

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

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

Vendor/Firm Name and Address
**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

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

Title - Sujet Maintenance for Printers	
Solicitation No. - N° de l'invitation 47060-138977/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 47060-138977	Date 2013-04-15
GETS Reference No. - N° de référence de SEAG PW-\$VAN-586-6943	
File No. - N° de dossier VAN-2-35241 (586)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-04-22	Time Zone Fuseau horaire Pacific Standard Time PST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Menges, Tess	Buyer Id - Id de l'acheteur van586
Telephone No. - N° de téléphone (604) 666-5688 ()	FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

Amendment 003 is raised to answer questions from potential bidders:

Q1.

Item 8 - Page 20 of 36- E. MAINTENANCE AND SUPPORT SERVICES - REPLACEMENT/SPARE PARTS

The Contractor must only use replacement parts/spares to ensure compliance with the specified downtime and not as a means whereby the Contractor returns equipment to a central location for repairs.

Item 8 Contractor-supplied replacement and/or spare parts must carry the manufacturer's warranty.

Based on the Item 8 Statement: The manufacture warranty would not normally include user error, or consumables such as print heads, ribbons, plastics and external cables and would charge separately for these items.

Which items does CBSA wish to have excluded or included in the firm monthly price? For excluded part items please indicate warranty period of expected for item (i.e 30 days).

A1.

The only items which can be excluded are the ribbons and external cables. Everything else should be included in the price. For the ribbons and external cables, a 30 day warranty would be sufficient.

Q2.

Page 18 of 36 Item 4

In the case of equipment replacement, the Contractor must provide an Ahearn & Soper Inc. certified replacement printer of equal or higher build with all associated EIC firmware included.

Concern with statement: The EIC firmware is available from other industry sources other than Ahearn & Sopher Inc.

Should this not be restated? as there is a similar requirement found in item 2 Page 20 of 36 E. MAINTENANCE AND SUPPORT SERVICES - REPLACEMENT/SPARE PARTS.

Suggested Statement for Item 4 page 18 of 36:

In the case of equipment replacement, the Contractor must provide a printer certified by CBSA and similarly equipped as the unit being replaced with all associated EIC firmware of equal or higher build.

A2.

In the case of equipment replacement, the Contractor must provide an E7650 EIC printer where the firmware is proprietary to Ahearn and Soper Inc. CBSA will not entertain other EIC firmware, as these printers connect to the Citizenship and Immigration Canada mainframe and CBSA must comply to their standards.

Q3.

What has been the volume of service incidents on all locations for the past 12 months?
- Can details of resolution be provided? Or failure categories?

A3.

There are roughly 2 service calls per week nationally. This would equate to about 104 calls annually. The failure categories follow industry norms.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED