

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

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government  
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> Maintenance for Printers	
<b>Solicitation No. - N° de l'invitation</b> 47060-138977/A	<b>Date</b> 2013-03-01
<b>Client Reference No. - N° de référence du client</b> 47060-138977	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-586-6943	
<b>File No. - N° de dossier</b> VAN-2-35241 (586)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-04-15</b>	<b>Time Zone Fuseau horaire</b> Pacific Standard Time PST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Menges, Tess	<b>Buyer Id - Id de l'acheteur</b> van791
<b>Telephone No. - N° de téléphone</b> (604) 666-5688 ( )	<b>FAX No. - N° de FAX</b> (604) 775-7526
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b> CANADA BORDER SERVICES AGENCY NC Region OTTAWA Ontario K1A0L5 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

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

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

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Solicitation No. - N° de l'invitation

47060-138977/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

van586

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

47060-138977

File No. - N° du dossier

VAN-2-35241

CCC No./N° CCC - FMS No/ N° VME

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## PART 1 - GENERAL INFORMATION

### 1. Introduction

The bid solicitation is divided into six parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided; and
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Coverage Locations, the Basis of Payment, and the Service Report Details Form.

### 2. Summary

"This procurement is subject to the Kluane First Nation Final Agreement, the Kwanlin Dun First Nation Final Agreement and the Ta'an Kwanch'an Council Final Agreement."

The Work to be performed is detailed under Article 2 of the resulting contract clauses.

### 3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2012-11-19), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

## **2. Submission of Bids**

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

## **3. Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders 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 Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

## **4. Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

## **5. Improvement of Requirement During Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least seven days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

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

### **1. Bid Preparation Instructions**

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

Section I: Technical Bid (2 hard copies)  
Section II: Financial Bid (1 hard copy)  
Section III: Certifications (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### **Section I: Technical Bid**

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

#### **1.2 Exchange Rate Fluctuation**

C3011T (2010-01-11), Exchange Rate Fluctuation

### **Section III: Certifications**

Bidders must submit the certifications required under Part 5.

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

### **1. Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

## **1.1 Technical Evaluation**

### **1.1.1 Mandatory Criteria**

Mandatory criteria are noted under "Requirement" in Annex A.

## **1.2 Financial Evaluation**

### **1.2.1 Evaluation of Price**

A0220T (2007-05-25), Evaluation of Price

## **2. Basis of Selection**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

The lowest evaluated price will be calculated by multiplying the Contract Period and Optional Period Monthly Prices (for both 24 Hour and non-24 Hour coverage) by the applicable number of months. These extended monthly prices will then be multiplied by the number of devices for which each of 24 Hour and non-24 Hour coverage is required, and totaled.

## **PART 5 - CERTIFICATIONS**

Bidders must provide the required certifications and related documentation to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and related documentation are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications, to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

## **1. Mandatory Certifications Required Precedent to Contract Award**

### **1.1 Code of Conduct and Certifications - Related documentation**

By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information

requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid or promptly thereafter a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner with their bid or promptly thereafter. Bidders bidding as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ( [Consent to a Criminal Record Verification](http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html) form- PWGSC-TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

## **2. Additional Certifications Precedent to Contract Award**

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

### **2.1 Federal Contractors Program - Certification**

Suppliers who are subject to the Federal Contractors Program (FCP) and have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive federal government contracts over the threshold for solicitation of bids as set out in the Government Contracts 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 for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- (a) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;
- (b) ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (c) ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or



part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC, having not bid on requirements of \$200,000 or more;

- (d) ( ) has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: \_\_\_\_\_.

Further information on the FCP is available on the HRSDC Web site (<http://www.hrsdc.gc.ca/eng/labour/equality/fcp/index.shtml>).

## 2.2 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

### 2.2.1 Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c.C-17, the Defence Services Pension Continuation Act, 1970, c.D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c.R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c.R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c.M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c.C-8.

### 2.2.2 Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes ( ) No ( )

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

### **2.2.3 Work Force Reduction Program**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? Yes ( ) No ( )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

## PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

### 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](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### 2.1 General Conditions

2035 (2012-11-19), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

#### 2.2 Supplemental General Conditions

4001 (2013-01-28), Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

### 3. Security Requirement

There is no security requirement associated with the requirement.

### 4. Term of Contract

#### 4.1 Period of the Contract

The period of the Contract is from June 1, 2013 to May 31, 2014 inclusive

#### 4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 4 additional six-month periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

#### 4.3 Termination on Sixty Days Notice

Canada reserves the right to terminate the Contract at any time in whole or in part by giving sixty (60) calendar days written notice to the Contractor.

In the event of such termination, Canada will only pay for costs incurred for services rendered and

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accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

## **5. Authorities**

### **5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Tess Menges  
Supply Officer  
Public Works and Government Services Canada  
Acquisitions Branch  
Imaging Product Management Group  
Room 641 - 800 Burrard Street, Vancouver, B.C. V6Z 2V8  
Telephone: 604-666-5688  
Facsimile: 604-775-7692  
E-mail address: tess.menges@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### **5.2 Project Authority**

The Project Authority for the Contract is:

TBD

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### **5.3 Contractor's Representative**

## **6. Payment**

### **6.1 Basis of Payment**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid the "Total Monthly Rate", as specified in Annex B for a cost of \$ TBD per month. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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.

## **6.2 Limitation of Price**

C6000C (2011-05-16), Limitation of Price

## **6.3 Monthly Payment**

The Contractor will be paid firm monthly rates, in arrears, as follows, for the preventive and remedial maintenance services (including parts, labour, travel and living) performed during the Principal Period of Maintenance (PPM), FOB Destination. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax (GST/HST) is extra, if applicable. Canada will pay the Contractor on a monthly basis, in arrears, for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- (a) 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;
- (b) all such documents have been verified by Canada;
- (c) the Work performed has been accepted by Canada.

## **7. Invoicing Instructions**

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions along with the monthly maintenance report described in the Statement of Work of the Contract.

Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been received by the Project Authority.

The Contractor must distribute the invoices and reports as follows:

- (a) The original and two (2) copies of the invoices and monthly maintenance reports must be forwarded to the address shown on page 1 of the Contract for certification and payment.

## **8. Certifications**

### **8.1 Compliance**

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

## **9. Applicable Laws**

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

## 10. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4001 (2013-01-28), Hardware Purchase, Lease and Maintenance;
- (c) the general conditions 2035 (2012-11-19), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Coverage Locations
- (f) Annex C, Basis of Payment;
- (g) the Contractor's bid dated \_\_\_\_\_.

## 11. Insurance

G1005C (2008-05-12), Insurance

## 12. Limitation of Liability - Information Management/Information Technology

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 Article, even if it has been made aware of the potential for those damages.

### 12.1 First Party Liability:

- (a) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
  - (i) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
  - (ii) physical injury, including death.
- (b) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (c) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

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- (d) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (a)(i) above.
- (e) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract including:
- (i) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (ii) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of 0.50 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase 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.

- (f) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

## **12.2 Third Party Claims:**

- (a) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (b) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (c) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article 12.2.

Solicitation No. - N° de l'invitation

47060-138977/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

van586

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

47060-138977

File No. - N° du dossier

VAN-2-35241

CCC No./N° CCC - FMS No/ N° VME

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## ANNEX A STATEMENT OF WORK

### 1. INTRODUCTION

The Canada Border Services Agency (CBSA) has a requirement for 24 hour and non-24 hour maintenance and support services for 285 CRA/CBSA-owned E7650 mainframe FACIT EIC printers and TI OMNI 800 8900 Series with EIC printers in locations across Canada.

These CRA/CBSA-owned printers contain customized firmware developed by Ahearn & Soper Inc and are managed through five regional CRA IT Helpdesks, one CRA National Helpdesk, and one CBSA National Helpdesk.

### 2. DEFINITIONS

<b>Metropolitan Centre</b>	A location within a 100-km radius of any centre having a population of 50,000 or more.
<b>Non-Metropolitan Centre</b>	Any location outside of a metropolitan centre.
<b>Principal Period of Maintenance (PPM)</b>	The defined period of time during which the Contractor must respond and provide maintenance and support services.
<b>PPM for Non-24 Hour Coverage Locations</b>	For locations requiring non-24 hour coverage, the PPM is defined as 07:00 to 17:00 in the local time where maintenance and support services are provided, Monday to Friday, excluding statutory holidays.
<b>PPM for 24 Hour Coverage Locations</b>	For locations requiring 24-hour coverage, the PPM is defined as 12:00 to 23:59 in the local time where maintenance and support services are provided, Monday to Sunday, including statutory holidays.
<b>Reconfiguration Service</b>	Setting up and testing of equipment including all components that may be affected by the reconfigured components
<b>Preventative Maintenance</b>	Replacing malfunctioning assemblies and/or cleaning printer components
<b>Spares</b>	Various spare parts and components to be provided for the printers that are required for service and support requirements.
<b>Diagnostic Tests</b>	Tests performed by the Contractor to identify the nature of certain problems with the equipment
<b>Inventory Listing</b>	An inventory of FACIT E7650 EIC printers and OMNI 800 8900 Series with EIC printers

### 3. REQUIREMENT

<b>A. MAINTENANCE AND SUPPORT SERVICES - GENERAL</b>	
1	The Contractor must provide maintenance and support services for all 285 CRA/CBSA-owned E7650 FACIT EIC and OMNI 800 8900 Series with EIC printers identified in Annex B
2	The Contractor must supply all materials required to complete any necessary assembly, installation, integration, interconnection, and configuration of printers, including providing and setting-up all required connections to the power supply and any other necessary utilities; cables

	and any other accessories or supplies in the course of providing maintenance and support services.
3	The Contractor must provide original and/or manufacturer parts as required for the repair or replacement of all equipment related to all 285 CRA/CBSA-owned E7650 FACIT EIC and OMNI 800 8900 Series with EIC printers.
4	In the case of equipment replacement, the Contractor must provide an Ahearn & Soper Inc. certified replacement printer of equal or higher build with all associated EIC firmware included.
5	The Contractor must provide all maintenance diagnostic software for the testing, trouble-shooting, and maintenance of all equipment listed in Annex B
<b>B. MAINTENANCE AND SUPPORT SERVICES - GEOGRAPHICAL AND TECHNICAL COVERAGE</b>	
1	<p>The Contractor must establish and maintain a secure website for CBSA/CRA to log tickets, follow status of tickets, initiate reports, and view history of all CBSA/CRA tickets.</p> <p>The primary and secondary points of contact for all issues associated with the secure website are:</p> <p>Primary Contact Name : _____ Telephone: _____</p> <p>Secondary Contact Name : _____ Telephone: _____</p>
2	For printers identified in "Non-24 Hour Coverage Locations" of Annex B, the Contractor must accept service requests and provide maintenance and support services for those devices during the "PPM for Non-24 Coverage Locations"
3	For printers identified in "24 Hour Coverage Locations" in Annex B, the Contractor must accept service requests and provide maintenance and support services for those devices during the "PPM for 24 Hour Coverage Locations"
4	The Contractor, or through its agents, must have technicians available in all Metropolitan areas to provide maintenance and support services during the respective PPM for Non-24 and 24 Hour Coverage Locations.
5	Unlimited service calls (calls or tickets opened) during the respective PPM for Non-24 Hour and 24 Hour Coverage Locations must be included in the Contractor's maintenance and support services
6	The Contractor must provide a help desk service available 7 days a week, 24 hours a day, 365 days a year.
7	The Contractor must provide technical support through a single toll-free hotline with service available in English and French, based on a caller's language preference.
8	The Contractor must provide initial response and call tracking for all locations listed in Annex B
9	The Contractor must redirect calls in the event of a disaster
<b>C. MAINTENANCE AND SUPPORT SERVICES - ORGANIZATION AND REPORTING</b>	
1	The Contractor must provide a proposed organizational structure and flow chart including roles and responsibilities, call flows, and sub-contractor or agent arrangements.
2	<p>The Contractor must maintain a secure, online system to perform the following:</p> <ul style="list-style-type: none"> <li>(i) maintain a detailed inventory of all CRA/CBSA-owned equipment covered under this Contract;</li> <li>(ii) record full details of all service requests as per the "Service Report Details" form in Annex D;</li> </ul>

	<ul style="list-style-type: none"> <li>(iii) analyze each problem report to detect pertinent information such as chronic failures by specific equipment items, by type of equipment, by location, etc.;</li> <li>(iv) track locations and quantities of repair parts on a national basis; and</li> <li>(v) track reports on demand.</li> </ul>
<b>D. MAINTENANCE AND SUPPORT SERVICES - RESPONSE AND TIMELINES</b>	
1	The Contractor will be notified of all service requests through the CRA Regional IT Help Desk, CRA National Headquarters LSA Group, or the CBSA Regional Management Services Group. The Contractor will be provided with information on the nature of the failure, details of the equipment, on-site Contact and the exact location where the service is required.
2	For all service requests, the Contractor must acknowledge receipt and provide the requester with a confirmation of request via a telephone callback or e-mail response within one-hour from the time the service request was initially placed.
3	<p><u>For Non-24 Hour Coverage Locations:</u></p> <p>The Contractor's technical support resource must arrive on-site with all appropriate parts and replacement equipment to either repair and/or replace the defective part/unit on the first working day following receipt of the service request. The technical support resource must arrive no later than, in the time zone where the service is undertaken, 10:00 for Metropolitan Centers or 12:00 for Non-Metropolitan Centers.</p> <p>Total downtime following on-site arrival must not exceed 17:00 on the day the technical support resource arrives on-site.</p>
4	<p><u>For 24 Hour Coverage Locations:</u></p> <p>The Contractor's technical support resource must arrive on-site with all appropriate parts and replacement equipment to either repair and/or replace the defective part/unit no later than 4 hours of receipt of a service request for Metropolitan Centers or 8 hours of receipt of a service request for Non-Metropolitan Centers.</p>
5	The Contractor must notify the requester immediately of the proposed solution and estimated timeframe required to resolve the service request in the event that any response timelines cannot be met.
6	The Contractor must diagnose and resolve all problems that occur in the hardware by repairing, replacing or otherwise making good the part or parts of the hardware that are defective or do not meet the specifications as soon as possible. A problem is deemed to not be resolved until the hardware is fully restored to its intended operational use.
7	Immediately following the performance of a diagnostic test, the Contractor must provide a written report to the Technical Authority to detail the test results
8	The Contractor must notify the appropriate IT Regional Helpdesk and on-site contact when maintenance has been completed and when each service request/ticket has been cleared and/or the unit is restored to full operational status.
9	When each service request is cleared and/or unit is fully restored to its operational use, the Contractor must complete a "Service Report Details" form (Annex D). The service report must be signed by a designated CBSA representative at the local site where the service was performed to acknowledge the work completed. The Contractor must leave/forward a copy of the report to the requester at the site of the service call. All related information must be entered into the Contractor's online reporting system.
10	Remedial maintenance must be done by replacing malfunctioning assemblies and not by repairs that would alter the original design or operational state of the equipment.
11	The Contractor must notify the requester and the on-site CBSA contact of any other anomalies found in the equipment during the course of performing on-site maintenance services.
12	The Contractor's technical support resource must clean the printer sensors at the time of

	repair.
13	The Contractor must not remove printer ribbon from a CBSA site. The printer ribbon must remain in the possession of CBSA.
<b>E. MAINTENANCE AND SUPPORT SERVICES - REPLACEMENT/SPARE PARTS</b>	
1	The Contractor must only use replacement parts/spares to ensure compliance with the specified downtime and not as a means whereby the Contractor returns equipment to a central location for repairs.
2	In the event that the defective unit cannot be repaired within the prescribed downtime or timeframes, the Contractor must provide a loaner unit, certified by CBSA and similarly equipped as the unit being repaired with all associated EIC firmware, at no charge. CBSA must be permitted to keep the loaner unit until the original unit is repaired and returned in working condition to CBSA. The Contractor must provide restoration and hardware-specific configuration on the loaner equipment and upon return of the original unit.
3	For unit replacements, the Contractor must notify the on-site CBSA contact of the new serial number of the replacement printer and update their online inventory list within 3 working days.
4	The Contractor must maintain an inventory of spare equipment, assemblies, and sub-assemblies in sufficient numbers and strategically located across each region identified in Annex B to ensure that maintenance services and back-up arrangements meet the specified response times under this Contract. All costs associated with this back-up support inventory will be the responsibility of the Contractor.
5	The Contractor must maintain a national service parts management system capable of tracking stock levels based on geographical location inventories, committed response times, usage trends and product service maintenance strategies.
6	Upon written request by CBSA, the Contractor must provide a report from their national service parts management system detailing the information identified in E.3. This report must be made available to CBSA in either electronic or hard copy within 2 working days.
7	The Contractor must assume all costs for replacement and/or spare parts including any shipping costs and duties.
8	All Contractor-supplied replacement and/or spare parts must carry the manufacturer's warranty.

#### 4. ADMINISTRATION

1	The Contractor must identify their corporate escalation process to be used by CBSA/CRA in the event that the timeframes associated with this Contract (initial service request, on-site arrival time, downtime, or any other issues) are not resolved.
2	The Contractor must provide an information kit containing the following information: <ul style="list-style-type: none"> <li>(i) Detailed information on how to place service call;</li> <li>(ii) Detailed information on how to access the Contractor's secure website where CBSA/CRA personnel can log a ticket, follow the status of a ticket, initiate reports and see the history of CBSA/CRA tickets, etc.</li> <li>(iii) The conditions under which a replacement of equipment will occur; and</li> <li>(iv) Any other pertinent information.</li> </ul>
3	The Contractor must provide the Technical Authority or designated CBSA personnel with access to quarterly ad hoc reporting based on the information collected under this Contract. The Contractor must provide instructions on how these reports can be accessed.
4	Within 30 calendar days of Contract Award, the Contractor must provide a report to the

	Technical Authority accurately identifying each printer unit; the serial number of each unit and the location of the printer bearing that serial number using the format in Annex B or provide CBSA with access to their online inventory system containing this information.
5	The Contractor must maintain an accurate and up-to-date listing of all printer serial numbers and their respective locations throughout the Period of the Contract. All replacements and/or re-locations must be accurately reflected using the format in Annex B or the Contractor must provide CBSA with access to their online system.
6	<p>The Contractor must provide the Technical Authority, on a weekly basis, a weekly follow on report in an excel spreadsheet identifying all information in Annex B with any updates to the inventory listing or provide CBSA access to their online system to view such information and updates.</p> <p>The Contractor must also provide this report to the Contracting Authority upon request (within 2 days) and an amendment to the contract may be issued periodically to update the inventory listing.</p>

## ANNEX B COVERAGE LOCATIONS

### B.1 24 HOUR COVERAGE LOCATIONS

### 24/7 COVERAGE LOCATIONS

PACIFIC REGION				
No	Province	City	Location	Metropolitan or Non Metropolitan
1	Yukon Territories	Beaver Creek	Customs Building, 1202 ALASKA HWY, BEAVER CREEK, Y0B 1A0	Non Metropolitan
2	Yukon Territories	Whitehorse	WHITEHORSE AIRPORT, 75 BARKLEY-GROW CR., RM. 0316, Y1A 6E6	Non Metropolitan
3	Yukon Territories	Whitehorse	WHITEHORSE AIRPORT, 75 BARKLEY-GROW CR., RM. 0316	Metropolitan
4	British Columbia	Richmond	VIA-, 3113-5000 Miller Road, Richmond, BC	Metropolitan
5	British Columbia	Surrey	DOUGLAS, 220 HIGHWAY 99, SURREY	Metropolitan
6	British Columbia	Surrey	DOUGLAS, 220 HIGHWAY 99, SURREY	Metropolitan
7	British Columbia	Richmond	VIA-MAIN TERMINAL, VCR INTL AIRPORT,RICHMOND	Metropolitan
8	British Columbia	Grasmere	ROOSVILLE, PO BOX 72,HIGWAY 93,GRASMERE	Metropolitan
9	British Columbia	Surrey	PACHWY, 28-176TH ST.,SURREY	Metropolitan
10	British Columbia	Victoria	VICTORIA OGDEN POINT TERMINAL, 185 DALLAS ROAD	Metropolitan
11	British Columbia	West Georgia	PREC WEST GEORGIA, 7TH FLOOR, 300 WEST GEORGIA	Metropolitan
12	British Columbia	Surrey	PACHWY COMM OPS, 28-176TH ST.,SURREY	Metropolitan
13	British Columbia	Richmond	VIA-MAIN TERMINAL, VCR INTL AIRPORT,RICHMOND	Metropolitan
14	British Columbia	Surrey	DOUGLAS, 220 HIGHWAY 99, SURREY	Metropolitan
15	British Columbia	Cascade	CASCADE, PO BOX 210,HWY 395,CHRISTINA L	Metropolitan
16	British Columbia	Coho	COHO FERRY, 430 BELLEVILLE STREET	Metropolitan
17	British Columbia	Richmond	VIA-MAIN TERMINAL, VCR INTL AIRPORT,RICHMOND	Metropolitan
18	British Columbia	Victoria	VICTORIA, 1321 Blanshard Victoria	Metropolitan
19	British Columbia	Amtrak	WATERFRONT OPERATIONS, AMTRAK OFFICE, 1150 STATION ST.	Metropolitan

20	British Columbia	Abbotsford	HUNTINGDON, 2 SUMAS WAY, ABBOTSFORD	Metropolitan
21	British Columbia	Kingsgate	KINGSGATE, GENERAL DELIVERY, KINGSGATE	Non Metropolitan
22	British Columbia	Delta	BOUNDARY BAY, 4-56TH ST., DELTA	Metropolitan
23	British Columbia	Sidney	WASHINGTON STATE FERRY, 201-1640 ELECTRA BLVD., SIDNEY	Metropolitan
24	British Columbia	West Georgia	PREC WEST GEORGIA, 7TH FLOOR, 300 WEST GEORGIA	Metropolitan
25	British Columbia	Abbotsford	HUNTINGDON, 2 SUMAS WAY, ABBOTSFORD	Metropolitan
26	British Columbia	Aldergrove	10 HIGHWAY 13, R.R. #24, ALDERGROVE, BC, V4W 2L8	Metropolitan
27	British Columbia	Osoyoos	OSOYOOS, 202-97 STREET, OSOYOOS, BC	Non Metropolitan
28	British Columbia	Richmond	VIA-MAIN TERMINAL, VCR INTL AIRPORT, RICHMOND	Metropolitan
29	British Columbia	Prince Rupert	PRINCE RUPERT MARINE, 7-45 CHARLIE CURRIE RD	Non Metropolitan
30	British Columbia	Vancouver	CRA REGIONAL OPERATIONS, 333 DUNSMUIR ST., VANCOUVER	Metropolitan
31	British Columbia	Sidney	SIDNEY AIRPORT, 201-1640 ELECTRA BLVD., SIDNEY	Metropolitan
32	British Columbia	West Georgia	PREC WEST GEORGIA, 7TH FLOOR, 300 WEST GEORGIA	Metropolitan
33	British Columbia	Belleville	BELLEVILLE FERRY, 254 BELLEVILLE STREET	Metropolitan
34	British Columbia	Nanaimo	NANAIMO, RM 201A, 60 FRONT ST., NANAIMO	Metropolitan
35	British Columbia	Richmond	VIA-MAIN TERMINAL, VCR INTL AIRPORT, RICHMOND	Metropolitan
36	British Columbia	Kingsgate	KINGSGATE, GENERAL DELIVERY, KINGSGATE	Non Metropolitan
37	British Columbia	Prince Rupert	ALASKA STATE FERRY, 2100 PARK AVE., PRINCE RUPERT	Non Metropolitan
38	British Columbia	Kelowna	350 DOYLE, 350 DOYLE AVE, KELOWNA	Metropolitan
39	British Columbia	Richmond	VIA-MAIN TERMINAL, 3113-5000 Miller Road, Richmond, BC	Metropolitan
40	British Columbia	Richmond	VIA – South Ramp, 3113-5000 Miller Road, Richmond, BC	Metropolitan
41	British Columbia	Surrey	DOUGLAS, 220 Highway 99, Surrey BC V3S 9N7	Metropolitan
42	British Columbia	Surrey	DOUGLAS, 220 Highway 99, Surrey BC V3S 9N7	Metropolitan

43	British Columbia	Surrey	DOUGLAS, 220 Highway 99, Surrey BC V3S 9N7	Metropolitan
44	British Columbia	Surrey	DOUGLAS, 220 Highway 99, Surrey BC V3S 9N7	Metropolitan
45	British Columbia	Surrey	PACHWY COMM OPS, 28 - 176th Street, Surrey BC V3S 9R9	Metropolitan
46	British Columbia	Surrey	PACHWY, 28 - 176th Street, Surrey BC V3S 9R9	Metropolitan
47	British Columbia	Abbotsford	ABBOTS AIRPORT, 2 Sumas Way Abbotsford, BC V0X 1N0	Metropolitan
48	British Columbia	Carson	CARSON	Metropolitan
49	British Columbia	Vancouver	CRUISE SHIPS, 999 Canada Place, Vancouver	Metropolitan
50	British Columbia	Surrey	PACHWY, 28 - 176th Street, Surrey BC V3S 9R9	Metropolitan
51	British Columbia	Surrey	PACHWY, 28 - 176th Street, Surrey BC V3S 9R9	Metropolitan
52	British Columbia	Richmond	International Terminal Building Room C2365.0A District Office Level 2 - 3211 Grant McConachie Way. Richmond. BC. V7B 1C2	Metropolitan
53	British Columbia	Richmond	International Terminal Building Room C2365.0A District Office Level 2 - 3211 Grant McConachie Way. Richmond. BC. V7B 1C2	Metropolitan
54	British Columbia	Richmond	International Terminal Building Room C2365.0A District Office Level 2 - 3211 Grant McConachie Way. Richmond. BC. V7B 1C2	Metropolitan
55	British Columbia	Richmond	International Terminal Building Room C2365.0A District Office Level 2 - 3211 Grant McConachie Way. Richmond. BC. V7B 1C2	Metropolitan
56	British Columbia	Creston	RR2 #108 Hwy 21 Creston BC V0B 1G2	Non-Metropolitan
57	British Columbia	Prince George	#4 4141 Airport Road Prince George BC V2N 4M6	Non-Metropolitan

**PRAIRIE REGION**

No	Province	City	Location	Metropolitan or Non Metropolitan
58	Alberta	Fort McMurray	Fort McMurray Airport	Metropolitan
59	Manitoba	Boissevain	PORT OF BOISSEVAIN, HWY10 BOX1150 BOISSEVAIN MB	Metropolitan
60	Alberta	Calgary	CALGARY (HARRY HAYS), 220-4TH AVE SE CALGARY AB	Metropolitan
61	Alberta	Calgary	CALGARY (HARRY HAYS), 220-4TH AVE SE CALGARY AB	Metropolitan
62	Alberta	Calgary	CALGARY (HARRY HAYS), 220-4TH AVE SE CALGARY AB	Metropolitan
63	Alberta	Calgary	CALGARY AIRPORT, 2000 AIRPORT RD NE CALGARY AB	Metropolitan



64	Alberta	Calgary	CALGARY AIRPORT, 2000 AIRPORT RD NE CALGARY AB	Metropolitan
65	Alberta	Calgary	CALGARY AIRPORT, 2000 AIRPORT RD NE CALGARY AB	Metropolitan
66	Alberta	Calgary	CALGARY AIRPORT, 2000 AIRPORT RD NE CALGARY AB	Metropolitan
67	Alberta	Carway	PORT OF CARWAY, HWY2 BOX699 CARDSTON AB	Non Metropolitan
68	Alberta	Carway	PORT OF CARWAY, HWY2 BOX699 CARDSTON AB	Non Metropolitan
69	Alberta	Coutts	PORT OF COUTTS, HWY4 BOX220 COUTTS AB	Non Metropolitan
70	Alberta	Coutts	PORT OF COUTTS, HWY4 BOX220 COUTTS AB	Non Metropolitan
71	Alberta	Del Bonita	PORT OF DEL BONITA, HWY62 DEL BONITA AB	Metropolitan
72	Alberta	Edmonton	EDMONTON AIRPORT, 25-4TH AVE EDMONTON AIRPORT AB	Metropolitan
73	Alberta	Edmonton	EDMONTON AIRPORT, 25-4TH AVE EDMONTON AIRPORT AB	Metropolitan
74	Alberta	Edmonton	EDMONTON (CANADA PLACE), 9700 JASPER AVE EDMONTON AB	Metropolitan
75	Manitoba	Emerson	PORT OF EMERSON, HWY29 EMERSON MB	Non Metropolitan
76	Manitoba	Emerson	PORT OF EMERSON, HWY29 EMERSON MB	Non Metropolitan
77	Manitoba	Emerson	PORT OF EMERSON, HWY29 EMERSON MB	Non Metropolitan
78	Alberta	Lethbridge	LETHBRIDGE TSO & CBSA, 200 419-7TH ST S LETHBRIDGE AB	Non Metropolitan
79	Saskatchewan	North Portal	PORT OF NORTH PORTAL, HWY39 NORTH PORTAL SK	Non Metropolitan
80	Saskatchewan	North Portal	PORT OF NORTH PORTAL, HWY39 NORTH PORTAL SK	Non Metropolitan
81	Saskatchewan	Regina	REGINA AIRPORT, 5201 REGINA AVE REGINA SK	Metropolitan
82	Saskatchewan	Regway	PORT OF REGWAY, HWY6 BOX94 MINTON SK	Metropolitan
83	Saskatchewan	Saskatchewan	SASKATCHEWAN DISTRICT OFFICE, 1871 HAMILTON ST REGINA SK	Metropolitan
84	Saskatchewan	Saskatoon	SASKATOON AIRPORT, 2625 AIRPORT DR SASKATOON SK	Metropolitan
85	Saskatchewan	saskatoon	SASKATOON INLAND ENFORCEMENT, 660 410-22ND ST E SASKATOON SK	Metropolitan
86	Manitoba	Sprague	PORT OF SPRAGUE, HWY12 BOX20 SPRAGUE MB	Metropolitan
87	Manitoba	Winnipeg	WINNIPEG INLAND ENFORCEMENT, 25 FORKS MARKET RD WINNIPEG MB	Metropolitan
88	Manitoba	Winnipeg	WINNIPEG INTERNATIONAL AIRPORT, 1970 WELLINGTON AVENUE	Metropolitan

89	Manitoba	Winnipeg	WINNIPEG INTERNATIONAL AIRPORT, 1970 WELLINGTON AVENUE	Metropolitan
<b>ONTARIO REGION</b>				
No	Province	City	Location	Metropolitan or Non Metropolitan
90	Ontario	HAMILTON	HAMILTON AIRPORT, 9300 Airport Rd. Hamilton	Metropolitan
91	Ontario	HAMILTON	HAMILTON AIRPORT, 9300 Airport Rd. Hamilton	Metropolitan
92	Ontario	HAMILTON	HAMILTON INLAND ENFORCEMENT, 55 Bay St. N. Hamilton	Metropolitan
93	Ontario	KITCHENER	KITCHENER INLAND ENFORCEMENT, 15 Duke St. Kitchener	Metropolitan
94	Ontario	North Breslau	KITCHENER WATERLOO AIRPORT, 4881 Fountain St. North Breslau	Metropolitan
95	Ontario	TORONTO CENTRE	BBTCCA, Toronto Island	Metropolitan
96	Ontario	TORONTO CENTRE	BBTCCA, Toronto Island	Metropolitan
97	Ontario	Barrie	CBSA BARRIE, 374 HURONIA, BARRIE	Metropolitan
98	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
99	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
100	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
101	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
102	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
103	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
104	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
105	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
106	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
107	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
108	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
109	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
110	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
111	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
112	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
113	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
114	Ontario	TORONTO WEST PIA	PIA TERMINAL 1	Metropolitan
115	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
116	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
117	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
118	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
119	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
120	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan

121	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
122	Ontario	TORONTO WEST PIA	PIA TERMINAL 3	Metropolitan
123	Ontario	Landsdowne	PORT OF LANSDOWNE, THOUSAND ISLAND BRIDGE	Non Metropolitan
124	Ontario	Lansdowne	PORT OF LANSDOWNE, THOUSAND ISLAND BRIDGE	Non Metropolitan
125	Ontario	CBS/NORO	PORT OF CORNWALL, CORNWALL ISLAND	Metropolitan
126	Ontario	Cornwall	CORNWALL I&C, 501 Tollgate Road East	Metropolitan
127	Ontario	Ottawa	CUSTOMS BORDER SERVICES / NORO, 2265 ST. LAURENT BOULEVARD	Metropolitan
128	Ontario	Ottawa	MCDONALD CARTIER INT. AIRPORT, 1000 AIRPORT PARKWAY PRIVATE	Metropolitan
129	Ontario	Ottawa	MCDONALD CARTIER INT. AIRPORT, 1000 AIRPORT PARKWAY PRIVATE	Metropolitan
130	Ontario	Prescott	PORT OF PRESCOTT, BRIDGE PLAZA, PRESCOTT HWY. 16	Non Metropolitan
131	Ontario	Prescott	PORT OF PRESCOTT, BRIDGE PLAZA, PRESCOTT HWY. 16	Non Metropolitan
132	Ontario	Sault Ste. Marie	PORT OF SAULT STE. MARIE, 125 HURON STREET	Metropolitan
133	Ontario	Sault Ste. Marie	PORT OF SAULT STE. MARIE, 125 HURON STREET	Metropolitan
134	Ontario	Sault Ste. Marie	SAULT STE. MARIE CUSTOMS / TSO, 22 BAY STREET	Metropolitan
135	Ontario	Fort Frances	PORT OF FORT FRANCES, INTERNATIONAL BRIDGE	Non Metropolitan
136	Ontario	Fort Frances	PORT OF FORT FRANCES, INTERNATIONAL BRIDGE	Non Metropolitan
137	Ontario	Pigeon River	PORT OF PIGEON RIVER, HIGHWAY 11, RR #7	Non Metropolitan
138	Ontario	Rainy River	PORT OF RAINY RIVER, HIGHWAY 11	Non Metropolitan
139	Ontario	THUNDER BAY	THUNDER BAY CBS / AUDIT, 201 NORTH MAY STREET	Metropolitan
140	Ontario	LONDON	LONDON - AIRPORT, 1750 CRUMLIN ROAD, L 1	Metropolitan
141	Ontario	LONDON	CBSA ENFORCEMENT, 417 EXETER ROAD 1	Metropolitan
142	Ontario	Fort Erie	Peace Bridge RPU, 80 Queen Street, Fort Erie	Non Metropolitan
143	Ontario	Fort Erie	Peace Bridge RPU, 80 Queen Street, Fort Erie	Non Metropolitan
144	Ontario	Fort Erie	Peace Bridge RPU, 80 Queen Street, Fort Erie	Non Metropolitan
145	Ontario	Fort Erie	Peace Bridge RPU, 80 Queen Street, Fort Erie	Non Metropolitan
146	Ontario	Fort Erie	Peace Bridge Travellers, 2 Peace Bridge Plaza, Fort Erie	Non Metropolitan

147	Ontario	Fort Erie	Peace Bridge Travellers, 2 Peace Bridge Plaza, Fort Erie	Non Metropolitan
148	Ontario	NIAGARA	Queenston Bridge Travellers, 14154 Niagara Pkwy, NOTL	Metropolitan
149	Ontario	NIAGARA	Queenston Bridge Travellers, 14154 Niagara Pkwy, NOTL	Metropolitan
150	Ontario	NIAGARA	Rainbow Bridge Travellers, 5660 Falls Ave, Niagara Falls	Metropolitan
151	Ontario	NIAGARA	Rainbow Bridge Travellers, 5660 Falls Ave, Niagara Falls	Metropolitan
152	Ontario	Sarnia	SARNIA BLUEWATER BRI, 1555 Venetian Blvd.	Metropolitan
153	Ontario	Sarnia	SARNIA BLUEWATER BRI, 1555 Venetian Blvd.	Metropolitan
154	Ontario	Sarnia	SARNIA BLUEWATER BRI, 1555 Venetian Blvd.	Metropolitan
155	Ontario	Sarnia	SARNIA BLUEWATER BRI, 1555 Venetian Blvd.	Metropolitan
156	Ontario	Sarnia	SARNIA BLUEWATER BRI, 1555 Venetian Blvd.	Metropolitan
157	Ontario	Sombra	SOMBRA FERRY PORT, FERRY DOCK HILL, SOM 1	Metropolitan
158	Ontario	WINDSOR	DETROIT/CANADA TUNNE, 31 PARK STREET, EAST 1	Metropolitan
159	Ontario	WINDSOR	DETROIT/CANADA TUNNE, 31 PARK STREET, EAST 1	Metropolitan
160	Ontario	WINDSOR	DETROIT/CANADA TUNNE, 31 PARK STREET, EAST 1	Metropolitan
161	Ontario	WINDSOR	DETROIT/CANADA TUNNE, 31 PARK STREET, EAST 1	Metropolitan
162	Ontario	WINDSOR	AMBASSADOR BRIDGE TR, 780 HURON CHURCH RD. 1	Metropolitan
163	Ontario	WINDSOR	AMBASSADOR BRIDGE TR, 780 HURON CHURCH RD. 1	Metropolitan
164	Ontario	WINDSOR	AMBASSADOR BRIDGE TR, 780 HURON CHURCH RD. 1	Metropolitan
165	Ontario	WINDSOR	AMBASSADOR BRIDGE TR, 780 HURON CHURCH RD. 1	Metropolitan
166	Ontario	WINDSOR	AMBASSADOR BRIDGE TR, 780 HURON CHURCH RD. 1	Metropolitan
167	Ontario	WINDSOR	WSC CBSA ENFORCEMENT, 1250 WALKER RD. 1ST 1	Metropolitan
168	Ontario	Niagara	CBSA inland enforcement, 6080 McLeod Road, NF	Metropolitan
169	Ontario	Niagara	VIA rail, Train station Niagara Falls	Metropolitan
170	Ontario	Point Edward	1555 Venetian Boulevard, Point Edward, Ontario, N7T 0A9	Metropolitan
171	Ontario	Windsor	712 Huron Church Rd. Windsor . ON . N9C 2K2	Metropolitan
172	Ontario	Niagara-on-the-Lake	509 Glendale Ave. East . Niagara-on-the-Lake . ON. L0S 1J0	Metropolitan

173	Ontario	Niagara-on-the-Lake	509 Glendale Ave. East . Niagara-on-the-Lake . ON. L0S 1J0	Metropolitan
174	Ontario	Mississauga	2720 Britannia Road East . Mississauga ON. L5P 1A2	Metropolitan
<b>QUEBEC REGION</b>				
No	Province	City	Location	Metropolitan or Non Metropolitan
175	Quebec	CENTRE-ESTRIE	BSF SHERBROOKE, 50, PLACE DE LA CITÉ	Metropolitan
176	Quebec	EST-QUÉBEC	TROIS-RIVIÈRES, 012-55 RUE DES FORGES,T.R G9A 6A8	Metropolitan
177	Quebec	CENTRE-ESTRIE	BSF SHERBROOKE, 50, PLACE DE LA CITÉ	Metropolitan
178	Quebec	Centre-Estrie	BSF SHERBROOKE, 50, PLACE DE LA CITÉ	Metropolitan
179	Quebec	CENTRE-ESTRIE	DOUANES STANHOPE, 1000, ROUTE 147	Metropolitan
180	Quebec	CENTRE-ESTRIE	DOUANES STANSTEAD (ROUTE 55), 2, AUTOROUTE 55	Non Metropolitain
181	Quebec	CENTRE-ESTRIE	DOUANES STANSTEAD (ROUTE 55), 2, AUTOROUTE 55	Non Metropolitain
182	Quebec	CENTRE-ESTRIE	DOUANES STANSTEAD (ROUTE 55), 2, AUTOROUTE 55	Non Metropolitain
183	Quebec	CENTRE-ESTRIE	DOUANES WOBURN, 1020, CHEMIN DES LIGNES	Non Metropolitain
184	Quebec	EST-QUÉBEC	AÉROPORT JEAN-LESAGE, 500 PRINCIPALE STE-FOY G2E 5W1	Metropolitan
185	Quebec	EST-QUÉBEC	SEPT-ÎLES, 701BOUL LAURE SEPT-ÎLESG4R 1X8	Metropolitan
186	Quebec	EST-QUÉBEC	ST-THÉOPHILE, 999 RTE173 ST-THÉOPHILE G0M2A0	Non Metropolitain
187	Quebec	EST-QUÉBEC	ST-THÉOPHILE, 999 RTE173 ST-THÉOPHILE G0M2A0	Non Metropolitain
188	Quebec	EST-QUÉBEC	ST-THÉOPHILE, 999 RTE173 ST-THÉOPHILE G0M2A0	Non Metropolitain
189	Quebec	EST-QUÉBEC	TROIS-RIVIÈRES, 012-55 RUE DES FORGES,T.R G9A 6A8	Metropolitan
190	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan
191	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan
192	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan
193	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan
194	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan
195	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan
196	Quebec	SUD-MONTÉRÉGIE	DORVAL TRAFIC, 975 ROMEO VACHON NORD	Metropolitan

197	Quebec	SUD-MONTÉRÉGIE	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitain
198	Quebec	SUD-MONTÉRÉGIE	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitain
199	Quebec	SUD-MONTÉRÉGIE	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitain
200	Quebec	SUD-MONTÉRÉGIE	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitain
201	Quebec	SUD-MONTÉRÉGIE	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitain
202	Quebec	SUD-MONTÉRÉGIE	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitain
203	Quebec	SUD-MONTÉRÉGIE	ST-ARMAND, 10, ROUTE 133, ST-ARMAND	Non Metropolitain
204	Quebec	Dorval	975 Roméo Vachon Nord Pièce T.2085 Dorval. QC. H4Y 1H1	Metropolitan
205	Quebec	Dorval	975 Roméo Vachon Nord Pièce T.2085 Dorval. QC. H4Y 1H1	Metropolitan
206	Quebec	Dorval	975 Roméo Vachon Nord Pièce T.2085 Dorval. QC. H4Y 1H1	Metropolitan
207	Quebec	Dorval	975 Roméo Vachon Nord Pièce T.2085 Dorval. QC. H4Y 1H1	Metropolitan
208	Quebec	Chicoutimi	100 Rue Lafontaine . Chicoutimi QC G7H 6X2	Metropolitan
<b>ATLANTIC REGION</b>				
<b>No</b>	<b>Province</b>	<b>City</b>	<b>Location</b>	<b>Metropolitan or Non Metropolitan</b>
209	New Brunswick	ANDOVER	6 Route 190 / E7H 5H6	Metropolitan
210	Nova Scotia	CENTREVILLE	1449 Route 110 / E7K 2E3	Metropolitan
211	PEI	CHARLOTTETOWN AIRPORT	250 Maple Hills Avenue / C1C 1N2	Metropolitan
212	New Brunswick	CLAIR	790 Main Street (790 Rue Principale) / E7A 2H6	Metropolitan
213	New Brunswick	EDMUNDSTON	66 St. Francois Street, Room 107 / E3V 1E6	Metropolitan
214	Newfoundlan d	GANDER INT'D AIRPORT	1000 James Boulevard, P.O. Box 350 / A1V 1W7	Metropolitan
215	Newfoundlan d	GANDER INT'D AIRPORT	1000 James Boulevard, P.O. Box 350 / A1V 1W7	Metropolitan
216	Nova Scotia	HALIFAX AIRPORT	Halifax Stanfield International Airport, P.O. Box 520 / B3J 2R7	Metropolitan
217	Nova Scotia	HALIFAX AIRPORT	Halifax Stanfield International Airport, P.O. Box 520 / B3J 2R7	Metropolitan
218	New Brunswick	ST. LEONARD	10 Bridge Street, P.O. Box 2147 / E7E 1Y1	Metropolitan

219	New Brunswick	ST. STEPHEN (NEW BRIDGE)	20 St. Stephen Drive, St. Stephen, NB E3L 2X1	Metropolitan
220	New Brunswick	ST. STEPHEN (NEW BRIDGE)	20 St. Stephen Drive, St. Stephen, NB E3L 2X1	Metropolitan
221	New Brunswick	Fort Francis	204 Milltown Boulevard, P.O. Box 160, St Stephen, NB/ E3L 2X1	Non Metropolitan
222	New Brunswick	WOODSTOCK	1403 Route 95 / E7M 4Z9	Metropolitan
223	New Brunswick	WOODSTOCK	1403 Route 95 / E7M 4Z9	Metropolitan
224	New Brunswick	Croix	2785 Route 4, St. Croix, NB E6J 2A7	Metropolitan
225	New Brunswick	Edmundston	66 rue St. François, local 208, Edmundston, NB E3V 1E6	Metropolitan
226	New Brunswick	St. Stephen	204 Milltown Blvd. St. Stephen . NB . E3L 2K1	Metropolitan
227	New Brunswick	Woodstock	1403 Route 95, Toodstock, NB E7M 4Z9	Metropolitan

**B2. NON-24 HOUR COVERAGE LOCATIONS****0730 - 1700 HOURS COVERAGE LOCATIONS**

PACIFIC REGION				
No	Province	City	Location	Metropolitan or Non Metropolitan
1	British Columbia	Kelowna	CRA KELOWNA LANDMARK V., 1620 DICKSON AVE, SUITE 100	Metropolitan
2	British Columbia	Vancouver	877 EXPO, 877 EXPO ST. VANCOUVER, BC	Metropolitan
3	British Columbia	Kelowna	KELOWNA AIRPRT, 1-5533 KELOWNA AIRPRT,KELOWNA	Metropolitan
4	British Columbia	Victoria	WESTSHORE RCMP, 698 ATKINS AVE, VICTORIA	Metropolitan
5	British Columbia	West Georgia	PREC WEST GEORGIA, 7TH FLOOR, 300 WEST GEORGIA	Metropolitan
6	British Columbia	Abbotsford	HUNTINGDON, 2 SUMAS WAY, ABBOTSFORD	Metropolitan
7	British Columbia	Richmond	VIA-MAIN TERMINAL, VCR INTL AIRPORT,RICHMOND	Metropolitan
8	British Columbia	West Georgia	PREC WEST GEORGIA, 7TH FLOOR, 300 WEST GEORGIA	Metropolitan
9	British Columbia	West Georgia	PREC WEST GEORGIA, 7TH FLOOR, 300 WEST GEORGIA	Metropolitan
10	British Columbia	Surrey	PACHWY, 28-176TH ST.,SURREY	Metropolitan
11	British Columbia	Parksville	RCMP OCEAN SIDE, 727 ISLAND HIGHWAY W, Parksville, BC V9P 1B9	Metropolitan
12	British Columbia	Victoria	VICTORIA, 107-816 Government St, Victoria, BC	Metropolitan

ONTARIO REGION				
No	Province	City	Location	Metropolitan or Non Metropolitan
13	Ontario	TORONTO CENTRE	TORONTO HEARINGS AND APPEALS, 74 VICTORIA AVE	Metropolitan
14	Ontario	TORONTO WEST3 (CBS)	CIC HOLDING CENTRE, 385 REXDALE BLVD	Metropolitan
15	Ontario	TORONTO WEST3 (CBS)	IMMIGRATION TASK FORCE, 255 ATTWELL DRIVE	Metropolitan
16	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
17	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
18	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
19	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
20	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
21	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
22	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
23	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
24	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
25	Ontario	TORONTO WEST3 (CBS)	MISSISSAUGA GTEC, 6900 AIRPORT RD	Metropolitan
26	Ontario	Kingston	KINGSTON INLAND ENFORCEMENT, 61 Hyperion Court, Unit 1	Metropolitan
27	Ontario	THUNDER BAY	THUNDER BAY AIRPORT, 100 PRINCESS STREET	Metropolitan

QUEBEC REGION				
No	Province	City	Location	Metropolitan or Non Metropolitan
28	Quebec	EST-QUÉBEC	130 DALHOUSIE, QUÉBEC G1K 7P6	Metropolitan
29	Quebec	EST-QUÉBEC	130 DALHOUSIE, QUÉBEC G1K 7P6	Metropolitan
30	Quebec	QUÉBEC	825, boul. Lebourneuf,	Metropolitan
31	Quebec	Ste-Foy	AÉROPORT JEAN-LESAGE, 500 PRINCIPALE STE-FOY G2E 5W1	Metropolitan
32	Quebec	Gatineau	Gatineau, 259, boul. St-Joseph	Metropolitan
33	Quebec	Gatineau	Gatineau, 259, boul. St-Joseph	Metropolitan
34	Quebec	St-Bernard de Lacolle	LACOLLE TRAFIC&COMMERCIAL, RTE 15, ST-BERNARD-DE-LACOLLE	Non Metropolitan
35	Quebec	St-Armand	ST-ARMAND, 10, ROUTE 133, ST-ARMAND	Non Metropolitan



36	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
37	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
38	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
39	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
40	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
41	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
42	Quebec	SUD-MONTRÉAL	1010 ST-ANTOINE, 1010 ST-ANTOINE	Metropolitan
43	Quebec	SUD-MONTRÉAL	C.E.C, 7100, RUE TELLIER	Metropolitan
44	Quebec	SUD-MONTRÉAL	C.P.I. LAVAL, 200 MONTEE ST. FRANCOIS	Metropolitan

ATLANTIC REGION				
No	Province	City	Location	Metropolitan or Non Metropolitan
45	Nova Scotia	CBS MARINE OPERATIONS	1583 Hollis Street (Bank of Canada Building) / B3J 1V4	Metropolitan
46	New Brunswick	FREDERICTON AIRPORT	2570 Route 102, Unit 1 / E3B 9G1	Metropolitan
47	Nova Scotia	HALIFAX AIRPORT	Halifax Stanfield International Airport, P.O. Box 520 / B3J 2R7	Metropolitan
48	New Brunswick	MONCTON CUSTOMS	1575 Champlain Street, Unit 8 / E1E 7P5	Metropolitan
49	New Brunswick	SAINT JOHN TSO	126 Prince William Street / E2L 4H9	Metropolitan
50	New Brunswick	SAINT JOHN TSO	126 Prince William Street / E2L 4H9	Metropolitan
51	Newfoundland	ST. JOHNS INT. AIRPORT	80 Airport Terminal Access Road / E7L 3L6	Metropolitan
52	Newfoundland	ST. JOHN'S TSO/CBS	165 Duckworth Street, 6th Floor / A1C 1G4	Metropolitan
53	Newfoundland	FORTUNE	215 Water Street, Suite 811, P.O. Box 189 / A0E 1P0	Metropolitan
54	Nova Scotia	FOUNDERS SQUARE	1701 Hollis Street (Founders Square) / B3J 3M8	Metropolitan
55	New Brunswick	FREDERICTON	495 Prospect Street / E3B 9M4	Metropolitan
56	New Brunswick	MONCTON CUSTOMS OFFICE	81 Albert Street, Suite 401 / E1C 1B3	Metropolitan
57	Nova Scotia	PORT OF YARMOUTH	15 Willow Street, 2nd Floor / B5A 4B3	Metropolitan
58	New Brunswick	SAINT JOHN CUSTOMS I&C	189 Prince William Street / E2L 2B9	Metropolitan

### ANNEX C BASIS OF PAYMENT

Note: Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable and must be indicated on a separate line item.

**Contract Period:** June 1, 2013 to May 31, 2014 inclusive.

Item	Description	Monthly Price	Units	Extended Monthly Price
1	Firm, all-inclusive monthly price for the provision of monthly, maintenance and support services of all 227 CBSA/CRA-owned E7650 mainframe FACIT EIC and OMNI 800 8900 Series with EIC printers as described in Annex A in "24 Hour Coverage Locations"		227	
2	Firm, all-inclusive monthly price for the provision of monthly, maintenance and support services of all 58 CBSA/CRA-owned E7650 mainframe FACIT EIC and OMNI 800 8900 Series with EIC printers as described in Annex A in "Non-24 Hour Coverage Locations"		58	

**Optional Periods:** June 1, 2014 to November 30, 2014; December 1, 2014 to May 31, 2015; June 1, 2015 to November 30 2015; December 1 2015 to May 31, 2015, inclusive.

Item	Description	Monthly Price	Units	Extended Monthly Price
1	Firm, all-inclusive monthly price for the provision of monthly, maintenance and support services of all 227 CBSA/CRA-owned E7650 mainframe FACIT EIC and OMNI 800 8900 Series with EIC printers as described in Annex A in "24 Hour Coverage Locations"		227	
2	Firm, all-inclusive monthly price for the provision of monthly, maintenance and support services of all 58 CBSA/CRA-owned E7650 mainframe FACIT EIC and OMNI 800 8900 Series with EIC printers as described in Annex A in "Non-24 Hour Coverage Locations"		58	

Solicitation No. - N° de l'invitation

47060-138977/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

van586

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

47060-138977

VAN-2-35241

**ANNEX D**  
**SERVICE REPORT DETAILS FORM**

## SERVICE REPORT DETAILS

To Be Completed for Each Individual Service Call in two (2) copies

*(One copy is to be left with the CBSA signing authority and one copy to be forwarded to the Prime Contractor for inclusion of all information into the on-line database)*

<b>Contractor Call Reference Number</b>	
<b>Office Location and Address</b>	
<b>Type of Service</b>	<b>24/7 Coverage Location</b> <input type="checkbox"/> <b>0730 – 1700 Hrs Coverage Location</b> <input type="checkbox"/> <b>Outside PPM</b> <input type="checkbox"/>
<b>Identify Problem</b>	
<b>Agency Helpdesk Ref. #</b>	
<b>Name of Agency Representative.</b>	
<b>Defective Item Make</b>	
<b>Defective Item Model</b>	
<b>Defective Item Serial #</b>	
<b>Date and Time Contractor Notified</b>	
<b>Date and Time of Technician On-site Arrival</b>	
<b>Date and Time Unit Fully Operational</b>	
<b>Total Downtime</b>	
<b>Spare Parts required: YES/NO</b>	
<b>Serial # of Replacement Printer (if applicable)</b>	
<b>Description of the Problem</b>	

Solicitation No. - N° de l'invitation

47060-138977/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

van586

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

47060-138977

File No. - N° du dossier

VAN-2-35241

CCC No./N° CCC - FMS No/ N° VME

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<b>Description of Defective Item</b>	
<b>Description of the Resolution</b>	

**Approved by CBSA** \_\_\_\_\_ **Signature**\_\_\_\_\_

**Technician Name:**\_\_\_\_\_ **Signature**\_\_\_\_\_

**Date:** \_\_\_\_\_