor will be paid the **firm lot price** in Table 5-3 for each recommended RDBMS, including support.

TABLE 5-3						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
RDBMS (QTY = 1)						
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
TOTAL Table 5-3:				\$		

## 5.4 Future Replacement Receipt Printer and Scanner

The Contractor will be paid the **firm lot price** in Table 5-4 for Future Replacement Receipt Printer and Scanner as per the product specifications provided in Annex G of the Statement of Work.

TABLE 5-4						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<b>Future Replacement Receipt Printer and Scanner</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
<b>TOTAL Table 5-4:</b>				\$		

## 6 Removal, Delivery, Assembly, Installation and Integration

The Contractor will be paid the **firm lot price** in Table 6-1 for the removal of existing kiosks, delivery, assembly, installation and integration of new kiosks.

TABLE 6-1	
Description	Firm Lot Price
For each location identified in Appendix B “Delivery Locations and Deliverables” of Annex A Statement of Work, the Contractor must provide an inclusive firm lot price for the removal of existing kiosks, delivery, assembly, installation and integration of new kiosks.	\$
<b>TOTAL Table 6-1:</b>	\$

**Trusted Traveller Kiosks and Iris  
Recognition Technology  
Bidder Instructions  
Attachment D to Part 4  
Pricing Tables**

**Canada Border Services Agency**

## Pricing Requirements

Bidders must identify all pricing information to meet the requirements of the RFP for the entire contract period and any option years.

Bidders are requested to detail any pricing assumptions.

Any and all costs associated with meeting the requirements detailed in this RFP, including any travel and living expenses incurred as a consequence of any relocation required to satisfy the terms of the Contract, are the responsibility of the Bidder. For travel with respect to work under a Requisition on Contract (ROC), pre-approved by the Technical Authority, travel and living expenses will be paid in accordance with the Basis of Payment in the Contract.

Should there be an error in the extended pricing of the Bidder's proposal, the unit pricing shall prevail and the extended pricing shall be corrected in the evaluation.

Any errors in quantities in the Bidder's proposal shall be changed to reflect the quantities stated in the RFP.

It should be noted that the tables herein can be expanded to accommodate the pricing information that the Bidder is required to provide.

## 1 Software Licenses- Iris Matcher

### 1.1 Initial licenses

The Bidder must provide **firm lot prices** for the number of iris licenses for the existing CBSA iris enrollees to be initially migrated to the new Matcher's iris database, as well as used in the first year of operation meeting the requirements as defined in Annex A – Statement of Work of the Bid Solicitation. For bidding purposes only, the number of initial licenses is estimated at 750,000.

TABLE 1-1		
Item	Description	Firm Lot Price
1	For the number of iris licenses for the existing CBSA iris enrollees to be initially migrated to the new Matcher's iris database, as well as used in the first year of operation.	\$
TOTAL Table 1-1:		\$

## 1.2 Deployment Environment Licenses

The Bidder must provide **firm lot prices** in the following Table 1-2 for the iris matcher license cost for all CBSA deployment, as well as Transition-type environments listed in the requirements in the Statement of Work (SOW), Annex A to the RFP, during the contract period for the maximum number of Iris Enrollees.

The Bidder should identify if the proposed bid price for the licenses are per user or enterprise basis.

TABLE 1-2		
QTY	Description	Firm Lot Price
<b>CBSA Development Environments</b>		
1,800		\$
<b>Transition type Deployment Environments</b>		
3,000		\$
<b>Production Support/Training</b>		
600		\$
<b>Production Active and Production Standby</b>		
750,000		\$
<b>Volume Test Active and Volume Test Standby</b>		
750,000		\$
<b>Additional</b>		
1		\$
<b>TOTAL Table 1-2:</b>		<b>\$</b>

For bidding purposes only, The following Table 1-2a is provided to help Bidders price Table 1-2 above.

<b>TABLE 1-2a</b>				
<b>Deployment Environment Type</b>	<b>Number of Deployment Environments of this Type</b>	<b>Initial Number of Iris Enrollees per Deployment Environment</b>	<b>Planned Maximum Number of Iris Enrollees per Deployment Environment</b>	<b>Comment</b>
Development	6	300	300	
Transition	10	300	300	
Production Support/Training	2	300	300	
Production Active AND Production Standby	1	750,000	2,500,000	Production Active and Production Standby are used mutually exclusively (e.g. Active is switched to Standby on hardware failure).
Volume Test Active AND Volume Test Standby	1	2,500,000	2,500,000	Volume Test Active and Volume Test Standby are used mutually exclusively (e.g. Active is switched to Standby on hardware failure).  This environment is rarely used and cannot be used as a substitute for a Production Matcher.
Additional	1	300	300	For future expansion



### 1.3 Kiosk Monitoring System (KMS) Licenses

The Bidder must provide **firm lot prices** in the following Table 1-3 for a total of 2 copies of KMS software, one for non-production and production environments listed in Annex A Statement of Work.

TABLE 1-3		
Item	Description	Firm Lot Price
Non-Production Environment (QTY =1)		\$
Production Environment (QTY =1)		\$
TOTAL Table 1-3:		\$

## 2 Hardware for the Traveler Iris Kiosk Requirement

The Bidder must provide **firm unit prices including one year of maintenance support and warranty services**, for each specified volume range for each hardware item or component in the following Table 2-1 for each contract and optional year, for all the hardware required to meet the requirements of the Statement of Work (SOW), Annex A to the RFP.

The Bidder must detail all the components that are included for each item in Table 2-1, providing the make, model and/or part number for each item of hardware proposed. Bidders should refer to Attachment D of Part A, where forecasted volumes have been provided for both contract period and option periods. These forecasted volumes do not represent a volume commitment by Canada, they are being provided solely for the purpose of assisting during financial evaluations.

Canada will authorize the acquisition of the hardware throughout the initial contract and any extended period as Trusted Traveller and Iris Recognition Technology Kiosks are deployed on an “as and when requested” basis. Pricing for each acquisition will be based on the volume specified of each order. For clarity, the applicable volume range will apply to each order and will not be based on the accumulated total of purchases to date.

TABLE 2-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<b>Enclosure</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+ (N/A)	--	--	--	--	--	--
<b>Iris Camera</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Scanner</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Touch Screen</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Receipt Printer</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$

TABLE 2-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Document/Card Reader</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Keyboard</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Speakers</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Cabling</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Power and Uninterruptible Power Supply ("UPS")</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>Receipt Printer</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
<b>TOTAL Table 2-1:</b>				\$		

### 3 Extended Maintenance and Support Package for the Traveler Iris Kiosk Requirement

The Bidder must provide **firm lot annual** pricing for Extended Maintenance and Support referenced in Table 3-1 for the Trusted Traveller Kiosk and Iris Recognition Technology Solution for the initial contract period in Table 3-2 and for contract option periods listed in Table 3-3.

Table 3-1		Call Centre Activities		Repair and Support Activities				
Onsite Support Hours	Options	Contractor Call Centre Availability	Call back By Contractor to confirm issue report and provide issue # and status	Determine need for onsite maintenance	Onsite Presence	Issue Resolved	Status reports	Equipment must be replaced if the issue has not been resolved
* National Business Operational Hours	Basic, Included in SOW	24/7 365 days	15 minutes from initial call	Within 4 business hours from initial call	1 business day from initial call	2 business days	Provided 2 hours after technical support leaves site.	5 business days from initial call
24/7	<b>Extended Maintenance and Support</b>	24/7	15 minutes from initial call	Within 1 hour from initial call	2-4 hours from initial call	24 hrs	Provided 2 hours after technical support leaves site.	24 hours from initial call
365 calendar days (Including all holidays)		365 days						

\*National Business Operational Hours are defined as: 6:30 am - 8:00 pm Eastern Time  
Weekdays, Monday to Friday (excluding statutory holidays observed by Government of Canada)

TABLE 3-2						
Maintenance and Support Options	Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	
Extended Coverage						

TABLE 3-2					
Maintenance and Support Options	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Extended Coverage					
TOTAL TABLE 3-2					

## Optional Work Under Requisition on Contract Process or Through Design Change Procedures

### 4.1 Professional Services Labour Rates

The Bidder must provide **firm per diem rates**, inclusive of all overheads and profit, for the labour categories specified in Table 4-1 below, in accordance with the minimum qualifications as defined in the SOW, (Requisition on Contract Work) that may be requested through the Requisition on Contract Process specified in the Contract. These rates will also be used in determining the price for changes to the work through the Change Management Procedures specified in the Contract. An estimated level of effort is provided for each of the Professional Services Categories in Table 4-1.

TABLE 4-1						
SOW Ref / Description/Estimated Level of Effort	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Project Manager (365 days)						
System Architect (365 days)						
Software Developer (365 days)						
Biometric Scientific Specialist (180 days)						
Training Specialist (40 days)						
TOTAL Table 4-1: \$						

## 5 Optional Hardware and Software Under Requisition on Contract Process

### 5.1 Iris Analytical Tools

The Bidder must provide pricing in Table 5-1 for any of the Bidder's available iris image or biometric data analysis APIs, SDKs, and command line or GUI-based tools, aside from the "Quality Checker".

TABLE 5-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Iris Analytical Tools (QTY=1_						
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$

TABLE 5-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
	\$	\$	\$	\$	\$	\$
TOTAL Table 5-1:				\$		

### 5.2 Analytical Tools External (For informational purposes only. These prices will not be evaluated)

The Bidder must provide pricing in Table 5-2 for any recommended non-bidder biometric data analysis tools or toolkits which will be 100% functional when used with the Bidder's product and/or database. The per-diem cost of consulting from the biometric data analysis tool or toolkit vendor should also be provided.

TABLE 5-2						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Analytical Tools External						
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
TOTAL Table 5-2:				\$		

### 5.3 RDBMS

The Bidder must provide pricing in Table 5-3 for each recommended RDBMS, including support.

TABLE 5-3						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
RDBMS (QTY = 1)						
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
TOTAL Table 5-3:				\$		

### 5.4 Future Replacement Receipt Printer and Scanner

The Bidder must provide pricing in Table 5-4 the pricing for Future Replacement Receipt Printer and Scanner as per the product specifications provided in Annex G of the Statement of Work. Bidders are requested to demonstrate pricing for each item separately.

TABLE 5-4						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<b>Future Replacement Receipt Printer and Scanner</b>						
Volumes 1-45	\$	\$	\$	\$	\$	\$
Volumes 46-100	\$	\$	\$	\$	\$	\$
Volumes 100+	\$	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$	\$
<b>TOTAL Table 5-4:</b>				\$		

### 6. Removal, Delivery, Assembly, Installation and Integration

The Bidder will be paid the **firm lot price** in Table 6-1 for the removal of existing kiosks, delivery, assembly, installation and integration of new kiosks.

TABLE 6-1	
Description	Firm Lot Price
For each location identified in Appendix B “Delivery Locations and Deliverables” of Annex A Statement of Work, the Bidder must provide an inclusive firm lot price for the removal of existing kiosks, delivery, assembly, installation and integration of new kiosks.	\$
<b>TOTAL Table 6-1:</b>	\$