

**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

**Revision to a Request for a Standing Offer**

**Révision à une demande d'offre à commandes**

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Acquisition Branch, STAMS, ITSPD / Direction générale des acquisitions, SGAST, DASIT  
Computer Hardware Division  
Div. de l'équipement informatique  
Place du Portage, Phase III, 4C2  
11 Laurier Street/11, rue Laurier  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> NMSO - COMPUTERS		
<b>Solicitation No. - N° de l'invitation</b> E60EJ-11000C/G	<b>Date</b> 2012-06-26	
<b>Client Reference No. - N° de référence du client</b> E60EJ-11000C	<b>Amendment No. - N° modif.</b> 001	
<b>File No. - N° de dossier</b> 436ej.E60EJ-11000C	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEJ-436-24472		
<b>Date of Original Request for Standing Offer</b>		2012-05-31
<b>Date de la demande de l'offre à commandes originale</b>		
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-07-12</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>Address Enquiries to: - Adresser toutes questions à:</b> Haggar, Dan		<b>Buyer Id - Id de l'acheteur</b> 436ej
<b>Telephone No. - N° de téléphone</b> (819) 956-2692 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1156	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> See herein		
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

Solicitation No. - N° de l'invitation

E60EJ-11000C/G

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

E60EJ-11000C

Amd. No. - N° de la modif.

001

File No. - N° du dossier

436ejE60EJ-11000C

Buyer ID - Id de l'acheteur

436ej

CCC No./N° CCC - FMS No/ N° VME

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This amendment contains the following sections:

1. Question and Answer Set 1
2. Revised RFSO and annexes

Changes to the documents are yellow highlighted. Deletions are shown in “strikethrough” text.

Note: some questions have been modified from their original form. Other questions have been delete if they were addressed by a previous question. If a question you submitted has not been addressed, please resubmit it.

Revised versions replace previous version in their entirety.

**Q1 Annex A, 2.2 (f) (iii)**

*The system must include an embedded Bluetooth 2.1 controller.”*

On some versions of the Military Products the systems do not include a Bluetooth controller in order to meet mandatory military emission. Would the Crown agree to remove the Bluetooth requirement for Military class products?

**A1 No. The requirement will not be amended.**

**Q2 Annex A, 2.2 (i)(ii)**

*Pointing Device A minimum of 5 user-defined programmable buttons that appear on the front of the device..*

Some manufacturers provide the ability for 6 programmable commands through the use of 3 programmable keys and a function key all located on the front of the device. Would the Crown agree that this methodology exceeds the requirement and is acceptable?

**A2 Yes. The implementation will be considered compliant. No changes to the requirement will be necessary.**

**Q3 Annex A, 6.2 (b) and (e)**

*b)Systems must be certified through the Electronic Product Environmental Assessment Tool, Gold level for 7.0N and Silver level for 8.0N . e) The system manufacturer must be a member in good standing of a recognized entity specifically established to address end-of-life electronics recycling and reuse in Canada. This entity must demonstrate an investment in environmental stewardship, and must be in compliance with all applicable laws and regulations.*

These certifications are managed by organizations whose schedules do not match the time lines of the bid. If both certifications are underway at the time of bidding and completed for award of the contract would the Crown accept the products as meeting this specification?

**A3 The deadline for proof of EPEAT certification (appropriate to the category) and proof of membership to an organisation as described in Section 6.2, article (e), will be extended to the last day of benchmark testing. EPEAT certification will be determined by the product(s) listing on the EPEAT web site at that time. Proof of industry association membership must be in the form of a letter from the applicable association.**

**Q4 Annex A, 6.0 (b)**

*The primary hard disk must be mounted in a shock resistant gel, silicone or other enhanced vibration-dampening material.*

Some manufacturers use solid state drives that eliminate the need for mounting the drive in gel. Would the Crown agree that manufacturers that provide solid state drives that meet or exceed MIL-STD-810-G for Vibration Operational are compliant?

**A4 Yes. The requirement will be amended accordingly. At Annex A, section 6.0, article (b) DELETE AND CHANGE TO:**

**(b) If the primary hard disk is Winchester based it must be mounted in a shock resistant gel, silicone or other enhanced vibration-dampening material.**

**Q5 Annex A, 2.2 (l)(ii)**

*The port replicator must have the following ports: (A) 3 USB ports (ver. 2.0);*

Some manufacturers have 2 usb ports on the base unit and 2 usb ports on the port replicator. Would the Crown agree that if the base system has 2 usb ports and the port replicator has 2 usb ports that the mandatory requirements have been met?

**A5** Yes. The requirement will be amended accordingly. At Annex A, section 2.2, article (I), paragraph (ii)  
**DELETE AND REPLACE WITH**

**(A) 2 USB ports (ver. 2.0);**

**Q6 Financial Offer Annex L**

Will the Crown be supplying a standard Pricing Form for this solicitation?

**A6** When submitting pricing for this solicitation, use Annex B and insert a column titled "Unit Price".

**Q7 Annex A 2.2 (d)(v)**

**10.1 inch LED Backlit Active Matrix Display and Video Controller.** *The native display must have the ability to enhance readability in direct sunlight. The LCD must be easily viewable in the brightest conditions. Where applicable to the manufacturer this enhanced brightness must include one of the following technologies; DirectVue, QuadraClear, CircuLumin or DynaVue II, View Anywhere AFFS+ with Gorilla Glass.*

Some manufactures use Allvue Xtreme technology that offers the best outdoor/indoor viewability in its class with optically-engineered display stack includes the use of scratch-resistant polarizing films and provides a wide viewing cone up to 89° off center, 168° viewing cone, a high contrast ratio (typical 600:1) for sharper images and text, Automatic Light Sensor (ALS) which adjusts backlights based on ambient conditions for user convenience and battery life maintenance, and compatibility with Night Vision Imaging Systems (NVIS) compatible (high/low settings). Would the Crown agree that this technology meets their specification?

**A7** Yes. The requirement will be amended accordingly. At Annex A, section 2.2, article (d), paragraph (v) –  
**DELETE AND REPLACE WITH:**

**The native display must have the ability to enhance readability in direct sunlight. The LCD must be easily viewable in the brightest conditions. Where applicable to the manufacturer this enhanced brightness must include one of the following technologies; DirectVue™, QuadraClear™, CircuLumin™ or DynaVue II™, View Anywhere AFFS+™ with Gorilla Glass or Dual-Mode AllVue Xtreme Technology™.CAL .**

**Q8 Annex A, 4.1 (i)**

*The manuals described in this Annex must be available electronically (contained on an accompanying CD-ROM or available on the manufacturer's web site specified in this Annex). The reader must include a table of contents, index, hypertext links and word search capabilities. Read me files to be viewed by a text editor are unacceptable. The on-line versions must include the mandatory illustrations with the same level of detail as a paper equivalent. If a CD-ROM is used it must be a pressed production CD and must be written by the original equipment manufacturer with a suitable label that identifies it as such, including the manufacturer's name and applicable model(s) and the revision number.*

Most rugged tablets do not have a CD drive and many manufacturers ship the documentation on the hard drive in accordance with their Environmental Stewardship programs. Would the Crown agree that for Rugged Slates without CD drives that a digital version that is included on the image that can be found on the Windows Desktop would satisfy this requirement?

**A8** Please note the manuals may be provided on optical media or available of the manufacturer's web site. The requirement needs no amendment.

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## **PART 1 GENERAL INFORMATION**

### **1.1 INTRODUCTION**

- (a) The Request for Standing Offers (RFSO) template is divided into seven parts:
  - (i) Part 1, General Information;
  - (ii) Part 2, Offeror Instructions;
  - (iii) Part 3, Offer Preparation Instructions;
  - (iv) Part 4, Evaluation Procedures and Basis of Selection;
  - (v) Part 5, Certifications;
  - (vi) Part 6, Resulting Standing Offer Clauses;
  - (vii) Part 7, Resulting Contract Clauses; and,
  - (viii) the Annexes.
- (b) Part 1: provides a general description of the requirement;
- (c) Part 2: provides the instructions applicable to the clauses and conditions of the RFSO and states that the Offeror agrees to be bound by the clauses and conditions contained in all parts of the RFSO;
- (d) Part 3: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- (e) Part 4: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, the security requirement, if applicable, and the basis of selection;
- (f) Part 5: includes the certifications to be provided;
- (g) Part 6: includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
- (h) Part 7: includes the clauses and conditions that will apply to any contract resulting from a call-up made pursuant to the Standing Offer.
- (i) The Annexes include:
  - (i) Annex A: Technical Specifications
  - (ii) Annex B: List of Products
  - (iii) Annex C: Call-up Limitations
  - (iv) Annex D: RVD Process
  - (v) Annex E: Request for Product Substitution / Price Revision Sheet
  - (vi) Annex F: List of Authorized Resellers and Service Outlets
  - (vii) Annex G: Standing Offer Activity Report
  - (viii) Annex H: Benchmark Procedures and Set-up Instructions
  - (ix) Annex I: Benchmark Ratings Analysis
  - (x) Annex J: Intertek/Offeror Agreement
  - (xi) Annex K: Technical Offer
  - (xii) Annex L: Financial Offer
  - (xiii) Annex M: Basis of Selection
  - (xiv) Annex N: Offer Forms

(xv) Annex O: Requirements for the Set-aside Program for Aboriginal Business

**1.2 SUMMARY**

This solicitation is being issued to satisfy the Government of Canada's requirement for the supply, delivery, configuration, installation, integration and implementation of Computer Systems, including System Upgrades, System Components, Other Related Items, warranty, maintenance, software support services and documentation, all of which is to be provided on an "as-and-when-requested" basis to locations throughout Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements, when a Call-up is made in accordance with any resulting NMSOs. Any resulting standing offers may be used by any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada (including all those described in the *Financial Administration Act*, as amended from time to time) or any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*. This solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.

This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business, as detailed in Annex 9.4 Requirements for the Set-aside Program for Aboriginal Business, of the Supply Manual. This procurement is set aside from the international trade agreements under the provision each has for set-asides for small and minority businesses. Further to Article 1802 of the Agreement on Internal Trade (AIT), AIT does not apply to this procurement.

Offerors are not required to obtain security clearance in order to be issued a Standing Offer, because most Call-ups will be unclassified – see the article in the Resulting Contract Clauses entitled "Security Requirement". However, the Standing Offer Authority or Identified User making a Call-up may, in its discretion, substitute an alternative Security Requirement for individual requirements. In those cases, the Call-up will only be issued to an Offeror who, at the time of the Call-up, satisfies the Security Requirement specified by the Identified User.

The series of resulting NMSOs, as a whole, will have no expiry date (unless PWGSC determines, in its sole discretion, to set aside this procurement vehicle). As demand for new computer technologies develops, new Categories will be competed on the GETS, allowing new suppliers to qualify or existing suppliers to add Categories to their Standing Offer. Each individual Category will be valid for a period of two years, plus two optional one-year extension periods from the date it is originally awarded. Each time a Category is subsequently awarded after publishing a new competition on the GETS, this two-year period plus the two one-year extension periods will begin running again. As a result, different Categories may be subject to different end dates. At the time individual Categories are recompeted, or new Categories are added, suppliers who already hold NMSOs may be exempted from providing certain information that they have previously provided in order to obtain their existing NMSO (for example, if the experience requirements remain unchanged, existing Offerors may not be required to re-demonstrate that they have the necessary experience).

For the definition of some of the terms used in this Article, refer to Article 6.1, "Offer".

This RFSO includes the following Group and Categories of equipment:

**Systems Group**

- (a) 7.0N Ruggedised Convertible Tablet PC
- (b) 8.0N Ruggedised Slate Tablet PC
- (c) Within the Group, each Category is then divided in 4 Sections:
  - (i) Default System
  - (ii) System Upgrade
  - (iii) System Components
  - (iv) Other Related Items

All potential suppliers capable of meeting the requirements of this RFSO are invited to make offers. Suppliers are not required to be the Manufacturer of any Products to submit an offer, although the Manufacturer must certify non-manufacturer suppliers. The Annex entitled "Technical Specifications" describes the detailed technical specifications for all Categories.

All offers must consist of a technical offer and a financial offer. The detailed requirements for these offers are contained in Annexes entitled "Technical Offer" and "Financial Offer" and include mandatory requirements. Offerors are limited to a maximum of two (2) Systems per Category (the first System listed in the Category will be titled System A, the second System listed in the same Category will be titled System B); also, the same System will not be included in one Category more than once; furthermore, no more than two (2) Systems from any given Manufacturer will be included in one Category.

The basis of selection is described in detail in the Annex entitled "Basis of Selection" and consists of four phases: Confirmation of Compliance to Mandatory Requirements, Evaluation of Financial Offer, Benchmark Testing and Offeror Selection. Only offers that satisfy all the mandatory requirements and pass the financial evaluation will be considered.

For each Category, Canada anticipates qualifying up to eight (8) Systems that meet the requirements of this RFSO. If fewer Systems are qualified in a given Category than Canada considers advantageous, Canada reserves the right, in its sole discretion, to issue a further RFSO in order to identify additional offers eligible for standing offer issuance.

Offers will be evaluated on a "Category" basis. Therefore, if an Offeror wishes to submit an offer in only one specific Category, then it has the opportunity to do so. It is not mandatory to make an offer or be selected in all Categories to be issued a Standing Offer.

For each System proposed, all items listed in the Annex entitled "List of Products" (for the Category of System offered) must be offered in order for the offer to be considered for that Category.

Call-up Limitations for each Category and Section are defined in the Annex entitled "Call-up Limitations". Pre-determined discount percentages will apply to orders exceeding certain dollar values.

During the Standing Offer Period for a given Category, as technology evolves, Offerors will have the opportunity to propose substitute Products that offer equal or better value to Canada. Periodically, all Offerors will also have the opportunity to refresh their prices.

After any resulting Standing Offers have been issued, all Offerors will be notified in writing regarding the outcome of this solicitation.

### 1.3 RFSO SCHEDULE

(a)	Deadline for questions, Q1 (by noon EST):	Thursday, June 14 <sup>th</sup> 2012
(b)	Release of answers (estimated):	Thursday, June 28 <sup>th</sup> 2012
(c)	RFSO closing date:	Thursday, July 12 <sup>th</sup> 2012
(d)	Systems delivered for Benchmark testing:	Wednesday, July 18 <sup>th</sup> 2012
(e)	NMSO award (estimated):	Friday, August 31 <sup>st</sup> 2012

### 1.4 COMMUNICATIONS NOTIFICATION

As a courtesy, Canada requests that successful Offerors notify the Standing Offer Authority in advance of their intention to make any public announcement related to the issuance of a standing offer.

### 1.5 DEBRIEFINGS

After issuance of a standing offer, unsuccessful Offerors will be provided with information about the way in which their offers were evaluated. Offerors are requested to follow up with further questions about the procurement process within 15 working days of receiving notification that their offer was unsuccessful.



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## PART 2 OFFEROR INSTRUCTIONS

### 2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

- (a) All instructions, clauses and conditions identified in the Request for Standing Offer (RFSO) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada (PWGSC).
- (b) Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).
- (c) The 2006 (2012-03-02) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the RFSO.
- (d) Subsection 5.4 of Standard Instructions - Request for Standing Offers -Goods or Services - Competitive Requirements 2006 is amended as follows:
  - (i) Delete: sixty (60) days
  - (ii) Insert: one hundred and eighty (180) days
- (e) Section 4 of Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements 2006 is augmented with Subsection 4.8 as follows:

“An Offer cannot be assigned or transferred in whole or in part.”

### 2.2 SUBMISSION OF OFFERS

- (a) Offers must be submitted only to Public Works and Government Services Canada Bid Receiving Unit by the date, time and place indicated on page 1 of the RFSO.
- (b) Due to the nature of the Request for Standing Offers, offers transmitted by facsimile or electronic mail to Public Works and Government Services Canada will not be accepted.

### 2.3 ENQUIRIES - SOLICITATION

- (a) **Where to Direct Enquiries:** All enquiries and other communications with government officials relating to this Request for Standing Offers must be directed ONLY to the Standing Offer Authority named below.

Standing Offer Authority: Dan Haggar  
E-mail Address: [dan.haggar@tpsgc-pwgsc.gc.ca](mailto:dan.haggar@tpsgc-pwgsc.gc.ca)  
Phone: (819) 956-2692
- (b) **Time for Making Enquiries:** All questions and other communications with Canada throughout the RFSO period and until any resulting Standing Offers are issued must be submitted by e-mail and must be received in accordance with the RFSO Schedule identified above. Enquiries received after the Q2 deadline may not be answered.
- (c) **Enquiries to be in Writing:** All enquiries must be submitted in writing.
- (d) **Content of Enquiries:** Offerors should reference as accurately as possible the numbered item of the solicitation to which the enquiry relates. Care should be taken by Offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a “proprietary” nature must be clearly marked “proprietary” at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Offeror do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada

- (e) **Failure to Make Enquiries:** Offerors should make enquiries as early as possible and should not make assumptions regarding the nature of the requirements of this solicitation. Offerors who do not raise issues and questions they may have during the solicitation period do so at their own risk. Offerors who, instead of raising issues during the enquiries period, deviate from the mandatory requirements of this solicitation in their Offers, will be disqualified as non-responsive.

#### 2.4 APPLICABLE LAWS

- (a) The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.
- (b) Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Offerors.

***Note to Offerors:** Offerors are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Offer Submission Form.*

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### **PART 3 OFFER PREPARATION INSTRUCTIONS**

#### **3.1 OFFER PREPARATION INSTRUCTIONS**

- (a) Offerors are requested to organize and to provide copies of their offers in separately bound sections as follows:
  - (i) Section I: Technical Offer (1 hard copy and 2 soft copies).  
The requirements for the technical offer are described in the Annex entitled "Technical Offer".
  - (ii) Section II: Financial Offer (1 hard copy and 1 soft copy)  
The requirements for the financial offer are described in the Annex entitled "Financial Offer".
- (b) 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.
- (c) Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.
- (d) Canada requests that Offerors follow the format instructions described below in the preparation of their Offer:
  - (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (ii) use a numbering system that corresponds to the solicitation;
  - (iii) include a title page at the front of each volume of the offer that includes the title, date, solicitation number, Offeror's name and address and contact information of its representative; and
  - (iv) include a table of contents.
- (e) The Offeror may submit more than one offer. If an alternate offer is submitted, it must be a physically separate document, clearly marked as an alternate offer. Each offer will be evaluated independently, without regard to the other offers submitted by the Offeror. As a result, every offer must be complete on its own. Even though material submitted in one offer will not be used to supplement another offer submitted by the same Offeror, where inconsistencies are noted among multiple offers submitted by the same Offeror, Canada may take those inconsistencies into account in evaluating the multiple offers. If the Offeror submits multiple offers and wishes to withdraw one or more of those offers, Canada may require that the Offeror withdraw either all its offers, or none of them.
- (f) **Confidential or Proprietary Information:** Any information that the Offeror consistently treats as proprietary and/or confidential should be clearly marked "Proprietary" or "Confidential".

## **PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 EVALUATION PROCEDURES**

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team will evaluate the offers on behalf of Canada. Canada reserves the right to hire any independent consultant, or use any Government resources, to evaluate any offer. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) To supplement the written Technical Offer, proposed Systems will be subject to Benchmark Testing, as described in this solicitation. The Offeror is responsible for all costs associated with the benchmark testing, including delivery, installation, and removal of the equipment and testing fees. All costs associated with the benchmark testing are non-refundable and nonnegotiable.
- (d) In addition to any other time periods prescribed in this solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Offeror regarding its offer, the Offeror will have **2 working days** (or a longer period if specified in writing by the Standing Offer Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the proposal being declared non-responsive.
  - (ii) **Extension of Time:** If additional time is required by the Offeror, the Contracting Authority may grant an extension in his or her sole discretion.

### **4.2 BASIS OF SELECTION**

The detailed evaluation procedures and the basis of selection are detailed in the Annex entitled "Basis of Selection".

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## PART 5 CERTIFICATIONS

### 5.1 CERTIFICATIONS PRECEDENT TO ISSUANCE OF STANDING OFFER

The certifications listed below should be completed and submitted with the offer, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.

### 5.2 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

- (a) The Federal Contractors Program for Employment Equity (FCP-EE) requires that some suppliers bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Offeror is subject to the FCP-EE, evidence of its commitment must be provided before the award of the Contract.
- (b) Suppliers who have been declared ineligible contractors by Human Resources and Social Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP-EE for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.
- (c) If the Offeror does not fall within the exceptions enumerated in (d)(i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP-EE, the Offeror must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity (<http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc?=e>), to the Labour Branch of HRSDC.
- (d) Each Offeror is requested to indicate in its offer whether it is:
  - (i) not subject to FCP-EE, having a workforce of fewer than 100 permanent full or part-time employees in Canada;
  - (ii) not subject to FCP-EE, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;
  - (iii) subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or
  - (iv) subject to FCP-EE, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP-EE is available on the following HRSDC Website:  
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

*Note to Offerors: Offerors are requested to use the Offer Submission Form to provide information about their status under this program. For a joint venture Offeror, this information must be provided for each member of the joint venture.*

### 5.3 MANUFACTURER CERTIFICATIONS

All Offerors are required to submit the Manufacturer Certification(s) provided in the Annex entitled Offer Forms.

**5.4 OFFEROR CERTIFIES THAT ALL EQUIPMENT AND SOFTWARE IS “OFF-THE-SHELF”**

Any equipment and software offered to meet this requirement must be “off-the-shelf” (unless otherwise stated in this RFSO), meaning that each item of equipment and software is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software offered is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the RFSO closing date. By submitting an offer, the Offeror is certifying that all the equipment and software offered is off-the-shelf.

## PART 6 RESULTING STANDING OFFER CLAUSES

*Note to Offerors: The clauses contained in these Resulting Standing Offer Clauses are intended to form the basis of any Standing Offer issued as a result of this solicitation. Except where specifically set out in these Resulting Standing Offer Clauses, acceptance by Offerors of all the clauses is a mandatory requirement of this solicitation. No modification or other terms and conditions included in any offer will be applicable to any Standing Offer issued or the contracts made under such Standing Offers, despite the fact that the offer may become part of the Standing Offer.*

*Offers that contain statements implying that the offer is conditional on modification of these clauses or containing terms and conditions that purport to supersede these clauses will be considered non-responsive.*

*Offerors with concerns about the provisions of these Resulting Standing Offer Clauses should raise their concerns in accordance with the Enquiries provision of this bid solicitation. If additional legal issues are raised by an offer, Canada reserves the right to address those issues in any Standing Offer issued as a result of this bid solicitation (including the Resulting Standing Offer Clauses incorporated in that Standing Offer). If the additional provisions are unacceptable to the Offeror, the Offeror may withdraw its offer.*

### 6.1 OFFER

- (a) The Offeror named on page 1 of this National Master Standing Offer (NMSO) offers to supply, deliver, configure, install (if required by a Call-up), integrate and implement (if required by a Call-up), provide warranty, maintenance, software support services and documentation for the Computer System(s) and other Products subject to this Standing Offer, all according to the prices, terms and conditions of this Standing Offer, as and when an Identified User or PWGSC orders Products in accordance with this Standing Offer.
- (b) The Offeror offers to deliver all Products in accordance with the Default Configuration, as defined in the Annex entitled "List of Products", unless the Call-up specifically requests changes to the Default Configuration.
- (c) Unless otherwise expressly provided for in this Standing Offer, the Offeror agrees to supply only goods/services authorized for supply under this Standing Offer on the date the Call-up is issued, without variation or substitution. The Offeror acknowledges that only Products listed on the Computer Acquisition Guide (CAG) website on the date the Call-up is issued may be supplied.
- (d) The Offeror acknowledges that multiple National Master Standing Offers have been issued for this requirement. Call-ups will be allocated among the Offerors in accordance with the process described in the Article entitled "Call-up Procedures".
- (e) "Call-up", which is defined in 2005 General Conditions, includes any contract issued as a result of a Request for Volume Discount ("RVD"). All Call-ups are subject to the terms and conditions set out in the Resulting Contract Clauses.
- (f) "Group" means the broadest grouping of similar commodities. UNIX Systems, x86 Systems, Notebooks and Blade Systems are examples of Groups.
- (g) "Category" means a specific class of equipment within a Group.
- (h) "Section" means each of the divisions of Products within a Category offered. Unless otherwise specified, the 4 Sections are: 1-Default System, 2- Upgrades, 3-Components and 4-Other Related Items.
- (i) "System" means a system that meets the minimum Technical Specifications set out in the Annex entitled "Technical Specifications". It is fully operational and in ready-to-use state, containing all major components and all requisite ancillary items. These include but are not limited to: Chassis / enclosure, motherboard / system board, processor / processor modules, memory / memory cards, Operating System, device drivers / software licenses, port licenses, power supplies, cooling fans, internal / external cables to the system, I/O cables, etc. to allow the system to satisfy the requirements.

- (j) **“Default System”** means a system configured exactly as set out in the Annex entitled “List of Products”, Item No. 1 for the relevant Category, without variation.
- (k) **“Product”** means any System, Upgrade, Component, or Other Related Items. Products are subject to the Call-up limitations specified unless otherwise specified.
- (l) **“Upgrade”** means a change to one or more aspects of the Default System described in the Annex entitled “List of Products”, Upgrade Section, by enhancing its functionality, processing capacity or performance. Upgrades are performed by the Offeror as part of the configuration.
- (m) **“Component”** means equipment or product that is part of a System described in the Annex entitled “List of Products”, Component Section. Each Component with a separate price may be ordered by itself unless otherwise specified.
- (n) **“Other Related Items”** means the related equipment listed on an Offeror’s optional equipment list and approved by the Technical Authority.
- (o) **“CAG website”** means the PWGSC Computer Acquisition Guide website (<http://computer.pwgsc.gc.ca>).
- (p) **“Manufacturer”** means the entity that manufactures a system (as determined by the brand name appearing on a system and in all certifications, supporting manuals and documentation, which must be the same), not necessarily the Offeror.

## 6.2 SECURITY REQUIREMENT

The Resulting Contract Clauses contain an Article entitled “Security Requirement”. The Standing Offer Authority or Identified User making a Call-up may, in its discretion, substitute an alternative Security Requirement. In such instances, the Call-up will only be issued to an Offeror who, at the time of the Call-up, satisfies the Security Requirement specified by the Identified User.

## 6.3 STANDARD CLAUSES AND CONDITIONS

- (a) All clauses and conditions identified in the Standing Offer and resulting Contract(s) by title, number and date are set out in the Standard Acquisition Clauses and Conditions Manual issued by PWGSC.
- (b) The Manual is available on the PWGSC Website: <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>.

## 6.4 GENERAL CONDITIONS

2005 General Conditions – Standing Offers – Goods or Services (2012-03-02), apply to form part of this Standing Offer, subject to the stipulation in Section 8 of 2005 General Conditions, “standing offer unit prices” do not include the prices offered by the Offeror in response to individual Requests for Volume Discounts. Canada will not be liable for any errors, inconsistencies or omissions in any information published regarding this series of Standing Offers. If the Offeror identifies any errors, inconsistencies or omissions, the Offeror agrees to notify the Standing Offer Authority immediately.

## 6.5 STANDING OFFER REPORTING

- (a) The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including purchases paid for using a Government of Canada Acquisition Card. The data must be aggregated and submitted to the Standing Offer Authority on a quarterly basis. The reported data must include the data shown in the Annex entitled “Standing Offer Activity Report”.
- (b) Quarterly periods are defined as follows:
  - (i) 1st quarter: April 1 to June 30;
  - (ii) 2nd quarter: July 1 to September 30;
  - (iii) 3rd quarter: October 1 to December 31; and



- (iv) 4th quarter: January 1 to March 31.
- (c) Electronic reports must be completed and forwarded to the Standing Offer Authority no later than 30 calendar days after the end of the quarterly period.
- (d) All data fields of the report must be completed as requested. If some data is not available, the reason must be indicated in the report. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.
- (e) Failure to submit fully completed quarterly reports in accordance with the above instructions will result in the immediate suspension of the Offeror's National Master Standing Offer. After the first instance, Systems will be reinstated on the CAG website refresh date immediately following the submission of the completed report. Subsequent instances will be dealt with under the Article below entitled "Withdrawal or Suspension of Authority to Use Standing Offer".
- (f) If requested by the Standing Offer Authority, the Offeror must provide details on its processes for compiling the data required to fulfill its reporting obligations.
- (g) For each Category, the Offeror must retain all the data and the filed reports for 6 years from the expiry of that Category.

#### **6.6 STANDING OFFER PERIOD**

- (a) This series of National Master Standing Offers does not expire, and will continue to be valid until Canada sets aside this series of NMSOs (the "**Overall Standing Offer Period**").
- (b) Canada may place Call-ups under any given Category under this NMSO from the date that Category is issued for a period of two years, plus two optional one-year extensions (the "**Standing Offer Period for a given Category**" or "**Standing Offer Period for that Category**"). For any given Category, this period will be "re-activated" each time that Category is again the subject of a competition published on the Government Electronic Tendering Service. As a result, different Categories may be subject to different end dates.
- (c) The Offeror agrees that, for each Category, the rates/prices will be in accordance with the provisions of this Standing Offer throughout the Standing Offer Period for that Category.
- (d) The Contract Period of individual Call-ups may extend beyond the Standing Offer Period for a given Category and beyond the Overall Standing Offer Period. That is, a Call-up may be placed up until the last day of the Standing Offer Period for a given Category; the resulting contract will be in force until all the work has been completed, including warranty services.
- (e) At the time individual Categories are re-competed, or new Categories are added, suppliers who already hold NMSOs may be exempted from providing certain information that they have previously provided in order to obtain their existing NMSO (for example, if the experience requirements remain unchanged, existing Offerors may not be required to re-demonstrate that they have the necessary experience).

#### **6.7 AUTHORITIES & REPRESENTATIVES**

##### **(a) Standing Offer Authority**

The Standing Offer Authority for this Standing Offer is the contracting officer named on page one of this Standing Offer. The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. The Standing Offer Authority is also the Contracting Authority for all Call-ups issued under this Standing Offer. The Offeror acknowledges that the Standing Offer Authority is entitled to exercise any and all audit and verification rights described in this Standing Offer, including the Resulting Contract Clauses, in respect of any Call-ups made under this Standing Offer and to request any information concerning Call-ups that the Standing Offer Authority considers necessary.

##### **(b) Technical Authority**

The Technical Authority is responsible for all matters concerning the technical content of the Work under contracts resulting from this Standing Offer. Any proposed changes to the scope of the Work are to be discussed with the Technical Authority, but any resulting change can only be confirmed by a revision issued by the Standing Offer Authority.

The technical authority is: PWGSC – STAMS, ITS (Informatics Technical Services)

**(c) Identified Users**

The Identified Users authorized to make call-ups against the Standing Offer include any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada (including all those described in the *Financial Administration Act*, as amended from time to time) or any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*.

**(d) No Contracting Outside Authorities**

The Offeror agrees not to accept Call-ups to perform work in excess of or outside the scope of this Standing Offer without specific written authorization from the Standing Offer Authority. The Offeror acknowledges that the Identified Users are without authority to vary or amend the terms or the scope of this Standing Offer.

**(e) Offeror's Contact**

The Offeror's contact for all matters relating to this Standing Offer, including all resulting Call-ups, is:

Contact: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

**(f) Offeror's Agents**

The Offeror confirms that the Authorized Resellers listed in the Annex entitled "List of Authorized Resellers and Service Outlets" are authorized to act on its behalf as its agent for the purposes of performing the Work under Call-ups and receiving payment. Any payment made by Canada to an Authorized Reseller will be considered payment to the Offeror itself. This agency relationship (through which the Authorized Reseller performs contractual obligations on behalf of the Offeror) does not amend, diminish or modify any of the responsibilities of the Offeror under the Standing Offer or any resulting Call-ups. The Offeror agrees and understands that it is solely responsible for ensuring that all of its Authorized Resellers complete all Call-ups in accordance with their terms and conditions and that, if the Authorized Reseller fails to fulfill all the Call-up obligations, the Offeror must, upon written notification from the Standing Offer Authority, immediately complete and fulfill those obligations directly at no additional cost to Canada. The Offeror agrees to inform the Standing Offer Authority in writing of any changes in the list of its Authorized Resellers during the Standing Offer Period for a given Category and to remove any Authorized Reseller if requested to do so by the Standing Offer Authority.

**(g) Offeror's Service Outlets**

- (i) Throughout the Standing Offer Period for a given Category, the Offeror must maintain a nationwide maintenance service network, which means that the Offeror must have a sufficient number of service outlets necessary to meet the response times specified in other requirements of this document, throughout Canada (other than locations covered by any Comprehensive Land Claims Agreements).
- (ii) Service Outlets must be commercial (not residential) establishments. Service Outlets must have technical support and system service facilities. The Offeror confirms that any Service Outlets listed in the Annex entitled "List of Authorized Resellers and Service Outlets" that are not owned and operated by the Offeror are subcontractors it has chosen to perform Hardware

Maintenance Services. Unless the Service Outlet has also been designated by the Offeror as an Authorized Reseller, the Service Outlet will not be considered an agent of the Offeror.

- (iii) The Offeror agrees and understands that it is solely responsible for ensuring that all of its Service Outlets perform all work in accordance with the terms and conditions of the relevant Call-up, and that, if the Service Outlet fails to fulfill any Call-up obligation, the Offeror must, upon written notification from the Standing Offer Authority, immediately fulfill those obligations directly at no additional charge to Canada. The Offeror agrees to inform the Standing Offer Authority in writing of any changes in the list of its Service Outlets during the Standing Offer Period for a given Category.
- (iv) Identification of Service Outlets: The Offeror has identified the Service Outlets from which it will provide maintenance and support services under any Call-ups against this Standing Offer in the Annex entitled "List of Authorized Resellers and Service Outlets". Service Outlets are listed on the CAG website.

#### 6.8 JOINT VENTURE OFFEROR

- (a) The Offeror confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: *[list all the joint venture members named in the Offeror's original offer]*.
- (b) With respect to the relationship among the members of the joint venture Offeror, each member agrees, represents and warrants (as applicable) that:
  - (i) \_\_\_\_\_ has been appointed as the "representative member" of the joint venture Offeror and has fully authority to act as agent for each member regarding all matters relating to the Contract;
  - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Offeror; and
  - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solitarily liable for the performance of the entire Contract.
- (e) The Offeror acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Offeror acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Offeror.

***Note to Offerors:** This Article will be deleted if the Offeror issued a Standing Offer is not a joint venture. If the Offeror is a joint venture, this clause will be completed with information provided in its offer.*

#### 6.9 NOTICES

Under this Standing Offer, where the Offeror is required to provide notice to Canada or the Minister, notice must be provided in writing to the Standing Offer Authority; where Canada or the Minister is required to provide notice to the Offeror, notice must be provided in writing to the Offeror's representative named above.

#### 6.10 CALL-UP PROCEDURES

- (a) **Only Authorized Call-ups to be Accepted:** The Offeror agrees only to accept individual Call-ups made by Identified Users pursuant to this Standing Offer that do not exceed the applicable Call-up

Limitations. The Offeror acknowledges that any Call-up made by an Identified User exceeding the applicable Call-up Limitation is not permitted under this Standing Offer and is without authority.

- (b) **Division and Consolidation of Requirements:** Multiple Call-ups will not be issued in order to circumvent competition. The Standing Offer Authority may consolidate requirements across Identified Users and issue Call-ups on a periodic basis to receive better pricing.
- (c) **Contracting Authority:** PWGSC is the Contracting Authority for all Call-ups, including those made directly by Identified Users.
- (d) **Technical Authority for Call-ups:** PWGSC is the Technical Authority for all Call-ups, including those made directly by Identified Users.
- (e) **Call-ups made directly by Identified Users:** An Identified User may issue a Call-up directly to any Offeror up to the applicable Government Department Call-up Limitations.
- (f) **Call-ups made Directly by the Standing Offer Authority:** The Standing Offer Authority may issue a Call-up directly to any Offeror up to the applicable PWGSC Acquisitions Call-up Limitations.
- (g) **Call-ups made by the Standing Offer Authority Using Request for Volume Discount Process:** For requirements that exceed the Call-up Limitations, PWGSC will issue a Request for Volume Discount ("RVD"). In addition to these requirements, PWGSC may, in its discretion, issue a Request for Volume Discount for any requirement. The Request for Volume Discount process is described in the Annex entitled "RVD Process".

#### 6.11 CALL-UP INSTRUMENT

- (a) Authorized Call-ups against this Standing Offer will be made by Identified Users using Form 942 or by the Standing Offer Authority using its own form. Authorized Call-ups may also be made under this Standing Offer through the RVD process described in this Standing Offer, in which case the Standing Offer Authority will issue a Call-up using its own form.
- (b) Call-ups can also be made by other methods such as telephone, facsimile or electronic means. With the exception of call-ups paid for with a Government of Canada acquisition card (credit card), call-ups made by telephone must be confirmed in writing on the document specified in the Standing Offer.
- (c) Call-ups against the Standing Offer paid for with the Government of Canada acquisition card (credit card) at point of sale must be accorded the same prices and conditions as any other Call-up.
- (d) Each Call-up results in a separate contract between Canada and the Offeror.
- (e) Each Call-up must specify the Standing Offer number, the applicable Category(ies), the item number, the Product name, model, and part number.
- (f) With the exception of call-ups paid for with a Government of Canada acquisition card (credit card), the Offeror acknowledges that no costs incurred before the receipt of a signed Call-Up can be charged to this Standing Offer or any Call-ups made against it.
- (g) The Offeror acknowledges and agrees that the terms and conditions set out in the Resulting Contract Clauses that form part of this Standing Offer apply to every Call-up made under this Standing Offer.

#### 6.12 LIMITATION OF CALL-UPS

The Call-up Limitations are described in the Annex entitled "Call-up Limitations".

#### 6.13 PRIORITY OF DOCUMENTS

The documents specified below form part of and are incorporated into the Standing Offer. If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears will prevail over the wording of any document that appears later on the list:

- (a) These Standing Offer clauses;

- (b) 2005 - General Conditions – Standing Offers – Goods or Services (2012-03-02);
- (c) The Resulting Contract Clauses;
- (d) Annex A: Technical Specifications;
- (e) Annex B: List of Products;
- (f) Annex C: Call-up Limitations;
- (g) Annex D: RVD Process;
- (h) Annex E: Request for Product Substitution / Price Revision Sheet;
- (i) Annex F: List of Authorized Resellers and Service Outlets;
- (j) Annex G: Standing Offer Activity Report;
- (k) Annex H: Benchmark Procedures and Set-up Instructions;
- (l) Annex I: Benchmark Ratings Analysis;
- (m) Annex J: Intertek/Offeror Agreement;
- (n) The Offeror's Offer dated \_\_\_\_\_, as clarified by \_\_\_\_\_.

#### **6.14 CERTIFICATIONS MADE WITH THE OFFER**

Compliance with the certifications provided by the Offeror is a condition of authorization of the Standing Offer and subject to verification by Canada during the entire Standing Offer Period for a given Category and during any resulting contract. If the Offeror does not comply with any certification or it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, the Standing Offer Authority has the right to terminate any resulting contract(s) for default and set aside the Standing Offer.

#### **6.15 REPRESENTATIONS AND WARRANTIES**

- (a) The Offeror represents and warrants that, throughout the Standing Offer Period for a given Category:
  - (i) every System will be manufactured at a facility registered under ISO 9001: 2008 by an accredited registrar under the ISO 9001: 2008, whether that registration is held by the Offeror or the Manufacturer of the System.
  - (ii) all electrical equipment offered under this Standing Offer is certified or approved for use in accordance with the Canadian Electrical Code, Part 1, by a certification organization accredited by the Standards Council of Canada (SCC) and bears the certification logo that is applicable to the accredited agency. NOTE: Offerors may obtain further information by contacting the SCC at 613-238-3222.
  - (iii) in the case of each Product offered that includes a digital apparatus, an accredited agency has certified that it does not exceed the FCC Class B limits for radio noise emissions set out in the Radio Interference Regulations and the Products must bear the certification logo of the appropriate accredited agency.
- (b) Compliance with these representations and warranties is a condition of authorization of the Standing Offer and subject to verification by Canada during the entire Standing Offer Period for a given Category and during any resulting contract. If the Offeror does not comply with any of these representations or warranties or it is determined that any representation or warranty made by the Offeror is untrue, whether made knowingly or unknowingly, the Standing Offer Authority has the right to terminate any resulting contract(s) for default and set aside the Standing Offer.

#### **6.16 APPLICABLE LAWS**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed by the laws in force in Ontario.

#### **6.17 STANDING OFFER EXPANSION**

PWGSC may, at any time, conduct further Requests for Standing Offers for new Groups, Categories and Sections, and the resulting offers may be incorporated into this series of National Master Standing Offers. Requirements for new Groups and Categories will be subject to an open competition posted on the Government Electronic Tendering Service. New Sections within an existing Category could be added by PWGSC having existing Offerors in that Category supplement their Standing Offers. In cases where changes to the NMSO terms and conditions have occurred since the Offeror was first issued a Standing Offer, Offerors may be requested to agree to apply the updated terms and conditions incorporated in a subsequent solicitation process to all Groups, Categories and Sections within their Standing Offer.

#### **6.18 UPDATED INFORMATION ABOUT PRODUCTS**

During the Standing Offer Period for a given Category, Offerors are requested to provide regular updates to the Technical Authority regarding upgrades to the capabilities of the Products, such as when additional operating systems are supported or new drivers become available.

#### **6.19 MANDATORY PRODUCT SUBSTITUTIONS**

- (a) If 50% or more of Offerors in a Category have migrated to next-generation technology, PWGSC reserves the right to require that any dated Products be up-dated. Offerors will be given written notice by the Standing Offer Authority to complete a substitution. Submission of a complete request for substitution must be completed within 30 days; otherwise, the identified Product will be removed from the Standing Offer. The “place” held by that System will be held pending submission of a request for substitution, provided it is made in accordance with these terms and within 60 days of the date of removal.
- (b) As newer technology becomes available, PWGSC may update the Categories in this Standing Offer. Only Offerors approved to offer Products (as indicated on the CAG website) within the existing Category will be invited to submit substitution requests to supply new Products for the replacement Category. The Standing Offer Authority would provide the applicable Offerors with written notice describing the replacement requirements. The period for requesting clarifications and submitting the substitution request would be a minimum of 30 days.

#### **6.20 PRODUCT SUBSTITUTIONS INITIATED BY OFFEROR**

- (a) **Conditions for Proposing Substitution(s):** The Offeror may propose a substitution for an existing Product authorized for supply under this Standing Offer, provided the proposed substitute meets or exceeds the specification(s) detailed in the Annex entitled “Technical Specifications”, as well as meeting or exceeding the specifications of the existing Product being substituted in all respects unless otherwise specified. The price for the substitute Product must not exceed:
  - (i) the ceiling price for the Product originally offered in the Offeror’s Offer;
  - (ii) the current published list price of the substitute Product, less any applicable Government discount; or
  - (iii) the price at which the substitute Product is generally available for purchase,
  - (iv) whichever is the lowest.
- (b) **Ceiling Prices:** During substitutions, situations can occur where it is difficult to use the ceiling price of an existing individual Product as a ceiling price limit for the new Product. In cases like this, price support may be requested by the Standing Offer Authority for the individual Product. This is at the sole discretion of the Standing Offer Authority. The Standing Offer Authority also has the right to

refuse any substitution that, in the Standing Offer Authority's view, does not represent good value to Canada.

- (c) **Substitution Costs:** The proposed substitution will be subject to technical assessment and any costs associated with the technical evaluation will be at the Offeror's expense.
- (d) **Benchmark Testing:** PWGSC may require that the Offeror demonstrate through testing (including compatibility testing) that the proposed substitute Product meets or exceeds the specifications in the Annex entitled "Technical Specifications" as well as meeting or exceeding the specifications of the existing Product being substituted. Testing will be done in accordance with the procedure describe in the Annex entitled "Benchmark Procedures". Canada is not obligated to evaluate any or all substitute Products proposed.
- (e) **Process for Requesting Substitution:** The request for substitution must be made by submitting to the Standing Offer Authority a completed "Request for Product Substitution/Price Revision Form", which must provide the full details on the nature of the substitution including the URL(s) for the applicable technical specification(s) of the Product, any necessary technical documentation, certifications, manuals and a copy of the current published list price for the Product. Upon request, the Offeror must provide information substantiating compliance with the requirements listed in the annex entitled "Technical Specifications". Also, a revised Annex entitled "List of Products" in both hard and electronic copy may be requested by Canada depending on the extent the of proposed Product substitution(s).
- (f) **Limit on Number of Systems from Same Offeror or Same Manufacturer:**
  - (i) **For Thin Client Categories:** Offerors are not permitted to have more than three Systems approved in any Category. No more than three Systems from any one Manufacturer will be approved in any Category. Proposed substitutions that would result in either case will not be approved.
  - (ii) **For all other Categories:** Offerors are not permitted to have more than two Systems approved in any Category. No more than two Systems from any one Manufacturer will be approved in any Category. Proposed substitutions that would result in either case will not be approved.
- (g) **Same System:** Offerors are not permitted to substitute a System that would result in the Same System (from the same Manufacturer) appearing more than once in a Category. Proposed substitutions that would result in this case will not be approved.
- (h) **Category Migration (Recategorization as a Result of Substitution):** Whenever the nature of the proposed substitution is such that the replacement System meets the minimum specifications/requirements of a higher NMSO Category within the same Group of Categories (e.g., the Product is listed in Category X.1, but the proposed substitution satisfies the specifications in Category X.2), the replacement System may (if requested by the Offeror, and if space exists in that Category) be reclassified in the Category where it belongs (i.e. the highest Category in which it can meet all the mandatory specifications within the same Group), subject to the above-noted condition that Offerors and Manufacturers are not permitted to have more than two (or three for Thin Clients) Systems approved in any NMSO Category and the Same System cannot appear more than once in a Category. Whether to approve any request by an Offeror to recategorize a System is within the discretion of the Standing Offer Authority.
- (i) **Acceptance of Substitution Discretionary:** Whether or not to accept or reject a proposed substitution is entirely within the discretion of Canada. If Canada does not accept a proposed substitution, the original Product will continue to be authorized under this Standing Offer, unless the Offeror withdraws that Product from the Standing Offer or that Product becomes End of Life (unless the article above entitled "Mandatory Product Substitutions" applies).
- (j) **Documentation of Accepted Substitution:** Approved substitutions cannot be supplied under a Call-up or in response to RVDs until posted on the CAG website. In the case of a Call-up, the substitution must be posted at the time the Call-up is issued; otherwise, the item posted on the CAG website at the

time the Call-up was issued must be supplied. In the case of an RVD, only items posted on the CAG website at the time the RVD is issued can be offered in response to the RVD.

- (k) **Discontinued/Out of Stock Products:** The Offeror must immediately notify the Standing Offer Authority if any Product listed in this Standing Offer is discontinued or is otherwise unavailable (e.g., End of Life, Out of Stock). The discontinued or unavailable Product will be removed by PWGSC from this Standing Offer, but the “place” held by that Product will be held pending submission of a request for substitution, provided it is made in accordance with this Article and within 60 days of providing notice of the lack of availability, or by the next substitution deadline date, whichever is later. If a request for substitution is not made within the timelines described above, a substitution request might not be granted, in which case the Product would no longer be included in the Standing Offer without the possibility of being reinstated.
- (l) **Generational Changes:** Canada recognizes that, during the Standing Offer Period for a given Category, there may be a generational change in technology that may affect some of the mandatory requirements detailed in the Technical Specifications in the Annex entitled “Technical Specifications”. If this occurs, Canada will examine the available technologies, determine which would be acceptable for substitutions, and will advise all Offerors accordingly.
- (m) **One-for-one Substitutions Only:** Substitutions of Products will be on a “one-for-one” basis.
- (n) **Other Related Items – Product Substitutions or Additions:** For Other Related Items the Offeror may offer a limited number of items that relate directly to their systems. PWGSC will not authorize professional services as Other Related Items. Whether or not to approve any proposed substitution or additional “Other Related Items” is within PWGSC’s sole discretion. Substitute and additional “Other Related Items” must be proposed by the Offeror by submitting a fully completed Annex entitled “List of Products”, together with the following:
  - (i) the URL for Product specifications and/or sufficient documentation for the PWGSC team to complete a technical assessment of the Product;
  - (ii) a copy of published list prices, where available or price support;
  - (iii) if any substitute or Optional Item being offered is manufactured by a Manufacturer not already represented in Products already offered under the Offeror’s Standing Offer, a Manufacturer Certification in the form set out in the original solicitation that resulted in this Standing Offer being issued; and
  - (iv) the discount off the list price for each item being proposed. The Standing Offer Authority may require the Offeror to provide price support for any proposed Other Related Items at any time.
- (o) Canada recognizes that during the period of the Standing Offer some of the lower capacity hard disk drives and RAM, specified in the Annex entitled “List of Products”, may no longer be available for some of the Default Systems. If this occurs, then NMSO holders may request a substitution for the item for which the specified capacity is no longer available. However, to be acceptable, the current incremental capacity relationship between each of the items defining a hard disk drive or RAM must be maintained.
- (p) Canada recognizes that during the period of the Standing Offer the Operating System(s) specified in the Annex entitled “List of Products”, may no longer be available for purchase. If this occurs, then NMSO holders may request a substitution for the item and PWGSC will negotiate a fair and equitable replacement for all Offerors.

## 6.21 PRICE REVISIONS

- (a) **Price Refresh:** During the Standing Offer Period for a given Category, the Offeror may submit a request to reduce the current price being offered for any existing Standing Offer Product. Price increases will only be accepted in conjunction with a substitution to a maximum of the ceiling unit price. Price reductions and increases are both subject to the terms detailed in the article entitled



“Product Substitutions Initiated by Offeror”; however, the substitution timelines do not apply to price reductions.

- (b) **Temporary Price Drop:** During the Standing Offer Period for a given Category, the Offeror may submit a request to temporarily reduce the current price being offered for an existing Standing Offer Product. The price drop period must be no shorter than 2 periods and no longer than 4 periods. At the end of the period, the Standing Offer price will revert to the price level in effect before the price drop.
- (c) **Process for Requesting Price Revision:** The request for a price revision must be made by submitting to the Administrative Authority a completed “Request for Product Substitution/Price Revision Form”, which must provide the full details on the nature of the revision.
- (d) **Acceptance of Price Revision Discretionary:** Whether or not to accept or reject a proposed price revision is entirely within the discretion of Canada. The Standing Offer Authority may also require a certification, before approving a revision, that the pricing satisfies the requirement described in the article entitled “Price Protection – Most Favoured Customer”. The Offeror agrees that no price revision will be effective until formally authorized by PWGSC in writing and posted on the CAG website.
- (e) **Published Price Drop:** If, during the Standing Offer Period for a given Category, a price decrease is published or publicly announced, the Offeror must provide the benefit of that decrease to Canada by submitting a completed “Request for Product Substitution/Price Revision Form” to reflect the published or publicly announced price reduction.
- (f) **Consistent Pricing:** An Offeror that has the same Product listed in multiple Categories must have a consistent price across each of those Categories. It is the Offeror’s responsibility, throughout the Standing Offer Period for a given Category, to respect this pricing rule. Where the Offeror lowers the price in one Category, Canada has the right to lower the price on the CAG for that Product in all other Categories where it is offered by the Offeror, if the Offeror has not done so.
- (g) **Pricing to be lower than specified Call-up Limitations:** Offerors are to ensure that all offered unit pricing for Section 4 are below the applicable specified Call-up Limitation for that Section. This will ensure that authorized users will be able to call-up the particular item when required.

## 6.22 PRODUCT REMOVAL

The Standing Offer Authority reserves the right to remove any offered Product. The Product will be removed by PWGSC from this Standing Offer, but the “place” held by that Product will be held pending submission of a request for substitution, provided it is made in accordance with the article entitled “Product Substitutions”. For the purposes of calculating Evaluated Price, a Product that has been removed but which forms part of the evaluated price calculation will have a value assigned to it equal to the most expensive equivalent Product offered by the other Offerors in the same Category.

## 6.23 TIME FOR PROCESSING OF PRODUCT SUBSTITUTIONS AND PRICE REVISION

- (a) The CAG website will be updated every two weeks throughout the year to incorporate all newly approved product substitutions and price revisions into the NMSO. These regular, pre-determined dates for the CAG web site updates will be indicated on the CAG website. PWGSC provides no guarantee regarding the time required to process substitution requests or price revision requests.
- (b) The Offeror acknowledges that the period from January 1 to March 31 is particularly busy for PWGSC and that there may be delays in processing price revision requests during that time. PWGSC will not delay the release of RVDs to coincide with substitutions. Offerors need to consider the possibility of delays in timing their requests.
- (c) Only product substitutions that are submitted and testing completed (if applicable) a minimum of two weeks before the posting date will be reflected in the next posting.
- (d) Only price revisions that are completed and approved a minimum of three business days before the posting date will be reflected in the next posting.

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**6.24 WITHDRAWAL OR SUSPENSION OF AUTHORITY TO USE STANDING OFFER**

- (a) Canada may, at any time, for operational reasons, withdraw authority from Identified Users to use the Standing Offer.
- (b) Canada may also, at any time, withdraw authority from Identified Users to use this Standing Offer if the Offeror breaches the terms of this Standing Offer or any Call-up, including:
  - (i) Delivery of Products not listed in this Standing Offer, except to the extent expressly authorized by this Standing Offer. Authorized Products are those that have been specifically approved in writing by PWGSC for inclusion in this Standing Offer and are posted on the CAG website on the date the Call-up is made;
  - (ii) Delivery of any Product that provides a lower level of performance than or does not meet the minimum specifications and requirements described in the Technical Specifications set out in Annex entitled "Technical Specifications" or the technical specifications of the Product approved for that Offeror and posted on the CAG website, whichever is higher;
  - (iii) Substitution of any Product without prior written authorization from the Standing Offer Authority;
  - (iv) Price revision without prior written authorization by PWGSC;
  - (v) Late deliveries;
  - (vi) Poor warranty/maintenance service;
  - (vii) Distribution or publication of advertising, including information included in supplier websites, that has not been approved by the Standing Offer Authority and/or that might be interpreted as suggesting that unauthorized items are available under the Standing Offer or providing any information that conflicts with any aspect of the terms and conditions, pricing, or availability of Systems currently available under this Standing Offer;
  - (viii) Failure to submit complete and accurate Standing Offer Activity Reports within the required time frames;
  - (ix) Breach of any of the specific terms and conditions detailed in this Standing Offer or any Call-up (e.g. failure to meet the hotline support requirements, failure to respect the Call-up limitations, change of manufacturing facility to a non-ISO 9001: 2008 certified facility, failure to maintain an environmental certification (such as EPSC) where an Offeror is gaining an advantage for being certified, etc.);
  - (x) Refusing a Call-up at any time or for any reason from any Identified User where the Call-up is for a Product currently listed and approved under this Standing Offer, or for options agreed to in a RVD Call-up; and
  - (xi) Listing (or failing to remove) any End of Life (EOL) System Products from this Standing Offer and the CAG website.
- (c) The Offeror acknowledges that Canada may suspend the authority of Identified Users to use the Offeror's Standing Offer for a period of up to 3 months on the first suspension. Any suspension may affect multiple Categories.
- (d) The Offeror acknowledges that Canada may suspend the authority of Identified Users to use the Offeror's Standing Offer for up to the remaining period of the Standing Offer or simply withdraw authority to use the Standing Offer entirely on any additional breach of any of the terms and conditions of the Standing Offer.
- (e) The Offeror acknowledges that Canada may publish information regarding the status of the Offeror's Offer, including the suspension or withdrawal of authority to use the Offeror's Standing Offer.
- (f) If an individual Call-up made under this Standing Offer is terminated, for default or otherwise, that termination will not automatically result in withdrawal of authority to use the Standing Offer. The

Offeror acknowledges, however, that a default under any contract made under this Standing Offer may result in the suspension or withdrawal of authority to use this Standing Offer.

- (g) Any Offeror whose Authorized Reseller or Service Outlet breaches any of the terms and conditions of this Standing Offer or a Call-up may be asked to remove that Authorized Reseller or Service Outlet from its list of authorized agents or subcontractors, in addition to any other remedy PWGSC may invoke. A breach by an Authorized Reseller or Service Outlet is a breach by the Offeror itself.

**6.25 EXPANSION OF OFFERORS FOLLOWING WITHDRAWAL OF AUTHORITY TO USE STANDING OFFER OR VOLUNTARY WITHDRAWAL OF OFFEROR**

After permanently withdrawing authority to use any Offeror's Standing Offer or if any Offeror voluntarily withdraws its Standing Offer, in whole or in part, Canada may, in its sole discretion, do one or more of the following in respect of any Category:

- (a) leave the Category "as is" (i.e., the Standing Offers of the remaining Offerors will remain available for Call-ups and no new Offerors will be added);
- (b) call for new Offers in respect of one or more affected Categories through the Government Electronic Tendering Service; or
- (c) contact the Offeror (if any) whose offered System complied with all the requirements of the Request for Standing Offer that resulted in the issuance of this Standing Offer and was "next in line" under the evaluation methodology, but who was not issued a Standing Offer because it fell outside the acceptable price range. If that Offeror agrees to honour the ceiling price of the Offeror whose Standing Offer has been cancelled, that Offeror may be issued a Standing Offer in the applicable Category; if that Offeror does not wish to honour the previous Offeror's pricing, Canada may, but will have no obligation to, contact the next-ranked Offeror.

**6.26 ABORIGINAL BUSINESS CERTIFICATION - A3000C (2011-05-16)**

- (a) The Contractor warrants that its certification of compliance is accurate and complete and in accordance with the "Requirements for the Set-aside Program for Aboriginal Business" detailed in [Annex 9.4 of the Supply Manual](#).
- (b) The Contractor must keep proper records and documentation relating to the accuracy of the certification provided to Canada. The Contractor must obtain the written consent of the Contracting Authority before disposing of any such records or documentation before the expiration of six (6) years after final payment under the Contract, or until settlement of all outstanding claims and disputes, under the Contract, whichever is later. All such records and documentation must at all times during the retention period be open to audit by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audits.
- (c) Nothing in this clause must be interpreted as limiting the rights and remedies which Canada may otherwise have pursuant to the Contract.

## PART 7 RESULTING CONTRACT CLAUSES

*Note to Offerors: The clauses contained in these Resulting Contract Clauses are intended to form the basis of any contract resulting from Standing Offers issued as a result of this solicitation. Except where specifically set out in these Resulting Call-up clauses, acceptance by Offerors of all the clauses is a mandatory requirement of this solicitation. No modification or other terms and conditions included in the Offeror's Offer will be applicable to any Standing Offer issued or the contracts made under such Standing Offers, despite the fact that the Offeror's Offer may become part of the Standing Offer.*

*Offerors submitting an offer containing statements implying that the offer is conditional on modification of these clauses or containing terms and conditions that purport to supersede these clauses will be considered non-compliant.*

*Offerors with concerns regarding the provisions of these Resulting Call-up clauses should raise such concerns in accordance with the Enquiries provision of this solicitation. If additional legal issues are raised by an offer, Canada reserves the right to address such issues in any Standing Offer issued as a result of this solicitation (including the Resulting Call-up clauses incorporated in that Standing Offer). If the additional provisions are unacceptable to the Offeror, the Offeror may withdraw its offer.*

The following clauses apply to and form part of any contract resulting from a call-up against the Standing Offer.

### 7.1 REQUIREMENT

- (a) The Contractor agrees to supply to the Client the goods and services described in the Call-up against the Standing Offer in accordance with, and at the prices set out in, this Contract.
- (b) **Client:** Any reference to “Client” or “Clients” includes any Government Department, Departmental Corporation or Agency, or other Crown entity described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*. With respect to each contract, the Client is the Identified User identified in the Call-up or Request for Volume Discount resulting in the contract.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.
- (d) **Transfer of Products to Another Identified User:** The Contractor agrees that Canada may transfer the Products and the licenses to use the Licensed Software running on them from one Identified User to another, without affecting the Contractor's obligation to provide the services described in the Contract or the Contractor's obligation to deliver additional quantities in accordance with the Contract.

### 7.2 STANDARD CLAUSES AND CONDITIONS

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

### 7.3 GENERAL CONDITIONS

2030 (2012-03-02), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

#### 7.4 SUPPLEMENTAL GENERAL CONDITIONS

4001 (2010-08-16), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, as modified in these Articles of Agreement, apply to and form part of the Contract.

#### 7.5 SECURITY REQUIREMENT

- (a) Unless otherwise specified in the Call-up form, the security classification of this Contract is "UNCLASSIFIED". However, the Contractor must treat as confidential, during as well as after the provision of goods or services contracted for, any information of a character confidential to the affairs of Canada, to which the Contractor's servants, subcontractors or agents become privy. All personnel assigned to provide services must have a current security clearance to the level specified in the Call-up, granted by the Canadian Industrial Security Directorate.
- (b) Should it become necessary, during the Contract Period, for the Client to invoke further security measures, the Contractor must comply with the security classification at that time.

#### 7.6 CONTRACT PERIOD

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which:
  - (b) begins on the date the Call-up is awarded; and
  - (c) ends on the day that the Hardware Warranty Period for the most recently purchased Product expires, or on the day that the final warranty work initiated during the Hardware Warranty Period is complete, whichever is later.

#### 7.7 DELIVERY AND INSTALLATION OF PRODUCTS

- (a) **Delivery of Products:** The Contractor agrees to supply, deliver, configure, install (if required by a Call-up), integrate and implement (if required by the Call-up), provide warranty, maintenance, software support services and documentation for the Computer System(s) and other Products ordered under this Contract (as specified in the Call-up), to the Identified User, according to the prices, terms and conditions in this Contract. Products must be delivered on an "as and when requested" basis to the location(s) specified in the Call-up, which may be locations anywhere in Canada, excluding any locations in areas subject to one of the Comprehensive Land Claims Agreements (CLCAs), when the Call-up is made in accordance with this NMSO.
- (b) **Contact after receipt of Call-up:** Upon receipt of the Call-up, the Contractor must acknowledge receipt and advise the Identified User of its best delivery date (which date must be no later than the Delivery Date). If the required number of Products exceeds or threatens to exceed the Contractor's ability to supply by the Delivery Date, the Contractor must immediately advise the Contracting Authority and the Identified User. The Contracting Authority will have the option of terminating the Call-up for default, extending the delivery date, or of accepting late delivery. Deliveries received after the Delivery Date will be subject to the discounts described in the clause entitled "Discounts for Late Deliveries and Reimbursement of Reprocurement Costs".
- (c) **Contact before Delivery:** Unless otherwise specified in the Call-up or the Identified User has agreed in writing to other arrangements, the Contractor must contact the Identified User (or any individual designated as "Delivery Contact" in the Call-up) a minimum of twenty-four (24) hours prior to the delivery of any equipment. Failure to make contact may result in the shipment being refused at destination; any re-shipping costs will be the Contractor's responsibility.
- (d) **Delivery Report:** If specified in the Call-up, the Contractor must provide the Identified User with a Delivery Report detailing the delivery location and asset number of all Systems delivered within two weeks of delivery.
- (e) **Licensed Software:**

- (i) The Products must be delivered with any software specified in the Call-up or required for the Products to function in accordance with the Technical Specifications in the Annex entitled "Technical Specifications" (the "**Licensed Software**"). The unit price(s) include all fees and costs associated with the licenses to the Licensed Software, as well as the software maintenance and support services described in this Contract, which must be provided throughout the Hardware Maintenance Period.
  - (ii) The Licensed Software must be the current release and, unless otherwise specified, require no further research or development to meet the Technical Specifications (and any other functionality described in the Standing Offer or Call-up).
  - (iii) The Licensed Software must be supported by, and fully compatible with the Product(s) up to the limit of the Product's expansion capability (with no additional licensing fees payable). All software must be completely integrated with and fully interfaced to the Product.
  - (iv) This Contract grants to Canada the perpetual license (i.e., the license to use the Licensed Software is not a "demo" model and does not expire) to install, copy, deploy and use the Licensed Software with the Product(s) in accordance with the terms of this Contract (which does not include any terms or conditions contained in a shrink-wrap or click-wrap license, or other form of license delivered with the Licensed Software).
  - (v) Canada acknowledges that the Licensed Software is only licensed to Canada, not sold.
  - (vi) If the Licensed Software includes any features, functions or characteristics ("**Disabling Codes**") that might cause the Licensed Software to be unusable by Canada without passwords, authorization codes or similar information, the Contractor must provide to Canada, in advance and on an ongoing basis (including after the Contract Period) all the information required by Canada to continue to use the Licensed Software with the Products.
  - (vii) The Contractor must deliver the Products together with documentation about the Licensed Software that contains enough detail to permit the Identified User to access, install, copy, deploy, test and use all features of the Licensed Software. The documentation regarding the Licensed Software must be provided in either the same language as the Hardware Documentation, or must be bilingual (French and English), as specified by Canada.
- (f) **Installation of System:** The Contractor must, if specified in the Call-up, provide on-site installation of the Default System(s) or System Upgrades and System Components. On-site installation consists of:
- (i) Unpack equipment (if appropriate);
  - (ii) Inspect for damage;
  - (iii) Assemble/Set up system(s);
  - (iv) Install per product specification;
  - (v) Run standard test/diagnostic;
  - (vi) Install appropriate service tools;
  - (vii) Co-ordinate the removal of packing materials (if requested); and
  - (viii) Provide basic operating information, such as:
    - (A) Powering on and off;
    - (B) Running applications (eg: vendor provided OS); and
    - (C) Invoking routine preventive maintenance.
- (g) **Default Configuration:** The Contractor must deliver all Systems in accordance with the System configuration, as defined in the Annex entitled "Technical Specifications". If the Call-up specifically requests changes to the Default Configuration the alternate configuration must be in accordance with Annex C (Call-up Limitations) of the Standing Offer.

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- (h) **Exercising Options to Purchase Optional Additional Quantities:**
- (i) If this Contract was issued following a Request for Volume Discount (RVD) process under the Standing Offer, options to purchase additional quantities specified in the RVD may be exercised through a maximum of 3 amendments to the RVD Call-up at any time within 12 months of the RVD Call-up date, unless the RVD specifies a longer period or an alternative number of amendments. Canada is under no obligation to purchase any optional quantities.
  - (ii) If this Contract was made by an Identified User issuing a Call-up directly, the Contractor agrees not to supply any additional quantities (i.e., additional quantities may only be specified in Call-ups made by the Contracting Authority).
- (i) **Substitution of Products:** If this Contract was issued following a Request for Volume Discount (RVD) process under the Standing Offer, and if Canada exercises its option to purchase additional quantities specified in the RVD and the item has, since the time the RVD Call-up was issued, been the subject of a substitution under the Contractor's Standing Offer, the Contractor may notify the Standing Offer Authority and substitute a System and/or Component currently listed on the Contractor's Standing Offer on the CAG website that meets the specifications of the RVD Call-up; however, the Contractor must supply the substituted item at the original price provided for in the RVD Call-up. Substitutions will only be permitted if and when Canada exercises its option to purchase additional quantities; for greater certainty, substitutions will not be permitted for the delivery of the original quantities required to be delivered under this Contract.
- (j) **Definitions:** Any capitalized terms not defined in this Contract have the meaning given to them in the Standing Offer or the General Conditions or Supplemental General Conditions incorporated into this Contract by reference.

#### 7.8 INSPECTION AND ACCEPTANCE

- (a) Each Product and its supply, delivery, configuration, installation (if required by a Call-up), integration and implementation (if required by the Call-up) including the warranty, maintenance, software support services and associated documentation (as specified in the Call-up) is subject to inspection and acceptance by the Identified User in accordance with Supplemental General Conditions 4001. If the Products do not correspond to the System(s) (including configuration), or Component(s) offered under the Standing Offer or otherwise specified in the Call-up, or if the Products do not meet the Technical Specifications described in the Annex entitled "Technical Specifications" and the Call-up, the Contractor will be in default of this Contract and Canada may reject the Products or require that they be corrected at the sole expense of the Contractor before accepting them. No payment for any Product is due under the Contract unless the Product is accepted. No restocking fees or other charges will apply to Products that are not accepted.
- (b) If the Identified User is the Department of National Defence, the Contractor must, upon request at no additional cost to Canada, submit form CF-1280, Certificate of Acceptance and Release, as detailed in the Call-up, following completion of acceptance.

#### 7.9 BASIS OF PAYMENT

- (a) For the supply, delivery, configuration installation (if required by a Call-up), integration and implementation (if required by the Call-up) of the Products described in the Call-up, including the associated documentation, and including the Hardware Maintenance Service, the Contractor will be paid:
  - (i) if this Contract results from a Call-up made directly by an Identified User within the Call-up Limitations set out in the Standing Offer, the current unit prices published on the CAG website on the date the Call-up is issued; or
  - (ii) if this Contract results from a Call-up made by the Contracting Authority, the unit prices set out in the Call-up.

- (b) All prices are in Canadian dollars, F.O.B. Destination, Goods and Services Tax (GST)/Harmonized Sales Tax (HST) extra, and Customs Duty included, if applicable.
- (c) Provincial Disposal Surcharge: All unit prices are exclusive of any disposal surcharge. Any provincial disposal surcharge is extra to the price and will be paid by Canada.

#### 7.10 LIMITATION OF EXPENDITURE

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

#### 7.11 METHOD OF PAYMENT

- (a) With the exception of call-ups paid for with a Government of Canada acquisition card (credit card), Canada will pay the Contractor following delivery of the Products in accordance with the payment provisions of the Contract if:
  - (i) An accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
  - (ii) All such documents have been verified by Canada; and
  - (iii) The Work delivery has been accepted by Canada provided, however, that where warranty, maintenance or support services are included in the price of any deliverable, payment will be made for that deliverable, notwithstanding that all of the warranty, maintenance and support services have yet to be performed.

**Note to Offerors:** Offerors are requested to indicate whether or not Government of Canada Acquisition Cards (credit cards) will be accepted for payment of call-ups against the standing offer Offer Submission Form. This has no impact on evaluations. If an Offeror responds with a "no", (d) and (e) below will not be included in their resulting offer.

- (b) Credit cards will be accepted for payment of invoices up until the 15th calendar day of the payment period as set out in the Contract. Payment of invoices made by credit card on or before this date will not be subject to the Payment and Interest on Overdue Accounts provisions, as set out in general conditions 2030. Payment of invoices after this date will only be accepted by Government of Canada cheque, direct deposit, or electronic funds transfer, and will be subject to the above-mentioned general conditions provisions.
- (c) Government of Canada Acquisition Cards will only be used for Call-ups raised by Identified Users valued at \$100,000.00 (GST/HST included) or less.

#### 7.12 DISCOUNTS FOR LATE DELIVERIES AND REIMBURSEMENT OF REPROCUREMENT COSTS

- (a) If any Products are not delivered by the Delivery Date, and Canada does not terminate the Call-up for default and instead provides the Contractor with additional time to make delivery, the Contractor agrees to reduce the price of the Products by:
  - (i) 2% of the value of the Products delivered late, if they are delivered within 1 week of the Delivery Date;
  - (ii) 5% for late delivery within 2 weeks of the Delivery Date; and
  - (iii) 10% for late delivery more than 2 weeks after the Delivery Date.
- (b) If any Products are not configured as required by a Call-up, and Canada does not terminate the Call-up for default and instead provides the Contractor with an opportunity to re-configure the Products in accordance with the Call-up, the Contractor agrees to reduce the price of the Products by 5% of the total value of the Products that are NOT in accordance with the System configuration or the alternative configuration described in the Call-up, in addition to the liquidated damages payable for late delivery



of the Products (i.e., where the re-configured goods are delivered after the Delivery Date, the price must also be discounted as described in sub-article (a)).

- (c) These discounts constitute liquidated damages and, in total, will not exceed 15% of the total value of the applicable Call-up. The Parties agree that these amounts are their best pre-estimate of the loss to Canada in the event of the defaults described, and that they are not intended to be, nor are they to be construed as, a penalty.
- (d) If this Contract is terminated by Canada for default, the Contractor must reimburse Canada for any difference in cost between the contract price for the Products and the cost of procuring the Products from another supplier.
- (e) To collect the liquidated damages, Canada has the right to hold back, drawback, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (f) Nothing in this article limits the rights and remedies to which Canada is otherwise entitled under this Contract (including the right to terminate the Contract for default), the Standing Offer, or the law generally.

### **7.13 PRICE PROTECTION - MOST FAVOURED CUSTOMER**

- (a) Items (b) to (h) apply to non-evaluated and non-NMSO products only.
- (b) To the best of the Contractor's knowledge, the prices it is charging to Canada under the Contract are not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of goods and services in the year before the Contract was awarded.
- (c) The Contractor also agrees that, if after the date of this Contract it reduces the prices it charges to other customers for a similar quality and quantity of goods and services, it will reduce the prices for all remaining deliveries under this Contract (with notice to the Contracting Authority).
- (d) At any time during the 6 years after making the final payment under this Contract or until all claims and disputes then outstanding are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) these prices. Canada will give at least 2 weeks of notice before the audit.
- (e) During this audit, the Contractor must produce invoices and contracts for similar quality or quantity of goods or services sold to other customers from one year before the Contract was awarded until the end of the Contract Period. If the Contractor is required by law or by contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Senior Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).
- (f) In determining whether the goods and services sold to another customer were of similar quality, the terms and conditions of the contract under which those goods and services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.
- (g) If Canada's audit reveals that the Contractor charged lower prices for a similar quality and quantity of goods and services under any contract where deliveries were made in the year before the Contract was awarded, or that the Contractor delivered additional goods or services under the Contract after reducing its prices for other customers but without reducing the prices under the Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of the Contract.
- (h) Canada acknowledges that this commitment does not extend to prices charged by any affiliates of the Contractor.

#### **7.14 INVOICING INSTRUCTIONS**

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each Product delivered.
- (c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original copy of each invoice to the Client identified in the Call-up. A copy of the invoice must be provided to the Standing Offer Authority when specified in the Call-up document.

#### **7.15 CERTIFICATIONS**

Compliance with the certifications provided by the Contractor in its offer is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its offer is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

#### **7.16 APPLICABLE LAWS**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

#### **7.17 PRIORITY OF DOCUMENTS**

With respect to individual contracts made under the Standing Offer, if there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

- (a) The separate Call-up document, if it exists (including any appendices);
- (b) These Articles of Agreement;
- (c) Annex A, Technical Specifications
- (d) Supplemental General Conditions 4001 (2010-08-16), Hardware Purchase, Lease and Maintenance;
- (e) General Conditions 2030 (2012-03-02), Higher Complexity – Goods; and
- (f) Standing Offer E60EJ-11000C/XXX/EJ. Although these Articles of Agreement form part of the Standing Offer, for matters concerning the Standing Offer as a whole (rather than a specific contract), the priority of documents clause in the Standing Offer applies. For matters concerning a specific contract, the Priority of Documents clause in the Standing Offer does not apply.

#### **7.18 INSURANCE REQUIREMENTS**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

#### **7.19 LIMITATION OF LIABILITY - INFORMATION MANAGEMENT/INFORMATION TECHNOLOGY**

- (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 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.

(b) First Party Liability:

- (i) 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:
  - (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";
  - (B) physical injury, including death.
- (ii) 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.
- (iii) 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.
- (iv) 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 (i) above.
- (v) 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:
  - (A) 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
  - (B) 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 (B) of the greater of 0.5 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 \$1,000,000.00.

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 \$1,000,000.00, whichever is more.

- (vi) 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.
- (c) Third Party Claims:
- (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 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.

- (ii) 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 (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 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.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this subparagraph (c).

## 7.20 HARDWARE

With respect to the provisions of Supplemental General Conditions 4001:

Part III of 4001 applies to the Contract (Additional Conditions: Purchase)	Yes
Part IV of 4001 applies to the Contract (Additional Conditions: Lease)	No
Part V of 4001 applies to the Contract (Additional Conditions: Maintenance)	Yes
Delivery Location	<p>As indicated in the Call-up issued against the Standing Offer, which may identify any one or more locations in Canada, except locations subject to one or more of the Comprehensive Land Claims Agreements.</p> <p>Canada reserves the right to adjust the location of acceptance for the equipment specified in any Call-up. Acceptance may take place at the Contractor's plant or at a warehouse facility. Goods will still remain FOB Destination where the vendor is liable for delivery to all end locations including all shipping costs. The Warranty Period begins on the date received by the site authority at the final destination.</p> <p>If this Contract was issued following a RVD process under the Standing Offer, and if Canada exercises its option to purchase additional quantities specified in the RVD, Canada reserves the right to adjust the Delivery Location(s).</p>
Installation Site (if required by a Call-up)	As indicated in the Call-up issued against the Standing Offer, which may identify any one or more locations in Canada, except locations subject to one or more of the Comprehensive Land Claims Agreements. If not indicated, the installation site is the same as the delivery location.
Delivery Date	For Unix Products (including Unix Blade Servers): as set out in Supplemental General Conditions 4001 under the

	<p>definition of Delivery Date (i.e., 30 days), unless another Delivery Date is specified in the Call-up.</p> <p>For all other Products: Despite 4001, delivery to locations within a radius of 100km from any population center of at least 30,000 inhabitants must be completed within the following period (the "Delivery Date"):</p> <ul style="list-style-type: none"> <li>• 15 calendar days for orders of 20 units or fewer;</li> <li>• 20 calendar days for orders of 21 to 1000 units; or</li> <li>• 30 calendar days for orders of more than 1000 units.</li> </ul> <p>For all other locations, deliveries must be completed with 30 calendar days.</p>
Contractor must deliver Hardware Documentation	Yes, one complete set with each Product delivered.
Contractor must update Hardware Documentation throughout Contract Period	Yes
Hardware Documentation must include maintenance documentation	No
Language of Hardware Documentation	The Hardware Documentation must be delivered in either English or French, based on the Identified User's selection, as indicated in the Call-up. If the Call-up does not indicate the Identified User's choice of language, the Hardware Documentation must be delivered in English. If available, the Hardware Documentation must be delivered in bilingual format.
Special Delivery Requirements	No
Special Site Delivery or Installation Requirements	No
Contractor must Install Hardware at time of Delivery	As per Call-up issued against the Standing Offer
Contractor must Integrate and Configure Hardware at time of Installation	As per Call-up issued against the Standing Offer
Hardware is part of a System	Yes, the System includes the Hardware and the Licensed Software.
Hardware Warranty Period	<p>For Category 12.0N, the Hardware Warranty Period is one (1) year from the date of acceptance, unless a different Hardware Warranty Period is indicated in the Call-up.</p> <p>For all other Categories, despite 4001, the Hardware Warranty Period is three (3) years from the date of acceptance, unless a different Hardware Warranty Period is indicated in the Call-up.</p> <p>Notebook batteries are not included in the 3-year warranty period. Notwithstanding the General and Supplemental General Conditions, the Warranty Period for Notebook Batteries is one (1) year.</p>

Hardware Maintenance Period	The Hardware Maintenance Period is the same as the Hardware Warranty Period.
Parts Supplied as Part of Hardware Maintenance Service	Parts used to provide Hardware Maintenance Service may be refurbished parts, as long as they are certified "equal quality" to new equipment.
Class of Maintenance Service	<p>There are four classes of maintenance service:</p> <ul style="list-style-type: none"> <li>• Standard On-Site Maintenance Service, as described in 4001 and modified in these Articles of Agreement;</li> <li>• 4-hour Response On-site Maintenance Service, as described below;</li> <li>• Enhanced On-Site Maintenance Service, as described below; and</li> <li>• Return-to-Service-Outlet Maintenance Service, as described in 4001 and modified in these Articles of Agreement.</li> </ul> <p>Despite 4001, Section 26(1), if the Call-up does not specify a class of service, the Contractor must provide:</p> <ul style="list-style-type: none"> <li>• For Thin Clients and Category 12.0N: Return-to-Service-Outlet Maintenance Service</li> <li>• For all other Categories: On-Site Maintenance Service.</li> </ul>
Principal Period of Maintenance (PPM)	Despite 4001, the PPM for Standard On-site Maintenance Service and 4-hour Response On-site Maintenance Service is 8:00 to 17:00 local time where the Product is in use, Monday through Friday, excluding statutory holidays observed by the federal government at that location. For Enhanced On-Site Maintenance Service, the PPM is 24 hours a day, 7 days a week, 365 days a year.
Toll-free Telephone Number for Maintenance Service	[to be completed with information from the Offeror at the time of Standing Offer issuance]
Website for Maintenance Service	[to be completed with information from the Offeror at the time of Standing Offer issuance]

## 7.21 HARDWARE MAINTENANCE SERVICE

In addition to 4001, Section 25, the following applies to the Hardware Maintenance Service:

- (a) **Manufacturer's Warranty:** If the Contractor wishes to rely on the Manufacturer's warranty to provide the Hardware Maintenance Services, the Contractor must (except for Category 12.0N) complete all warranty registration requirements with any Manufacturers on behalf of the Identified User. The Offeror must also notify the Identified User in writing of any requirement to register for international warranty coverage required if the end user will travel abroad with Products supplied under this Contract. Regardless of any Manufacturer's warranty, the responsibility for providing the Hardware Maintenance Services remains with the Contractor.
- (b) **Magnetic Media:** Except for Category 12.0N, to maintain the confidentiality of information that may be recorded on magnetic media incorporated into a Product requiring Hardware Maintenance Services, the magnetic media in all components requiring replacement (or the entire Product if the media is not

removable) must remain in the possession of Canada. Faulty discs and hard drives will not be returned to the Manufacturer and Offerors need to factor that into their cost.

- (c) **Hotline Services:** With respect to the hotline services required to be provided under Supplemental General Conditions 4001, Section 25(5)(a), the Contractor must issue a trouble ticket for all end user problems that cannot be resolved over the telephone, regardless of the class of service being provided.

## 7.22 CLASSES OF HARDWARE MAINTENANCE SERVICE

In addition to 4001, Section 26, the following applies to the Classes Hardware Maintenance Service:

- (a) **4-hour Response On-site Maintenance Service:** For some categories, an upgraded class of On-site Hardware Maintenance Service is available, if indicated in the Call-up, referred to as “4-hour Response, On-site Maintenance Service”. This service is an upgrade subject to the additional charge set out on the CAG or in the Contract.
- (i) 4-hour Response On-Site Maintenance Service is the same in all respects as On-Site Maintenance Service, except for the response time.
- (ii) For 4-hour Response On-Site Maintenance Service, the Contractor must arrive on site to perform Hardware Maintenance Service on any Product for which a problem is reported at the location in Canada where the Product was in use at the time the problem occurred, within the following timeframes:
- (A) where the System is located within a radius of 100km from any population centre of at least 100,000 people, a service technician must respond by telephone within 1 hour of the telephone call for service and a service technician must arrive on site within 4 hours of the initial call requesting service;
- (B) where the System is located within a radius of 100km from any population centre of 30,000 to 99,999 people, a service technician must respond by telephone within 1 hour of the telephone call for service and a service technician must arrive on site within 24 hours of the initial call requesting service; and
- (C) for all other locations within Canada, a service technician must respond by telephone within 1 hour of the telephone call for service and a service technician must arrive on site within 48 hours of the initial call requesting service
- (b) **Enhanced On-site Maintenance Service:** For some categories, an upgraded class of On-site Hardware Maintenance Service is available, if indicated in the Call-up, referred to as “Enhanced On-site Maintenance Service”. This service is an upgrade subject to the additional charge set out on the CAG or in the Contract.
- (i) Enhanced On-site Maintenance Service is the same in all respects as 4-hour Response On-Site Maintenance Service, except for the PPM. The PPM for Enhanced On-Site Maintenance Service is set out in the hardware table above.
- (c) **Upgrades, Components and Other Related Items:** If a System is ordered with an upgraded class of Hardware Maintenance Service and/or an extended Hardware Warranty Period, all Upgrades, Components and Other Related Items ordered at the same time as, and for use with, the System will be covered by the same upgraded Hardware Maintenance Service and Hardware Warranty Period.

## 7.23 SOFTWARE MAINTENANCE AND SUPPORT SERVICES

As part of the Hardware Maintenance Service, the Contractor must also perform the following software maintenance and support services throughout the Hardware Maintenance Period:

- (a) provide Canada with the most recent minor revision, maintenance release and patch version of all of the Licensed Software during the Hardware Maintenance Period, as soon as they are available;
- (b) provide both routine and emergency code corrections and fixes;

- (c) provide telephone assistance with software problem resolution through the hotline;
- (d) provide on-line use of the Contractor's software diagnostic routines, support tools, and services as and when requested, if available, through the Contractor's NMSO website at **[to be filled in upon NMSO award]**.
- (e) provide assistance in the correction of software errors, and assistance in System tuning and configuration;
- (f) provide telephone response within one hour of a request for assistance during the PPM. If telephone assistance is not satisfactory to the end user and where a Product is rendered inoperative by a software problem that cannot be remedied by the Contractor within 24 hours of the request for assistance (or the beginning of the next PPM, if the request for assistance is made outside of the PPM), the Contractor must provide a solution or circumvention;

#### **7.24 PRODUCT REPLACEMENT SERVICE**

If any Product fails to perform in accordance with the Technical Specifications and functional descriptions contained or referenced in the Call-up and requires remedial Hardware Maintenance Service three or more times during the Hardware Maintenance Period, the Contractor must, if requested by the Identified User, replace the Product at no cost with another item meeting the specifications of the Product. The replacement Product must be delivered no later than 15 days after the request is received. The Contractor must provide Operating System restoration and hardware-specific configuration on the replacement Product at no charge.

#### **7.25 WARRANTY/MAINTENANCE SERVICES INFORMATION FOR END USERS**

The Contractor must include the following information with each System when it is delivered:

- (a) the toll-free number to be used for Hardware Maintenance Service;
- (b) the Hardware Warranty Period and applicable dates for each System in accordance with the Call-up;
- (c) the information that will be required by the call center to provide any Hardware Maintenance Services; and
- (d) details of the Hardware Maintenance Services being provided under this Contract, including the definition of the Principal Period of Maintenance, repair times, response times, etc. all in accordance with the provisions of this Contract.
- (e) For all Categories except 12.0N, the information in (a) through (d) must be attached to each System in the form of an information sticker.

#### **7.26 USER-SERVICEABLE PRODUCTS**

The Contractor agrees that the Identified User's technical support staff may perform maintenance and/or upgrades to the Products and replace user-replaceable or user-serviceable components without affecting the obligation of the Contractor to provide the Hardware Maintenance Services.

#### **7.27 ACCESS TO CANADA'S FACILITIES**

The Contractor is responsible for timely identification of the need for access to Canada's facilities, equipment and personnel, if required (for example, for delivery and installation). Subject to the approval of the Identified User, arrangements will be made with the Contractor for access. The Contractor agrees to comply with all standing orders or other regulations in force on the site where the work is performed, including those relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fire.



**7.28 LOSS OR DAMAGE TO MAGNETIC RECORDS OR DOCUMENTATION**

If, in the course of transit from the Contractor's site to the specified delivery site or while otherwise in the Contractor's care, magnetically recorded information and/or documentation becomes damaged or lost, including accidental erasure, it must be replaced at the Contractor's expense.

**7.29 SAFEGUARDING ELECTRONIC MEDIA**

Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

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**ANNEX A: TECHNICAL SPECIFICATIONS – RUGGEDISED MOBILE DEVICES**

**1.0 INTRODUCTION**

This document addresses the requirements, which apply to the following categories:

- (a) 7.0N Ruggedised Convertible Tablet PC
- (b) 8.0N Ruggedised Slate Tablet PC

**2.0 CONFIGURATIONS**

Systems must meet or exceed the technical specifications outlined in this Annex.

**2.1 CATEGORY 7.0N – RUGGEDISED CONVERTIBLE TABLET**

(a) **Processor**

Intel "Huron River" Mobile Business Platform with Intel QM67 or QS67 chipset and Intel Core i5 2520M ("Sandy Bridge") processor or the Intel QM57 chipset and the Intel Core i7 640UM processor.

(b) **RAM**

- (i) 4.0 GB of DDR3 1066 MHz system RAM populated by 1x4.0 GB SO-DIMM.
- (ii) System RAM must be expandable to a total of 8.0 GB without replacing existing 4.0 GB SO-DIMM.
- (iii) All RAM must be manufactured by an ISO (International Standards Organization) 9001 certified manufacturer. The ISO 9001 certification applies to both the RAM chip manufacturer and the DIMM assembly manufacturer.

(c) **Internal Hard Disk Drive and Controller**

- (i) The hard disk must be a minimum 320.0 billion bytes (320 GB).
- (ii) The hard disk must have physical bytes of storage as specified in this Annex, without the use of hardware or software disk compression utilities, as actual formatted data space available to the end-user.
- (iii) The hard disk must have a SATA (vers. 2.0) 3.0 Gb/s interface and have a minimum spin rate of 5400 RPM.
- (iv) The hard disk must be end user removable in that:
  - (A) It must not require any specialized tools to perform its removal other than, for example, a standard screwdriver.
  - (B) If the hard drive is retained in the system with screws, its removal and insertion must not involve more than six screws.
  - (C) The hard drive/controller connections must be sufficiently engineered for numerous removal/insertion operations for the life of the system. As a minimum the connectors must withstand a frequency of one insertion and one removal a day for 3 years.

(d) **Optical Drive**

- (i) The optical drive must be a dual layer DVD "burner" with the minimum speeds of 24x CD-R and 6x DVD+R DL.
- (ii) The optical drive must be either permanently installed in the system, externally connected or must be swappable with an internal component such as an internal secondary battery.
- (iii) The optical drive must be designed for the system and supplied by the system manufacturer. It must be certified and approved by the respective system manufacturer.
- (iv) PC Card connected optical drives will be not be accepted.

(e) **10.1 inch LED Backlit Active Matrix Display and Video Controller**

- (i) The display must be a LED backlit Thin Film Transistor (TFT) active matrix technology.
- (ii) The display must be mounted on a swivel hinge that allows for a transformation from a clamshell System state to a slate tablet state.
- (iii) The display must conform to the Video Electronic Standard Association (VESA) resolution of 1024x768 (XGA) or 1280x800 (WXGA). This resolution must be non-virtual.
- (iv) The display must produce a minimum active display of 10.1 inches (measured diagonally) at its native resolution and be finished with a non-reflective matte finish.
- (v) The display controller GPU must be the Intel HD Graphics 3000 or Intel GMA HD.
- (vi) The native display must have the ability to enhance readability in direct sunlight. The LCD must be capable of a brightness of 500 cd/m<sup>2</sup> to be easily viewable in the brightest conditions. Where applicable to the manufacturer this enhanced brightness must include one of the following technologies; DirectVue, QuadraClear, CircuLumin or DynaVue II.

Should a bidder wish to propose an equivalent enhanced display technology they may do so during the RFSO Q&A process. The Crown reserves the right to determine equivalency at that time.
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- (vii) The native display must have touch screen capabilities

(f) **Audio**

- (i) The system must include a built-in speaker with a high definition audio controller.
- (ii) The system must include a hardware or software speaker volume control.

(g) **Communications**

- (i) The system must include an embedded, integrated, non-PC Card based 10/100/1000 Gigabit Ethernet adapter.
- (ii) The system must include an embedded wireless 802.11 a/g/n adapter with integrated antenna.
- (iii) The system must include an embedded Bluetooth 2.1 controller.
- (iv) The system manufacturer must have available a configuration that meets all of the specifications in this Annex but without some or all of the wireless communication capabilities specified in this article.

(h) **Ports**

The system must include the following functional ports without the use of an external port device:

- (i) 2 USB ports (ver. 2.0);
- (ii) 15-pin D-sub VGA for external display;
- (iii) RJ-45 Ethernet port;
- (iv) Audio line in or microphone port and audio line out;
- (v) ExpressCard slot or Smartcard reader;
- (vi) System bus based port replicator connection.

(i) **Battery and Power Management**

- (i) The battery must automatically switch to battery power without loss of data in the case of an AC power interruption.
- (ii) The system must automatically switch from battery power to AC power once the AC adapter is plugged in.
- (iii) The battery must be removable without the use of tools.

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- (iv) The battery must be able to accept a charge and positively charge the battery while inside the system while the system is operating.
  - (v) The system must come equipped with an audible or visual low battery power indicator.
  - (vi) The primary battery pack must have a minimum 5000 mAh power rating.
  - (vii) As an option, additional battery power must be available in the form of either a swappable, internal secondary battery, an optional primary battery option (with the same or greater cell count) or an additional battery "slice" (with the same or greater cell count) which attaches to the bottom of the System.
- (j) **Keyboard**
- (i) The keyboard must be integrated into the system and function as the system's native keyboard.
  - (ii) The keyboard must be spill resistant. It must be able to repel a minimum of 20 cubic centimetres of tap water.
  - (iii) The keyboard must produce all characters and control functions detailed below:
    - (A) Numeric Characters 0 through 9;
    - (B) Alphabetic Characters A through Z and a through z;
    - (C) Special Characters: ! @ # \$ % ( ) & \* \_ - + = [ ] : ; " ' - , . / \ < > ~ ^ ; { };
    - (D) Control Keys: Fn, Esc, Tab, Ctrl, Alt, Shift, Backspace, Return, Caps-Lock, Num-Lock, Special Function (Fn), Scroll-Lock, Break, Home, Page-Up, Page-Down, End, Ins, Del;
    - (E) Cursor Movement Up, Down, Left, Right;
    - (F) Function Keys F1 to F12 inclusive.
- (k) **Pointing Device**
- The system must have an integrated pointing device which must be comprised of a track stick with left and right mouse buttons or a glide pad with left and right mouse buttons.
- (l) **Security**
- The system must include the following hardware based security devices:
- (i) Integrated embedded TPM (Trusted Platform Module) vers. 1.2;
  - (ii) Biometric (Fingerprint) reader;
  - (iii) Wireless on-off switch, hardware based or a keyboard enabled;
  - (iv) BIOS capability to disable USB boot devices;
  - (v) Kensington security lock cut-out for both system and docking station;
  - (vi) Computrace Persistence Module.
- (m) **Weight**
- (i) Total travelling weight, which includes fully functional system as specified in this Annex, must not exceed 6.6 lbs. This includes the specified hard disk, display, primary battery and optical drive.
  - (ii) Unless it is an integral part of the model and as such is not considered to be removable the maximum travel weight does not include: AC adapter with power cables, carrying case, manuals, or non-mandatory battery packs.
- (n) **Port Replicator**

- (i) The system must have a port replicator available for purchase and must be manufactured by the respective system manufacturer.
- (ii) The port replicator must have the following ports:
  - (A) 4 USB ports (ver. 2.0);
  - (B) VGA port;
  - (C) RJ-45 Ethernet port (active and functional).
- (iii) The port replicator must interface with the system through a dedicated bus interface. USB connections to the docking station will not be accepted.
- (iv) The port replicator must include its own AC adapter.

## 2.2 CATEGORY 8.0N – RUGGEDISED SLATE TABLET

### (a) Processor

Intel "Huron River" Mobile Business Platform with Intel QM67 or QS67 chipset and Intel Core i5 2520M or 2557M ("Sandy Bridge") processor or Intel Core i7 620 UE processor or Intel 680UM processor with Intel QM57 chipset.

### (b) RAM

- (i) 4.0 GB of DDR3 800 MHz system RAM.
- (ii) All RAM must be manufactured by an ISO (International Standards Organization) 9001 certified manufacturer. The ISO 9001 certification applies to both the RAM chip manufacturer and the DIMM assembly manufacturer.

### (c) Internal Hard Disk Drive and Controller

- (i) The storage device must either be a 320.0 billion bytes (320 GB) hard disk or an 128 billion byte (128 GB.) solid state drive (SSD) or 80 billion bytes SSD if the system will accommodate two internal SSDs.
- (ii) The hard disk must have physical bytes of storage as specified in this Annex, without the use of hardware or software disk compression utilities, as actual formatted data space available to the end-user.
- (iii) The storage device must have a SATA (vers. 2.0) 3.0 Gb/s interface. If the storage device is a hard disk it must have a minimum spin rate of 5400 RPM.

### (d) 10.1 inch LED Backlit Active Matrix Display and Video Controller

- (i) The display must be a LED backlit Thin Film Transistor (TFT) active matrix technology.
- (ii) The display must conform to the Video Electronic Standard Association (VESA) resolution of 1024x768 (XGA) or 1280x800 (WXGA). This resolution must be non-virtual.
- (iii) The display must produce a minimum active display of 10.1 inches (measured diagonally) at its native resolution and be finished with a non-reflective matte finish.
- (iv) The display controller must be the Intel Integrated HD Graphic Engine or later generation.
- (v) ~~The native display must have the ability to enhance readability in direct sunlight. The LCD must be easily viewable in the brightest conditions. Where applicable to the manufacturer this enhanced brightness must include one of the following technologies; DirectVue, QuadraClear, CircuLumin or DynaVue II, View Anywhere AFFS+ with Gorilla Glass.~~

- (v) The native display must have the ability to enhance readability in direct sunlight. The LCD must be easily viewable in the brightest conditions. Where applicable to the manufacturer this enhanced brightness must include one of the following technologies; DirectVue™, QuadraClear™, CircuLumin™ or DynaVue II™, View Anywhere AFFS+™ with Gorilla Glass or Dual-Mode AllVue Xtreme Technology™.CAL

Should a bidder wish to propose an equivalent enhanced display technology they may do so during the RFSO Q&A process. The Crown reserves the right to determine equivalency at that time.

(vi) The native display must have dual touch screen (touch-screen and digitizer) capabilities.

(e) **Audio**

(i) The system must include a built-in speaker with a high definition audio controller.

(ii) The system must include a hardware or software speaker volume control.

(f) **Communications**

(i) The system must include an embedded, integrated, non-PC Card based 10/100/1000 Gigabit Ethernet adapter.

(ii) The system must include an embedded wireless 802.11 a/g/n adapter with integrated antenna.

(iii) The system must include an embedded Bluetooth 2.1 controller.

(g) **Ports**

The system must include the following functional ports without the use of an external port device:

(i) USB ports (ver. 2.0);

(ii) RJ-45 Ethernet port;

(iii) ExpressCard slot or Smartcard reader;

(iv) System bus based port replicator connection.

(h) **Battery and Power Management**

(i) The battery must automatically switch to battery power without loss of data in the case of an AC power interruption.

(ii) The system must automatically switch from battery power to AC power once the AC adapter is plugged in.

(iii) The battery must be removable without the use of tools.

(iv) The battery must be able to accept a charge and positively charge the battery while inside the system while the system is operating.

(v) The system must come equipped with an audible or visual low battery power indicator.

(vi) The primary battery pack must have a minimum 2000 mAh power rating.

(vii) As an option, additional battery power must be available in the form of either a swappable, internal secondary battery, an optional primary battery option (with the same or greater cell count) or an additional battery "slice" (with the same or greater cell count) which attaches to the bottom of the System.

(i) **Pointing Device**

The system must include:

(i) An active, digitiser pen;

(ii) A minimum of 5 user-defined programmable buttons that appear on the front of the device.

(j) **Security**

The system must include the following hardware based security devices:

(i) Integrated embedded TPM (Trusted Platform Module) vers. 1.2;

(ii) Biometric (Fingerprint) reader;

- (iii) BIOS capability to disable USB boot devices;
- (iv) Kensington security lock cut-out for both system and docking station. Or, if the tablet has a non-removable handle that forms part of the tablet then a Kensington lock slot is only required on the docking station;
- (v) Computrace Persistence Module.
- (k) **Weight**
  - (i) Total travelling weight, which includes fully functional system as specified in this Annex, must not exceed 5.25 lbs. This includes the specified hard disk, display, primary battery and optical drive.
  - (ii) Unless it is an integral part of the model and as such is not considered to be removable the maximum travel weight does not include: AC adapter with power cables, carrying case, manuals, or non-mandatory battery packs.
- (l) **Port Replicator**
  - (i) The system must have a port replicator available for purchase and must be manufactured by the respective system manufacturer.
  - (ii) The port replicator must have the following ports:
    - (A) 3 USB ports (ver. 2.0);
    - (A) 2 USB ports (ver. 2.0);
    - (B) VGA port or DisplayPort;
    - (C) RJ-45 Ethernet port (active and functional).
  - (iii) The port replicator must interface with the system through a dedicated bus interface. USB connections to the docking station will not be accepted.
  - (iv) The port replicator must include its own AC adapter.

### 3.0 GENERAL SPECIFICATIONS

#### 3.1 FRENCH KEYBOARD – CATEGORIES 7.0N

The following French keyboard must be available for purchase at no additional cost and must:

- (a) Be integrated into the Mobile device and function as the mobile device's native keyboard.
- (b) Produce all the following characters and control functions:
  - (i) Numeric Characters 0 through 9.
  - (ii) Alphabetic Characters A through Z and a through z.
  - (iii) Special Characters: ! @ # \$ % ( ) & \* \_ - + = [ ] ; ' ' - , . / \ < > ~ ^ ; {}.
  - (iv) Control Keys (may be displayed in French or English or expressed with symbols). At a minimum the following control keys must appear in both languages:
    - (A) Esc - Échapps.
    - (B) Caps-Lock - Verr. Maj.
    - (C) Break - Interr.
    - (D) Home - Début
    - (E) Page-Up - P. préc.
    - (F) Page-Down - P. suiv.
    - (G) End – Fin.

- (H) Del. - Suppr.
- (v) Cursor Movement Up, Down, Left, Right.
- (vi) Function Keys F1 to F12 inclusive.
- (c) Operate with all existing keyboard re-mapping drivers that are supplied with the latest versions of Windows XP Professional and Windows 7 Professional (English and French versions) or must be bundled with appropriate third party drivers for both Windows XP Professional and Windows 7 Professional. These drivers must generate all French accented characters specified in this Annex.
- (d) Display, as a minimum, the accented character "e accent acute (é)" on the keyboard and generate that character through a single keystroke.
- (e) As a minimum, must display the following accents on the keyboard:
- (i) " ´ " - accent acute.
- (ii) " ` " - accent grave.
- (iii) " ^ " - accent circumflex.
- (iv) " ¨ " - accent trémas.
- (v) " ç " - c cedilla (either as a whole character or in a "dead key" sequence (as defined below).
- NOTE: This does not preclude the submission of the ACNOR or TBITS-5 layout.
- (f) Must generate as a minimum the accented character " é ". All other accented characters may be generated through a "dead key" sequence. A "dead key" sequence is defined as when the accent is generated by no more than two keystrokes (for lower case characters) but is not shown. The accented character is produced when the desired vowel or consonant is typed.
- (g) Generate all of the following characters through the manner described in paragraph (d) through (f) above:  
Ç ç É é È è Ê ë Æ à Á á Ä ä Å å Î î Ï ï Ó ó Ô ô Ö ö Ù ù Ú ú Û û Ÿ ý Ý.
- (h) French accented character generated through a keystroke combination that involves the Alt key and the typing the appropriate hexadecimal number via the numeric keypad will be not be accepted.
- (i) All accented characters and accents specified in this Annex must be indelibly printed and/or etched onto the keyboard. The keycaps used must be identical in shape and size to their English equivalents. After market, third party keycap stick-ons will be not be accepted.

### 3.2 ACTIVE MATRIX DISPLAYS

All displays must adhere to the ISO 9241-302, Class 1 standard for maximum pixel faults. Displays that fall outside of these tolerances will be considered as non-compliant to the hardware specifications and must be replaced as per the standard warranty terms.

## 4.0 TECHNICAL DOCUMENTATION

### 4.1 USER MANUAL

Each system must include an operator/user manual(s). These manuals must be comprehensive guides that include the user instructions for setting up, installing and configuring all components of the default system. These manual(s) must consists of at least the following:

- (a) Bilingual: The manual(s) for each system must be available in both official languages.
- (b) User manual: The user manual for each system must include an accurate description of all hardware components and all their respective features. This must include descriptions of, and installation and configuration instructions, for all components.
- (c) Diagrams: For the purposes of orientation, and as a complement to the setup and configuration instructions, the manual must include internal and external diagrams of the system as delivered.



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These diagrams must accurately illustrate the system (front and rear), rear port configuration, battery removal, memory and card media insertion and removal, docking station procedures (if applicable).

- (d) The manual(s) must include documentation for power, power management, environmental or site preparation requirements.
- (e) The manual(s) must include diagnostics/troubleshooting section referencing errors generated through system BIOS and any other hardware errors. This section must also include appropriate explanations and troubleshooting advice for each error described.
- (f) The features in articles (a) through (e) must be included in the same document, in the same format and their respective chapters must be referenced properly in a table of contents and an index.
- (g) Should the system undergo a major configuration change (changes in motherboard, BIOS make, setup/configuration routines, external cabinet and chassis) during the life of the Standing Offer, the manuals must reflect that change in the form of a manual reissue or an addendum shipped with the original manual. The addendum must be the same quality, typeface and page size as the original manual.
- (h) The manuals must not describe components that are obsolete and are not included in the system.
- (i) The manuals described in this Annex must be available electronically (contained on an accompanying CD-ROM or available on the manufacturer's web site specified in this Annex). The reader must include a table of contents, index, hypertext links and word search capabilities. Read me files to be viewed by a text editor are unacceptable. The on-line versions must include the mandatory illustrations with the same level of detail as a paper equivalent. If a CD-ROM is used it must be a pressed production CD and must be written by the original equipment manufacturer with a suitable label that identifies it as such, including the manufacturer's name and applicable model(s) and the revision number.
- (j) If requested by a user in a Call-up, the contractor must deliver the reduced number of manuals requested.

## **5.0 CERTIFICATION AND APPROVAL**

### **5.1 HARDWARE CERTIFICATIONS AND APPROVALS**

- (a) All high-voltage electrical equipment must be certified or approved for use in accordance with the Canadian Electrical Code, Part 1, prior to delivery, by an agency accredited by the Standards Council of Canada. All systems must bear the certification logo that is applicable to the accredited agency. Current accredited agencies include, but are not exclusively comprised of:
  - (i) Canadian Standards Association (CSA).
  - (ii) Underwriters' Laboratory Inc. (cUL) (cULus).
  - (iii) Underwriters' Laboratories of Canada (ULC).
  - (iv) Entela Canada (cEntela).
  - (v) Intertek Testing Services (cETL).
  - (vi) Met Laboratories (cMET).
  - (vii) OMNI Environmental Services Inc (cOTL).
  - (viii) TUV Rhineland of North America (cTUV)
- (b) Systems must comply with the emission limits and labelling requirements set out in the Interference Causing Standard ICES-003, "Digital Apparatus", published by Industry Canada.
- (c) Devices that have obtained Industry Canada ICES-003 approval that have been assembled from tested components and have not undergone entire system testing will be considered non-compliant. All devices tested must bear the appropriate labels indicating trade name, model number, and the words indicating Industry Canada ICES-003 compliance.

- (d) All systems must be certified for Microsoft's Windows Logo Program Windows 7 Professional. The certification must be between Microsoft and the OEM / system manufacturer.

## 6.0 RUGGEDIZED CHARACTERISTICS

- (a) The system must successfully demonstrate and pass MIL-STD-810G test procedures or standards described herein.
- (i) Method 500.5, Procedure I - Low Pressure Storage and Air transport
  - (ii) Method 500.5, Procedure II - Operation at Low Pressure Altitude
  - (iii) Method 501.5, Procedure I - High Temperature Storage
  - (iv) Method 501.5, Procedure II - High Temperature Operation
  - (v) Method 502.5, Procedure I - Low Temperature Storage
  - (vi) Method 502.5, Procedure II, Low Temperature Operation
  - (vii) Method 524, Procedure III or Method 503.5, Procedure 1-C - Temperature Shock
  - (viii) Method 507.5, Procedure II - Humidity
  - (ix) Method 506.5, Procedure I or III- Water Resistance
  - (x) Method 510.5, Procedure I - Dust Resistance
  - (xi) Method 516.6, Procedure I - Shock Operational
  - (xii) Method 514.6, Procedure I - Vibration Non-Operational
  - (xiii) Method 514.6, Procedure I, category 4, figure C-1 (transport) or category 24 (modified) - Vibration Operational
  - (xiv) Method 516.6, Procedure IV - Drop Test
- ~~(b) The primary hard disk must be mounted in a shock resistant gel, silicone or other enhanced vibration dampening material.~~
- (b) If the primary hard disk is Winchester based it must be mounted in a shock resistant gel, silicone or other enhanced vibration-dampening material
- (c) For the purposes of military field applications the casing surface must not be a conspicuous bright colour or reflective unpainted metallic surface. If the casing is conspicuous in nature the manufacturer must be able to re-colour it appropriately. The re-colouring must be professionally applied by the manufacturer and must be permanent, non-removable and indelible. Canada reserves the right to approve the re-colouring when and if it is requested.

## 6.2 ENVIRONMENTAL STEWARDSHIP

- (a) In support of the Canadian Federal Government's Sustainable Development Strategy, which includes policies on Green Procurement, the system manufacturers must commit to a comprehensive, nationally recognised environmental standard for:
- (i) The reduction or elimination of environmentally hazardous materials
  - (ii) Design for reuse and recycling
  - (iii) Energy efficiency
  - (iv) End of Life Management for reuse and recycling
  - (v) Environmental stewardship in the manufacturing process
  - (vi) Packaging
- (b) Systems must be certified through the Electronic Product Environmental Assessment Tool, Gold level for 7.0N and Silver level for 8.0N.

- (c) In addition to the mandatory EPEAT Gold certification, the OEM must comply and be verified for 4.7.2.2: Third-party certified environmental management system for design and manufacturing organizations.
- (d) Systems must be Energy Star certified as per the mandatory requirements of EPEAT.
- (e) The system manufacturer must be a member in good standing of a recognized entity specifically established to address end-of-life electronics recycling and reuse in Canada. This entity must demonstrate an investment in environmental stewardship, and must be in compliance with all applicable laws and regulations.

*Note:* An example of such a collective organization is, Electronics Product Stewardship Canada. Should the manufacturer/vendor wish to identify membership in a similar entity's or provide evidence of participation in a corporate or collective take-back/stewardship service they must do so during the RFSO question and answer period. The contract authority reserves the right to determine the acceptability of the proposed alternatives at that time.

## **7.0 VALUE-ADDED VENDOR SUPPORT**

### **7.1 SUPPORT PERSONNEL**

- (a) The manufacturer must have, on-staff or through a maximum of two third-party technical support subcontractor(s), an existing and experienced technical support infrastructure, staffed with personnel trained on the Offerer's products. This technical support infrastructure must consist of two hardware technicians based in the National Capital Region (NCR) and a minimum of fifteen technicians across Canada.
- (b) The manufacturer must have, on-staff or through an authorised subcontractor, at least one technician based in the NCR with a comprehensive knowledge of client image creation. If requested, this technician must assist with the client image creation and verification prior to duplication. This image creation process will occur entirely on the client premises.
- (c) The manufacturer must have an established hardware-training program for on-staff and third party service/support provider system engineers that is specific to the default brand name. The course curriculum must include system hardware (which includes the model or model family being supplied), management software, diagnostics and other service and utilities as offered by the system manufacturer. This course must be available to federal government employees upon request and must be available in French and English.

### **7.2 TELEPHONE SUPPORT**

- (a) The manufacturer must provide end-user accessible telephone hardware technical support for all supplied systems, involving hardware troubleshooting, configuration support and any systemic software/hardware interoperability issues and/or connectivity issues.
- (b) The telephone support staff must support:
  - (i) All internal hardware components of the system supplied.
  - (ii) The System's native operating system as it relates to the Offeror's system.
  - (iii) Peripherals such as optical drives, if supplied by the Offeror as it relates to the Offeror's system.
  - (iv) Connectivity issues relating to all terrestrial and wireless communications devices supplied.
- (c) The telephone support line must:
  - (i) Be a toll free service.
  - (ii) Employ a minimum staff of five system engineers concurrently 24 hours a day, 7 days a week dedicated to the Offeror's product.
  - (iii) Offer support service in both official languages (French and English).

- (iv) Be accessible from all parts of Canada, United States and from international locations where service is available.
- (v) Use a serial number tracking system that identifies all components, respective versions and respective driver versions of the installed system undergoing the troubleshooting.
- (vi) Use an electronically shared, nation-wide knowledge database to be used by support staff for all acquired troubleshooting expertise, product idiosyncrasies and configuration parameters and all warranty entitlements for each specific component supplied.
- (vii) Provide a minimum 90% first call connection rate to a trained and qualified support technician. If a message centre expedites the call a trained and qualified technician must respond, in the language of the caller's choosing, within one hour. During the call the technician must engage in a problem diagnosis process with the customer prior to a service call being placed.
- (viii) Not exceed an on-hold time of more than five minutes on initial call.
- (ix) Be at no additional cost (i.e. included in the cost of the system). The cost of the service must be included the cost of the system.
- (x) Be available for the life of the product.

### 7.3 WEB SITE SUPPORT

The manufacturer (or Offeror) must provide an Internet site that includes:

- (a) Pages specific to the NMSO. These pages must contain details on the default system configuration, options, default system illustrations and pricing.
- (b) Support file areas offering download/upload access for drivers, setup and configuration files and other pertinent software. These files, drivers and documents must be clearly identified as pertaining to the specific make and model of the system.
- (c) Message areas for technical assistance and problem diagnosis with system engineers.
- (d) Technical information library for downloading product information files, pertinent white papers, default system user service manuals (French and English).
- (e) FAQ (frequently asked questions) areas specific to the systems offered.
- (f) Bulletins pertaining to product announcements, product recalls, component recalls bug fixes, etc.
- (g) "Plain language" technical support question search engine with immediate approximated response.
- (h) Customized e-mail notification subscription services to alert clients of device driver revisions, BIOS/firmware updates that pertain to the exact model family, product recalls, component recalls.
- (i) The web site support features must be contained on the default system original equipment manufacturer's website or Offeror's web site.
- (j) The web site support features must be available in French and English including the final destination page. Exceptions for unilingual content are allowed for technical descriptions, support forums, part number references and technical documentation.
- (k) When the Offeror refers specifically to this NMSO on its web site, the information presented must be accurate in that only equipment and related prices listed on the CAG web site may be represented as being available on its NMSO.

### 7.4 IMAGE INSTALLATION AND MIGRATION

- (a) A pre-delivery service must be available to pre-configure and install all peripherals, operating systems, client applications and all pertinent drivers specific to the clients' requirements. This service, if requested, must be performed at the manufacturer's site prior to shipping to the client. This service may be performed following the hardware specific quality assurance burn-in.

- (b) The Offeror must, upon written request, archive client images.
- (c) An image migration service must be made available by the Offeror to assist the client with migrating PC hard drive images, which include applications, user data, user preferences (which includes, network, bookmarks and operating system settings), from an end-of-life PC to a replacement PC. This migration must be achieved across disparate PC manufacturers, models and operating systems. The Offeror must offer this billable service to clients wishing to migrate a minimum of 100 images at one time.

Offeror:

Category:

7.0N

Ruggedised Convertible Tablet

Item No.	Item Summary (see Annex A for full Specs)	Manufacturer and Model	Part #	URL for Specifications
	<b>DEFAULT SYSTEM</b>			
1	Base Unit			
2	4.0 GB RAM (As per Annex A)			
3	320 GB Hard Disk Drive			
4	Dual layer DVD writable optical drive			
5	Windows 7 Professional 32 bit			
6	Three year On-Site Warranty			
	<b>SYSTEM UPGRADES</b>			
	Operating System:			
7	Windows 7 Professional 64 bit			
	WARRANTY:			
8	downgrade to Three year Return-to-Service-Outlet Warranty			
9	upgrade to Four year Return-to-Service-Outlet Warranty			
10	upgrade to Four year On-Site Warranty			
	RAM:			
11	upgrade to 6.0 GB			
12	upgrade to 8.0 GB			
	Hard Disk Drives internal to Notebook:			
13	upgrade to 500 GB (or greater)			
14	upgrade to 128 GB (or greater) SSD			
	Keyboard Options:			
15	Bilingual or French Keyboard (Notebook)			
	Service Options:			
16	Image Installation			
17	Attach MAC address to system with sticker			
	<b>SYSTEM COMPONENTS</b>			
	RAM:			
18	2 GB.RAM (single DIMM)			
19	4 GB RAM (single DIMM)			
	Hard Disk Drives internal to Notebook:			

Offeror:

Category:

7.0N

Ruggedised Convertible Tablet

Item No.	Item Summary (see Annex A for full Specs)	Manufacturer and Model	Part #	URL for Specifications
20	320GB Hard Disk Drive (or greater)			
21	500 GB Hard Disk Drive (or greater)			
22	128 GB (or greater) SSD			
	Port Replicator / Docking Station			
23	OEM approved, bus connected Port Replicator			
	Keyboard/Pointing Device:			
24	Notebook OEM Approved Scroll Mouse			
25	Notebook OEM Approved External Keyboard			
26	Notebook OEM Approved External Numeric Keypad			
27	Notebook OEM Approved Wireless Travel Mouse			
28	Stylus pen			
	AC Adapters/Chargers:			
29	Car Adapter			
30	Primary Battery			
31	Second AC adapter			
	Carrying Case:			
32	Nylon Case			
33	Leather Case			
	USB Thumbdrive:			
34	8 GB Capacity (or greater)			
35	16GB Capacity (or greater)			
36	32 GB Capacity (or greater)			
37	FIPS 140-2 certified 8 GB Capacity (or greater)			
38	FIPS 140-2 certified 16GB Capacity (or greater)			
39	FIPS 140-2 certified 32 GB Capacity (or greater)			
	Security			
40	Kensington Lock slot compatible key locking device (or equivalent)			
41	Kensington Lock slot compatible combination locking device (or			
42	Autosafe CubeByte AS-Combo Cable Lock ASK04A (or equivalent)			
43	Autosafe CubeByte 01 Cable Key Lock ASCB-BLK-01A (or equivalent)			

Offeror:

Category:

8.0N

Ruggedised Slate Tablet

Item No.	Item Summary (see Annex A for full Specs)	Manufacturer and Model	Part #	URL for Specifications
	<b>DEFAULT SYSTEM</b>			
1	Base Unit			
2	4.0 GB RAM (As per Annex A)			
3	Hard Disk Drive as per Annex A			
5	Windows 7 Professional 32 bit			
6	Three year On-Site Warranty			
	<b>SYSTEM UPGRADES</b>			
	Operating System:			
7	Windows 7 Professional 64 bit			
	WARRANTY:			
8	downgrade to Three year Return-to-Service-Outlet Warranty			
9	upgrade to Four year Return-to-Service-Outlet Warranty			
10	upgrade to Four year On-Site Warranty			
	RAM:			
11	upgrade to 6.0 GB			
12	upgrade to 8.0 GB			
	Hard Disk Drives internal to Notebook:			
13	upgrade to 500 GB (or greater)			
14	upgrade to 128 GB (or greater) SSD			
	Service Options:			
15	Image Installation			
16	Attach MAC address to system with sticker			
	<b>SYSTEM COMPONENTS</b>			
	RAM:			
17	2 GB.RAM (single DIMM)			
18	4 GB RAM (single DIMM)			



Offeror:

Category:

8.0N

Ruggedised Slate Tablet

Item No.	Item Summary (see Annex A for full Specs)	Manufacturer and Model	Part #	URL for Specifications
	Hard Disk Drives internal to Notebook:			
19	250GB Hard Disk Drive (or greater)			
20	500 GB Hard Disk Drive (or greater)			
21	128 GB (or greater) SSD			
	Port Replicator / Docking Station			
22	OEM approved Port Replicator			
	Keyboard/Pointing Device:			
23	Notebook OEM Approved Scroll Mouse			
24	Notebook OEM Approved External Keyboard			
25	Notebook OEM Approved External Numeric Keypad			
26	Notebook OEM Approved Wireless Travel Mouse			
27	Stylus Pen			
	AC Adapters/Chargers:			
28	Car Adapter			
29	Primary Battery			
30	Second AC adapter			
	Carrying Case:			
30	Nylon Case			
31	Leather Case			
	USB Thumbdrive:			
32	8 GB Capacity (or greater)			
33	16GB Capacity (or greater)			
34	32 GB Capacity (or greater)			
35	FIPS 140-2 certified 8 GB Capacity (or greater)			
36	FIPS 140-2 certified 16GB Capacity (or greater)			
37	FIPS 140-2 certified 32 GB Capacity (or greater)			
	Security			
38	Kensington Lock slot compatible key locking device (or equivalent)			
39	Kensington Lock slot compatible combination locking device (or			
40	Autosafe CubeByte AS-Combo Cable Lock ASK04A (or equivalent)			
41	Autosafe CubeByte 01 Cable Key Lock ASCB-BLK-01A (or equivalent)			

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### ANNEX C: CALL-UP LIMITATIONS – RUGGEDISED MOBILE DEVICES

This annex describes the Call-up Limitations of each Category and how they are established. Within each Category, a System will be ranked based on its evaluated price. A System's ranking determines what its Call-up Limitation is and what volume discounts can apply to different Call-up values. A summary table appears in an Appendix to this Annex.

#### 1.1 EVALUATED PRICES

- (a) **Evaluated Price Ranking:** Call-up Limitations are determined by each System's Evaluated Price. A System's Evaluated Price will fluctuate during the Standing Offer Period for a given Category and the Evaluated Price must be determined at the time of each Call-up to determine the applicable Call-up Limitation.
- (b) **Evaluated Price:** Evaluated Prices are calculated as follows:
  - (i) **Ruggedised Mobile Devices:** Evaluated Prices = [(Default System price) X (100% - Benchmark Discount)) X 85%] + [(System Upgrade prices) X 5%] + [(System Component prices) X 10%]
  - (ii) **Benchmark Discounts:** The Benchmark Discount percentages as calculated in Annex I are indicated on the Benchmark Testing Report section of the PWGSC CAG website.

#### 1.2 RANKINGS

- (a) Rank 1: The System with the Lowest Evaluated Price in the Category and any System with an Evaluated Price within 3% of the Lowest Evaluated Price.
- (b) Rank 2: Any System with an Evaluated Price within 10% of the Lowest Evaluated Price in the Category.
- (c) Rank 3: Any System with an Evaluated Price more than 10% higher than the Lowest Evaluated Price but within 10% of the Mean Evaluated Price of the Category.
- (d) Rank 4: Any system with an Evaluated price more than 10% higher than the Mean Evaluated Price of the Category.
- (e) Mean Evaluated Price: Each Category's Mean Evaluated Price is calculated using all Systems for all Offerors in the Category.
- (f) Only one System in a Category: If there is only a single Offeror in a Category, their System(s) will be given a Ranking of Rank 2.

#### 1.3 CATEGORY CALL-UP LIMITATIONS

- (a) All limitations are inclusive of GST, HST and any applicable provincial disposal surcharges and volume discount.
- (b) **Call-ups made directly by Identified Users for Components and Other Related Items:** Call-ups that include only Components (i.e., equipment that may be purchased without a System), and Other Related Items have a Call-up Limitation of the lesser of \$25,000.00 or the associated System's Call-up Limitation.
- (c) **Call-ups made directly by the PWGSC Standing Offer Authority for Components:** Call-ups that include only Components (i.e., equipment that may be purchased without a System) have a Call-up Limitation of \$150,000.00.
- (d) **Call-ups made directly by the PWGSC Standing Offer Authority for Other Related Items:** Call-ups that include Other Related Items (i.e., equipment that may be purchased without a System) have a Call-up Limitation of \$50,000.
- (e) **Total Component Cost:** A System's Components will only be available for purchase without a system if its Total Component Cost (TCC) falls within the evaluated price range, as detailed below:

- 
- (i) The TCC will consist of the sum of the ceiling unit prices for supplying all mandatory Components specified in Annex "B". The TCC will be determined per Component Grouping (i.e. "A", "B", "C"...).
  - (ii) In order to qualify the set of System Components, the TCC must be no greater than the mean (calculated using the "AVERAGE" function in Microsoft Excel 2000 SR-1) plus one standard deviation (calculated using the "STDEVP" function in Microsoft Excel 2000 SR-1) of the total TCC of the Systems/Groupings in the Category.
  - (iii) The lowest TCC of the Systems/Groupings in each Category will NOT be used for purposes of calculating the mean plus one standard deviation.
  - (iv) This evaluation will coincide with the schedule detailed in the article entitled "Product Substitution and Price Revision".
- (f) **Call-ups made directly by Identified Users for Systems:**
- (i) **Rank 1:** A Call-up limitation of \$100,000.00.
  - (ii) **Rank 2:** A Call-up limitation of \$50,000.00.
  - (iii) **Rank 3:** A Call-up limitation of \$25,000.00.
  - (iv) **Rank 4:** A Call-up limitation of \$10,000.00.
- (g) **Call-ups made directly by the PWGSC Standing Offer Authority for:**
- (i) **Rank 1:** A Call-up limitation of \$400,000.00.
  - (ii) **Rank 2:** A Call-up limitation of \$200,000.00.
  - (iii) **Rank 3:** A Call-up limitation of \$150,000.00.
  - (iv) **Rank 4:** A Call-up limitation of \$100,000.00.

#### 1.4 VOLUME DISCOUNTS

- (a) Provided the Offeror agrees to the volume discounts below at the time of order, the PWGSC Standing Offer Authority may issue Call-ups, up to the described Call-up limitations.
  - (b) When a volume discount applies to a Call-up, the discount is applied to the current NMSO prices (meaning the NMSO price published on the CAG website on the day of the Call-up).
  - (c) The applicable GST, HST and any applicable provincial disposal surcharges must be added after the discount has been applied.
  - (d) The PWGSC Standing Offer Authority will require, before issuing any such Call-up, a written confirmation from the Offeror agreeing to honor the discount. If an Authorized Agent will be involved in the performance of the Work, an Authorized Agent Certification will be required. Sample certifications are included as an appendix to this annex.
- (e) **Components only:**
- (i) A Call-up valued up to \$25,000.00 at current NMSO prices will not be subject to any volume discount.
  - (ii) A Call-up valued between \$25,000.01 and \$50,000.00 at current NMSO prices is subject to a volume discount of at least 5%.
  - (iii) A Call-up valued between \$50,000.01 and \$100,000.00 at current NMSO prices is subject to a volume discount of at least 10%.
  - (iv) A Call-up valued over \$100,000.01 at current NMSO prices is subject to a volume discount of at least 15%. The total value of the Call-up cannot exceed \$150,000.00.
- (f) **Other Related Items only:**

- 
- (i) A Call-up valued up to \$25,000.00 at current NMSO prices will not be subject to any volume discount.
  - (ii) A Call-up valued over \$25000.01 at current NMSO prices is subject to a volume discount of at least 15%. The total value of the Call-up cannot exceed \$50,000.00.
- (g) **Systems:**
- (i) **Rank 1:**
    - (A) A Call-up valued up to \$100,000.00 at current NMSO prices will not be subject to any volume discount.
    - (B) A Call-up valued between \$100,000.01 and \$150,000.00 at current NMSO prices is subject to a volume discount of at least 5%.
    - (C) A Call-up valued between \$150,000.01 and \$200,000.00 at current NMSO prices is subject to a volume discount of at least 10%.
    - (D) A Call-up valued over \$200,000.01 at current NMSO prices is subject to a volume discount of at least 15%. The total value of the Call-up cannot exceed \$400,000.00.
  - (ii) **Rank 2:**
    - (A) A Call-up valued up to \$50,000.00 at current NMSO prices will not be subject to any volume discount.
    - (B) A Call-up valued between \$50,000.01 and \$100,000.00 at current NMSO prices is subject to a volume discount of at least 5%.
    - (C) A Call-up valued between \$100,000.01 and \$150,000.00 at current NMSO prices is subject to a volume discount of at least 10%.
    - (D) A Call-up valued over \$150,000.01 at current NMSO prices is subject to a volume discount of at least 15%. The total value of the Call-up cannot exceed \$200,000.00.
  - (iii) **Rank 3:**
    - (A) A Call-up valued up to \$25,000.00 at current NMSO prices will not be subject to any volume discount.
    - (B) A Call-up valued between \$25,000.01 and \$50,000.00 at current NMSO prices is subject to a volume discount of at least 5%.
    - (C) A Call-up valued between \$50,000.01 and \$100,000.00 at current NMSO prices is subject to a volume discount of at least 10%.
    - (D) A Call-up valued over \$100,000.01 at current NMSO prices is subject to a volume discount of at least 15%. The total value of the Call-up cannot exceed \$150,000.00.
  - (iv) **Rank 4:**
    - (A) A Call-up valued up to \$10,000.00 at current NMSO prices will not be subject to any volume discount.
    - (B) A Call-up valued between \$10,000.01 and \$25,000.00 at current NMSO prices is subject to a volume discount of at least 5%.
    - (C) A Call-up valued between \$25,000.01 and \$50,000.00 at current NMSO prices including GST/HST and any applicable provincial disposal surcharges) is subject to a volume discount of at least 10%.
    - (D) A Call-up valued over \$50,000.01 at current NMSO prices is subject to a volume discount of at least 15%. The total value of the Call-up cannot exceed \$100,000.00.

## 1.5 MULTIPLE CATEGORY CALL-UP LIMITATIONS

- (a) Contemporaneous requirements for multiple Categories of Products from the same Offeror will be placed on one Call-up.
- (b) The PWGSC Standing Offer Authority is limited to ordering up to each System's Call-up limitation as described in the "Individual Category Call-up Limitations". The entire order will be subject to a mandatory discount equal to the highest volume discount that would apply as if each of the Products been purchased separately. For example, if the order is for \$120K of Rank 1 systems (5%), \$20K of Rank 2 systems (0%) and \$120K of Rank 3 systems (15%), the entire order would be discounted by 15%.

**1.6 NON-STANDING OFFER ITEMS**

- (a) The Identified User may incorporate, within the Call-up Limitations indicated above, up to a total of \$5,000.00 of non-Standing Offer items (i.e., peripherals and components but not Systems) on any Call-up. All non-Standing Offer items must be provided at a price in accordance with the Offeror's current published price list less any applicable government discounts. Canada reserves the right to approve or reject any non-Standing Offer item at any time.
- (b) The PWGSC Standing Offer Authority reserves the right to add up to \$25,000 of Non-Standing Offer items to any Call-up.

**APPENDIX C-1: CALL-UP LIMITATIONS TABLE**

	Rank	Call-up Limitation after applying Volume Discount*			
		Identified Users	PWGSC		
		0%	5%	10%	15%
Ruggedised Mobile Devices	1	\$100K	\$150K	\$200K	\$400K
	2	\$50K	\$100K	\$150K	\$200K
	3	\$25K	\$50K	\$100K	\$150K
	4	\$10K	\$25K	\$50K	\$100K
Components		\$25K	\$50K	\$100K	\$150K
Other Related Items		\$25K	-	-	\$50K

\*All Call-up Limitations include GST/HST and any applicable provincial disposal surcharges. The GST/HST are applied to the current NMSO prices (as published on the CAG website on the day of the Call-up) AFTER applying any applicable volume discount and applicable provincial disposal surcharges.

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**APPENDIX C-2: SAMPLE CERTIFICATION FORMS**

**CALL-UP PRICING DISCOUNT CERTIFICATION**

By signing below, the NMSO Offeror hereby agrees that the prices charged by the NMSO Offeror or NMSO Reseller (acting in its capacity as the NMSO Offeror's agent) for Call-up number \_\_\_\_\_ will be the NMSO Prices less \_\_\_% on the date of the Call-up.

This price reduction is to be applied to all NMSO items (Default System, Upgrades, and Components) in accordance with Annex C of your NMSO.

\_\_\_\_\_  
NMSO **Offeror** Authorized Signing Authority

\_\_\_\_\_  
Date

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**AUTHORIZED RESELLER CERTIFICATION (CALL-UP)**

The NMSO Offeror, \_\_\_\_\_ (the "NMSO Offeror"), hereby certifies that:

\_\_\_\_\_ (the "NMSO Reseller") has been designated as its agent under the NMSO and continues to be its authorized agent for the purposes of receiving and fulfilling Call-ups and receiving payments under this NMSO.

By signing below, the NMSO Offeror and the NMSO Reseller both confirm that the call-up will be executed by the NMSO Reseller.

By signing below, the NMSO Offeror hereby agrees and acknowledges that:

1. The NMSO Offeror's authorization of the NMSO Reseller to act as its agent in respect of this NMSO (including the performance of this Call-up) does not amend, diminish, or modify any of the responsibilities of the Offeror under the NMSO or the contracts awarded under this NMSO (including those awarded to the NMSO Offeror through its agent, the NMSO Reseller).
2. It is the responsibility of the NMSO Offeror to ensure that the NMSO Reseller conforms to the terms and conditions of the NMSO. If the NMSO Reseller fails to fulfill the obligations of this call-up, the NMSO Offeror will, upon written notification from the PWGSC Contracting Authority, complete and fulfill those obligations directly at no additional cost to Canada.
3. In accordance with the provisions of the NMSO, if at any time during the performance of this call-up, the NMSO Offeror terminates its agency relationship with the NMSO Reseller, it will advise Canada and will fulfill the obligations under the contract directly. Notwithstanding such a notice, any amounts paid by Canada to the NMSO Reseller in good faith will be deemed to have been received by the NMSO Offeror.

\_\_\_\_\_  
NMSO **Offeror** Authorized Signing Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
NMSO **Reseller** Authorized Signing Authority

\_\_\_\_\_  
Date

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**ANNEX D: RVD PROCESS****1.1 CALL-UPS MADE BY PWGSC STANDING OFFER AUTHORITY USING REQUEST FOR VOLUME DISCOUNT PROCESS:**

- (a) **Use of RVD Process:** For requirements that exceed the Call-up Limitations, PWGSC will issue a Request for Volume Discount (“RVD”). In addition to these requirements, PWGSC may, in its discretion, issue a Request for Volume Discount for any requirement. The Request for Volume Discount process allows Offerors to confirm to PWGSC their best and final offer in respect of a specific requirement for one or more Identified Users.
- (b) **Recipients of RVD:** The RVD will be sent by PWGSC to all Offerors who hold a Standing Offer in the relevant Category(ies) and are listed in the selected Category(ies) at the date and time the RVD is issued (or to those Offerors that meet all the applicable security requirements). Where an RVD includes Products from multiple Categories of this NMSO, the RVD will be sent to Offerors who hold Standing Offers in any of the relevant Categories. Eligible Offerors will be determined on the date the RVD is issued by verifying the CAG website. The specifications (taken as a whole) in any given RVD will be sufficiently generic that a minimum of 50% of the Offerors in each of the relevant Category(ies) are able to submit an RVD Response.
- (c) **Technical Authority:** PWGSC will act as the Technical Authority during the RVD process and for all Call-ups resulting from RVDs.

**1.2 SUBJECT-MATTER OF RVDs:**

- (a) RVDs may be issued for Products that are listed on the Standing Offers.
- (b) Each RVD issued by PWGSC will specify:
  - (i) the time and date by which any interested Offeror must respond to the RVD to be considered for any resulting Call-up. PWGSC will generally provide Offerors with 5 working days from the date it issues the RVD to provide their RVD response. This period may be reduced (e.g. for urgent requirements) or extended (e.g. for more complex requirements), at the discretion of the Standing Offer Authority;
  - (ii) any special security requirements, if they differ from those set out in the Resulting Contract Clauses;
  - (iii) the applicable NMSO Category(ies);
  - (iv) the required items in each Category;
  - (v) the required quantities for immediate delivery (every RVD will specify some quantities for immediate delivery);
  - (vi) the optional quantities for delivery at a later date at Canada’s option. Optional quantities will generally be limited to 100% of the quantity specified for immediate delivery. Unless otherwise noted in the RVD, PWGSC must exercise the option to purchase the optional quantities within 12 months. Longer-term RVDs with higher optional quantities will be considered only where PWGSC determines that an Identified User has demonstrated a requirement to purchase additional quantities over a longer period;
  - (vii) if different from the standard delivery time required by the Resulting Contract Clauses, the required delivery date. From time to time, PWGSC may reduce the standard delivery period set out in the Article entitled “Delivery” in the Resulting Contract Clauses by specifying a shorter delivery period in the RVD;
  - (viii) delivery location(s);
  - (ix) whether installation is required;



- (x) any desirable features (described below) and whether the basis of selection will be “lowest price” or “best value”. The definition of best value, if applicable, will be included in the RVD; and
- (xi) any requirements that differ from the NMSO Default System configuration for the selected Category(ies), including any Other Related Options.
- (c) **Cancellation of RVD:** PWGSC may cancel an RVD process at any time and may later re-issue the same or a similar RVD.

### 1.3 RVD RESPONSE REQUIREMENTS:

- (a) Only responses to RVDs that meet all the following requirements will be considered by PWGSC for a Call-up:
  - (i) The Products proposed for delivery in the RVD Response must be identical to the Offeror’s Default System(s) and/or Upgrades and/or Components and/or Other Related Items (as applicable) that have been approved and authorized for supply under this NMSO, as identified on the CAG website at the time the RVD was issued by PWGSC, unless:
    - (A) it is otherwise expressly stated in the RVD;
    - (B) the specifications listed in the RVD exceed the specifications in this NMSO; or
    - (C) for certain Products (as defined in (iii),below), the proposed Product exceeds the specifications of the currently listed NMSO Product.
  - (ii) Proposed systems must be approved and authorized for supply under this NMSO. For greater certainty, Systems that have been the subject of requests for substitutions may not be proposed for delivery in response to an RVD, even if approved, unless they are listed on the CAG website at the time the RVD is issued by PWGSC.
  - (iii) PWGSC will only consider Products allowable under the provisions of (i) (C) for: Optical Drives, Hard Drives, Mice, Keyboards, etc.
  - (iv) If the RVD requests enhancement(s) to the minimum Default System specifications for any Category, the Offeror must offer either the requested enhancement or the Offeror’s existing approved and listed Default System specifications in that Category, whichever is greater.
  - (v) For proposed Products that are not listed in the NMSO, the RVD Response must include technical specification sheets or the specific URL address for the technical specifications demonstrating that the offered Product meets the requirements of the RVD and the NMSO.
  - (vi) If the RVD response is being submitted by, or any portion of the Work will be performed by, an Authorized Reseller on behalf of the Offeror, the RVD response must include a completed Authorized Reseller Certification;
  - (vii) All quoted prices must be in Canadian dollars;
  - (viii) The quoted prices of NMSO items must not exceed the current ceiling prices of that Offeror listed for that item on the CAG website;
  - (ix) Where the response includes more than one Product in a single Category, the RVD response must also include an individual price and the make and model number of each line item requested in the RVD and must clearly identify which System the Offeror will supply if issued the Call-up; and
  - (x) All prices must be unit prices and include all discounts off the NMSO ceiling prices, rather than bundled discounts. Where PWGSC believes that any unit price does not correspond to the extended pricing, PWGSC will use the unit prices to determine the correct extended pricing and notify the Offeror. Where multiple items have been priced on a bundled basis, PWGSC may request that the Offeror break down the pricing; in those cases, the Offeror’s total price for the items, once broken down into separate prices, must equal the originally submitted price for the bundle.

#### 1.4 SELECTION OF OFFEROR FOR RVD CALL-UP:

- (a) **Basis of Selection:** An Offeror may be selected for an RVD Call-up on the basis of “**lowest price**” or “**best value**”.
- (i) If the basis of selection is lowest price, Canada will calculate the aggregate cost of all items (both the initial and optional quantities) listed in the RVD. The responsive RVD response with the lowest aggregate cost will be recommended for award of a contract.
- (ii) If the basis of selection is best value, Canada will calculate the aggregate cost of all items (both the initial and optional quantities) listed in the RVD after applying the applicable reduction percentages from the RVD Discounts and/or Desirable Features.
- (A) **Benchmark Discounts:** The Benchmark Discount percentages that will be applied are those indicated on the Benchmark Testing Report section of the PWGSC CAG website at the date and time of RVD issuance. The Benchmark Discount percentages will be applied to the price of the NMSO System(s) only. The Benchmark Discount percentages will be included in an Annex to the RVD.
- (B) **Desirable Features:** Where approved by the PWGSC Technical Authority, an RVD may specify desirable features that will be taken into account in selecting the Offeror for Call-up. Desirable features will be associated with a percentage by which the quoted price for the RVD will be notionally reduced to reflect the added value to Canada represented by those features. When the Product quoted in response to an RVD includes the desirable feature(s) specified in the RVD, then the corresponding percentage (e.g., 2%) will be deducted from the price of the mandatory (plus any optional) quantities of the applicable Products. A maximum of 5% for any single item will apply, along with a maximum overall reduction to an Offeror’s quoted price of 10%.
- (C) **Example:** If an RVD is issued for Systems and another Product and uses the best value basis of selection with Benchmark Discounts for the System and a Desirable Feature on the other Product, the **Best and Final Offer Price (BFOP)** will be calculated as follows:  

$$\text{BFOP} = \text{System Unit Price} \times \text{Quantity} \times (100\% - \text{Applicable RVD Discount } \%) + \text{Product 2 Unit Price} \times \text{Quantity} \times (100\% - \text{Applicable Desirable Features Discount})$$
- (D) PWGSC will apply the price reduction to the quoted price(s) and Offerors are not required to do so in their RVD responses. These price reductions will be used only for the purposes of selecting an Offeror for Call-up and will not affect the price chargeable if a Call-up is issued.
- (E) The responsive RVD response with the lowest BFOP will be recommended for award of a contract.
- (b) **Multiple Categories:** When a RVD is issued for multiple Categories:
- (i) If the all Offerors active in each category covered by the RVD are identical, evaluation will be done on the requirement as a whole. If requested by the Identified User, and described in the RVD, evaluation will be done on a per Category basis.
- (ii) If the Offerors active in each category covered by the RVD are different, evaluation will be done on a per Category basis. Where approved by the PWGSC Technical Authority, a desirable feature discount may be applied to the price offered by Offeror/Authorized Reseller submitting a response to multiple Categories. Any RVD where this applies will explain how the desirable feature discount will be applied.
- (c) **Multiple Responses:** If an Offeror submits multiple responses to an RVD offering to supply the same System (e.g., the Offeror has more than one of its Authorized Resellers submit responses as its agent), and the Offeror wishes to withdraw one of those responses, the PWGSC Standing Offer Authority reserves the right to require that all of the Offeror’s responses offering the same System be withdrawn.

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- (d) **Withdrawal of RVD Response by Offeror:** An Offeror may withdraw its response to an RVD at any time, in which case PWGSC will no longer consider that Offeror's response, but may continue to consider all other responses.
  - (e) **Socio-economic considerations:** The selection of an Offeror for Call-up using an RVD process will not be based on socio-economic considerations; however, desirable features may include Product qualities or supplier commitments that are more consistent with Canada's commitments to Green Procurement and Sustainable Development.
  - (f) **Only one response:** If only one response that meets the RVD requirements is received, Canada may request that the Offeror submit price support in the form of one or more of the following:
    - (i) a current published price list and the percentage discount available to Canada;
    - (ii) paid invoices for like goods or services (like quality and quantity) sold to other customers; and
    - (iii) a price certification from the Offeror.
    - (iv) If Canada determines that the prices being offered by do not represent good value to Canada, Canada reserves the right to reject the response or negotiate with that Offeror.
  - (g) **Demonstration or Compatibility Testing:** PWGSC may require that the Offeror demonstrate through testing (including compatibility testing) that any items that it proposes to deliver in response to an RVD meet the RVD specifications. Canada is not obligated to test any or all Products offered.
  - (h) **Multiple Call-ups Resulting from RVD Process:** If specified in the RVD, the total requirement may be split between two or more Offerors.
  - (i) **Negotiation:** Further negotiations may be conducted before issuing a Call-up resulting from an RVD. Any negotiations will be conducted by the Standing Offer Authority specified in the RVD. The Standing Offer Authority may also require a certification before issuing a contract, confirming that the pricing satisfies the requirement described in Article 7.13 of the Resulting Contract Clauses.

#### 1.5 RVD CONTRACT:

- (a) **Terms and Conditions:** The RVD Contract consists of the Resulting Contract Clauses set out in the NMSO, plus any additional terms and conditions identified in the RVD.
- (b) **Option to Include Implementation Services:** For RVDs, PWGSC reserves the right to request an up-front fixed price for implementation. The definition of implementation may be defined during PWGSC and client engagement.
- (c) **Expansion (for UNIX, Blade Systems and Servers with 4 or more CPU sockets):** RVDs under this Standing Offer will be conducted to satisfy a requirement for one or more Systems. Over the course of any contract awarded as a result of this RVD, the required computing capacity may expand; compatibility and proprietary issues may arise with respect to any expansion once the System(s) is/are put in place. Therefore, Offerors are advised that Canada may negotiate with the resulting Contractor for these computing expansion requirements by way of amendments to any contract awarded as a result of an RVD, as long as:
  - (i) contract amendments expanding the computing capacity of the RVD Product(s) will be made only within the System warranty period for the System put in place as a result of this RVD;
  - (ii) the general scope of the Work will remain unchanged; any computing expansion must clearly be an expansion of the System(s) purchased (and not a replacement or a completely new System in order to circumvent the Call-up terms and conditions) and it must be for use by the same Identified User (unless the Identified User under the Contract has been amended since award, so that the System is now being used by another Identified User);
  - (iii) the final contract value will be no more than double the value of the total value of any Contract (including the exercised options) resulting from this RVD;
  - (iv) no more than 3 amendments to the contract can be made for computing expansion requirements (although additional amendments may be made for other reasons); and

- (v) any amendment expanding the computing capacity of the System(s) purchased under this RVD must come through the PWGSC Standing Offer Authority for review and approval.
- (vi) pricing for equipment purchased through an RVD Call-up Amendment to expand the capacity of the System will not exceed 10% above the RVD price proposed for that equipment. Where an item is quoted in both the Mandatory and Option quantity sections of the RVD, the RVD Option pricing will be used for comparison purposes. For all other items: in order to qualify for capacity expansion a similar discount must be offered.
- (d) **Non-Standing Offer Items:** PWGSC reserves the right to add up to \$25,000.00 of Non-Standing Offer items (which were not specified in the RVD document) to any Call-up resulting from a RVD. These items must be provided at a price in accordance with the Offeror's current published price list less any applicable government discounts; a minimum 10% discount must be offered, otherwise the Non-Standing Offer items will not be included in the Call-up.

#### 1.6 NOTIFICATION OF RVD RESULTS:

- (a) All Offeror/Authorized Resellers who respond to an RVD will be notified in writing of the outcome of the RVD process. This notice will include the following information:
  - (i) RVD Number (e.g., RVD # 12345-012345);
  - (ii) Offeror(s) selected for Call-up (e.g., XYZ Inc.);
  - (iii) Value of Call-up (e.g., \$177,004.33, GST/HST Included); and
  - (iv) Number of RVD responses received by PWGSC (e.g., 5); and
  - (v) Best and Final Offer Price of the Offeror to whom the notification is being sent and the Best and Final Offer Price of the Offeror selected for Call-up.
- (b) Unless required to do so by a court or other body of competent jurisdiction, Canada will not disclose the unit prices quoted by an Offeror in response to an RVD. Nor will Canada identify in the notification of RVD results the specific quantities of items subject to the Call-up.



### Annex F - Authorized Resellers and Service Outlets

The list of Authorized Resellers and Service Outlets should be submitted in English and French as separate files. The list should be submitted in the format detailed below.

**FORMAT:**

Reseller Name	Telephone	PBN	FAX	Contact Name	Email	Street Address	City Province Postal Code	Sales	Service
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**Example:**

XYZ Solutions 613-956-1000 PBN: 11111111PG0001 800-956-1500 John Smith [ismith@xyz.ca](mailto:ismith@xyz.ca) 100 ABC St, Suite 111 Ottawa ON K1A 0S5 Yes Yes

Compagnie	Téléphone	NEA	Télécopieur	Contact	Courriel	Adresse	Ville Province Code Postale	Ventes	Service
-----------	-----------	-----	-------------	---------	----------	---------	-----------------------------	--------	---------

**Example:**

XYZ Solutions 613-956-1000 NEA: 11111111PG0001 800-956-1500 John Smith [ismith@xyz.ca](mailto:ismith@xyz.ca) 100 rue ABC, Suite 111 Ottawa ON K1A 0S5 Yes Yes

Offeror	Quarter	Order Type	Department	Department - Long	Call-up	Order Date	Category	Systems	Subtotal	Total	Reseller	Group
1	2	3	4	5	6	7	8	9	10	11	12	13

**Notes:**

- 1 Enter **Offer Name**
- 2 Enter **Quarter and Year** - ie., **QX 201X** (Q1 2010 April - June 2010, Q2 2010 = July - Sep 2010, ...)
- 3 Enter **Order Type (CU = Call-up, EC = Elevated Call-up, RVD = Request for Volume Discount Contract, AMD = RVD Amendment)**
- 4 Leave Blank - for PWGSC use
- 5 Enter **Department**
- 6 Enter **Call-up Order Number**
- 7 Enter **Order Date (MM/DD/YY)**
- 8 Enter **Category (1.0D, 2.0D, 3.0D, 4.0D, 1.0N, 2.0N, 3.0N, 4.0N, 1.0S, 2.0S, 3.0S, 4.0S, 5.0S, 6.0S, 1.0T, 2.0T, 3.0T, 4.0T, 1.0A, 2.0A, 3.0A, 4.0A, 5.0A, 6.0A)**
- 9 Enter **Number of Systems** only
- 10 Enter **Subtotal** value of order excluding taxes and environmental fees
- 11 Enter **Total** value of order including taxes and environmental fees
- 12 Enter **Reseller** name (optional)
- 13 Leave Blank - for PWGSC use

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## ANNEX H: BENCHMARK PROCEDURES AND SET-UP INSTRUCTIONS

### 1.1 STANDING OFFER BENCHMARK TESTING

NMSO Systems are subject to functional and performance evaluation in accordance with this Annex.

### 1.2 NMSO BENCHMARK TESTING

- (a) **Set-up Instructions:** Refer to the appendix of this annex.
- (b) **Benchmarking hours:** The hours of operation for benchmark testing will be 08:00 a.m. to 14:00 p.m. Monday to Friday local time at the benchmark site, with the exception of any local Federal Government and Provincial holidays.
- (c) **Late System:** For the initial NMSO Benchmark testing, systems not delivered by the deadline for testing will not be listed on the CAG and will be unable to accept Call-ups for 4 refresh periods from the date the Standing Offer is issued.
- (d) **Same System:** The System(s) supplied for the benchmark testing must be identical to the Offeror's proposed system. Systems improperly configured will be assessed an Administrative Fault.
- (e) **Set-up:** It is the Offeror's responsibility to install, set up and test the System(s) at the benchmark site before the commencement of the benchmark test to verify the mandatory requirements and performance of the System(s) proposed. Systems improperly set up will be assessed an Administrative Fault.
- (f) **Test period:** The Systems provided are required for a period of up to 60 working days. Offeror(s) may be requested in writing to extend this period. Offers from any Offerors who do not agree to the extension will be removed from consideration.
- (g) **Fees:** The Offeror is responsible for paying any applicable fees to INTERTEK TESTING SERVICES NA LTD. All costs associated with the benchmark, except for Canada's monitoring and site costs, will be at the Offeror's expense, regardless of whether its Product passes testing or not.
- (h) **Offeror's representatives:** The Offeror's technical staff will be required to install and demonstrate the Systems before the testing, but the Offeror will not be permitted to be present during testing unless requested otherwise. Only one marketing representative will be allowed during set up.
- (i) **Substitutions:** The Offeror will be notified by PWGSC when a proposed substitution has been accepted for benchmark testing. The System supplied for benchmark testing must be identical to the System specified in the Offeror's substitution request.

### 1.3 RVD BENCHMARK TESTING

- (a) PWGSC may also require that, in conjunction with an RVD, the selected Offeror demonstrate through testing (including compatibility testing, where existing equipment has been specified in the RVD, with which the offered Products must be compatible) that any items that it proposes to deliver in response to an RVD meet the RVD specifications. Canada is not obligated to benchmark any or all Products proposed.
- (b) **Notification:** If a demonstration or compatibility sub-test is requested by PWGSC and/or the Identified User to verify System functionality and/or compatibility following an RVD process, the PWGSC Contracting Officer will notify the Offeror. The System(s) specified in the notice must be provided within 2 working days of the notice being issued.
- (c) **Late Systems:** Systems not delivered by the deadline for testing will be assessed an Administrative Fault.
- (d) **Same System:** The System(s) supplied for the benchmark testing must be identical to the Offeror's System proposed in the RVD.

### 1.4 BENCHMARK TESTING PROCESS

The following apply to all benchmark tests:



- (a) **Administrative Fault:** If any System(s) delivered to the benchmark site late, is not identical to the Offeror's proposed system or is not configured as specified in the written benchmark invitation letter issued by the specified PWGSC Standing Offer Authority, the Offeror will be required to rectify the discrepancy within 48 hours of written notification. This fault will be considered an Administrative Fault. A maximum of two (2) Administrative Faults per System will be allowed. If the System(s), or its replacement, exhibits a third Administrative Fault, or if the Offeror fails to meet the 48-hour deadline, the System will be declared non-compliant and eliminated.
- (b) **Technical Fault:** If the System does not function in accordance with the Technical Requirements, the Offeror will be required to repair the System within 48 hours of notification. This fault will be considered a Technical Fault. A maximum of three (3) Technical Faults will be allowed per System. Failure by the Offeror to repair the System within 48 hours of notification of a Technical Fault will result in the System being declared non-compliant. If the System, or its replacement, exhibits a fourth Technical Fault, the System will be declared non-compliant and eliminated.
- (c) **Software or BIOS/NVRAM Embedded Threats Fault:** Any System found to contain any threats or exploits (including but not exclusive of Malware, Viruses, Spyware, keyboard loggers or Rootkits) on the System's hard disk or the system BIOS or associated NVRAM areas or any of the supporting media, requested or otherwise, will be declared non-compliant and eliminated.
- (d) **Bus Speed Fault:** Any System found with any bus speed exceeding the motherboard/chip set manufacturer's design specification will be declared non-compliant and eliminated.
- (e) **Notification of Fault:** Notification of a Technical or Administrative Fault will be made to the Offeror's designated representative by telephone and a written confirmation sent by fax. The 48-hour clock will start after sender's FAX confirmation of receipt. At the request of the Offeror(s), the PWGSC Technical Authority (unless specified otherwise) will demonstrate to the Offeror any fault found during the evaluation.
- (f) **Component Replacement:**
- (i) Replacement of components (i.e. video controllers, hard drive controllers, motherboards, monitors, etc.) is allowed to facilitate a repair. These replaced components must be of the same manufacturer and model number as the component being replaced. The revision of a component may change (e.g. video BIOS version, motherboard BIOS version, SCSI controller model revision, video driver version). The Offeror is permitted to change a specific component once during testing. If that component is integrated on the motherboard and a replacement of the entire motherboard is required to facilitate a repair, then two changes of the motherboard are allowed (once each per problem component for a maximum of two Technical Faults).
  - (ii) If a BIOS revision (video or motherboard or SCSI) is necessary to facilitate a repair, the new BIOS revision must be a released, production version that is currently shipping. Only one motherboard BIOS revision and/or one video BIOS revision and/or one SCSI BIOS revision per System is allowed during testing. If a video or SCSI BIOS change is performed to facilitate a repair, a corresponding Technical Fault will be assessed on the video or SCSI component as a whole. A BIOS revision will be allowed only for the purposes of solving an incompatibility. No BIOS modifications will be allowed to bring a System from a non-compliant state to a compliant state.
  - (iii) Only one network interface card (NIC) change will be allowed without fault during testing. As this is not a mandatory requirement in the base configuration a Technical Fault will not be assessed on the first replacement. Should the replacement NIC cause further problems, a Technical Fault will be assessed.

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**Appendix 1: VENDOR BENCHMARK LETTER – SETUP INSTRUCTIONS**

**1.0 General**

- (a) Systems that are submitted to the benchmark and do not adhere to the directions included in this document will be assessed an Administrative Fault by PWGSC.
- (b) All systems submitted to the benchmark must be clearly labeled to identify the Offeror, the system model name, bid number (if more than one) and the category in which it is bid
- (c) All accessory products, e.g. CD/DVD's, keyboards, mice, etc.; submitted with systems must be clearly labeled to identify the Offeror, the associated system model and category
- (d) The Offeror will be required to bring all user manuals with respect to the computer. Options, etc.
- (e) Intertek will not make any performance-related changes to the submitted CMOS settings of the system except to investigate compatibility problems. Performance tests will be executed with the settings submitted by the Offeror except if changed for compatibility reasons.
- (f) Intertek will not make any changes to the submitted settings and system files for Windows 7 except for the following:
  - (i) Modifications implemented by software applications during their installation
  - (ii) Modifications necessitated by the resolution of compatibility problems
  - (iii) Modifications that facilitate the execution of the Intertek test scripts
- (g) Offerors must return the signed Intertek /Vendor Agreement for testing services and the PWGSC benchmark agreement attached hereto before any testing will commence on their systems
- (h) Each Offeror must submit one (1) Windows 7 (64-bit) (Professional) DVD-ROM that could be used to reconfigure any of the Windows 7 (64-bit) (Professional) installations on the submitted systems and also the OEM Restore DVD (if applicable). Also, any Service Pack CD if used in the install.
- (i) Offerors must submit the following supporting materials with each of their systems
  - (i) A printout of the responses to the Intertek Features Questionnaire. Please use the questionnaire (to be completed on-line) which will be found at, web site address: <http://canada.nstl.com/> . Please print out a copy of the questionnaire from the website upon completion and bring a copy with the system to benchmark.
  - (ii) A certified cheque made out to Intertek Testing Services NA Ltd in the amount of the benchmark fee
    - (A) Testing will not commence on any system before the benchmark fee is fully paid
    - (B) The benchmark fees for Notebooks are as follows CDN \$2,625.00 (this price includes GST) for each system submitted
    - (C) All hard drive partitions will be erased completely or restored before the systems are returned to the Offerors
- (j) The benchmark testing room is located at: 4C2 Phase III, Place du Portage, Gatineau, Quebec

**2.0 Standalone Systems – Notebooks - Tablets**

Each system submitted to the benchmark must meet minimum specifications and must be configured with the following features:

**2.1 Hardware**

- (a) Configuration
  - (i) Power Configuration

- 
- (ii) The system must be set to achieve maximum performance for battery and AC power settings. (Full speed. Vendors will be asked to note the settings of each upon arrival for benchmark. (ie - if CPU is rated as a 2.0Ghz processor then it must be running at 2.0Ghz for battery and AC power)
  - (iii) Memory configuration
  - (iv) RAM (*amount bid*) must be installed and configured for use
  - (v) Pointing device
  - (vi) Must be installed and configured for use under Windows 7 (64-bit)
  - (vii) The keyboard and language must be setup as **US – English**
  - (viii) DVD/CD RW/CDROM drive configured as drive E: [NOTE ALL SYSTEMS MUST BE DELIVERED WITH A OPTICAL DRIVE. IF IT IS NOT PART OF THE DEFAULT CONFIGURATION, THEN AN EXTERNAL DRIVE MUST BE PROVIDED.]
- (b) Hard drive partitioning
- (i) Restore partitions on the hard drive are allowed.
  - (ii) C: Partition
    - (A) The formatted size must be 80GB.
    - (B) File system configuration must be **Default (NTFS)**
    - (C) Must be a bootable Windows 7 (64-bit) partition
    - (D) Must contain only those items described in the software section below
  - (iii) D: Partition
    - (A) The formatted size can include all of the remaining disk space or set to maximum allowable
    - (B) File system configuration must be **Default. (NTFS)**
    - (C) Must not be bootable
    - (D) Must not contain any files except as otherwise noted.
- (c) NIC Installation/Configuration
- (i) The Network Interface Card internal based or add in 10/100/1GB BaseT Ethernet set to Media Type - Auto Select
  - (ii) The NIC must be configured to access a Win2000 Advanced (sipss2k1) server.
  - (iii) The WORKGROUP Name to be used is **NSTL**
  - (iv) DHCP environment
  - (v) Offerors will be responsible for ensuring (and demonstrate) that LOGIN (as user '**stress**') can be accomplished from within Windows 7 to the NSTL 'test network' before testing begins.

## 2.2 Software

- (a) Operating System Installation
- (i) Windows 7 (Professional) 64-bit (English version) must be installed in the default directory. *The OS must be activated.*
  - (ii) Perform the full install as the administrator!! Only after the OS setup is complete, then do you create the user stress (giving administrative rights to this user). Do not delete the administrator account (folder).
  - (iii) When asked “Who will use this computer’ give the first user name – stress

- (iv) Install the latest Service Pack and all available patches at time of benchmark.
  - (A) Data Execution Prevention must be disabled
  - (B) Open the Start Menu and choose "Run."
  - (C) Enter "cmd" and then choose "OK."
  - (D) In the command prompt, input the text "bcdedit.exe/set {current} nx AlwaysOff" and press "Enter."
  - (E) Close the command prompt.
- (v) Configure the Display to operate with 32-bit colour, set to the native resolution of the screen.
- (vi) Set Desktop to None (as in wallpaper) and Screen saver to None
- (vii) Set Display properties – Theme to "Windows Classic"
- (viii) Set the Start Menu to "Windows Classic"
- (ix) Let Windows default to managing Virtual Memory (the SWAP file) itself (if applicable)
- (x) All Power Management is to be configured to achieve full power (both in the BIOS and in Windows)
- (xi) Folders set to Windows Classic folders.
- (xii) Take the Tour of Windows 7...play non animated tour and close after it opens up (if applicable).
- (xiii) Change the way users log on and off – uncheck the use welcome screen and the fast user switch radio buttons.
- (xiv) Set the clock to read the correct date and time!
- (xv) Choose Not to be 'Active Desktop' (uncheck –display simple folders – in the folders list)

### 2.3 Other Setup Required

- (a) Turn off UAC
  - (i) Disabling UAC ensures that no permission prompts appear and that the user account has full access to the machine.
  - (ii) Click on the Start Menu, choose "Run" and launch "MSCONFIG."
  - (iii) Click on the Tools tab. Scroll down till you find "Disable UAC" Click on that line.
  - (iv) Press the Launch button.
  - (v) A CMD window will open. When the command is done, you can close the window.
  - (vi) Close MSCONFIG. You will be prompted to reboot the computer to apply the changes.
- (b) Disable System Restore
  - (i) Right click on "Computer" on the desktop and choose "Properties."
  - (ii) Select "System protection."
  - (iii) Select the check box next to the C: drive.
  - (iv) You will be prompted to turn off System Protection, press the button confirming this.
  - (v) Follow the above steps on all drives that have System Restore turned on (a check appears in the box next to the drive).
  - (vi) Press "OK" to apply changes and close the window.
- (c) Turn off Security Center and Windows Defender
  - (i) Click on the Start Menu, go to Settings, then Control Panel, and then choose "Security."

- (ii) Click on “Turn Windows Firewall on or off” and then turn off the firewall.
  - (iii) Click on “Turn automatic updating on or off” and then choose “Never check for updates.”
  - (iv) Click on “Check this computer’s security status,” then “Change the way Security Center alerts me,” and then choose “Don’t notify me and don’t display the icon.”
  - (v) Close the security status window.
  - (vi) Click on “Windows Defender,” and then “Tools.”
  - (vii) Click on “Options,” scroll down and then uncheck “Use Windows Defender.”
  - (viii) Click on “Save,” and then close the warning message.
  - (ix) Close Security Center.
- (d) Turn off Hibernate
- (i) Click on the Start Menu, choose "Run" and launch "CMD."
  - (ii) Input the following command and press enter: “powercfg –H off”
  - (iii) Close the CMD window.
- (e) Modify folder options
- (i) Click on the Start Menu, go to Settings, then Control Panel, and then choose “Appearance and Personalization.”
  - (ii) Select “show hidden files and folders” under “Folder Options.”
  - (iii) Select the radio button for “Show hidden files and folders.”
  - (iv) Uncheck “Hide extensions for known file types.”
  - (v) Click – “All folders are to be set like current folder” - Press “OK” to confirm changes, then close the Control Panel.
- (f) Set up power options to maximum
- (i) Right click on the desktop, choose “Personalize.”
  - (ii) Select “Screen Saver.”
  - (iii) Select “Change power settings…” in the Power management section.
  - (iv) Select the “High performance” option, and then “Change plan settings.”
  - (v) Set both options to “Never,” and then choose “Change advance power settings.”
  - (vi) Expand the “Hard disk” entry, change the setting to 0 minutes, this will change the setting to “Never.”
  - (vii) Press “OK” to save the changes and close window.
  - (viii) Select “Save changes” if available, if not close the window.
- (g) Disable Welcome Screen
- (i) When the Welcome Screen is displayed, there will be a check box in the lower left corner with the text “Run at Startup,” uncheck this.
  - (ii) If the Welcome Screen has been closed already, it can disabled through the registry by performing the following:
    - (A) Open the Start Menu and choose "Run."
    - (B) Enter "Regedit" and then choose “OK.”

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- (C) Navigate through HKEY\_CURRENT\_USER, Software, Microsoft, Windows, CurrentVersion, Run.
- (D) Right click on the WindowsWelcomeCenter key and select Delete.
- (E) Close regedit.

#### 2.4 Documentation

- (a) Any and all manuals (on-line or hardcopy or Both) pertaining to the system and/or peripherals (excluding those submitted with bid evaluation). On-line manuals are not to be installed at this time, as Intertek will install only when required.
- (b) Must provide a list of URL's to use to evaluate a vendor's website with user access to any area for the purpose of evaluation only, as it pertains to the NMSO Ratings analysis. Without this the site will be scored accordingly. (0 for areas we are not able to view at time of benchmark). Also, submit any other relevant materials (ie. 3rd party utilities, access to client web-site – sample, etc.). Intertek cannot evaluate items not submitted for evaluation.
- (c) Documentation pertaining to the setup/running of the utilities identified in item (e)(iii) herein.

#### 2.5 Certifications

- (a) Must provide a copy of the following:
  - (i) FCC Class B
  - (ii) Industry Canada Emissions verification standard # ICES-003
  - (iii) CSA, Cdn. electrical code part 1
  - (iv) Microsoft Windows Hardware Quality Labs (WHQL) Windows 7 Professional logo
  - (v) Energy Star 5.0
  - (vi) (EPEAT) Electronic Product Environmental Assessment Tool
  - (vii) TCO certified Notebook 03 (TCO Development) (if applicable)
  - (viii) ISO 9001 certified manufacturer
  - (ix) ISO 14001 certified manufacturer (environmental)

#### 2.6 Drop off checklist

Please have the following items ready for check in at the drop off location. Also, please bring a signed copy of this list per system.

- Notebook configured as per bid
- Retail version of Windows 7 (Professional)
- Any required software utilities
- Features Checklist
- Manuals
- Documentation/Certifications
- Signed copy of the Intertek Agreement (if required)

Vendor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Intertek Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**ANNEX I: BENCHMARK RATINGS ANALYSIS**

**1.1 OVERALL SCORE METHODOLOGY**

- (a) The overall score for each system is determined by calculating the weighted individual Performance, Features, Usability and Problem ratings. The weights applied to the six basic components are listed below:
- |       |                           |     |
|-------|---------------------------|-----|
| (i)   | Performance               | 27% |
| (ii)  | Hardware Features         | 19% |
| (iii) | Environmental Stewardship | 7%  |
| (iv)  | TCO Value Added Features  | 27% |
| (v)   | TCO Value Added Usability | 13% |
| (vi)  | Problems                  | 7%  |
- (b) **Formula:** [Sum (Score X Individual Weight)].
- (c) **RVD Discount:** (System's Own Overall Score – Lowest Overall Score) X 5.

**1.2 PERFORMANCE SCORING METHODOLOGY**

- (a) The performance of each system is tested by Intertek under the Microsoft Windows 7 Professional 32 bit operating system using a series of application-based benchmarks, which utilize real-world tasks. The results for each test are recorded as transactions-per-minute. To calculate the overall performance score for a system, first a geometric mean is taken of all the individual test results in each application benchmark, resulting in a score for each application benchmark. Then, a weighted geometric mean of all of the application scores is taken, providing an overall performance index for the system.
- (b) The weight assigned to each of the applications is listed below:
- | <b>Weight</b> | <b>Test</b>            |
|---------------|------------------------|
| 2             | Microsoft Word Office  |
| 2             | Microsoft Excel Office |
| 2             | Adobe PhotoShop        |
| 2             | Microsoft Access       |
| 1             | 3D Video (MadOnion)    |
- (c) **Formula:** [Product (Application Geometric Mean ^ Application Weight) ] ^ [ 1 / Sum Application Weights], where '^' is the exponentiation operator.

**1.3 HARDWARE FEATURES SCORING METHODOLOGY**

- (a) Intertek compiles and verifies the list of features provided for each system. Specifications, such as the speed of memory required, are provided by the vendors. The presence of a weighted item results in a score being assigned, while its absence would procure a 0. The features score is a weighted average of scores for individual items. The weights assigned to each item are listed below. The weighted average is then multiplied by 10 to rescale from 0 to 10.
- (b) **Formula:** Features Score = [Sum of the weighted elements / Sum of the weights]×10

<b>Weight</b>	<b>Item</b>
---------------	-------------

<b>Manufacturer</b>	
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0	Manufacturer
0	Model
0	Release date

<b>Processor and Chipset</b>	
------------------------------	--

0	Processor manufacturer and model
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0	Intel Core (Second Generation) Processor ("Sandy Bridge")
7	Intel Core (Second Generation ) Processor ("Ivy Bridge")
0	AMD Llano Fusion processor
0	AMD Zacate Fusion processor
7	AMD Trinity Fusion processor
0	Processor speed (Ghz)
3	Intel Turbo Boost enabled
2	Non- boosted GHz. exceeds specification be 25%
0	Level 1 cache (Total for both cores: Data + Instruction)
0	Level 2 or 3 cache (which ever is larger) (Total for both cores)
0	Front side bus speed
3	# of CPU cores exceed specification
0	Chip set make

**Chip set model**

3	Intel Stable Image Platform Program (SIPP) compliant (chip set)
3	AMD Commercial Stable Image Platform (CSIP) compliant (chip set)
0	Intel Vpro capable

**System Ram**

0	RAM installed for bid/benchmark
0	Maximum system RAM upgrade without swapping
0	Number of RAM slots available after NMSO 4 GB. Configuration
3	Upgradeable to 8 GB. Of RAM without swapping original 4 GB.
0	Maximum system RAM supported
1	Default RAM exceeds specification
1	Maximum RAM exceeds specification
0	Memory type (DDR3)
0	Memory speed
0	RAM is user installable

**Video Display**

0	Pivoting Convertible Display
0	Diagonal screen size
0	Display aspect ratio
0	Native resolution
0	Video chipset brand/model
0	Display is LED backlit
4	Display is IPS, MVS or MV technology
0	Display has ISO-9241-302 Class 1 pixel fault warranty
3	Display glass is matte finish
0	Display glass is high-gloss anti-reflective
0	Advertised brightness (measured in NITs)
4	Brightness exceeds 650 cd/m2
0	Screen technologies includes one of the following: DirectVue, QuadraClear, CircuLumin or DynaVue II
4	Display conforms to MIL-STD 3009 for outdoor brightness
0	Optional larger screen size (name size)
2	Optional higher resolution (name res.)
2	Optional lower resolution (name res.)
0	DirectX 10.0 support
3	DirectX 11.0 or greater support
0	Discrete PCI-Express 16x GPU chipset available (make and model)
0	Discrete PCI-Express 16x GPU chipset installed (make and model)
4	Ability to toggle between integrated and discrete GPU
0	Amount of dedicated video RAM



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4	Dedicated video RAM exceeds specifications
0	Capacitive Touch screen option available (two fingered multi-touch)
0	Digitisor pen interface
1	Ambient light sensor adjusted brightness

**External Video**

0	Maximum non-virtual resolution supported
3	Maximum non-virtual resolution of 2560x1610
2	DisplayPort
2	Mini-displayPort
2	HDMI
0	VGA - DB15 port
4	Dual monitor support without port replicator
0	Video cables included with notebook (name type)

**Notebook I/O, Communications and Audio**

0	RJ-45 Ethernet
0	802.11 b/g/n
4	OEM-written 802.11 connection manager with access point discovery tool
0	Wireless WWAN available (name type(s))
0	Integrated web camera on front of display
6	Camera is HD720p, 30 fps
0	Integrated microphone in display
4	Duplex phone support for VoIP calls
4	Noise reducing array microphone during VoIP calls
0	Number of full size USB 2.0 ports
0	Number of micro-USB 2.0 ports
1	Number of powered USB ports (1 for each)
2	Number of USB 3.0 Ports (2 point for each)
0	All USB ports are powered when system is on
2	Powered USB when system is off
0	USB/eSATA port
2	more than 3 USB ports
0	Express Card 34 slot
0	Express Card 54 slot
2	IEEE 1394 port
3	4-in-1 reader (MMC, SD, SDHC, SDXC)
5	Internal SmartCard slot
0	Blue Tooth integrated (non-PC Card) with integrated antenna
0	Stereo speakers
0	Combination audio in/microphone jack
0	Audio out (high definition)

**Optical Drive Management**

0	Dual Layer DVD burner
0	DVD Dual Layer (+/-R) writing speed
0	CD-ROM reading speed
1	Drive is internal
3	Drive is removable
0	Drive is always external
2	Drive is removable/swappable device bay
1	Swappable drive bay supports second hard drive
1	Swappable drive bay supports second battery
1	Swappable drive bay supports additional I/O ports
0	DVD burning software included (name manufacturer)
3	Lightscribe capability and utility included

**Hard Disk**

0	Hard disk capacity benchmarked (GB)
1	Hard Drive Capacity benchmarked exceeds minimum by +30%
0	Size of hard disk upgrades available
2	SATA 300 drive and controller
4	7200 R.P.M. offered as standard
2	User removable hard disk
3	User removable hard disk without carrier (no more than three screws)
0	User removable hard disk with carrier
0	Accelerometer controlled hard drive shock protection
3	Shock-mounted hard drive
0	Storage device is SSD
0	Solid state drives available (state max. size available)
2	Dual internal drive capable
0	FIPS 140-2 encrypted drive available (state size)

**Power Supply/Battery**

0	Battery type
0	Boston Power technology
0	Watt/hour primary battery rating
3	Primary battery exceeds minimum specification by 20%
4	Support for second battery installed simultaneously with primary
0	Secondary battery location (drive bay, bottom slice)
0	Watt/hour of secondary battery
3	Watt/hour battery of secondary battery meets or exceeds primary
1	Supports 120- 240 AC voltage
0	Recharge time system off (100%)
0	Recharge time system on (100%)
0	Quick charge time of 30 minutes or less up to 80%
3	1000 (or greater) cycle battery charge rating
0	Watt/hour secondary battery rating (if available)
0	ACPI version

**Power Management**

0	ACPI 3.0b support
0	Instant resume after sleep state when screen cover is opened – power to wireless maintained
0	Zero power to optical drive when system on but drive not in use
0	Low power mode for DVD playback
0	Ability to toggle between integrated and discrete GPU

**Pointing Device and Keyboard**

4	Dual pointing device (glide pad and track stick)
2	Additional touch based scroll function (in addition to touch pad)
6	Bilingual keyboard w/ CF layout has both French and English function keys (Home, End, Insert, etc.)
2	Programmable touch pad to support scroll and gestures
3	Separate numeric keypad integrated into native keyboard
1	Integrated Keyboard backlighting offered as standard
0	Integrated Keyboard backlighting offered as option
0	CF layout available with French function keys
0	CF layout available with English function keys
2	TBITS-5 or Acnor layout French keyboard available at no extra charge
2	Enable/disable Glide Pad button
0	Spill resistant keyboard tray

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3	Spill resistant keyboard is self-draining
3	Antimicrobial coating as standard
0	Antimicrobial coating available as option
4	Separate VoIP controls

**Status Indicators**

0	Power LED
0	Hard disk activity LED
0	Low battery LED
0	Suspend/standby mode LED

**Port Replicator/Docking Station**

0	RJ-45 Ethernet
0	Number of USB 2.0 ports
1	Number of powered USB 2.0 ports (1 for each)
2	Number of USB 3.0 Ports (2 point for each)
2	USB/eSATA port
2	more than 3 USB ports
2	IEEE 1394 port
0	Combination audio/microphone jack
0	VGA port
0	DisplayPort
0	Mini-DisplayPort
0	HDMI port
0	DVI port
0	PS/2 Mouse port (separate)
0	PS/2 Keyboard port (separate)
0	PS/2 mouse/keyboard port combo
0	Number of serial ports
0	Dedicated bus port connection
0	USB connected with discrete video and Ethernet controllers

**Portability (0)**

0	Height (inches)
0	Width (inches)
0	Depth (inches)
0	Travelling weight (lbs) not including optical drive (if always external) and not including AC adapter
0	Travelling weight (lbs) including optical drive (if always internal or swapable) and not including AC adapter
0	Travelling weight (lbs) including optical drive and AC adapter

**1.4 ENVIRONMENTAL ATTRIBUTES (GREEN CAPABILITIES)**

- (a) Intertek compiles and verifies the list of environmental attributes provided for each system. The presence of a weighted item results in a score being assigned, while its absence would procure a 0. The features score is a weighted average of scores for individual items. The weights assigned to each item are listed below. The weighted average is then multiplied by 10 to rescale from 0 to 10.
- (b) **Formula:** Features Score = [Sum of the weighted elements / Sum of the weights]×10

Weight	Item
0	Energy Star 5.0 certified
0	Electronic Product Environmental Assessment Tool (EPEAT) certified – Gold level
0	Member of national industry association pursuing environmental stewardship including re-use, re-cycle (name organisation)
4	Bulk packaging available (minimum 8 notebooks per re-usable container)

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6	Bulk packaging conforms to CGSB standard (expected mid 2012)
4	Power optimisation mode macro keystroke
6	TCO certified Notebook 03 (TCO Development)
4	ECMA 370 Eco Declaration published for this product

### 1.5 SYSTEM MANAGEMENT AND VALUE ADDED FEATURES (ATTRIBUTABLE TO REDUCING THE TOTAL COST OF OWNERSHIP (TCO))

- (a) Intertek compiles and verifies the list of features provided for each system. The presence of a weighted item results in a score being assigned, while its absence would procure a 0. The features score is a weighted average of scores for individual items. The weights assigned to each item are listed below. The weighted average is then multiplied by 10 to rescale from 0 to 10.
- (b) **Formula:** Features Score = [Sum of the weighted elements / Sum of the weights]×10

#### Weight Item

#### Security

0	Power-on password
0	ROM-based keyboard password
1	CMOS setup utility password
1	ROM based hard drive password
0	Kensington (or similar) cable lock slot
1	Docking station eject password
3	Computrace Persistence Module (theft recovery)
3	FIPS 140-2 encrypted drive available (state size)
0	Motion detection internal alarm
4	Smart Card internal slot access with BIOS authentication
0	TPM integrated module standard
1	Keystroke (not CMOS setup) or external switch controlled wireless on/off
2	Internal biometric user authentication device
5	Consolidated set of policy based software tools that control: Personal password manager, SmartCard authentication, USB device permissions, write-able media devices, biometric device manager (one for each)

#### Durability

4	Spill resistant keyboard tray
5	User cleanable dust filters
6	Display backing manufacture include the use of titanium or magnesium or carbon fibre
4	Metal display hinges
4	Display glass employs Corning Gorilla Glass
6	Manufacturing includes HALT (Highly Accelerated Life Test) – report required
6	TUV Rhineland testing for Pressure, Drop and Spill – report required
16	Manufacturing involves MIL-STD 810F or G ruggedised testing for Humidity, Low Temp, High Temp, Dust, Vibration, Mechanical Shock, Altitude, Extreme Temps (1 point for each if non-operating procedure, 2 points for each in both operating and non-operating) – report required
5	Accelerometer controlled hard drive shock protection

#### Value-Added Services

2	7/24 1-800 technical support with 5 personnel concurrently available
6	Internet based Client Asset and Inventory Management service, which includes system configurator, order tracking, inventory control, service history, service/warranty history, reporting on all of the above (1 for each)
1	customized e-mail notification subscription services
1	Client image install at factory

**Bilingual Capabilities**

- 0 French and English manuals available
- 0 French and English 1-800 telephone technical support line
- 0 System Management Utilities and Restore CD (as per appendix A) available in French and English
- 0 CF layout available with English and French function keys (e.g. Home, End, Ins.)
- 2 Bilingual Internet web site for technical support
- 0 Bilingual Internet based Client Asset and Inventory Management service, which includes system configurator, order tracking, inventory control, service history, service/warranty history, reporting on all of the above (1 for each)

**Additional Utilities**

- 3 O.E.M. written diagnostics included with system
- 1 Electronic interactive manual included that provides: linkages to web support resources, information on all included software, how-to guides, system configuration and setup
- 3 Keystroke accessible disaster recovery
- 3 Power management utilities written by O.E.M.
- 3 Instant resume after sleep state when screen cover is opened – power to wireless maintained
- 3 Zero power to optical drive when system on but drive not in use
- 3 Low power mode for DVD playback

**Certifications**

- 0 FCC Class B
- 0 Industry Canada Emissions verification standard # ICES-003 (copy of certification required)
- 0 Cdn. Electrical Code part 1 (copy of certification required)
- 0 Microsoft Windows Hardware Quality Labs (WHQL) for Windows 7 (copy of certification required)
- 0 Linux O/S certified compatible (SuSE, TurboLinux, RedHat)
- 0 Energy Star 5.0 (copy of certification required)
- 0 EPEAT Electronic Product Environmental Assessment Tool (Gold) (copy of certification required)
- 0 TCO certified Notebook 03 (TCO Development)
- 0 ISO 9001 certified manufacturer
- 0 ISO 14001 certified manufacturer (environmental)

**1.6 TCO USABILITY SCORING METHODOLOGY**

- (a) Intertek staff using predefined criteria evaluates the usability, hence the reduced cost of ownership, of each notebook. Scores for each individual category evaluated are assigned on a 0 to 'x' scale, with 'x' ranging from -5 to +5 dependent upon the weight assigned to each item as shown below. The overall usability score is calculated as the sum of the total points earned divided by the maximum number of points times 10.
- (b) **Formula:** Usability Score = [Sum of the score earned / Maximum possible score] × 10

**Weight      Item****Battery & Power Management**

- 0-3 Battery accessibility
- 0-3 Time to resume (from suspend)
- 1-10 Battery life greater 2.5 hours using Intertek battery rundown test (1 point for each additional 20 minute increments - maximum 10)

**Screen Attributes**

- 0-8 Quality of display (no missing pixels, contrast, brightness, viewing angles)  
 0-4 Rigidity of screen backing

**Drive Device Connectivity**

- 0-4 - 2 spindle with dedicated external device port (not PC Card or parallel port) and swappable drive cavity (4 points)  
 - 2 spindle with dedicated external device port and no swappable drive cavity (2 points)  
 - 1 spindle with dedicated external device ports and no swappable drive cavity (0 points)

**Keyboard and Pointing Device Usability**

- 1 Cursor keys are full size  
 0-3 Keyboard size and adequate spacing between keys  
 1 Adequate palm rest

**Travel Weight**

- 0-6 One point is awarded (up to a maximum of 6 points) for every ½ lb lighter that the notebook is than the maximum allowed. Weight includes battery, optical drive (if integrated with base) and AC adapter:

**1.7 PROBLEM DETERMINATION**

- (a) The **System Problem Index** is calculated based problems, which occurred and were solved during testing. The problems were divided into three main categories - Compatibility Alerts, Software Technical and Hardware Technical. The Software Technical and Hardware Technical are problems which were awarded a Technical fault during the course of the Benchmark and the solution provided was Software based and Hardware based, respectively. The Compatibility Alerts are those problems, which can be fixed by introducing parameters, which modify the system environment. These categories of problems do not require vendor intervention to achieve a solution, because the introduction of these parameters are typical end user activities. The aggregate of the individual weights of the subcategories produces the final Index. The following table indicates the weights assigned to each subcategory:

Subcategory	Weight
Hardware	3
Software	2
Compatibility Alert	1

- (b) The **System's Problem Index** is determined by using the following table to find the corresponding score for the total individual problem weight obtained.

Total Problem Weight	Score
0	10.0
1	8.2
2	6.4
3	4.6
4	2.8
5	1.0
6	0.0

Note: Within the features list there are occasion where points are awarded for either or answers.

**ANNEX J: INTERTEK/OFFEROR AGREEMENT**

***Note to Offerors: INTERTEK is an independent third party and is not part of the Government of Canada. INTERTEK may require Offerors with equipment to be benchmarked to enter into an agreement. The Government of Canada is not a party to, and is not involved in the negotiation of, any such agreement. The following is a sample agreement, provided for information purposes only.***

**Intertek Testing Services NA Ltd.**

AGREEMENT, dated \_\_\_\_\_, 20\_\_ by and between Intertek Testing Services NA Ltd., with offices located at 11 Laurier Street, Place du Portage 4C2 Hull, PQ. K1A 0S5 (“Intertek”) and \_\_\_\_\_ with offices located at \_\_\_\_\_ (“Offeror”).

WHEREAS, INTERTEK has been retained by Public Works and Government Services Canada (“PWGSC”) to test computer hardware and software products submitted by Offerors in response to PWGSC Request for Standing Offer(s) dated \_\_\_\_\_ (“RFSOs”), to determine whether such products meet PWGSC requirements.

WHEREAS, PWGSC has required that any Offeror responding to the RFSOs submit hardware and/or software products, including reference manuals and other materials, to INTERTEK for testing.

WHEREAS, Offeror has submitted a bid in response to the RFSOs, and,

WHEREAS, Offeror desires that INTERTEK test the hardware and/or software products of Offeror, including but not limited to reference materials, relating to Offeror’s bid (herein referred to collectively as “Offeror’s Products” or “Products”) to determine whether Offeror’s Products satisfy PWGSC requirements.

NOW THEREFORE the parties hereto agree as follows:

**1.0 SERVICES PERFORMED FOR PWGSC**

- (a) Offeror expressly understands that INTERTEK is testing Offeror’s Products on behalf of and for PWGSC. Accordingly, it is understood that PWGSC, and not the Offeror, is the beneficiary of the testing services to be performed by INTERTEK hereunder (“Testing Services”).
- (b) INTERTEK shall deliver the results of the testing services to be performed hereunder in a report (the “Report”). INTERTEK shall provide a copy of the Report to Offeror after it is accepted by PWGSC.

**2.0 PAYMENT**

- (a) Offerors shall pay and provide to INTERTEK the payment and documents described in under the terms described in the benchmark instruction letter therein.

**3.0 MATERIALS**

- (a) Offeror shall provide to INTERTEK sufficient quantities of Offeror’s Product that will be the subject of the Testing Services, including but not limited to, hardware, software, disks, reference manuals and other materials.
- (b) Upon completion of the Services, PWGSC shall dispose of Offeror’s Products as set forth in the RFSOs.

**4.0 INSURANCE**

- (a) INTERTEK shall not be obligated to obtain insurance on Offeror’s Products; accordingly, if Offeror’s Products or a part thereof is lost and/or destroyed for any reason whatsoever, INTERTEK should not be liable to Offeror.

**5.0 TERMS AND TERMINATION**

- (a) The term of this Agreement shall commence on the date hereof and shall continue until INTERTEK completes the Testing Services as required by PWGSC. In the event that PWGSC terminates the

benchmark prior to completion, INTERTEK shall be entitled to retain any fees paid by the Offeror to INTERTEK pursuant to this Agreement.

#### **6.0 REPRESENTATION AND DISCLAIMERS**

- (a) It is acknowledged and agreed that any determinations and/or statements made by INTERTEK including but not limited to the Report (collectively called "Determinations") with respect to Offeror's Products shall be based upon INTERTEK's testing activities and analysis; accordingly, and Determinations shall be considered by the parties to be opinions. Notwithstanding the foregoing, Client acknowledges and agrees that: (i) INTERTEK does not employ attorneys to test, evaluate or determine whether products infringe upon the patents of other parties and, if Client should require such services, Client should retain appropriate patent legal counsel; (ii) INTERTEK has not tested or evaluated Client's Products to determine whether they infringe upon the patent of any third party; and (iii) any Determinations shall not be considered to be legal opinions and Offeror shall not be entitled to rely upon any Determinations as legal opinions.
- (b) INTERTEK shall use reasonable efforts consistent with standards in the industry to provide accurate information hereunder. However, INTERTEK does not guarantee the accuracy, adequacy or completeness of the Services provided in connection with Offeror's product. INTERTEK MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO RESULTS TO BE OBTAINED BY ANY PERSON OR ENTITY FROM USE OF THE SERVICES OR THE RESULTS THEREOF, OR ANY INFORMATION OR DATA INCLUDED THEREIN. INTERTEK MAKES NO EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE WITH RESPECT TO THE SERVICES AND/OR RESULTS THEREOF, OR ANY INFORMATION OR DATA INCLUDED THEREIN.
- (c) IN NO EVENT SHALL INTERTEK BE LIABLE TO OFFEROR FOR ANY LOST PROFITS OR INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.
- (d) INTERTEK makes no guarantees, representations or warranties regarding the ability of Offeror's Products to meet PWGSC requirements, or of Offeror's ability to sell its Products to the Government of Canada. Additionally, INTERTEK shall in no way be responsible for any purchasing decisions made by PWGSC or the Government of Canada regarding Offeror's Products.
- (e) In no event shall the total liability of INTERTEK under this agreement exceed the total amount actually paid to INTERTEK pursuant to Section 2.

#### **7.0 OWNERSHIP AND TRADEMARKS**

- (a) Nothing herein grants or is intended to grant Offeror any right whatsoever to use the name or any trademark, trade name or service mark of INTERTEK or any INTERTEK affiliate for any purpose whatsoever, including but not limited to advertising, in connection with Offeror's Products without INTERTEK's prior written consent.
- (b) Nothing herein grants or is intended to grant to Offeror any rights whatsoever to use any INTERTEK testing methodology. Offeror expressly agrees that INTERTEK owns all proprietary rights in and to all INTERTEK testing methodologies, including those developed or produced as a result of this Agreement.

#### **8.0 INDEMNIFICATION**

- (a) Offeror agrees to indemnify and hold harmless INTERTEK from and against any and all claims, losses, damages, costs or expenses (including but not limited to attorneys' fees) suffered or incurred by INTERTEK as the result of or in connections with any third party claim arising from Offeror's distribution, publications or other dissemination or the results of the Services and/or Determinations, and/or the use, distribution, lease or sale of any of Offeror's Products. (b) Offeror agrees that: (i) under no circumstances will Offeror subpoena INTERTEK and/or, with or without INTERTEK's consent, introduce the Services and/or Determination in any litigation or other proceeding involving Offeror, and (ii) if INTERTEK is subpoenaed by a third party in connection with a litigation or other proceeding instituted against Offeror, Offeror shall reimburse INTERTEK for all attorneys' fees and



other fees incurred by INTERTEK and pay INTERTEK a reasonable fee for the time and effort expended by INTERTEK in connection with any such subpoena.

**9.0 NO RESTRICTIONS ON INTERTEK’S ACTIVITIES**

- (a) Notwithstanding anything herein to the contrary, the parties agree that INTERTEK, shall not be prohibited or restricted in any manner from providing testing services to any third party in connection with any product, including but not limited to Offeror’s Products.

**10.0 GENERAL**

- (a) This Agreement is not assignable by Offeror without the prior written consent of INTERTEK. Any attempt to assign and transfer this Agreement without INTERTEK’s prior written consent shall be null and void.
- (b) The waiver by either party of a breach or violation of any provision of this Agreement shall not constitute a waiver of any subsequent breach or violation thereof.
- (c) This Agreement shall be interpreted, construed and enforced in accordance with the laws of the Province of Ontario.
- (d) This Agreement replaces any and all understandings which may have existed between the parties, and may not be amended, changed or supplemented in any way except by written agreements signed by both parties.
- (e) Neither party shall be responsible for delays or failures in performance resulting from acts beyond the reasonable control of such party.
- (f) All notices and other communications under this agreement shall be in writing and shall be deemed to have been delivered by hand or sent by First Class mail to the respective address of the parties as set forth above.
- (g) All Exhibits attached hereto are hereby incorporated into this Agreement.

WHEREAS, intending to be legally bound, the parties have executed this Agreement the day and year written above.

OFFEROR: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Date: \_\_\_\_\_

INTERTEK CANADA INC.  
 Signature: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Title: \_\_\_\_\_ Date: \_\_\_\_\_

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**ANNEX K: TECHNICAL OFFER**

**1.1** A complete technical offer consists of the following:

- (a) **Table of Contents (Requested at bid closing)**
- (b) **List of Products, without Pricing (Mandatory at bid closing):** The Technical Offer must include a complete list of Products with part numbers, quantities, etc., which is identical to that provided in the Financial Offer, but without pricing. Offerors are requested to use the Annex entitled "List of Products" to provide this information.

If an Offeror offers two Systems for the same Category, it can do so in the same offer. The Systems must be clearly labeled as different Systems (e.g., System A and System B).

- (c) **Substantiation of Compliance to Technical Specifications (Mandatory at bid closing):** The Technical Offer must substantiate the compliance of the Offeror and its Products to the requirements described in every subparagraph in the Annex entitled "Technical Specifications". To do this, Offerors are requested to use Form 4 – Substantiation of Compliance Matrix to provide this information (therefore, while providing the information is mandatory, use of this form is not). The substantiation must not simply be a repetition of Canada's requirement, but must explain and demonstrate how the Offeror's Products will meet all the requirements of the referenced subparagraph. Simply stating that the Offeror or its Product complies is not sufficient. Also, where any given subparagraph includes more than one requirement, the substantiation must address all of them. Where Canada determines that the substantiation for any given Product is not complete, the offer for that Category will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the offer – this information can be referenced in the "Reference" column of Form 4, where Offerors are requested to include the precise location of the reference material, including the title of the document, and the page and paragraph numbers; where a reference is not sufficiently precise, Canada may request that the Offeror direct Canada to the appropriate location in the documentation submitted with the offer.
- (d) **Declaration of Conformity (Requested at bid closing, information mandatory on request):** All system units must comply with the emission limits and labeling requirements set out in the Interference Causing Standard ICES-003, "Digital Apparatus", published by Industry Canada. Proof of Industry Canada ICES-003 certification is required during bid evaluation. The Offeror must supply a copy of the entire certification report from an approved laboratory referencing the system's model number complete with all component brand names, detailing speed of processor, motherboard / system board tested and original photographs of the system unit showing front and rear views of the device.
- (e) **List of User Documentation and Technical Manuals – All Categories (Requested at bid closing, information mandatory on request):** Each System must include an operator/user manual(s) available in both official languages. These manuals must be comprehensive guides that contain instructions for setting up, installing and configuring all components of the default system. CD/DVD-ROM media is acceptable. However, if the PWGSC evaluation team is unable to read or access the information in the submitted media, it will be assessed as non-responsive.
- (f) **Proof of ISO Registration (Mandatory at bid closing):** The Technical Offer must include proof that, in respect of each System being offered, the Manufacturer(s), whether this is the Offeror or a third party, is registered under ISO 9001: 2008 by an accredited registrar under the ISO 9001: 2008 Program for the manufacturing facility where each specific System being offered is manufactured. The Offeror must identify the facility location by providing the complete address where each proposed System is manufactured/assembled. The scope of the registration must also be specified. The registration must be verifiable as current, valid and accurate. ISO registration of a facility after the closing date for this solicitation does NOT satisfy this requirement.
- (g) **Proof of Canadian Electrical Code, Part 1, certification (Mandatory at bid closing):** The Technical Offer must include proof that all electrical equipment being offered is certified or approved for use in accordance with the Canadian Electrical Code, Part 1, by a certification organization accredited by the Standards Council of Canada (SCC) and bears the certification logo that is applicable to the accredited agency. NOTE: Offerors may obtain further information by contacting the SCC at 613-238-3222.

- (h) **Proof of FCC Class B certification (Mandatory at bid closing):** The Technical Offer must include proof that for each Product being offered that includes a digital apparatus, an accredited agency has certified that it does not exceed the FCC Class B limits for radio noise emissions set out in the Radio Interference Regulations and the Products must bear the certification logo of the appropriate accredited agency.
- (i) **Microsoft's Windows Logo Program Windows 7 Professional certification if the native operating system is Microsoft Windows 7 based (Mandatory at bid closing):** The Technical Offer must include proof that all systems being offered are certified for Microsoft's Windows Logo Program Windows 7 Professional. The certification must be between Microsoft and the OEM / system manufacturer. Proof of certification for each system must be provided in the form of a copy of the certification report or in the form of a print out from the Windows Tested Product List (TPL) website. Please refer to the following URL: <https://winqual.microsoft.com/hcl/>
- Proof of certification for each system must be provided in either:
- (i) Copy of the certification report wherein Microsoft confirms logo level compliance.
  - (ii) Model appears on the Hardware Compatibility List (HCL).
  - (iii) Model appears on the Microsoft Windows Catalogue.
- This report(s) or print out(s) must be enclosed in its original format with the bid response.
- (j) **Ruggedised Characteristics(Mandatory at bid closing):** Systems must successfully demonstrate and pass MIL-STD-810G test procedures or standards described herein. Test results from an accredited test laboratory in the form of an engineering certificate of compliance must be submitted with the technical proposal.
- (k) **Environmental Stewardship (Mandatory at bid closing) :** When applicable, the Technical Offer must include the following:
- (i) Proof that the OEM is committed to a comprehensive, nationally recognised environmental standard as per Annex A, 6.2 (a).
  - (ii) Proof that each system being offered is certified through the Electronic Product Environmental Assessment Tool Gold level. Program information, registry and certification details are available at the following web site: [www.epeat.net](http://www.epeat.net)
  - (iii) Proof that the OEM must comply and is verified for: EPEAT 4.7.2.2 Third-party certified environmental management system for design and manufacturing organizations.
  - (iv) Proof that each system being offered is Energy Star certified as per the mandatory requirements of EPEAT.
  - (v) Proof that the system manufacturer is a member in good standing of EPSC - Electronic Product Stewardship of Canada.
- (l) **Support Personnel Resumés:** All hardware support staff (either third party contractor or on-staff) must possess knowledge specific to the Offeror's exact configuration as supplied to clients and must demonstrate that training and knowledge by submitting their resumés. The résumé must include accreditation for completing the default system manufacturer's hardware training course described in paragraph (n) below.
- (m) **Hardware Training Program Curriculum:** The Offeror must have an established hardware training program for on-staff and third party service/support provider system engineers that is specific to the default brand name. The course curriculum must include system hardware (which includes the model or model family being supplied), management software, diagnostics and other service and utilities as offered by the default system manufacturer. This course must be available to federal government employees upon request and must be available in French and English. A curriculum outline must be enclosed in the Offer.

***Note to Offerors: To supplement the written Technical Offer, proposed Systems will be subject to Benchmark***

***Testing, as described in this solicitation. The Offeror is responsible for all costs associated with the benchmark testing, including delivery, installation, and removal of the equipment and testing fees. All costs associated with the benchmark testing are nonrefundable and nonnegotiable. All proposed Systems, including bilingual documentation, must be delivered to the Intertek Benchmark lab (4C2, Place du Portage, Phase III, contact point of entry: Jon Drummond at 819-956-8355 or Michel Poirier a t819- 956-7720) for benchmark testing, no later than July 18th, 2012 at 2:00PM.***

***Note to Offerors: For existing Offerors who are proposing the exact same systems that have already qualified for the NMSO and meet the mandatory technical specifications of this solicitation, the Technical Offer will not required to be submitted. As it has already been done, benchmark testing will not be required for these systems.***

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**ANNEX L: FINANCIAL OFFER**

**1.1** A complete financial offer consists of the following:

- (a) **Table of Contents (Requested at bid closing)**
- (b) **Forms (Requested at bid closing, information mandatory on request):**
  - (i) **Offer Submission Form:** Offerors are requested to include the Offer Submission Form with their offers. It provides a common form in which Offerors can provide information required for evaluation and contract award, such as a contact name, the Offeror's Procurement Business Number, the Offeror'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.
  - (ii) **All the Certification Forms described in Part 5** (including the Manufacturer Certifications Form)
  - (iii) **Joint Venture Offer Form**, if applicable
  - (iv) If an Offeror has made errors or omissions in any of Forms 1, 2 or 3, these matters will be treated as a matter of form, rather than substance. If PWGSC identifies any errors or omissions, Offerors will be given an opportunity to submit the missing information or make corrections. The time limits that apply to clarifications will apply to the correction and completion of the Forms.
- (c) **Certification of Requirements for the Set-Aside Program for Aboriginal Business (Mandatory at bid closing):** As part of its bid, the supplier must complete the *Certification of Requirements for the Set-Aside Program for Aboriginal Business* (certification) stating that it:
  - (i) meets the requirements for the Program and will continue to do so throughout the duration of the contract;
  - (ii) will, upon request, provide evidence that it meets the eligibility criteria;
  - (iii) is willing to be audited regarding the certification; and
  - (iv) acknowledges that if it is found NOT to meet the eligibility criteria, the supplier shall be subject to one or more of the civil consequences set out in the certification and the contract.
- (d) **Complete List of Offered Products with Pricing (Mandatory at bid closing):** For the Categories for which the Offeror is submitting an Offer, the Financial Offer must include the Annex entitled "List of Products". The completed List of Products must include a price for every item in the table. An Offeror only needs to submit information for the Categories for which it is providing an Offer.
  - (i) **Multiple Systems:** If an Offeror offers two Systems for the same Category, it can do so in the same offer. However, the Systems must be clearly labeled as separate Systems (e.g., System A and System B).
  - (ii) **Prices All-inclusive:** The Financial Offer must identify all costs for the requirement described in this solicitation for the entire Standing Offer Period for a given Category including the Extension Periods (as defined in the Resulting Standing Offer clauses and the Resulting Call-up clauses). Failure to meet or adequately address these requirements will render the Offeror's Offer non-responsive. The unit prices must include all the items detailed in the Article of the Resulting Call-up clauses entitled "Delivery and Installation of Products", as well as the Warranty Services throughout the Warranty Period.
  - (iii) **Canadian Dollars, FOB Destination, GST/HST Extra:** All prices must be in Canadian dollars, FOB destination if applicable, include all shipping and handling charges to destination (Canadian Customs duties and excise taxes included if applicable), Goods and Services Tax (GST) and Harmonized Sales Tax (HST) extra.
  - (iv) **Pricing for System Upgrades:** When filling out Annex B (List of Products) for the System Upgrades, Offerors must provide an upgrade price. That is, if a 320 GB HDD (priced at \$100)

may be upgraded to 500 GB (priced at \$250) then the upgrade price would be \$150 (i.e. \$250-\$100).

- (v) **Provincial Disposal Fees:** All unit prices are exclusive of any disposal surcharge. Any provincial disposal surcharge is extra to the price and will be paid by Canada.
- (vi) **Consistent Pricing across Categories:** An Offeror who is offering the same Product in multiple Categories is required to have a consistent price across all of those Categories (i.e., the same System or Product) cannot be priced differently in two separate Categories). If the Offeror offers different prices for the same Product in different Categories, the Standing Offer Authority will contact the Offeror to confirm that the lowest of these prices applies to all Categories. If the Offeror does not confirm this, the Offeror will be required to withdraw the Product from all Categories for which it is not prepared to honour the lowest price offered for that Product in any of its Offers.
- (vii) **Volume Discounts:** Orders exceeding predetermined dollar values are subject to a volume discount (based on a percentage of the call-up value) for Elevated Call-ups as described in the Annex entitled "Call-up Limitations". Offerors should bear in mind these volume discounts when offering their unit prices.
- (viii) **Blank Prices:** Prices must be specified for all Items. Offerors 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. If the Offeror leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Offeror confirm that the price is, in fact, \$0.00. No Offeror will be permitted to add or change a price as part of this confirmation. Any Offeror who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- (e) **List of Authorized Resellers and Service Outlets (Mandatory at bid closing):** The Offer must contain a list of Authorized Resellers and Service Outlets. It should be submitted in both spreadsheet format (.xls or .123 format) on a CD-ROM disk and hardcopy format, in both English and French as separate files. The format of the list should be as shown in the Annex entitled "Authorized Resellers and Service Outlets". Upon request the Offeror will provide PWGSC with copies of its service level agreements with its authorized resellers and service outlets, and/or identify which service outlets are capable of meeting the required response times at various service locations.
- (f) **Escalation Plan for Service/Maintenance Issues (Mandatory at bid closing):** The Offer must include an escalation plan for service/maintenance issues that details the specific steps that are to be taken, including contact name and numbers for each subsequent level, when a service issue is not being resolved to Canada's satisfaction. This plan will be used in order to resolve all service issues for Products supplied under Call-ups.

In addition to the above requirement, at Canada's request, the account team must be prepared to meet to conduct a broad review of all the IT goods and related services. Also, at Canada's request, the Offeror must supply an organizational chart that includes the Offerors team members, their responsibilities and contact information, as well as upper-level management support.

- (g) **Acceptance of Government Acquisition Card for Payment (Requested at bid closing):** Offerors are requested to indicate, in their Offer Submission Forms, whether they will accept Government of Canada Acquisition Cards (credit cards) for payments under Call-ups. Whether or not an Offeror will accept Acquisitions Cards will not be evaluated.

**1.2 Financial Capability:** SACC Manual clause M9033T (2010-08-16), Financial Capability, applies to this solicitation; except that subsection 3 is deleted and replaced with the following: "If the Offeror is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Offeror; however, if the Offeror is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Offeror is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Offeror's financial capability

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because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the Standing Offer to the Offeror on the condition that the parent company grant a performance guarantee to Canada." In the case of a joint venture offer, each member of the joint venture must meet the financial capability requirements.

***Note to Offerors: For existing Offerors who are proposing the exact same systems that have already qualified for the NMSO and meet the mandatory technical specifications of this solicitation, the Financial Offer is still required to be submitted. Unless they have changed from the Offeror's previous successful submission, the requirements of (c) (Certification of Requirements for the Set-Aside Program for Aboriginal Business), (e) (List of Authorized Resellers and Service Outlets), (f) (Escalation Plan for Service/Maintenance Issues) and (g) (Acceptance of Government Acquisition Card for Payment) are not required to be submitted.***

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**ANNEX M: BASIS OF SELECTION**

**1.1 EVALUATION AND SELECTION PROCESS**

- (a) **Phases of Evaluation:** There are several phases in the evaluation and selection process, which are described below. Even though the evaluation and selection process will be conducted in phases, the fact that Canada has proceeded to a later phase will not mean that Canada has conclusively determined that the Offeror has successfully passed all the previous phases. Canada reserves the right to conduct phases of the evaluation and selection process concurrently.
- (b) **Phase 1 – Technical Evaluation:**
- (i) Confirmation of Compliance to Mandatory Requirements:
- (A) Each Offer will be reviewed for compliance with the mandatory requirements of the solicitation. All elements of the solicitation that are mandatory requirements are identified specifically with the words “must” or “mandatory”. Offers that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- (B) Claims in an offer that a future upgrade or release of any of product included in the offer will meet the mandatory requirements of the solicitation, where the upgrade or release is not available at closing, will not be considered.
- (c) **Phase 2 – Evaluation of Financial Offer:**
- (i) **Price Score:** For each System, the Evaluated Price (EP) will be determined for evaluation purposes in accordance with the following formula:
- $$EP = \text{Default System} \times 85\% + \text{Upgrades} \times 5\% + \text{Components} \times 10\%$$
- (ii) **Other Related Items:** Offerors should note that Other Related Items may be offered. These Products will not be financially evaluated. PWGSC reserves the right to approve or refuse any particular Item, at its sole discretion, if PWGSC considers the technical information submitted in respect of that Item to be incomplete, or determines that the Item does not relate directly to the System. PWGSC may also refuse to approve an Item if PWGSC, in its sole discretion, does not consider the Item to offer good value when compared to the list price and average discount offered in the Category.
- (iii) **Same System:** If the Same System is offered more than once in a given Category by one or more Offerors (regardless of the Components included in the System), only the System with the lowest EP will be considered for evaluation. If that System is disqualified, the next lowest EP System will be considered. The EP of Systems that are non-responsive (or are not evaluated, because there are several of the same System being offered) will not be used for the other steps.
- (iv) **Same Offeror:** Each Offeror is limited to a maximum of 2 Systems per Category. If any Offeror submits offers for more than 2 Systems in any Category, Canada may choose (in its complete discretion) which Systems to consider.
- (v) **Same Manufacturer:** If, in any Category, the Systems offered by one or more Offerors are manufactured by the same Manufacturer (as defined in this RFSO), then only the 2 distinct Systems with the lowest 2 EP offered will be considered for NMSO issuance. The EP of Systems eliminated at this step will not be used for the next steps.
- (d) **Phase 3 – Benchmark Testing:**
- (i) The Offeror is responsible for all costs associated with benchmark testing including delivery, installation, and removal of the equipment.
- (ii) Systems not set up by the deadline for testing will be eliminated from further consideration.



- (iii) Despite the written offer, if Canada determines as a result of examining the benchmark results that any offered Product does not meet the mandatory requirements of this solicitation, the Offeror's Offer in respect of those Products will be declared non-compliant.
- (e) **Phase 4 – Offeror Selection:**
- (i) For all Categories, Offerors offering Systems that meet all mandatory requirements and have a EP no greater than the mean plus one standard deviation of the sum of the EP of the Systems offered in the Category by the Offerors will be recommended for Standing Offer issuance, up to a maximum of 8 per Category, subject to the provisions of this solicitation. If there are more than 8 responsive Systems, PWGSC will select the 8 with the lowest EPs, subject to the rules regarding the Same System, Same Offeror and Same Manufacturer described above.
  - (ii) The mean is calculated using the “AVERAGE” function in Microsoft Excel 2000 SR-1. The standard deviation is calculated using the “STDEVP” function in Microsoft Excel 2000 SR-1. The lowest EP System in each Category and the EP of any System deemed non-compliant will NOT be used for purposes of calculating the mean plus one standard deviation.
  - (iii) For all Categories, if fewer than 8 Systems are recommended for Standing Offer issuance, Canada may, in its sole discretion, recommend up to 2 additional Systems for Standing Offer issuance. The recommended Systems will be those Systems that meet all the mandatory requirements and have next-lowest EP not qualifying under (a). Systems qualifying under this provision will not be listed on the CAG and will be unable to accept Call-ups for 4 refresh periods from the date the Standing Offer is issued or until the Offeror revises the price to fall within the mean plus one standard deviation calculation described in (a), whichever occurs later.
  - (iv) Offerors should note that the issuance of all Standing Offers is subject to Canada's internal approvals process. Even though an Offeror may have been recommended for issuance of a Standing Offer, issuance of any Standing Offer will be contingent upon internal approval in accordance with Canada's policies. If that approval is not given, some or all Standing Offers will not be issued.

## ANNEX N: OFFER FORMS

FORM 1 - OFFER SUBMISSION FORM			
Offeror's full legal name			
Authorized Representative of Offeror for evaluation purposes (e.g., clarifications)	Name		
	Title		
	Address		
	Telephone #		
	Fax #		
	Email		
Offeror's Procurement Business Number (PBN)			
Offeror's Toll-Free Hotline Telephone Number			
Offeror's website address for Internet-Based Technical Support			
<p>If the Federal Contractors Program for Employment Equity (FCP EE) applies to the Offeror, please include your Certificate Number.</p> <p>If the Offeror is exempt, please indicate the basis for the exemption.</p> <p>If the Offeror does not fall within the exceptions enumerated to the right, the Program requirements do apply, and as such, the Offeror is required either to:</p> <p>(a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or</p> <p>(b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Offerors are requested to include their FCP EE Certification or signed LAB 1168 with their Offer; if this information is not provided in the Offer, it must be provided upon request by the Standing Offer Authority during evaluation.</p> <p>[see the Article entitled <i>Federal Contractors Program for Employment Equity - Certification</i>]</p>	<p>On behalf of the Offeror, by signing below, I further confirm that the Offeror [check the box that applies]:</p>		
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;		
	(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;		
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR		
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (i.e., has not been declared an Ineligible Contractor by HRSD).		
Authorized Representative of Offeror who will act as the key contact for any resulting standing offer	Name		
	Title		
	Address		
	Telephone #		
	Fax #		
	Email		
Province in Canada the Offeror wishes to be the legal jurisdiction applicable to any resulting Standing Offer and Call-ups (if other than as specified in solicitation)			
Government of Canada Acquisition Card Payment	Government of Canada Acquisition Cards (credit cards) will be accepted for payment of call-ups against the standing offer	Yes	No
<p>On behalf of the Offeror, by signing below, I further confirm that I have read the entire RFSO including the documents incorporated by reference into the RFSO and:</p> <ol style="list-style-type: none"> <li>The Offeror considers itself and its Products able to meet all the mandatory requirements described in the RFSO;</li> <li>This Offer is valid for the period requested in the RFSO; and</li> <li>If the Offeror is issued a Standing Offer, it will accept all the terms and conditions set out in the Resulting Standing Offer Clauses and the Resulting Call-up Clauses included in the RFSO.</li> </ol>			

Signature of Authorized Representative of Offeror	
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### FORM 2 – MANUFACTURER CERTIFICATIONS

As part of the evaluation, Canada requires Manufacturer Certifications for all the Systems being offered in response to this RFSO.

If the Offeror is itself the Manufacturer, it must provide the certification entitled “Manufacturer Certification – Offeror Manufacturer of Products Offered”. If the Offeror is not the Manufacturer, it must provide the certification entitled “Manufacturer Certification – Offeror Not Manufacturer of Products Offered”.

If the Offeror is offering Products from multiple Manufacturers, a separate certification must be provided from each Manufacturer.

*Note for Joint Venture Offerors: Forms must name (as the Offeror) ALL members of the joint venture, or the joint venture itself must be named (if the joint venture has been given a name).*

<b>MANUFACTURER CERTIFICATION – OFFEROR MANUFACTURER OF PRODUCTS OFFERED</b>	
On behalf of the Offeror, I certify that the Offeror is itself the Manufacturer of the Products being offered in response to the solicitation identified below.	
Solicitation Number	
Name of Offeror	
Authorized Signatory of Offeror	
Date Signed	
If this Certification is limited to specific Products or specific services, please provide details	

<b>MANUFACTURER CERTIFICATION – OFFEROR NOT MANUFACTURER OF PRODUCTS OFFERED</b>	
The Manufacturer identified below authorizes the Offeror named below to provide its Products and provide warranty service in relation to those Products under any Call-ups resulting from Standing Offers issued as a result of the solicitation identified below.	
Name of Manufacturer	
Address of Manufacturer	
Name of Manufacturer’s Authorized Representative	
Title of Manufacturer’s Authorized Representative	
Telephone Number of Manufacturer’s Authorized Representative	
Fax Number of Manufacturer’s Authorized Representative	
Signature of Authorized Signatory of Manufacturer	
Date Signed	
Solicitation Number	
Name of Offeror	
If this Certification is limited to specific Products or specific services, please provide details	

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**FORM 3 – JOINT VENTURE OFFER FORM**

(submit only if the Offer is being made by a Joint Venture)

<b>JOINT VENTURE OFFER FORM</b>	
This Offer is being submitted by a joint venture.	
Name of joint venture	_____
Legal name of representative member of joint venture	_____
Legal name of each other member(s) of joint venture	_____
	_____
	_____
	<i>[adjust number of lines, as applicable]</i>
As the authorized signatory of the representative member of the joint venture, I confirm that all the members of the joint venture identified above have appointed the representative member as their agent for the purposes of responding to this bid solicitation and for all matters relating to any resulting Standing Offer or Call-up.	
Signature of representative member	_____
Name of authorized signatory of lead member	_____
Date Signed	_____

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**FORM 4 – SUBSTANTIATION OF COMPLIANCE MATRIX**

<b>Reference to paragraph in Annex A – Technical Specification</b>	<b>Substantiation of Compliance (explain how the Product meets the mandatory technical specifications)</b>	<b>Reference</b> <i>(refer here to any additional technical documentation <u>included with your offer</u> by indicating the document, page number and paragraph number where the information can be found)</i>

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**ANNEX O: REQUIREMENTS FOR THE SET-ASIDE PROGRAM FOR ABORIGINAL BUSINESS**

**1.1 Who is eligible?**

- (a) An **Aboriginal business**, which can be:
- (i) a band as defined by the *Indian Act*
  - (ii) a sole proprietorship
  - (iii) a limited company
  - (iv) a co-operative
  - (v) a partnership
  - (vi) a not-for-profit organization
- in which Aboriginal persons have at least 51 percent ownership and control,
- OR
- (b) A **joint venture** consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

The supplier must certify in its submitted bid that it is an Aboriginal business or a joint venture constituted as described above.

**1.2 Are there any other requirements attached to suppliers in the Set-Aside Program for Aboriginal Business?**

Yes

- (a) In respect of a contract, (goods, service or construction), on which a supplier is making a proposal which involves subcontracting, the supplier must certify in its bid that at least thirty-three percent of the value of the work performed under the contract will be performed by an Aboriginal business. *Value of the work performed* is considered to be the total value of the contract less any materials directly purchased by the contractor for the performance of the contract. Therefore, the supplier must notify and, where applicable, bind the subcontractor in writing with respect to the requirements that the Aboriginal Set-Aside Program (the Program) may impose on the subcontractor or subcontractors.
- (b) The supplier's contract with a subcontractor must also, where applicable, include a provision in which the subcontractor agrees to provide the supplier with information, substantiating its compliance with the Program, and authorize the supplier to have an audit performed by Canada to examine the subcontractor's records to verify the information provided. Failure by the supplier to exact or enforce such a provision will be deemed to be a breach of contract and subject to the civil consequences referred to in this document.
- (c) As part of its bid, the supplier must complete the *Certification of Requirements for the Set-Aside Program for Aboriginal Business* (certification) stating that it:
- (i) meets the requirements for the Program and will continue to do so throughout the duration of the contract;
  - (ii) will, upon request, provide evidence that it meets the eligibility criteria;
  - (iii) is willing to be audited regarding the certification; and
  - (iv) acknowledges that if it is found NOT to meet the eligibility criteria, the supplier shall be subject to one or more of the civil consequences set out in the certification and the contract.

**1.3 How must the business prove that it meets the requirements?**

- (a) It is not necessary to provide evidence of eligibility at the time the bid is submitted. However, the business should have evidence of eligibility ready in case it is audited.
- (b) The civil consequences of making an untrue statement in the bid documents, or of not complying with the requirements of the Program or failing to produce satisfactory evidence to Canada regarding the requirements of the Program, may include: forfeiture of the bid deposit; retention of the holdback; disqualification of the business from participating in future contracts under the program; and/or termination of the contract. In the event that the contract is terminated because of an untrue statement or non-compliance with the requirements of the Program, Canada may engage another contractor to complete the performance of the contract and any additional costs incurred by Canada shall, upon the request of Canada, be borne by the business.

**1.4 What evidence may be required from the business?****(a) Ownership and control**

- (i) Evidence of ownership and control of an Aboriginal business or joint venture may include incorporation documents, shareholders' or members' register; partnership agreements; joint venture agreements; business name registration; banking arrangements; governance documents; minutes of meetings of Board of Directors and Management Committees; or other legal documents.
- (ii) Ownership of an Aboriginal business refers to "beneficial ownership" i.e., who is the real owner of the business. Canada may consider a variety of factors to satisfy whether Aboriginal persons have true and effective control of an Aboriginal business. (See [Appendix A](#) for a list of the factors, which may be considered by Canada.)

**(b) Employment and employees**

- (i) Where an Aboriginal business has six or more full-time employees at the date of submitting the certification and is required by Canada to substantiate that at least 33 percent of the full-time employees are Aboriginal, the business must, upon request by Canada, immediately provide a completed Owner/Employee Certification form for each full-time employee who is Aboriginal. See SACC Manual clauses [A3001T](#), [M3030T](#) or [S3036T](#), as appropriate.
- (ii) Evidence as to whether an employee is or is not full-time and evidence as to the number of full-time employees may include payroll records, written offers for employment, and remittance and payroll information maintained for Canada Revenue Agency purposes as well as information related to pension and other benefit plans.
- (iii) A full-time employee, for the purpose of this program, is one who is on the payroll, is entitled to all benefits that other full-time employees of the business receive, such as pension plan, vacation pay and sick leave allowance, and works at least 30 hours a week. It is the number of full-time employees on the payroll of the business at the date of bid submission that determines the ratio of Aboriginal to total employees of the business for the purpose of establishing eligibility under the Program.
- (iv) Owners who are Aboriginal and full-time employees who are Aboriginal must be ready to provide evidence in support of such status. The Owner/Employee Certification to be completed by each owner and full-time employee who is Aboriginal shall state that the person meets the eligibility criteria and that the information supplied is true and complete. This certification shall provide the person's consent to the verification of the information submitted.

**1.5 Subcontracts**

- (a) Evidence of the proportion of work done by subcontractors may include contracts between the contractor and subcontractors, invoices, and paid cheques.

- (b) Evidence that a subcontractor is an Aboriginal business (where this is required to meet the minimum Aboriginal content of the contract) is the same as evidence that a prime contractor is an Aboriginal business.

**1.6 Who is an Aboriginal Person for Purposes of the Set-Aside Program for Aboriginal Business?**

- (a) An Aboriginal person is an Indian, Metis or Inuit who is ordinarily resident in Canada.
- (b) Evidence of being an Aboriginal person will consist of such proof as:
  - (i) Indian registration in Canada;
  - (ii) membership in an affiliate of the Metis National Council or the Congress of Aboriginal Peoples, or other recognized Aboriginal organizations in Canada;
  - (iii) acceptance as an Aboriginal person by an established Aboriginal community in Canada;
  - (iv) enrolment or entitlement to be enrolled pursuant to a comprehensive land claim agreement;
  - (v) membership or entitlement to membership in a group with an accepted comprehensive claim;
  - (vi) evidence of being resident in Canada includes a provincial or territorial driver's licence, a lease or other appropriate document.



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**APPENDIX A: SET-ASIDE PROGRAM FOR ABORIGINAL BUSINESS**

(Excerpt from Treasury Board Contracting Policy Notice 1996-6, Annex A.)

Factors that may be considered in determining whether Aboriginal persons have at least 51% ownership and control of an Aboriginal business include:

- (a) capital stock and equity accounts, i.e., preferred stock, convertible securities, classes of common stock, warrants, options;
- (b) dividend policy and payments;
- (c) existence of stock options to employees;
- (d) different treatment of equity transactions for corporations, partnerships, joint ventures, community organizations, cooperatives, etc.;
- (e) examination of charter documents, i.e., corporate charter, partnership agreement, financial structure;
- (f) concentration of ownership or managerial control in partners, stockholders, officers trustees and directors-based definition of duties;
- (g) principal occupations and employer of the officers and directors to determine who they represent, i.e., banker, vested ownerships;
- (h) minutes of directors meetings and stockholders meetings for significant decisions that affect operations and direction;
- (i) executive and employee compensation records for indication of level of efforts associated with position;
- (j) nature of the business in comparison with the type of contract being negotiated;
- (k) cash management practices, i.e., payment of dividends - preferred dividends in arrears;
- (l) tax returns to identify ownership and business history;
- (m) goodwill contribution/contributed asset valuation to examine and ascertain the fair market value of non-cash capital contributions;
- (n) contracts with owners, officers and employees to be fair and reasonable;
- (o) stockholder authority, i.e., appointments of officers, directors, auditors;
- (p) trust agreements made between parties to influence ownership and control decisions;
- (q) partnership - allocation and distribution of net income, i.e., provision for salaries, interest on capital and distribution share ratios;
- (r) litigation proceedings over ownership;
- (s) transfer pricing from non-Aboriginal joint venture;
- (t) payment of management or administrative fees;
- (u) guarantees made by the Aboriginal business;
- (v) collateral agreements.

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**APPENDIX B: M9030T SET-ASIDE FOR ABORIGINAL BUSINESS - M9030T (2011-05-16)**

1. This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business, as detailed in [Annex 9.4](#), Requirements for the Set-aside Program for Aboriginal Business, of the *Supply Manual*.
2. The Offeror:
  - (i) certifies that it meets, and will continue to meet throughout the duration of the Offer, the requirements described in the above-mentioned annex.
  - (ii) agrees that any subcontractor it engages under the Offer must satisfy the requirements described in the above-mentioned annex.
  - (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Offeror must check the applicable box below:
  - (i)  The Offeror is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

**OR**

  - (ii)  The Offeror is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.
4. The Offeror must check the applicable box below:
  - (i)  The Aboriginal business has fewer than six full-time employees.

**OR**

  - (ii)  The Aboriginal business has six or more full-time employees.
5. The Offeror must, upon request by Canada, provide all information and evidence supporting this certification. The Offeror must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Offeror must provide all reasonably required facilities for any audits.
6. By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

**APPENDIX C: OWNER/EMPLOYEE CERTIFICATION - SET-ASIDE FOR ABORIGINAL BUSINESS - M3030T (2011-05-16)**

If requested by the Standing Offer Authority, the Offeror must provide the following certification for each owner and employee who is Aboriginal:

1. I am \_\_\_\_\_ (*insert "an owner" and/or "a full-time employee"*) of \_\_\_\_\_ (*insert name of business*), and an Aboriginal person, as defined in [Annex 9.4](#) of the *Supply Manual* entitled "Requirements for the Set-Aside Program for Aboriginal Business".
2. I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
Printed name of owner and/or employee

\_\_\_\_\_  
Signature of owner and/or employee

\_\_\_\_\_  
Date