

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions Travaux  
publics et Services gouvernementaux Canada  
800 Burrard Street, 12th Floor  
800, rue Burrard, 12e étage  
Vancouver, BC V6Z 2V8  
Bid Fax: (604) 775-7526

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

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

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

**Comments - Commentaires**

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

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

<b>Title - Sujet</b> MFDs - Justice Canada	
<b>Solicitation No. - N° de l'invitation</b> 19402-120032/A	<b>Amendment No. - N° modif.</b> 004
<b>Client Reference No. - N° de référence du client</b> 19402-120032	<b>Date</b> 2012-12-10
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-791-6835	
<b>File No. - N° de dossier</b> VAN-2-35184 (791)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2012-12-17</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Wong, Vincent	<b>Buyer Id - Id de l'acheteur</b> van791
<b>Telephone No. - N° de téléphone</b> (604) 658-2793 ( )	<b>FAX No. - N° de FAX</b> (604) 775-7526
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> Department of Justice Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

This amendment 004 has been raised to amend and incorporate the following information into Solicitation No. 19402-120032/A:

### **A. SOLICITATION CLOSING DATE**

The closing date for this requirement has been changed to Monday, Decemebr 17th, 2012 at 02:00 PM (PST).

### **B. ANNEX "B" - BASIS OF PAYMENT**

**DELETE:** Sections B1., B2. and B3. in their entirety.

**REPLACE WITH:**

#### **B1. HARDWARE - MANDATORY DELIVERABLES**

##### **B1.1 MONOCHROME MFDs - Destination: National Capital Region**

**Make and Model Offered:** \_\_\_\_\_

<b>Item</b>	<b>Description</b>	<b>OEM Part Number (if applicable)</b>	<b>Unit Price</b>	<b>Extended Price (Unit price x 30 MFDs)</b>
1	<b>Monochrome MFDs</b> Firm unit price for the supply and delivery of 30 monochrome MFDs including the initial set of consumables and any optional accessories required to meet all of the requirements as detailed in Annex A by March 31, 2013.		\$	\$
2	<b>Monochrome MFD Installation and Configuration</b> Firm unit price for the installation and configuration of 30 monochrome MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A by March 31, 2013.		\$	\$
3	<b>Monochrome MFD Warranty and Maintenance Services</b> Firm unit price for four (4) years of Warranty and Maintenance Services of 30 monochrome MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
4	<b>Monochrome MFD Warranty and Maintenance Services - Optional 5th Yr</b> Firm unit price for the optional 5th year of Warranty and Maintenance Services, to be exercised prior to the end of the 4th year, of 30 monochrome MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$

**B1.2 COLOUR MFDs - Destination: National Capital Region****Make and Model Offered:** \_\_\_\_\_

Item	Description	OEM Part Number (if applicable)	Unit Price	Extended Price (Unit price x 30 MFDs)
1	<b>Colour MFDs</b> Firm unit price for the supply and delivery of 30 colour MFDs including the initial set of consumables and any optional accessories required to meet all of the requirements as detailed in Annex A by March 31, 2013.		\$	\$
2	<b>Colour MFD Installation and Configuration</b> Firm unit price for the installation and configuration of 30 colour MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A by March 31, 2013.		\$	\$
3	<b>Colour MFD Warranty and Maintenance Services</b> Firm unit price for four (4) years of Warranty and Maintenance Services of 30 colour MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
4	<b>Colour MFD Warranty and Maintenance Services - Optional 5th Yr</b> Firm unit price for the optional 5th year of Warranty and Maintenance Services, to be exercised prior to the end of the 4th year, of 30 colour MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$

**B1.3 REMOVAL OF EXISTING HARDWARE - National Capital Region**

Item	Description	Unit Price
1	Firm unit price for the removal of existing hardware as part of the installation process for mandatory monochrome and/or colour MFDs to meet all of the requirements as detailed in Annex A by March 31, 2013.	\$

**B2. HARDWARE - OPTIONAL QUANTITIES****B2.1 OPTIONAL MONOCHROME MFDs - Destination: TBD****Make and Model Offered:** *Same as B1.1*

Item	Description	OEM Part	Unit	Extended
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		Number (if applicable)	Price	Price (Unit price x 30 MFDs)
1	<b>Optional Monochrome MFDs</b> Firm unit price for the supply of 30 optional monochrome MFDs including the initial set of consumables and any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
2	<b>Optional Monochrome MFD Installation and Configuration</b> Firm unit price for the installation and configuration of 30 optional monochrome MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
3	<b>Optional Monochrome MFD Warranty and Maintenance Services</b> Firm unit price for four (4) years of Warranty and Maintenance Services of 30 optional monochrome MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
4	<b>Optional Monochrome MFD Warranty and Maintenance Services - Optional 5th Yr</b> Firm unit price for the optional 5th year of Warranty and Maintenance Services, to be exercised prior to the end of the 4th year, of 30 optional monochrome MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$

**B2.2 OPTIONAL COLOUR MFDs - Destination: TBD**Make and Model Offered: *Same as B1.2*

Item	Description	OEM Part Number (if applicable)	Unit Price	Extended Price (Unit price x 30 MFDs)
1	<b>Optional Colour MFDs</b> Firm unit price for the supply of 30 optional colour MFDs including the initial set of consumables and any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
2	<b>Optional Colour MFD Installation and Configuration</b> Firm unit price for the installation and configuration of 30 optional colour MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$
3	<b>Optional Colour MFD Warranty and Maintenance</b>		\$	\$

	<b>Services</b> Firm unit price for four (4) years of Warranty and Maintenance Services of 30 optional colour MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.			
4	<b>Optional Colour MFD Warranty and Maintenance Services - Optional 5th Yr</b> Firm unit price for the optional 5th year of Warranty and Maintenance Services, to be exercised prior to the end of the 4th year, of 30 optional colour MFDs including any optional accessories required to meet all of the requirements as detailed in Annex A.		\$	\$

### B2.3 DELIVERY - OPTIONAL MONOCHROME AND OPTIONAL COLOUR MFDs

Firm, all-inclusive rate for the delivery of optional monochrome and/or optional colour MFDs, as described in 2.1 and 2.2 to:

Item	Delivery Destination	Unit Price
1	Vancouver, British Columbia	\$
2	Calgary, Alberta	\$
3	Edmonton, Alberta	\$
4	Saskatoon, Saskatchewan	\$
5	Winnipeg, Manitoba	\$
6	Toronto, Ontario	\$
7	Ottawa, Ontario	\$
8	Montreal, Quebec	\$
9	Halifax, Nova Scotia	\$

### B2.4 REMOVAL OF EXISTING HARDWARE - National Capital Region

Item	Description	Unit Price
1	Firm unit price for the removal of existing hardware as part of the installation process for optional monochrome and/or colour MFDs to meet all of the requirements as detailed in Annex A.	\$

### B3. PROVINCIAL DISPOSAL SURCHARGE - IF APPLICABLE AND FOR EVALUATION PURPOSE ONLY

Item	Province	Provincial Disposal Surcharge Per Device as at January 1, 2013
1	British Columbia	\$

2	Alberta	\$
3	Saskatchewan	\$
4	Manitoba	\$
5	Ontario	\$
6	Quebec	\$
7	Nova Scotia	\$

### **C. ANNEX "E" - CALCULATION OF TOTAL EVALUTED PRICE**

**DELETE:** in its entirety.

**REPLACE WITH:**

#### **ANNEX "E"**

#### **CALCULATION OF TOTAL EVALUATED PRICE**

The usage provided herein is for the sole purpose of establishing an evaluation tool and are based on best estimates. They may not reflect actual usage and do not represent any commitment on the part of Canada. For evaluation purposes, the Total Evaluated Price will be calculated as follows:

<b>(A)</b>	B1.1 1	Extended Price for 30 Monochrome MFDs	\$ _____.
<b>(B)</b>	B3.	Unit Provincial Disposal Surcharge for Ontario x 30 Monochrome MFDs	\$ _____.
<b>(C)</b>	B1.1 2	Extended Price for 30 Monochrome MFD Installation and Configuration	\$ _____.
<b>(D)</b>	B1.1 3	Extended Price for 30 Monochrome MFD 4-Year Warranty and Maintenance Services	\$ _____.
<b>(E)</b>	B1.1 4	Extended Price for 30 Monochrome MFD 5th Year Optional Warranty and Maintenance Services	\$ _____.
<b>(F)</b>	B1.2 1	Extended Price for 30 Colour MFDs	\$ _____.
<b>(G)</b>	B3.	Unit Provincial Disposal Surcharge for Ontario x 30 Colour MFDs	\$ _____.
<b>(H)</b>	B1.2 2	Extended Price for 30 Colour MFD Installation and Configuration	\$ _____.
<b>(I)</b>	B1.2 3	Extended Price for 30 Colour MFD 4-Year Warranty and Maintenance Services	\$ _____.
<b>(J)</b>	B1.2 4	Extended Price for 30 Colour MFD 5th Year Optional Warranty and Maintenance Services	\$ _____.

<b>(K)</b>	B1.3	Unit Price for Removal of Existing Hardware x 300	\$ _____.
<b>(L)</b>	B2.1 1	Extended Price for 30 Optional Monochrome MFDs	\$ _____.
<b>(M)</b>	B2.1 2	Extended Price for 30 Optional Monochrome MFD Installation and Configuration; Removal of Existing Hardware	\$ _____.
<b>(N)</b>	B2.1 3	Extended Price for 30 Optional Monochrome MFD 4-Year Warranty and Maintenance Services	\$ _____.
<b>(O)</b>	B2.1 4	Extended Price for 30 Optional Monochrome MFD 5th Year Optional Warranty and Maintenance Services	\$ _____.
<b>(P)</b>	B2.2 1	Extended Price for 30 Optional Colour MFDs	\$ _____.
<b>(Q)</b>	B2.2 2	Extended Price for 30 Optional Colour MFD Installation and Configuration; Removal of Existing Hardware	\$ _____.
<b>(R)</b>	B2.2 3	Extended Price for 30 Optional Colour MFD 4-Year Warranty and Maintenance Services	\$ _____.
<b>(S)</b>	B2.2 4	Extended Price for 30 Optional Colour MFD 5th Year Optional Warranty and Maintenance Services	\$ _____.
<b>(T)</b>	B2.4	Unit Price for Removal of Existing Hardware x 150	\$ _____.
<b>(U)</b>	B2.3	<u>Delivery - Optional Monochrome and Colour MFDs</u>	
		Delivery Unit Price for British Columbia x 3 Optional Monochrome Plus	
		Delivery Unit Price for British Columbia x 2 Optional Colour Plus	
		Delivery Unit Price for Alberta x 3 Optional Monochrome Plus	
		Delivery Unit Price for Alberta x 2 Optional Colour Plus	
		Delivery Unit Price for Saskatchewan x 2 Optional Monochrome Plus	
		Delivery Unit Price for Saskatchewan x 1 Optional Colour Plus	
		Delivery Unit Price for Manitoba x 2 Optional Monochrome Plus	
		Delivery Unit Price for Manitoba x 1 Optional Colour Plus	
		Delivery Unit Price for Ontario x 15 Optional Monochrome Plus	
		Delivery Unit Price for Ontario x 15 Optional Colour Plus	
		Delivery Unit Price for Quebec x 5 Optional Monochrome Plus	\$ _____.

Plus  
 Delivery Unit Price for Quebec x 5 Optional Colour  
 Plus  
 Delivery Unit Price for Nova Scotia x 2 Optional Monochrome  
 Plus  
 Delivery Unit Price for Nova Scotia x 2 Optional Colour

**(V)** B3. Provincial Disposal Surcharge - Optional Monochrome and Colour MFDs

Unit Provincial Disposal Surcharge for British Columbia x 5  
 Plus  
 Unit Provincial Disposal Surcharge for Alberta x 5  
 Plus  
 Unit Provincial Disposal Surcharge for Saskatchewan x 3  
 Plus  
 Unit Provincial Disposal Surcharge for Manitoba x 3  
 Plus  
 Unit Provincial Disposal Surcharge for Ontario x 30  
 Plus  
 Unit Provincial Disposal Surcharge for Quebec x 10  
 Plus  
 Unit Provincial Disposal Surcharge for Nova Scotia x 4

\$ \_\_\_\_\_.

**(W)** B4. 1 Extended Price for 50 hours of end-user training services

\$ \_\_\_\_\_.

**(X)** B4. 2 Extended Price for 50 hours of optional end-user training services

\$ \_\_\_\_\_.

**(Y)** B5. Consumables - Monochrome MFD

For each applicable line item noted in Annex B5 - Monochrome MFD, the initial yield will be subtracted from the evaluation estimated prints (360,000 prints at 5% coverage) then multiplied by the average cost per page (an average of the unit prices proposed for periods 1 - 5 divided by the subsequent yield).

This calculation will be applied to each applicable line item and totaled to obtain the consumables cost - monochrome MFD

If alternative types of required consumables are proposed, only the lowest average cost per page line item of the various alternatives will be used in calculating the consumables cost.

Consumables Cost (Monochrome MFD): \$ \_\_\_\_\_ x 60 = \$ \_\_\_\_\_.

**(Z)** B5. Consumables - Colour MFD

For each applicable line item noted in Annex B5 - Colour MFD, the initial yield will be subtracted from the evaluation estimated prints (135,000 prints at 5% coverage) then multiplied by the average cost

per page (an average of the unit prices proposed for periods 1 - 5 divided by the subsequent yield).

This calculation will be applied to each applicable line item and totaled to obtain the consumables cost - colour MFD

If alternative types of required consumables are proposed, only the lowest average cost per page line item of the various alternatives will be used in calculating the consumables cost.

Consumables Cost (Colour MFD): \$ \_\_\_\_\_ x 60 = \$ \_\_\_\_\_

**Sub-Total (Sum of (A) through (Z))** \$ \_\_\_\_\_

**(AA) A6. Additional Environmental Certification - Percentage Reduction**

Sub-Total x \_\_\_\_\_ % = \$ \_\_\_\_\_

<b>Total Evaluated Price (Sub-Total - (AA)):</b>	\$ _____
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#### **D. QUESTIONS AND ANSWERS**

Note: Questions may have been modified and/or condensed.

Q1. Annex A, Section A3.2 MFD Installation and Removal of Existing Hardware. For the removal of the existing units (approximately 300), can you provide a list of the equipment as well as the location of the devices and the number of devices per building/site?

A1. The following chart is an estimate only of the installation and removal work that needs to be completed. The quantity of installations, removals and locations may change. Justice Canada expects the span of this work to carry over approximately 10 deliveries/removal days. Installations and removals are expected to be conducted after core business hours on weekdays or during the day on weekends. Removals need to be done at the same time as the installation.

<b>East Memorial Building</b> 284 Wellington Street Ottawa, Ontario K1A 0H8 Estimations: - 3 floors to complete - Freight Elevator: Yes - 75 removals - 12 installations - East Memorial and St. Andrews are connected together	<b>St Andrews Tower Building</b> 275 Sparks Street Ottawa, Ontario K1A 0H8 Estimations: - 4 floors to complete - Freight Elevator: Yes - 50 removals - 11 installations - East Memorial and St. Andrews are connected together	<b>Bank of Canada Building</b> 234 Wellington Street, East Tower Ottawa, Ontario K1A 0H8 Estimations: - 5 floors to complete - Freight Elevator: Yes - 70 removals - 13 installations
<b>Constitution Square Building</b>	<b>Jean Edmonds Building</b> South Tower, 365 Laurier Avenue West, 15th Floor Ottawa, Ontario K1A 1L1	<b>Urbandale Building</b> 100 Metcalfe Street Ottawa, Ontario K1A 0H8 Estimations:

350 Albert Street and 360 Albert Street (connected towers) Ottawa, Ontario K1A 0H8 Estimations: - 4 floors to complete - Freight Elevator: Yes - 50 removals - 9 installations	Estimations: - 1 floor to complete - Freight Elevator: Yes - 10 removals - 2 installations	- 2 floors to complete - Freight Elevator: Yes - 20 removals - 7 installations
<b>Capital Building</b> 222 Queen Street Ottawa, Ontario K1A 0H8 Estimations: - 1 floor to complete - Freight Elevator: Yes - 5 removals - 1 installation	<b>Barrister House</b> 180 Elgin Street Ottawa, Ontario K1A 0H8 Estimations: - 1 floor to complete - Freight Elevator: Yes - 10 removals - 3 installations	<b>Trebla Building</b> 473 Albert Street Ottawa, Ontario K1A 0H8 Estimations: - 1 floor to complete - Freight Elevator: Yes - 10 removals - 2 installations

Here is a sample list of possible printer/fax device models the Contractor will be required to move:

Legend:

F = Fax

NP = Network Printer

NCP = Network Color Printer

MFD = Multi Function Device

LP = Local Printer

LCP = Local Colour Printer

	BRAND	MODEL
F	BROTHER	2820
F	BROTHER	4100
F	BROTHER	4750
F	BROTHER	7820
F	BROTHER C	4750
LP	BROTHER DN	5250
F	BROTHER E	4750
F	BROTHER MFC	8220
F	CANON	710
F	CANON	3175
MFD	CANON	4570
F	CANON	7000
F	CANON	8500
F	CANON	9000
F	CANON	9500
F	CANON FAX	8000
MFD	CANON IR	5075
F	CANON LC	3175
F	CANON MX	700
F	CANON P	2060
LP	EPSON PHOTO	1280

	BRAND	MODEL
NP	HP LJ	4350
NP	HP LJ	8150
NP	HP LJ	9040
NP	HP LJ	9050
LP	HP LJ	4100
NP	HP LJ	4200
NP	HP LJ	4250
LP	HP LJ L	6
MFD	HP LJ M MFP	3035
MFD	HP LJ M MFP	5035
MFD	HP LJ MFP	4100
NP	HP LJ MFP	9050
MFD	HP LJ MFP	4345
MFD	HP LJ MFP M	5035
MFD	HP LJ MFP nf	2727
LP	HP LJ P	2015
LP	HP LJ P	3005
LP	HP LJ TL	4
LP	LEXMARK	350
LP	LEXMARK	654
LP	LEXMARK	350

LP	HP	4
LP	HP	1020
LP	HP	1100
LP	HP	1150
LP	HP	1160
LP	HP	1310
LP	HP	1320
LP	HP	2015
LP	HP	2420
MFD	HP	3030
LP	HP	3200
NCP	HP	3600
LP	HP	4050
MFD	HP	4101
NP	HP	4250
NCP	HP	4650
NCP	HP	4700
NP	HP	8150
LP	HP	1200
NCP	HP COLOR LJ	3700
NCP	HP COLOR LJ	3800
NCP	HP COLOR LJ	4600
NCP	HP COLOR LJ	4650
NCP	HP COLOR LJ	4700
NCP	HP COLOR LJ	5500
NCP	HP COLOR LJ	8550
LCP	HP COLOR LJ CP	3525
LP	HP DN	2015
LCP	HP K	550
LP	HP K	5400
LP	HP L	4
LP	HP L	6
LP	HP LJ	5
LP	HP LJ	1022
LP	HP LJ	1200
LP	HP LJ	1320
NP	HP LJ	2420
MFD	HP LJ	3030
F	HP LJ	3200
MFD	HP LJ	3330
LP	HP LJ	4000
LP	HP LJ	4050
NP	HP LJ	4100
NP	HP LJ	4200
NP	HP LJ	4250

NCP	LEXMARK C	782
LP	LEXMARK Ed	350
LP	LEXMARK Ed	360
NP	LEXMARK T	644
NP	LEXMARK T	654
LP	LEXMARK T DN	654
NP	LEXMARK W	840
MFD	MINOLTA	600
MFD	MINOLTA Di F	200
F	PB	1630
F	PB	2050
F	PB	9930
F	RICOH	2050
MFD	RICOH	3025
F	RICOH	3320
F	RICOH	3760
F	RICOH	3800
F	RICOH	3900
F	RICOH	4420
MFD	RICOH	5500
NCP	RICOH CL	7200
F	RICOH FAX	2000
F	RICOH FAX	3700
F	RICOH FAX	4700
F	RICOH FAX L	3300
F	RICOH L	2050
F	RICOH L	2210
F	RICOH L	3320
F	RICOH L	3700
F	RICOH L	3800
F	RICOH L	3900
F	RICOH L	4420
F	RICOH L	5000
F	RICOH L SECURE	3900
F	RICOH M	2000
F	RICOH M SECURE FAX	3700
F	RICOH SFX	2000
F	RICOH SFX M	2000
F	RICOH SFX M	3700
NP	SAMSUN LP ML	4500
NP	SAMSUNG LP ML	4550
LCP	TEXTRONIX	740
MFD	XEROX	7665
MFD	XEROX	7665

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- Q2. Annex B, Section B1.1 Item 2 and Section B1.2 Item 2. Can the removal of the existing hardware be separated from the installation and configuration?
- A2. Yes, please refer to the amended Basis of Payment.
- Q3. Annex B, Section B1.1 Monochrome MFDs, Item 3 - Monochrome MFD Warranty and Maintenance Services. Does the warranty requested include toner? Will Justice Canada consider a cost per copy for warranty, toner and education for the 4-year period?
- A3. Warranty requested is only for the MFDs. No, Justice Canada will not consider a cost per copy for warranty, toner and education for the 4-year period.
- Q4. Annex A, Section A3, A. Mandatory Minimum Specifications and Requirements for All Devices, No. 22 - Be compatible and interoperable with Pcounter print management software. Is Justice Canada currently using Pcounter? Do the proposed MFDs need be Pcounter ready when delivered on-site?
- A4. Yes, Justice Canada is currently using Pcounter. Yes, the proposed MFDs must be Pcounter ready when they are delivered and installed.
- Q5. Will Justice Canada consider removing the mandatory requirement for PCounter? If a vendor can demonstrate that they are currently working with PCounter to accommodate this functionality on proposed MFD devices, would this address the mandatory requirement?
- A5. No, PCounter is required. In continuing with the second phase of printer reductions, it would be counterproductive and not in the best interest of Justice Canada to remove this requirement. All mandatory criteria must be met at bid closing. Claims in a bid that a future upgrade or release that will meet the mandatory requirements of the solicitation, where the upgrade or release is not available at bid closing, will not be considered.
- Q6. Is PWGSC Level 2 secret clearance of individuals required? For ongoing future maintenance, is PWGSC Level 2 secret clearance a requirement? If no, will dedicated escorts be provided to meet service level objectives?
- A6. No, security clearances are not required. Dedicated escorts will be provided for the implementation. The Contractor will not be held accountable for not meeting service level objectives should there be issues in scheduling availability of escorts. Should operational requirements change, security clearance for maintenance personnel may be considered and the Contractor will be expected to undergo the security clearance process at that time.
- Q7. Can activities of installation and de-installation occur afterhours? Weekdays after 5:00 pm and on weekends?
- A7. Yes, it is expected that all installations and removals will occurring afterhours within the suggested time slots.

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- Q8. Are there holding areas or shipping holding areas for new equipment that arrive for installation? Or is the expectation to have units delivered to specific floors (just in time installation)?
- A8. Only the East Memorial Building and St-Andrews tower have holding areas where pre-delivery (1 or 2 days only) can be accommodated. All other locations require just in time delivery/installations.
- Q9. Please confirm if this accurate: the client is responsible for the loading and configuration of software onto existing print servers and client equipment terminals. An IT professional provided by the client (or qualified key operator) must be available at the customer site during the entire installation process. To ensure network and data integrity, it is the sole responsibility of Justice Canada to maintain their systems and to ensure that all data is backed up prior to installation of software and print drivers.
- A9. Yes, Justice Canada will have personnel on-site to supervise the installations and removals. Justice Canada systems and LAN technicians will do all the print server side work such as creating print queues and driver installations. If any software or hardware or firmware is required on the printers, it is the responsibility of the Contractor to ensure that those are all on the printer prior to delivery.
- Q10. Prior to installation, Justice Canada will confirm: i) dedicated AC power outlet per printing equipment; ii) an active network drop; iii) a static/reserved IP address and subnet mask for each network drop; iv) an active telephone line if fax option is to be installed; and v) if client requests network installation at a time other than initial installation, additional charges will apply.
- A10. i) All locations with a device install will have an AC outlet.  
 ii) All locations with a device install will have an active network drop. It is possible that we may run into a few network drops that are inactive but in those cases, Justice Canada will be responsible for getting them activated.  
 iii) No, all IP addresses are dynamic and assigned by the DHCP server.  
 iv) Yes, where applicable. All units are to have the fax functionality enabled but not all units will necessarily have a fax line connected.  
 v) This is not applicable as the installation will be subject to the implementation instructions and plan provided by Justice Canada.
- Q11. Annex C, Section C7.2 Remedial Maintenance. Service response is define as "with 24 hours" or next business day. Please advise what target as a percentage that this SLA must be attained on a monthly basis. ( 80% ? 85%? 90%? 95%? 100%). Section C12.3, Failure to Respond to Remedial Equipment Failures, refers to 10% which seems to indicate that the response SLA to be NBD 90% of the time over a 30 day period (monthly). Is this statement true?
- A11. The response time for remedial maintenance under this requirement is as stated in Annex C and must be within 24 hours, not including Saturdays, Sundays or statutory holidays. Failure to respond within 24 hours may result in Canada, at its discretion, exercising the remedial actions in accordance with article C12. The potential application of remedial actions should not be considered to reduce the stated contractual obligations.

- Q12. Does Justice Canada prefer to have fusers as part remedial maintenance (included) or to have fusers listed as part of the User-Serviceable Products (additional charge)?
- A12. Fusers must be bid as an imaging consumable under Annex B5 and should therefore not be covered under remedial maintenance.
- Q13. For this requirement does Justice Canada require products that are 100% new and manufactured from 100% new materials? Or will remanufactured, remanufactured to new or products being marketed as new but made from a portion of remanufactured parts by volume be acceptable?
- A13. In accordance with General Conditions 2010A (2012-11-19), "Condition of Material", material supplied must be new and conform to the latest issue of the applicable drawing, specifications and part number that is in effect on the bid closing date.
- In accordance with Supplemental General Conditions 4001 (2010-01-11) "Hardware Must be New":
1. All Hardware supplied by the Contractor, including parts used to provide the Hardware Maintenance Service under Part V, must be new and unused. The Hardware must also:
    - a. be off-the-shelf, meaning it must be composed of standard equipment requiring no further research or development;
    - b. be a model that is still in production by the manufacturer at the time of delivery; and
    - c. conform to the version of the applicable specification or part number of the manufacturer in effect at the time of delivery.
  2. Unless the Contract provides otherwise, hardware or parts that have been refurbished or are certified as "equal to new quality" are not acceptable, including for the Hardware Maintenance Service.
  3. By supplying the Hardware, the Contractor is guaranteeing that the Hardware is not counterfeit, meaning it is not an unauthorized copy, replica, or substitute for the product manufactured by the original equipment manufacturer identified by name on the Hardware.
- Q14. Annex A, Section A3, A. Mandatory Minimum Specifications and Requirements for All Devices, No. 2 - "It is desirable that all printers also support Apple/Macintosh computers.". Is Justice using any Apple/Macintosh devices and if so are they running Mac OS or Windows operating systems? Also, are versions of Adobe Photoshop being used?
- A14. Justice Canada only has 1 Macintosh device in production and does not anticipate on deploying anymore at this time.

*All other terms and conditions remain the same.*

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