

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Large Computer and Maintenance Systems Division /
Division des Gros Ordinateurs et Maintenance des
Systèmes
11 Laurier St. / 11, rue Laurier
4C2, Place du Portage
Gatineau, Québec K1A 0S5

Title - Sujet FUJITSU SCANNER MAINTENANCE CONTRAC	
Solicitation No. - N° de l'invitation 08317-110064/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 08317-110064	Date 2012-02-23
GETS Reference No. - N° de référence de SEAG PW-\$SEW-317-23539	
File No. - N° de dossier 317ew.08317-110064	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-03-02	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cesare, Eleanor	Buyer Id - Id de l'acheteur 317ew
Telephone No. - N° de téléphone (819) 956-1103 ()	FAX No. - N° de FAX (819) 956-5078
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

This Solicitation Amendment #002 is raised to extend the RFP closing date to Friday March 2, 2012 and to clarify the following:

1. QUESTION:

ANNEX "A", 3.4 & 3.6.1 Page 1 & 2

Section 3.4 stipulates that "Replaced parts (parts that are removed and are deemed to be but not limited to, damaged, defective, degraded or intermittent) shall become the property of Passport Canada" while section 3.6.1 stipulates that "Replaced parts (parts that are removed and are deemed to be, but not limited to, damaged, defective, or degraded) shall become the property of the Contractor with the exception of any media or electronic component that contains information deemed to be confidential." Can you please confirm which statement should apply in the present contract?

1. ANSWER:

Replaced parts (parts that are removed and are deemed to be, but not limited to, damaged, defective, or degraded) shall become the property of the Contractor with the exception of any media or electronic component that contains information deemed to be confidential. The Contractor will follow the security procedures, required by Passport Canada, for the removal of all media. The Project/Technical Authority or his/her representative will provide this information to the Contractor.

2. QUESTION:

ANNEX "A", 3.6.2 Page 2

Understanding that if the part to be replaced is a considered a consumable, it is still the responsibility of the Contractor to provide such parts and that consumption of consumable is directly linked with the usage of the scanners; a) can you please provide the yearly volume of consumable kits that have been replaced over the last year and/or three years?; b) the Contractor is to provide all parts for units that require repair and/or maintenance. If the part to be replaced is being replaced due to wear and tear, it is the responsibility of the Contractor to provide such parts.

2. ANSWER:

Over the last year, only 3 units have had parts replaced that were due to wear and tear. For the purpose of this contract, please note that there are no consumables for scanners, only parts that require replacement due to usage.

Therefore, Article 3.6.2 is deleted.

3. QUESTION:

ANNEX "A", 4.1 & 4.2 Page 3

Understanding that preventive maintenance is to be carried out according to the manufacturers' specifications, that preventive maintenance can also be carried out any time upon request of Passport Canada for as many units as required; with the limitation of 2 times per year per unit and that typically, preventive maintenance frequency are based on the usage of the scanners; can you please provide the yearly volume of preventive maintenance that have been performed over the last year and/or three years?

3. ANSWER:

In the last 3 years, preventive maintenance has only be carried out once on each unit.

4. QUESTION:

ANNEX "A", 5.2 Page 3

Considering that the frequency of remedial maintenance interventions is directly linked with the usage of the scanners; can you please provide the yearly volume of remedial maintenance tickets that have been performed over the last year and/or three years?

4. ANSWER:

In the last year there have been 83 tickets opened for remedial maintenance on scanners.

5. QUESTION:

ANNEX "A", 3.6.2, 4.1, 4.2 & 5.2 Page 2 & 3

Considering that the usage of consumables and the frequency of preventive and remedial maintenance are directly related to the usage of the scanners; can you please provide the yearly volume of pages scanned over the last year and/or three years?

5. ANSWER:

For this requirement, there are no consumables. Scanners in production are used on a full time basis, scanning approximately 200 pages per day.

6. QUESTION:

REQUEST FOR PROPOSAL DOCUMENT, 5.4 a) Page 16

Since the present RFP does not contain any request of sourcing (providing) hardware and considering the fact that the units to be maintained are out of warranty (please rectify if this assumption is wrong); please confirm that the OEM certification request is still a mandatory requirement given that there is no direct correlation between OEM certification and a service provider's ability to perform high quality repairs and source parts?

6. ANSWER:

The OEM Certification is not required.

All other terms and conditions in this Solicitation remain unchanged.

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