

**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> 005
<b>Client Reference No. - N° de référence du client</b> 1000304625	<b>Date</b> 2012-09-07
<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 2012-09-24</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.

005

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

---

Solicitation Amendment 005 is raised by Canada to reattach Solicitation Amendments 001, 002 and 004 as a result of formatting concerns raised by potential bidders. Canada is also responding to Questions 36 to 53 raised under Solicitation Amendment 005.

**SOLICITATION AMENDMENT 001****This solicitation amendment is raised to:**

- 1. Address the following clarification questions submitted by potential bidders; and**
- 2. Modify the RFP.**

**1. CLARIFICATION QUESTIONS AND ANSWERS**

<b>PW #</b>	<b>RFP Ref.</b>	<b>Title/Topic</b>	<b>CQ #</b>	<b>Clarification Question</b>	<b>CR #</b>	<b>Clarification Response</b>
<b>1</b>	<b>Attachment A to Part 4 Bid Solicitation 47054-124625/A</b>  <b>Evaluation Procedures and Basis of Selection</b>	<b>Proof of Proposal</b>	<b>CQ #1.1</b>	Proof of Proposal Test: The documentation for the proof of proposal test requires: "Upon receiving notification from the Contracting Authority, the Bidder will be given a maximum of 7 business days to start the installation of the proposed solution."  This requirement effectively excludes building kiosks to order as is common with these types of projects. We request that Canada revise this requirement to allow for a build to order solution.	<b>CR 1.1</b>	Canada has considered the request; however, the Proof of Proposal requirements will remain the same.
<b>2</b>	<b>Attachment D to Part 4 Bid Solicitation 47054-124625/A</b>  <b>Pricing Requirements and Financial Evaluation Costing Model</b>	<b>Pricing Tables</b>	<b>CQ #1.2</b>	Pricing Table 2-1 appears to be missing an entry for the Kiosk Enclosure, please could this be added?	<b>CR 1.2</b>	Canada has considered the request and an entry for Kiosk Enclosure has been added to pricing table 2.1. See modifications section of Solicitation Amendment 001 below.
<b>3</b>	<b>Notice Description for Kiosk Replacement RFP on</b>	<b>Contract Period and Options</b>	<b>CQ #1.3</b>	In the process of reviewing this synopsis and then the RFP which was downloaded from MERX, there was a discrepancy about the term of	<b>CR 1.3</b>	The Contract period stated in the Bid Solicitation is correct. The initial contract period is 60 months plus 5 optional 1 year extensions. The Contract period

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
	<b>MERX</b>			<p>the contract. In the summary page I see 28 months plus 5 optional 1 year extensions. In the RFP, section 7, it states a term of 60 months plus 5 optional 1 year extensions.</p> <p>I assume the RFP is correct, but wanted to advise.</p>		<p>stated in the synopsis has been corrected under the modifications section of Solicitation Amendment 001 below.</p>
<b>4</b>	<b>Bid Solicitation Part 7 Resulting Contract Clauses</b>	<b>Limitation of Liability</b>	<b>CQ #1.4</b>	<p>With respect to solicitation number 47054-124625/A, could you please clarify the following:</p> <p>Part 7 – Resulting Contract Clauses: In reviewing Part 7 of the RFP, it is noted the standard Limitation of Liability clause is listed in the Table of Contents of the RFP; however, the clause itself has not been included, thus exposing Bidders to unlimited liability with respect to this procurement. As such, we request that the limitation of liability clause, similar to the following, be added to the resulting contract clauses in the RFP.</p> <p><b>30. Limitation of Liability - Information Management/Information Technology</b></p> <p>(a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages</p>	<b>CR 1.4</b>	<p>Canada has considered the request and inserted SAAC Manual clause N0000C "Limitation of Liability – Information Management/Information Technology" to section 7 "Resulting Contract Clauses" of the Bid Solicitation. The clause has been added to the modifications section of Solicitation Amendment 001 below.</p>

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.</p> <p><b>(b) First Party Liability:</b></p> <p><b>(i)</b> The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>performance or failure to perform the Contract that relate to:</p> <p>(A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";</p> <p>(B) physical injury, including death.</p> <p>(ii) The Contractor is liable for all direct damages affecting real or tangible</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>(iii) personal property owned, possessed, or occupied by Canada. Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.</p> <p>(iv) The Contractor is liable for all direct damages relating to any</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.</p> <p>(v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:</p> <p>(A) any breach of the warranty obligations under the Contract, up to the total amount</p>		



Solicitation No. - N° de l'invitation

47054-124625/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

47054-124625

File No. - N° du dossier CCC No./N° CCC -

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>t paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated</p> <p>(B)</p>		

Solicitation No. - N° de l'invitation

47054-124625/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

47054-124625

File No. - N° du dossier CCC No./N° CCC -

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>order or other document used to order goods or services under this instrument), or \$2,000,000.</p> <p>(C) In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$2,000,000 whichever is more.</p> <p>(vi) If Canada's records or data are</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>harmful as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.</p> <p>(c) <b>Third Party Claims:</b></p> <p>(i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.</p> <p>(ii) If Canada is required, as a result of joint and</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required</p>		

47054-124625/A

001

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

File No. - N° du dossier CCC No./N° CCC -

47054-124625

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
				<p>by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.</p> <p>(iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).</p>		
5	Bid Solicitation	Bid Solicitation Closing (page 1 of	CQ #1. 5	As an interested party looking to respond to this solicitation, we would like to, by way of this communication, formally	CR #1. 5	Canada has considered the request and extended the bid solicitation close date to September 24, 2012 at 2:00 PM

Solicitation No. - N° de l'invitation

47054-124625/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

002xq

Client Ref. No. - N° de réf. du client  
FMS No./N° VME

47054-124625

File No. - N° du dossier CCC No./N° CCC -

002xq.24062-070410

PW #	RFP Ref.	Title/Topic	CQ #	Clarification Question	CR #	Clarification Response
		253)		<p>request an extension for the response due date.</p> <p>Currently the RFP states a due date of Monday 10 September 2012 at 14:00 hrs.</p> <p>Understanding that the current provider (s) of the system is (are) an incumbent (s), we feel that the added time allotted would give us, and other vendors, sufficient time to define and present the solution as required in the RFP.</p> <p>Therefore, we would like to request a due date of <u>Monday 01 October of 2012 at 14:00 hrs.</u></p>		<p>Eastern Daylight Saving Time EDT. The clause has been added to the modifications section of Solicitation Amendment 001 below.</p>



## 2. MODIFICATIONS

### M1.1 At Attachment D to Part 4 of Bid Solicitation 47054-124625/A "Evaluation Procedures and Basis of Selection", Pricing Table 2-1.

DELETE previous pricing table

INSERT:

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	\$	\$	\$	\$	\$	\$
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	\$	\$	\$	\$	\$	\$

TABLE 2-1						
Description	Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
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>					\$	

**M1.2 At Part 7 of Bid Solicitation 47054-124625/A (page 54 of 54)****INSERT: 30. Limitation of Liability - Information Management/Information Technology**

1. This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this section, even if it has been made aware of the potential for those damages.
2. First Party Liability:
  - a. The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
    - i. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
    - ii. physical injury, including death.
  - b. The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
  - c. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
  - d. The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (a) above.

- e. The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
- i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - ii. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2,000,000.00.
- In any case, the total liability of the Contractor under paragraph (e) will not exceed the total estimated cost (as defined above) for the Contract or \$2,000,000.00, whichever is more.
- f. If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.
3. Third Party Claims:
- a. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
  - b. If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (a), with respect to special, indirect, and consequential damages of third parties covered by this section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
  - c. The Parties are only liable to one another for damages to third parties to the extent described in this sub-article 3.

### **M1.3 At page 1 of 253 of the Bid Solicitation:**

#### **DELETE:**

Solicitation Closes at 02:00 PM on 2012-09-10

#### **INSERT :**

Solicitation Closes at 02:00 PM on 2012-09-24

Solicitation No. - N° de l'invitation

47054-124625/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

002xq

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

47054-124625

File No. - N° du dossier

002xq.47054-124625

CCC No./N° CCC - FMS No./N° VME

---

**M1.4 At Contract Period and Options of the Kiosk Replacement RFP Notice Description:**

**DELETE:**

The proposed Contract Period will be 28 months, with Options to extend the Contract Period for up to 5 one year periods.

**INSERT:**

The proposed Contract Period is 60 months plus 5 optional 1 year extensions.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**

## SOLICITATION AMENDMENT 002

This solicitation amendment is raised to:

1. Address the following clarification questions submitted by potential bidders; and
2. Modify the RFP.

### 1. CLARIFICATION QUESTIONS AND ANSWERS

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
6	Attachment C to Part 4  Technical Proposal Evaluation & Submission Tables	Rated Requirements	CQ #2.1	RFP requirement R49 mentions usage of BMC Event manager to which the KMS should provide a mechanism to automatically send notifications to the client' BMC Event manager. Is it possible for CBSA to confirm the mode in which this interface has to be configured, e.g. pull mode or push mode and nature of information about the nature of notifications going through that channel?	CR #2.1	It's a "push" mode. The information of the notifications include but are not limited to State changes, Application out of service, Loss of communications to the Kiosk(s), Out of paper etc...
7	Annex A Statement of Work  Section 6 General Project Requirements	Application Programming Interface	CQ# 2.2	We understand from reading the RFP that the matcher delivered shall come with an API to render services such as de-duplication, insert and match, deletion, decision threshold or update of records. Does CBSA expect this API being web services based, Java enabled or both?	CR #2.2	Web Service is not expected, but acceptable. The API must be callable and accessible from Java
8	Attachment C to Part 4  Technical Proposal Evaluation & Submission Tables	Rated Requirements	CQ# 2.3	The RFP states in requirement R78 some desirable solution features by stating that bidder's solution SHOULD include those features. Conditional statement brings up some ambiguity related to others dealing with the same topic	CR #2.3	The Desirable Solution Features listed under R78 of Attachment C to Part 4 Bid Solicitation # 47054-124625 Technical Proposal Evaluation and Submission Tables - Rated Requirements would benefit CBSA by:

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				but appearing as mandatory ones. Could CBSA help for a less ambiguous statement in the RFP related sections		<ul style="list-style-type: none"> <li>- Allowing a degree of flexibility and control by CBSA (i.e. Image Adjustable Quality, Printer Fonts, KMS source code, Camera software updates) over the proposed functionalities</li> <li>- Providing scalability (Middleware API Future Device Support, Document Reader Authentication) to support future capabilities</li> <li>- Allowing a degree of customization for CBSA to meet internal requirements (Dongle, Matcher Audit)</li> </ul>
9	<b>Attachment A to part 4 Bid Solicitation 47054-124625/A</b>  <b>Evaluation Procedures &amp; Basis of Selection</b>	<b>Proof of Proposal</b>	<b>CQ# 2.4</b>	<p>In step 5 Attachment A to part 4, Bidders are supposed to come with a Kiosk solution under these conditions: "upon receiving notification from the Contracting Authority, the Bidder will be given a maximum of 7 business days to start the installation of the proposed solution. The installation must be completely functional, ready for use (confirmed by Canada) within 5 business days of the Bidder starting the installation (7.5 hrs/day) and include the following:</p> <ul style="list-style-type: none"> <li>a. 4 copies of Iris Matcher software</li> <li>b. 1 Kiosk</li> <li>c. 1 Enrolment Centre Iris Camera including associated software and cabling</li> <li>d. 1 Kiosk in Pieces"</li> </ul> <p>Does this Kiosk has to be the ultimate Kiosk design presented by the bidder or does the bidder may dispose of any design changes, modifications or</p>	<b>CR #2.4</b>	<p>This question is related to the "design" of the Kiosk. The Design doesn't have to be the finished look as in production. However it must be testable so the relative placement of the devices is important.</p> <p>In the SOW 7b) Enclosure , we have the clause stating "b) The final Kiosk Enclosure's layout must be accepted and approved by the Client, within two months of Contract Award"</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				interpretations adaptations (related to original RFP) until RFU is pronounced by the Client ?		
10	Bid Solicitation		CQ #2.5	In the proposal for RFP, what is the level of description expected for the design of the kiosk's enclosure?	CR #2.5	Nothing has been asked in the RFP, from Bidders, to provide description of the Kiosk's enclosure. But they are welcome to provide any description, drawing, picture etc... Nothing prevents them to submit those information
11	Bid Solicitation	Bid Solicitation Closing (page 1 of 253)	CQ #2.6	<p>We understand that an important aspect of the Nexus project's success is the support level during 5 years, at least. What is the service level expected by CBSA? Indeed, after a careful review of the CBSA's RFP for the Trusted Traveller Kiosk for the NEXUS project, we respectfully <u>requests an extension of 21 days</u> for the final submission of proposals to October 1, 2012.</p> <p>This requested extension will allow all vendors time to review answers to questions and refine solutions, and submit a high quality response to CBSA. In our respect for the importance of this initiative for the CBSA and the NEXUS project, we recommend this extension to ensure the best possible responses and to enhance the competitive environment for this project.</p>	CR #2.6	<p>The service level is outlined in section 27 "Service Level for Kiosk Availability and Service Credits" of the Statement of Work in Annex A of the Resulting Contract of the Bid Solicitation as well the support package and maintenance is in the Pricing section, Attachment D to Part 4.</p> <p>Canada communicated an extension to the solicitation close date under Solicitation Amendment 001 to September 24th at 2:00 PM Eastern Daylight Savings Time. This remains unchanged.</p>

## SOLICITATION AMENDMENT 004

This solicitation amendment is raised to:

1. Address the following clarification questions submitted by potential bidders; and
  2. Modify the RFP if necessary.
- 

### 1. CLARIFICATION QUESTIONS AND ANSWERS

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
12	Annex A - Statement of work		<b>CQ #4.1</b>	Do these visual states need to be on the device itself or can they be shown on the screen attached to the PC?	<b>CR #4.1</b>	No. Visual states are on the device
13	Annex A - Statement of work	Document and Card Reader	<b>CQ# 4.2</b>	Do the document reader and the card reader need to be one device or can it be separate devices?	<b>CR #4.2</b>	One device preferably. Attachment is allowed. E.g a magnetic stripe reader can be used as an attachment to the Document and Card Reader.
14	Annex A - Statement of work	Chip-Related Access Control/Authentication	<b>CQ# 4.3</b>	Will the Client provide an interface to a certificate store to perform passive authentication and EAC?	<b>CR #4.3</b>	Bidder is expected to provide the interface.
15	Technical Proposal Evaluation	Scan Speed < 12 s	<b>CQ# 4.4</b>	Does this include Passive Authentication as per SOW and Active Authentication and EAC as per R42	<b>CR #4.4</b>	Yes.
16	Annex A - Statement of work		<b>CQ #4.5</b>	Who is responsible for the applications on the kiosk and the enrollment station? Does the contractor need to supply the complete application/GUI or only separate components	<b>CR #4.5</b>	The application and its GUI on the Kiosk and enrollment workstation is the Client's responsibility. Contractor-provided tools may have their own GUI.



PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				which their own specific GUI?		
17	Annex A - Statement of work	vi) successfully migrate (re-enrol) a minimum of 96% of existing Client iris images chosen for re-enrolment (See Appendix D to Annex A for the existing iris image statistics);	<b>CQ #4.6</b>	Can CBSA provide a representative set of iris images to be re-enrolled in the system, under terms of confidentiality and data protection, for prior testing, prior to the bid submission? (captured from the various historical capture devices & iris camera settings)	<b>CR #4.6</b>	A: CBSA cannot disclose this information for security and privacy reasons. In the SOW, Appendix D - Iris Image Statistics and a related .zip file provided with the bid package have been provided for Bidder's information.
18	Annex A - Statement of work	The Contractor's Software, Application Programming Interface (APIs), drivers and Dynamic Link Library (DLLs) running on Kiosk PCs and Enrolment Centre	<b>#4.7</b>	Can the Contractor dictate the best operating system variant (32 bit/64 bit) to use for deployment of the Contractor Software for a) the Kiosk b) the Iris Matcher?	<b>#4.7</b>	Bidder may state their platform preference and provide details. Bidder cannot dictate which operating system variant CBSA must use.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		PCs must run on the Client-supplied 32-bit and 64-bit Microsoft Windows 7 operating systems and any successor Windows platform.				
19	Annex A - Statement of work	ensure that the functional end of its Traveller - facing devices and features, (e.g. - Touch Screen, Iris Camera, Document and Card Reader, Shelf, etc) are comfortably accessible to walk-up Travellers in the 5th to 95th percentile adult height range, as well as to	#4.8	For the avoidance of all doubts, can CBSA specify the actual 5th & 95th percentile adult height range that the Kiosk enclosure need to accommodate?	#4.8	<p>A: In a mixed total population (50% men, 50% women) the 5th through 95th percentile range covers 95% (not 90%) of people (the top 5% of men and bottom 5% of women are excluded, but because only half the sample are men and half are women this = <math>2.5\% + 2.5\% = 5\%</math> total sample excluded). See <a href="http://ergo.human.cornell.edu/studentdownloads/DEA3250pdfs/AnthroDesign.pdf">http://ergo.human.cornell.edu/studentdownloads/DEA3250pdfs/AnthroDesign.pdf</a></p> <p><b>Note:</b> According to the 2008 National Health Statistic Report (<a href="http://www.cdc.gov/nchs/data/nhsr/nhsr010.pdf">http://www.cdc.gov/nchs/data/nhsr/nhsr010.pdf</a>), Height in centimeters for <i>females</i> 20 years of age and older in United States in 2003–2006 (Table 9):</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		Travellers in wheelchairs;				<ul style="list-style-type: none"> <li>• 5<sup>th</sup> percentile – 150.7 cm</li> <li>• 95<sup>th</sup> percentile – 173.1 cm</li> </ul> <p>Height in centimeters for <i>males</i> 20 years of age and older in United States in 2003–2006 (Table 11):</p> <ul style="list-style-type: none"> <li>• 5<sup>th</sup> percentile – 163.6 cm</li> <li>• 95<sup>th</sup> percentile – 188.7 cm</li> </ul> <p>Thus our target group of walk-up members is <b>150.7 cm to 188.7 cm</b> tall.</p>
20	Annex A - Statement of work	complete the capture operation within 10 seconds, and achieve a Failure to Acquire (FTA) rate of = 0.03, under the following conditions: (1) Traveller is cooperative and familiar with the Camera; (2) Traveller's eyes are wide open; (3) Traveller has at least one	#4.9	<p>1) Is it acceptable to CBSA that the liveness detection is performed externally to the Camera using a Contractor's provided software as part of the Iris Camera deliverable ? (i.e. It is not a built-in feature of the camera)</p> <p>2) Does the FTA rate mentioned in the requirements include failure to automatically detect a non-viable eye from the enrollee?</p>	#4.9	<p>1) Acceptable</p> <p>2) Yes as follows: - If one eye is capturable, but not captured then we consider this to be a Failure-to-acquire - If two eyes are not capturable, but both not captured then we consider this to be a Failure-to-acquire</p> <p>CBSA can't comment on "non-viable eye", because we don't know what this phrase encompasses.</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		capturable eye; and (4) Liveness detection is enabled.				
21	Annex A - Statement of work	viii) return "eye" images, an error or a timeout indication for each requested eye when a capture attempt is finished	#4.10	Does CBSA need to display the captured eye images either to the user or to security/supervisory personnel? If so, how and where?	#4.10	<p>For a Kiosk passage, no.</p> <p>-For enrolment, yes. The image is displayed on the GUI of Enrolment application, to officer</p> <p>CBSA business processes dictate how and where to display the captured eye images. The details of how and where cannot be disclosed, nor should they have a direct impact on the solution proposed by Bidder, unless otherwise stated clearly by the Bidder.</p>
22	Annex A – Statement of Work	The Contractor must describe the iris camera biometric implementation	#4.11	What precisely does CBSA expect the Contractor to describe?	#4.11	Bidder should consult section 21 of the Annex A Statement of Work – Technical Documentation item m)
23	Annex A - Statement of work	"There is no need to speak with customs	#4.12	Under what conditions would a traveller be referred to a customs or immigration officer?	#4.12	CBSA internal program rules that cannot be disclosed.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		or immigration officers unless referred or selected randomly for further inspection."				
24	Annex A - Statement of work	"There is no need to speak with customs or immigration officers unless referred or selected randomly for further inspection."	#4.13	How are the travellers selected randomly for inspection?	#4.13	CBSA internal program rules that cannot be disclosed.
25	Annex A - Statement of work	"Chip - Related Access Control/Authentication, including: (1) passive authenticat	#4.14	Can we assume that all necessary PKI material will be supplied by the Client to support these document authentication checks?	#4.14	Yes. It's assumed if we need PKI material (such as keys and certificates), CBSA is responsible, not Contractor.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		ion; and (2) Basic Access Control (BAC)"				
26		Fan fold stock	#4.15	Is fan fold stock a firm requirement? Can the supplier provide thermal roll stock instead if it makes the requirements?	#4.15	Fan fold stock is firm requirement. (The paper roll stock is an option to purchase in the future.)
27	Annex A - Statement of work	The Kiosk and biometric technology must successfully integrate with one of the Client's Personal Computers specified in Appendix A to Annex A, and must ensure that this will not impact the performance of the Client's network including the bandwidth and speed.	#4.16	What is the anticipated process for certifying compatibility between the four models of Client workstations and the vendor supplied hardware and software of the kiosk?	#4.16	At POP, CBSA will validate the compatibility by running vendor software on PC's provided by Canada. CBSA will follow its standard certification process.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
28	Appendix A to Annex A	Desktops and Laptops are also based on AMD and Intel architectures using both single or multi core processors and dual channel memory.	#4.17	What are the video interface connection(s) available on each of the four workstations listed in Appendix A to Annex A.	#4.17	Dependent on the PC's supplied by the Canada Revenue Agency and Shared Services Canada and only known once they are ordered.
29	Annex A - Statement of work	Speakers must be compact in size, no bigger than 12 inches in height, width and length	#4.18	Would a single stereo speaker module (left and right channels) with an overall dimension not exceeding 24" be acceptable as well?	#4.18	No. Minimum requirement is to have 2 speakers. Refer to Annex A - Statement of work.
30	Annex A - Statement of work	include quiet, thermostat-controlled, ventilation fans to ensure that the overall Enclosure internal temperature does not exceed 5°C over ambient air temperature when the ambient air temperature does not exceed 30°C.	#4.19	What variance of internal temperature is allowed when ambient temperature exceeds 30 deg Celsius? (operating parameters state up 35 degrees Celsius)	#4.19	Operating 35 degrees Celsius refers to internal temperature (internal=ambient + 5°C) i.e. 30°C ambient + 5°C variance = 35°C max

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
31	Annex A - Statement of work	have a noise level of $\leq 35$ dBA (measured at 3.3 feet from the front of the Kiosk) when it is turned on, but not in use.	#4.20	Is the kiosk expected to operate at $\leq 35$ dB while operating at maximum ambient temperature?	#4.20	Yes. 35 dBA
32	Annex A - Statement of work	have a noise level of $\leq 35$ dBA (measured at 3.3 feet from the front of the Kiosk) when it is turned on, but not in use.	#4.21	Is the kiosk expected to operate at $\leq 35$ dB while operating at maximum ambient temperature and under full load?	#4.21	No
33	Annex A Statement of Work	have a noise level of $\leq 35$ dBA (measured at 3.3 feet from the front of the Kiosk) when it is turned on, but not in use.	4.22	What are the maximum allowed noise levels while the kiosk is operating under full load/utilization?	4.22	Currently there is no max specified in the RFP However Bidder should use common sense and be reasonable  <b>Note:</b> See <a href="http://en.wikipedia.org/wiki/Sound_pressure">http://en.wikipedia.org/wiki/Sound_pressure</a> for the following: <u>Washing machine, dish washer</u> Normal conversation at 1 m Very calm room Light leaf rustling, calm breathing <u>Auditory threshold at 1 kHz</u>
34	Annex A Statement of Work	Ensure the locked doors of the Kiosk Enclosure	4.23	Are rear doors allowed?	4.23	No



PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
		are located in the front of the Kiosk Enclosure to allow for servicing. Additional doors, if any, must be located on the sides of the Kiosk;				
35	Annex A – Statement of Work		4.24	The kiosk will need a software application to control the business process of processing travelers on the kiosk, error handling, etc... Will this application be supplied and deployed by the Client or is this to be provided by the Contractor?	4.24	CBSA is responsible for the Kiosk and Enrollment Centre business applications.

## SOLICITATION AMENDMENT 005

This solicitation amendment is raised to:

1. Address the following clarification questions submitted by potential bidders; and
2. Modify the RFP if necessary.

### 1. CLARIFICATION QUESTIONS AND ANSWERS

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
36	Annex A - Statement of work	23 b, 3.	5.1	<p>System Architect must have a minimum of 2 years demonstrated experience in iris biometrics.</p> <p>Request to minimize requirement. The System Architect does not need to have specific iris biometric experience to successfully perform this function. Suggested change:</p> <p>Must have a minimum of 2 years demonstrated experience in biometrics.</p>	5.1	<p>The <b>Systems Architect</b> establishes the basic structure of the system, defining the essential core design features and elements that provide the framework for all that follows and given the importance that the iris recognition technology plays in the proposed solution, Canada maintains the importance of iris biometrics experience and the requirement remains unchanged.</p>
37	Attachment C - Part 4 - Rated Requirements Table	R2.3	5.2	<p>System Architect must have a minimum of 3 years demonstrated experience in iris biometrics.</p>	5.2	<p>As per previous question (#27) in the SOW states that the System Architect must have 2 years Iris Biometric Experience. Please clarify which is correct.</p> <p>A: Canada would like to clarify that these are rated requirements and for the purpose of clarity providing additional points should potential bidder's System Architect have experience that go beyond stated minimum</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
						criteria of professional service category.
38	Annex A - Statement of work	12.a Document and Card Reader-	5.3	<p>The requirements describe an integrated device that includes both a full page reader and a card (mag stripe) reader.</p> <p>This severely limits the choice of readers and in an addition the available readers that perform both functions are not optimized for integration into a kiosk. Can the document and card reader be integrated as separate devices?</p>	5.3	A: It's acceptable to have magnetic stripe reader as attachment.
39	Annex A - Statement of work	CBSA Kiosk PC - Current Environment specified in the SOW Annex, page 42 details Workstation PCs that have a 'tower' form factor.	5.4	<p>Modern kiosks include integrated industrial PCs which are optimized for kiosk usage (higher reliability, small form factor, not enclosed to improve air circulation for cooling, ease of component replacement etc.) By contrast, the requirements are not clear on the form factor of the CBSA Kiosk PC, although the Current Environment specified in the SOW - Annex A, page 42 details Workstation PCs that have</p> <p>a 'tower' form factor. Can the vendor propose an integrated industrial PC device with comparable performance specifications?</p>	5.4	Bidders are not to provide PC's with their proposed solution. PC's are provided by Canada only and Bidders must ensure that their solution is able to integrate with the current environment specified in Appendix A of Annex A Statement of Work.
40	Annex A - Statement	8 c vii) guide or	5.5	Is it acceptable to CBSA that the audio feedback	5.5	Yes, built-in stereo kiosk speakers can be used.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
	of work	allow the Client to appropriately guide the Traveller with audio and visual instructions during iris capture;		is provided by the speaker systems built into the Kiosk, based on feedback provided by the Iris Camera software during the capture process?		Please refer to SOW 8-iii for more details.
41	Annex A - Statement of work	9 k v) accept a JPEG directly for any iris operation, or alternatively, provide a function or tool that packages a JPEG into a supported format (i.e. - ISO 19794-6-compatible form);	5.6	<p>Regarding use of JPEG images compression for iris images, its use has been deprecated in 19794-6:2005 and more strongly as a normative requirement in 19794-6:2011. It is currently assumed that all mentions of JPEG compression in this RFP document refers to legacy data and that 19794-6:2011 recommendations regarding image format will be adhere to.</p> <p>Is this a correct assumption? If no, describe in what other context JPEG iris images will still be considered an adequate image format for this project.</p>	5.6	<p>CBSA legacy-format* images will be in the JPEG format.</p> <p>For images captured by the Bidder's proposed camera(s) the 19794-6:2011 standard must be used by Camera and Matcher, per SOW, 8) Iris Camera, q – ii).</p> <p>In SOW, 9 – k – iv) and –v) JPEG refers to the legacy images.</p> <p>In SOW, 9 – k – xi) and –xii) should be re-worded as follows:</p> <p>xi) Store:</p> <ul style="list-style-type: none"> <li>- Loss-less, un-denatured JPEG 2000 or PNG images and</li> <li>- Legacy-format images (i.e. JPEGs) directly, or converted to loss-less un-denatured JPEG 2000 or PNG images.</li> </ul> <p>Images may be encrypted, per requirement 9) Iris</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
						<p>Matcher I).</p> <p>xii) provide a "safe" mechanism (e.g. - thread-safe) for retrieving stored images (see xi)) in unencrypted form.</p> <p>* Add to Appendix E of SOW:</p> <p><b>Legacy-format image</b> - An image captured by an LG2200 or BM-ET330 camera and converted to JPEG format by the Client. This could be an existing image, or it could be an image acquired any time before completion of the roll-out of the new Kiosks.</p>
42	Annex A Statement of Work	12c) Document and Card Reader - All metal frame requirement	5.7	Having an all metal frame can impact the RFID reading. Is it acceptable for the DCR to be an all plastic frame but durable enough for self-service kiosk applications or a combination of a plastic top with a metal base that's commonly offered in the self-service kiosk market?	5.7	Yes, the requirement can be changed to: DCR must be constructed for heavy duty use.
43	Annex A Statement of Work	12c vi) Document and Card Reader	5.8	<p>The DCR must: vi) process the Optical Character Recognition (OCR) and Basic Access Control (BAC) data in the device rather than a PC; and</p> <p>Experience has shown</p>	5.8	Canada has given the suggestion some consideration; however, the requirement stays the same. CBSA wants the document reader processing time to be independent of the PC performance. Rated

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				that on-board processing of OCR and BAC data can negatively impact a self-service kiosk solution. Updates to OCR and BAC code changes would require direct access to the hardware device in the kiosk instead of software updates to the application. This requirement doesn't guarantee added performance with OCR and RFID reading. Would the CBSA Nexus team consider removing this as a mandatory requirement replaced with PC based processing?		requirement R41 gives points for PC processing.
44	General Question		5.9	What is the process to back up the existing system?	5.9	The Matcher database has to be backed up on a regular basis by CBSA Database Administrators without stopping or significantly affecting the performance of the Matcher. See SOW 9-k-xiii.
45	General Question		5.10	Does the client envision running the current system and future one in parallel? If so, for how long?	5.10	If simultaneous deployment of the Matcher and kiosks at all sites is impossible the Client may run old kiosks against the new Matcher until new kiosks are deployed and operational at all sites, which could take from a few weeks to a few months.
46	Statement of Work	9, K, vi and vii	5.11	Is the client expected to run duplicate checking	5.11	Yes.

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				when the existing records are migrated?		
47	Statement of Work	20	5.12	How many training events are we expected to run per training type?	5.12	<p>IT training requirement is: 3-5 days and will be delivered in the National Capital Region. The vendor will provide training sessions to explain their products in advance technical details.</p> <p>Business clients require 1 day of training on the use, configuration, troubleshooting and maintenance of the Kiosks and it's components. This training will be delivered at each site, after the kiosks are installed and ready for use.</p>
48	Statement of Work General Question		5.13	What is the process the traveler goes through to complete the entry process (at the kiosk)? Here we are looking for a sequence of events. Possibly starting with detecting the traveler's approach. Does the traveler present their iris first, then travel document, etc? Indeed, how is used the document reader?	5.13	<p>Process flow will be finalized based on the kiosk design and CBSA business requirements. Process not disclosed. Approach detection is not a requirement. Traveler starts a passage by interacting with the kiosk e.g. pressing a button on the kiosk screen.</p>
49	Bid Solicitation	Section 5.7	5.14	In section 5.7 (c), a certificate is required for any proposed EFCD. Could CBSA please confirm what EFCD refers to?	5.14	<p>EFCD (Electronic Fingerprint Capture Device) is not required as part of the solution. Sub-article 5.7 c) has therefore been deleted from Section 5.7.</p>
50	SOW	Section 7, g, v	5.15	a) Regarding people in wheelchairs, does CBSA	5.15	<p>No, CBSA does not want a separate kiosk</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				<p>wants a separate kiosk design for wheelchair access?</p> <p>b) Does CBSA expect a design kiosk that would enable every people to capture the iris at the kiosk?</p>		<p>designed for wheelchair access.</p> <p>b) In a mixed total population (50% men, 50% women) the 5th through 95th percentile range covers 95% (not 90%) of people (the top 5% of men and bottom 5% of women are excluded, but because only half the sample are men and half are women this = <math>2.5\% + 2.5\% = 5\%</math> total sample excluded). See <a href="http://ergo.human.cornell.edu/studentdownloads/DEA3250pdfs/AnthroDesign.pdf">http://ergo.human.cornell.edu/studentdownloads/DEA3250pdfs/AnthroDesign.pdf</a></p> <p>Note: According to the 2008 National Health Statistic Report (<a href="http://www.cdc.gov/nchs/data/nhsr/nhsr010.pdf">http://www.cdc.gov/nchs/data/nhsr/nhsr010.pdf</a>),</p> <p>Height in centimeters for females 20 years of age and older in United States in 2003–2006 (Table 9):</p> <ul style="list-style-type: none"> <li>· 5<sup>th</sup> percentile – 150.7 cm</li> <li>· 95<sup>th</sup> percentile – 173.1 cm</li> </ul> <p>Height in centimeters for males 20 years of age and older in United States in 2003–2006 (Table 11):</p> <ul style="list-style-type: none"> <li>· 5<sup>th</sup> percentile – 163.6 cm</li> </ul>



PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
						<p>95<sup>th</sup> percentile – 188.7 cm</p> <p>Thus our target group of walk-up members is 150.7 cm to 188.7 cm tall.</p> <p>Therefore, the 7-g-v requirement in SOW should read as follows:</p> <p>v) ensure that the functional end of its Traveller-facing devices and features, (e.g. - Touch Screen, Iris Camera, Document and Card Reader, Shelf, etc) are comfortably accessible to walk-up Travellers in the 5<sup>th</sup> to 95<sup>th</sup> percentile adult height range (150.7 cm to 188.7 cm tall), as well as to Travellers in wheelchairs;</p>
51	SOW	Section 25, f, iii	5.16	<p>The Contractor's Service Desk must:</p> <p>ii) resolve minor issues remotely without Internet connection to the Kiosk without the requirement of an on-site Technical Support Service resource;</p> <p>Please examples of such issues?</p> <p>Could you explain the meaning of remote access control?</p>	5.16	<p>Assuming the clause id is 25. f) ii), not iii).</p> <p>Examples of such issues that apply to the currently deployed Kiosks, but not necessarily to the Bidder's proposed Kiosks:</p> <p>(a) Receipts have a black registration block on the back that is read by an optical sensor. If the paper is loaded incorrectly, the mark will not be seen, and receipts will be ejected continuously. This problem can be resolved by telephone (i.e. without an Internet</p>

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
						<p>connection or an on-site visit) by asking questions to determine if the paper has been loaded correctly.</p> <p>(b) If the printer power switch is turned off, the printer will obviously not print. This problem can be resolved by simple troubleshooting over the phone.</p> <p>The phrase "remote access control" was not found in the RFP. Assuming "remote access control" means "remotely" CBSA can provide the following response:</p> <p>In the context of 25. f) ii) only "remotely" means "using the telephone".</p>
52	General Question		5.17	Would the Contracting authority accept to define : (i) a limitation on the Contractor liability and (ii) a maximum threshold of liquidated damages for failure to meet the requirements of the service levels agreement and the scope of work ?	5.17	Bidders should consult the Limitation of Liability section included at Part 7 of the Bid Solicitation in accordance with Solicitation Amendment 001 section M1.2.
53	General Question		5.18	Does this Kiosk have to be the ultimate Kiosk design delivered by the bidder or can the bidder make design changes and modifications (related to the original RFP) following discussions with CBSA during the POP until RFU is declared by the Client for the first	5.18	Design doesn't have to be the finished look as in production. However it must be testable so the relative placement of the devices is important. In the SOW 7b) Enclosure , we have the clause stating "b) The final Kiosk Enclosure's layout must

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.

005

File No. - N° du dossier

002xq.47054-124625

Buyer ID - Id de l'acheteur

002xq

CCC No./N° CCC - FMS No./N° VME

PW #	RFP Ref.	Title/Topic	CQ#	Clarification Question	CR#	Clarification Response
				installation?		be accepted and approved by the Client, within two months of Contract Award".

**2. MODIFICATIONS :****At Section 7 g) v) of Annex A – Statement of Work:****DELETE:**

v) ensure that the functional end of its Traveller-facing devices and features, (e.g. - Touch Screen, Iris Camera, Document and Card Reader, Shelf, etc) are comfortably accessible to walk-up Travellers in the 5th to 95th percentile adult height range, as well as to Travellers in wheelchairs;

**INSERT:**

v) ensure that the functional end of its Traveller-facing devices and features, (e.g. - Touch Screen, Iris Camera, Document and Card Reader, Shelf, etc) are comfortably accessible to walk-up Travellers in the 5<sup>th</sup> to 95<sup>th</sup> percentile adult height range (150.7 cm to 188.7 cm tall), as well as to Travellers in wheelchairs;

**At Section 12 c) i) of Annex A – Statement of Work:****DELETE:**

- c) The DCR must:  
i) have an all metal construction for heavy duty use;

**INSERT:**

- c) The DCR must:  
i) be constructed for heavy duty use