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800 Burrard Street, 2nd Floor
800, rue Burrard, 2e étage
Vancouver, BC V6Z 0B9
Bid Fax: (604) 775-7526

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Public Works and Government Services Canada -
Pacific Region
800 Burrard Street, 12th Floor
800, rue Burrard, 12e étage
Vancouver, BC V6Z 0B9

Title - Sujet MPS: ESDC, AAFC, CFIA		
Solicitation No. - N° de l'invitation EZ107-140001/A		Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client EZ107-140001		Date 2013-11-14
GETS Reference No. - N° de référence de SEAG PW-\$VAN-579-7098		
File No. - N° de dossier VAN-3-36162 (579)		CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-12-03		Time Zone Fuseau horaire Pacific Standard Time PST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Steckhan, Curt		Buyer Id - Id de l'acheteur van579
Telephone No. - N° de téléphone (604) 666-1465 ()		FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein		

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

Solicitation No. - N° de l'invitation

EZ107-140001/A

Amd. No. - N° de la modif.

003

Buyer ID - Id de l'acheteur

van579

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

EZ107-140001

File No. - N° du dossier

VAN-3-36162

CCC No./N° CCC - FMS No/ N° VME

Amendment 003

Amendment 003

The purpose of this amendment is to answer questions and amend the solicitation. The handout at the bidders' conference was not a formal amendment.

This Amendment 003 clarifies and supersedes any information provided during the bidders' conference.

Questions and Answers

- Q1: Does the scope of the RFP include break fix on all current printers and require us to provide supplies?
- A1: Yes all print devices are to be maintained, irrespective whether or not they are Canada owned or Contractor supplied. In addition the Contractor is to provide ongoing maintenance and break fix to legacy in-warranty devices with the understanding that these repairs may void the balance of the remaining warranty
- Q2: Can we only provide service in one region or department if we are chosen? Can we choose department and region?
- A2: No. The Contractor must provide services to all regions and all three departments without exception.
- Q3: Do the provision of various reports relating to print usage, service availability, user satisfaction, and costing as shown and elaborated on in Appendix E (page 46 to 47) with examples, need to be exactly designed how they have shown? Do they offer flexibility and if so how much? Many reports are monthly are they ok with quarterly?
- A3: There is latitude for the Contractor to provide its standard set of reports provided as a minimum, it contains the information indicated in Appendix E. As far as frequency of reports, Appendix E also outlines the reporting frequency for each type of report. There may be some flexibility by the Department(s) in agreeing to a different report schedule for some of the reports.
- Q4: Accounting requirements requires the monitoring of print usage, establishing charge back structures as defined by the Department(s) and ensuring accurate invoicing of services. What is the scope of this and could they further elaborate?
- A4: The Contractor is to issue a monthly consolidated CPI invoice to each Department for print volume consumed by their respective Users. The Department(s) may require that the Contractor track print usage by Branch/Region and will provide the Contractor with the coding structure to allow it to do so through its reporting tool.
- Q5: Better understanding of the maths needed to put together the cost per impression Page 59. What all do we need to consider? Which all devices are they referring to (printers if so which all and how many) and also if possible an example of how a vendor such as us can put together the numbers they have requested. (Is it by department or other variables?). Exactly what do they expect this final CPP need to included.
- A5: The CPI rate includes all services and equipment outlined in Annex A, with the exception of those listed in Section A2.7.

- Q6: We are requesting word and excel versions of the RFP.
- A6: Native Excel versions of the Appendices were attached to Amendment 001, however the Word version of the RFP document will not be provided.
- Q7: In with respect to E3.4.1, we believe the calls should go to the existing ESDC help desk first. One of the stated goals in the Summary is to "improve customer satisfaction, increase end user productivity". It has been our experience that keeping things consistent and simple for the end users helps to achieve these goals, therefore we recommend a model where **ALL** support calls are routed to your existing help desks, as they are today. They can provide 1st level support and determine if the problem is a result of the printing device or something else (network or computer related, etc...) Once it has been determined that it is a printer/MFD issue then your help desk can escalate support requests to the vendor support team. This will simplify the process for the end user and reduce confusion, especially when you consider there are 1551 units out of scope. Furthermore reducing the number of callers to just your help desk personnel should allow for a lower CPI from each vendor.
- A7: The Contractor must provide bilingual Service Desk support for all service calls related to the services outlined in the RFP document (i.e. maintenance, break-fix, consumables, moves, training, etc.). User requests for access to a printer or in the case of AAFC/CFIA, for print job cancellation on their print servers, will be directed to their respective departmental service desks. Canada will ensure that it has processes in place to minimize misdirected calls to the vendor and may determine that all calls will be directed towards their internal Service Desk for re-routing to the vendor. In either case, there needs to be a process in place to re-route calls to the appropriate service provider should a misdirected call be received.
- Q8: This requirement states a 5 year replacement model; this means the fleet has to be replaced twice as a minimum in the first initial 7 year term with any unit being installed over the first 2 years. If an SLA is in place and the equipment is performing, why not allow the vendor to minimize costs by retaining lower volume devices for up to 7 years? The burden remains with the vendor to maintain these units and adhere to the SLA. This would drive a lower CPI without increasing any exposure to ESDC.
- A8: The print device lifecycle will be 5 years. Based on the scheduled approach to equipment replacement, a small percentage of devices would probably need to be replaced twice during the term of the contract. Reason: Due to reliability issues with devices over 5 years of age and their negative impact on the Users.
- Q9: In Appendix C the SLA should have penalties for vendor non performance. These penalties are standard with most MPS arrangements today. SLA penalties should be added. At a minimum rated.
- A9: While no performance penalties have been included in this Contract, the Department(s) will monitor performance against the service levels and will take appropriate action against the vendor for non-performance as per the Terms and Conditions of the contract.
- Q10: In Appendix F it asks for 11 x 17 capabilities only on the MFD's. Would it not be in ESDC interest to ask for 11 x17 for some of the printers as well? As a minimum, would a category for the Large Laser Printers capable of doing 11 x 17 in both black and white

and colour might not add value to HRSDC? This would provide for printing functionality for this media size when required without the added investment of having to add a more expensive MFD.

A10: With our requirement to increase the capacity of MFD's to ~70% of the fleet, we do not see the need to have access to printers with the ability to print on 11X17 paper as most if not all sites will be equipped with at least 1 MFD that will be able to address this requirement.

Q11: We feel that security requirements are minimal in this RFP. We feel a broader list of mandatory security requirements should be met above and beyond page 50 of 95. Failing mandatory specifications then at least rated requirements and extra points should be granted to those vendors that can demonstrate that they have gone the extra mile to protect Canada's Data. We feel this would be important to ESDC as the nature of the public information surrounding human resource information is no doubt confidential and thereby requires a high level of security. As a minimum give this a rated discount similar to that PWGSC is giving on the new NMSO.

A11: In defining security requirements for print devices on page 50 of 95, we are balancing the need to ensure protection of information with the wide availability in the market place of devices that meet these security requirements. As a result, we feel that the current security standards outlined in the RFP technical specifications are adequate.

Q12: In previous engagements on-site services as stated in A2.7.1.4 in smaller or more remote locations, based on line of business or department, is found to be cost prohibitive. At best it only makes sense in heavily populated metropolitan areas. This should be taken out of the evaluation OR you should define which areas/locations you would want the vendor to provide this service. As it stands now it is 500 hours year but could be spread out at any location driving up the CPI.

A12: This service is only expected to be required in office locations with a population of ~750 employees or more. At the current time, only 1 or 2 AAFC/CFIA NCR office locations are looking at offering this service to their users

Q13: With Regards to R2, on pages 70 and 71, we believe the mandatory references should be in Canada only and not the United States. If you allow references from the 'States' as suggested on page 71, this may allow certain organizations based in the US who have little to no experience or infrastructure in Canada to respond to this RFP.

A13: For R2 evaluation purposes, acceptable reference projects will be those implemented in Canada, the European Union, or the United States.

Q14: As a general comment on pages 67 to 71, your initial Mandatory and Rated requirements in the sample RFP issued in the RFI were stronger and were more indicative of this type of project. The new specifications in this RFP have been watered down too much and allows for referenced work much smaller in scale.

A14: Based on RFI comments received over the summer months, it was raised that MPS is still an immature service offering and as a result to ensure that potential bidders could meet the mandatory project experience requirements, we reduced the number of office locations from 100 to 50 in the final requirement. We will however provide additional rated points for companies with experience providing MPS services in sites of 100 or more locations.

- Q15: Should there not be rated points for the lowest Typical Energy Consumption factors (TEC) as this is easily measurable and drives significant environmental savings for the Government?
- A15: Rated requirement E3.3.4 takes away points for proposing equipment that requires either 20A service or 220V to operate so we feel we have addressed this recommendation already.
- Q16: As a general comment there are no rated points for equipment exceeding specifications. This will drive lowest cost solutions and minimize productivity and reliability to the user.
- A16: As this is a services contract, the emphasis is not on the equipment specifications, but rather on ensuring that the users have access to the most efficient and up-to-date technology and features to meet their print servicing needs. As a result, we expect the Contractors will work in partnership with the Department(s) to ensure the right equipment and features are installed and updated as required.
- Q17: We believe a project of this size and for this term warrants a formal presentation by the final short listed vendors being considered. Presentations should be rated.
- A17: The Department(s) have already agreed that formal presentations will not form part of this RFP.
- Q18: Annex B - ESDC should consider a minimum guaranteed number of impressions per year for each year to allow the vendors to drive a lower CPI. As it stands, all risk falls on the vendor without any impression guarantee.
- A18: Canada does not want to place itself in a position to pay for services it has not consumed nor does it know the print volume levels that would be adequate for a Bidder to cover its costs in a given year, as a result no minimum print volumes will be included in this RFP.
- Q19: Annex B – there is no minimum number of units that each vendor has to quote to drive a CPI. This removes quoting consistency of the vendors. This will result in each vendor making assumptions on the number of units they need to fulfill the demand of ESDC. Vendors will calculate the necessary number of units to satisfy the user to device ratio regardless of the demands and operational requirements of the department. We would argue there should be minimum quantities and models met to drive consistency. We believe that Canada can refine this pricing model to reduce risk in one of the following ways:
- a. Require bidders to clearly state the assumptions they made for the above factors, and the expected impact from changes to the assumptions on final pricing, or
 - b. Articulate a target future state including expected quantity of devices by category (retained and new), and average monthly volume per device by category, to be used as a basis of comparison for final quoted prices.
- A19: This is a services contract and as such, the successful Bidder will be required to install the number of required devices to meet the printing needs of each of the three departments based on the Contractor conducting a thorough assessment of each office location. The RFP document contains design principles, end-state target ratios, number of sites and employees and other relevant information that should allow the Contractors to estimate the number of devices required over the duration of the

contract. As stated in the Bidder's Q&A session, it is estimated that between 3000 and 4000 devices will need to be supplied and installed. This number includes ~500 devices used by the public in Service Canada Centres.

- Q20: Remote management software – will data collected be allowed to leave the network(s) or will this data only be accessible within the departments' firewall?
- A20: In order to conform to departmental IT and CSEC security requirements, it should be assumed that the Department(s) will only allow for outbound data transfers using HTTP, HTTPs, FTP and SMTP therefore, inbound connectivity should be considered unavailable to the Contractor.
- Q21: Given the amount of time allotted for a response, and the amount of information required to respond, will Canada provide a 2 week extension for this solicitation?
- A21: Canada will agree to a 14 calendar day extension. (see the Amendment section for new closing date)
- Q22: With such a broad requirement across the hardware categories will there be consideration to adjust specifications to ensure competitiveness with this opportunity?
IE: Max physical weight for B/W All in One category.
- A22: No change to the maximum weight or size of these devices will be considered as these devices are considered portable and must fit within a filing cabinet when being stored.
- Q23: Do you have a description of Passport Canada's environment e.g. volumes, lists of devices, outstanding leases, office locations etc.
- A23: Passport Canada MFD lease information is included in list of leased MFD's. While print volumes are not available, we suggest that Contractors use 400 impressions per employee per month as an estimated amount. Based on an estimated 2000 employees, this equates to approximately 9.6M additional impressions (both monochrome and colour). All office locations have already been integrated within the list of office locations. Outside of the leased MFD's, the number of existing legacy printers are not available at this time.
- Q24: What is the definition and or the deference's between a Senior, Intermediate and Junior Consultant?
- A24: **Senior Consultant**
- Strategic Advisor/Analyst
 - 10+ years of Project Management/Business Analysis/Consulting Experience
- Intermediate Consultant**
- Business Analyst/Project or Implementation Manager
 - 5+ years of experience as a Business Analyst or Project Manager
- Junior Consultant**
- Hands on type resource
 - 1-4 years of experience as a Business or Technical Analyst
- Q25: On page 45, Appendix D: "Leased Print Devices and Expiry Dates" various devices are list with the lease expiry dates, many of these units post a dates that have already expired.

What has transpired with these leases and devices? Have they been extended for one or two year contracts, surplussed or were there new leases signed?

A25: Pending the awarding of the contract, expiring MFD leases are either being extended for 1 year, or on a month to month basis. More up-to-date information on MFD leases is being sought but it is unlikely that this information will be received prior to RFP closing date.

Q26: Is it the intent of the ESDC, AAFC, CFIA to have the collected data from all devices reported directly back to the awarded company via software or will the information be relayed from a central location within the government departments then to the awarded company?

A26: As stated in Q20, each Department will only allow outboard transfer of data using specific transfer protocols.

Q27: Given the size of the requirement and timing of the Bidder's conference, we would like to request a 4-week extension and move the deadline to Dec. 17th.

A27: In the answer to Q21, Canada will agree to a 14 calendar day extension. (see the Amendment section for revised closing date)

Q28: A3 represents 70% of the requirement and is specifying that all be MFPs - the current combined fleets for all three departments only consists of approximately 1,500 A3 devices out of a total fleet of 9,000 devices or 16.7% of the fleet. The future state would see this amount grow to 3,100 of 4,600 devices or 70% of the fleet. While we agree that growing the fleet to consist of 70% MFPs seems reasonable, it does not make sense to grow the A3 fleet by 207% when traditional A3 printing by business is only averaging 3-5% of the total print requirement. By specifying that the devices be A3 format, this is driving up the costs of the new fleet. If saving money is the objective, would you consider letting the results of the assessments decide what is required to provide an improved output service to the end users versus having a pre-defined percentage of A3 devices?

A28: The reason for increasing the number of MFD's overall, is to increase the availability of features such as scanning and to reduce the number of fax and individual scanning devices that are currently in use across the departments.

Q29: Given all vendors spent a considerable amount of time responding in the summer to the RFI and looking at this RFP versus the sample given out during the RFI, it would seem that there were only minimal changes. Could you provide a summary of the changes that were made after the RFI consultation process with the industry?

A29: The RFI process is considered a separate and segregated process from the RFP process and the results are not necessarily related. That said, we can say that the key changes made to the RFP document that came as a result of the RFI process were as follows:

- Device lifecycle increased from 4-5 years
- Paper was removed from the requirement
- Inclusion of different "as and when required" resource types
- Updated text within the RFP to clarify some ambiguous statements as well as the correction of contradictory statements within the document

- Q30: A.2.1.3.2.6: Is the Crown looking for the removal and disposal cost of existing devices to be part of the all inclusive cost per page or is this cost to be quoted separately?
- A31: Canada will be fully responsible for any costs associated to the shipping and disposal of Canada-owned legacy devices. The vendor will be responsible for working with Canada to identify which devices need replacement and to carry-out the hard drive removal, sanitization and disposal, where applicable. Costs associated to disposal of Contractor supplied print devices are to be included in the CPI rate.
- Q32: Invoicing: It is stated in the RFP that invoices should be issued and sent to each respective department. How many separate monthly CPI invoices will be required?
- A32: The Contractor is to provide a single consolidated invoice for each department (i.e. 3 invoices in total). The Department(s) may require the Contractor to provide a break-down of print volume costs by departmentally assigned codes, but this would be done through the reporting process and not the invoicing process.
- Q33: You say that department or departments could exercise the option years. Does this mean that one of the departments could opt out?
- A33: No we all have agreed that it is all departments. This is a partnership.
- Q34: Contractor supplied devices.....
- A34: They are supplied by the contract and included in the CPI rate
- Q35: At the end of the first years does the 2% go away or can it go up to 4%?
- A35: No it's 2% per year.
- Q36: For devices under warranty that become defective, did you mean repair or replace?
- A36: It depends on whether the device can be repaired, if it can't, then it must be replaced.
- Q37: With respect to new devices being installed, who will pay for installation of electrical or network connection, if required?
- A37: If the installation of a new device requires a new or modified electrical outlet or network cabling, these costs will be borne by Canada provided they have been pre-approved by the designated departmental MPS official.
- Q38: Does the hard drive removal need to be done on site or can it be removed?
- A38: Hard drives must either be removed on-site, or if on-site sanitization of the hard drive can be carried out, then it can be removed and disposed of off-site. Sanitizing must be carried out in compliance to CSEC guidelines. <http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg06-eng.html>
- Q39: Is the removal of the hard drive a Task Authorization service?
- A39: No it is to be included in CPI cost.
- Q40: Can we use video conferencing for training?
- A40: Canada has decided to remove the requirement for the Contractor to provide on-site training for groups of 10 or more and as a result, video-conferencing will not be required. Please see the Amendment section for revised text.

- Q41: Clarification on the 11 x 17 – if there is no tray requirement, then you don't need to put in the tray, does the capability need to be there for future requirements?
- A41: That is up to the Contractor. Perhaps available but not installed.
- Q42: You previously had 1000 employees listed but now it's changed to 750.
- A42: Yes the change was already made in the draft hand-out document that was provided at the Bidder's Q&A session.
- Q43: So you are not willing to look at power consumption? For example equal to lower than on the device?
- A43: May consider it but you would still be deducted points as the evaluation grid is written now.
- Q44: If the assessment design needs re: colour versus monochrome or the number of devices increased is there a provision for the CPI to be modified?
- A44: No the CPI stands.
- Q45: You are looking for all in cost per page in Annex G. What will be the validation process? What kind of frame around procedure?
- A45: The Department(s) have provided a set of design principles and assumptions to assist the Contractor in carrying out their assessment work. We want to work in partnership with Contractor. Each assessed site will require the approval of the Department(s). This is to ensure that the end-state proposal is aligned to the design principles and that any departmentally funded costs, such as accommodation, network and electrical installations have been factored into the equation.
- Q46: How will end user evaluation be handled? How does the vendor protect itself from increased costs associated to user requirements which are not aligned with the departmental design principles.
- A46: The contractor will need to consult with the user community in order to ensure that the appropriate device and features are in place to meet their needs. The vendor will then propose an end-state solution which takes into account the user's requirements as well as the departmental design principles and taking into account the current placement of print devices. The end-state site plan will not require approval of the user community, just the designated departmental MPS official.
- Q47: How will exceptions to the design principles be handled (i.e. provision of local printers).
- A47: Each department will have an exception process to deal with special situations, such as Duty to Accommodate, special printing needs that cannot be met on network printers, etc. The Contractor is expected to collect these exceptions and provide them to the designated departmental MPS official who will review and make a recommendation on whether to approve or deny the request. This process is currently in place and has led to denial of over 50% of the requests received.

- Q48: In order to minimize the amount of risk factored into the final CPI pricing, we need to anchor financials around the end-state parameters?
- A48: Canada has provided enough tombstone information and parameters that will allow vendors to come up with an appropriate CPI rate that ensures that services can be delivered within the expected service levels and that the Contractor makes a profit. While it is understood that there will be a level of risk that must be assumed by the vendor, it is up to the vendor to determine the amount of risk and its associated costs and factor this into their CPI rate.

Questions received subsequent to the Bidder's Q&A Session

- Q49: We are looking to find out what is a realistic future state deployment, in terms of number units per model as well as volume distribution per model, by site. Combined to that basic information, we need to understand the speed of deployment to apply adequate financing. The Appendix G reveals some information, but suppliers need to do a deduction exercise on which they financially need to commit. In order to commit to a firm pricing, we would need to have the following:
- number of devices per model and % of variation anticipated
 - volume per model
 - firm deployment schedule.
- Alternatively, we would need a mechanism to correct the pricing if the costs have not been covered. Can you provide the information required ?
- A49: At the Q&A session, it was stated that the target end-state ratio being envisioned is approximately 10-15:1 which would result in approximately 2500 to 3500 devices being supplied. Section A2.1.5 and A2.1.6 provide vendors with the speed of deployment for all Departments. As this is a services contract, the department does not feel that it is required to provide print volumes by model and expects that the vendor will estimate the number and types of devices required to support the departments based on a 70-30 split between MFD's and printers, the number of locations and staff at these locations (see Appendices A and G).
- Q50: Under Appendix of the latest Addendum you have Mandatory Hard drive requirements for Small Medium and Large standalone printers. Can you tell us what the 4s and 5s mean? Also why are hard drives a requirement on printers? Would increased ram suffice?
- A50: The numbers under the Hard Drive requirements are sized in Gigabytes (GBs). The reason for the requirement of hard drives in printers is related to multi-user performance and as a result, Canada will not accept an increase in RAM in lieu of hard drive on printers.

- Q51: Spec changes in Appendix F, Would the crown be willing to make the following optional to allow for A4 MFP Devices that can meet the Print, Fax, Copy and Security Requirements less the Finishing and Floor requirements as follows:
- 4 Way stapling can this be Optional for the Small and Medium MFD Devices.
 - 3 Hole Punch Optional for Small and Medium MFP Devices
 - Finishing Corner Stapling optional for Small and Medium MFPs
 - Floor standing optional for Small and Medium MFD's This being optional would all for vendors to place small Footprint and Desktop saving space devices in locations where real estate is at a minimum.
- A51: The corner stapling option needs to be available on all MFD's irrespective of their size. Please see the Amendment section which follows in response to the questions on 4 way stapling, 3 hole punching and table-top flexibility for small and medium sized MFD's.
- Q52: Addendum 1 revised appendix F, the revised Appendix F has 4 items with a "M*", can you please define what "M*" means? I thought I saw it some place but I can't seem to find it.
- A52: The M* identifies those features which must be made available and if after the assessment phase are deemed as a user requirement, must be installed and form part of the CPI rate.
- Q53: At the vendors meeting Andre mentioned a total number of pieces of equipment between 2500-3500 and there would be no information provided on which types of equipment (model, speed, accessories) until after the assessment but yet the vendor is supposed to provide an all in cost per impression now. Andre stated in the vendor meeting that currently the departments have a 1 to 8 ratio and hope to achieve a 1 to 10-15 as an end state. Though the RFP on page 21 states the current number of print devices is at 9,000.
- Based on the above information how can the vendor make an educated and competitive cost per impression? No real data will be available until after the site assessments are done, but if that differs from our initial gut feeling in the tender response portion we either make money or not. We could make a lot of money or lose a lot of money. The 1,000 machine variance that Andre mentioned could cost upwards of \$5 million dollars that might or might not be needed. As the vendor, we would want to supply the least amount of equipment possible to do the necessary volume as this will fully utilize the machines in the field. It is all a numerator and denominator thing when it comes to an all in cost per impression contract. The total amount of equipment divided by the total volume plus the actual running cost of the machines. Based on the current parameters I would have to assume 3,500 machines that would be fully configured colour device will all accessories as there is currently no real guide to say otherwise.
- A53: Canada has provided the vendor community with annual print volume information, the number of staff, sites and current print device inventory along with anticipated print device end state both in terms of ratio and numbers of devices. Canada expects that a Managed Print Services vendor will be able to translate this information into a services offering at a cost per impression. It is understood that each vendor will need to make their own cost and risk assumptions to determine their CPI rates. In response to your last comment, Canada has indicated that 15% of its print volume to be colour and we estimate that the colour requirement will be carried out on ~30-35% of the total end-state fleet. If the vendor assumes that the total fleet must be colour devices without

conducting a site assessment, then it is not considering the needs of the users and would not be delivering one of its required services but rather would be doing so to protect its own interests.

- Q54: We ask that the consulting side be removed from this solicitation and once the assessments are completed this RFP be reissued with more real information. Otherwise Canada will pay for what might or could happen thus not giving Canada good value.
- A54: Canada is requesting a full service Managed Print Service which includes the assessment of its office locations and as a result, will not remove the consulting aspect from this requirement.
- Q55: ESDC and Agriculture and CFIA will be entering into an agreement with a single vendor for a period of up to 10 years. This will provide the successful vendor with significant control of the Departments' imaging environment. The National Procurement Strategy for Office Equipment states on Page 18 that "Risk mitigation tactics include appropriate use of Service Level Agreements (SLAs). The contract will need to clearly detail expectations and repercussions if these expectations are not met". Can PWGSC list the repercussions if the SLA's are not met?
- A55: Canada has inserted a stringent set of SLA's that it feels can be met by the Contractor and more importantly, ensures that its users receive quality services throughout the duration of the contract. The repercussions are outlined in General Conditions 2035.
- Q56: With regards to Appendix C - SLA's, would PWGSC consider changing "Response time is calculated from the time the contractor has been notified by Canada to the completion of the remedial service by the contractor" to "Response time is calculated from the time the contractor has been notified by Canada to the time the contractor arrives on site to complete the service?" This would apply to all zones and will be more indicative of typical response times in our industry. At the same time it would allow some flexibility to the contractor when major repairs warrant more time to close the call.
- A56: Canada agrees with this suggested change and has made an amendment to the contract. In addition, as a result of this change Key Performance Indicator # 5 has been modified and a new KPI # 21 has been added (see Amendment section which follows)
- Q57: What repercussions will be put in place to ensure that the successful vendor adheres to the stated SLAs? Will Canada consider adding clearly defined penalties and repercussions if SLAs are missed as was recommended in the National Procurement Strategy?
- A57: Canada requires the Contractor to provide regular reporting to the Department(s) as part of its monitoring of service levels. In addition, Sections A2.6 and A2.8 require that the vendor meet on a regular basis with departmental officials to exchange and discuss operational and service level issues that need resolution. As previously stated, Canada has decided not to impose penalties for non-compliance of service levels but rather use a formula of partnership, cooperation and general Terms and Conditions to address non-compliant vendors.
- Q58: What bearing does the SA for MPS have on this RFP?
- A58: The MPS Supply Arrangement EZ107-140001 is not part of this procurement.

- Q59: Page 25 – A2.1.3.2.6 – please describe the Departmental IT Security Standards for wiping and disposing of hard drives.
- A59: Contractors are required to implement sanitizing methods and disposal rules and processes that are compliant with CSEC guidelines for up to and including Protected B. CSEC guidelines can be found at the following address: <http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg06-eng.html>
- Q60: Can you provide the volumes for Appendix D, Appendix A or Annex H?
- A60: Canada has provided annual volumes for all three departments. No further breakdown of volumes by device, site or by currently leased MFD's will be provided.
- Q61: What is the SLA for On-Site Print Device Service?
- A61: Key performance indicators 14 and 15 on page 44 of 95 speaks to these service level expectations.
- Q62: It is our understanding that the MPS Supply arrangement is a mandatory tool to be used for the procurement of MPS Services in the Federal Government. It is stipulated both in the Supply Arrangement and the National Procurement Strategy: Office Equipment that the MPS SA is to be the tool for procurement. I.e. "PWGSC will promote and encourage departments to adopt the principles of print optimization and sound fleet management through existing supply Arrangement services and hardware standing offers." Is this correct? If our understanding is correct, we were wondering why this RFP was not issued as an RFP against the supply arrangement E60CY-07MPSA so that only qualified and approved vendors on the current SA that have been approved by PWGSC to deliver this type of service are eligible to respond?
- A62: The MPS Supply Arrangement EZ107-14001 was not used for two reasons:
- The SA was recently refreshed, and therefore at this time only a limited number of suppliers are qualified in all categories. Therefore, in the interest of maximizing competition, the determination was made to publish the opportunity outside of the SA.
 - The SA states that it does not cover CLCA areas. The ESDC/AAFC/CFIA requirement includes some CLCA areas. Using the MPS SA in this circumstance may have affected Canada's CLCA obligations.
- Q63: Page 24 - Does the vendor have to replace the print devices every five years even in the optional renewal periods after the initial 7 year term?
- A63: The short answer is Yes, although there would be some flexibility provided in the close-out year of contract whether it be in Year 7 or one of the option years.
- Q64: Page 56 – it stipulates under 4.3 future state at least one device per location for scanning and in line stapling. Page 57 it stipulates under 4.8.5 states all MFD's must be equipped with in – line stapling. Please clarify if one device per location is correct
- A64: On page 57, what is being said that all MFD's must be equipped with in-line stapling feature. On Page 56, what is being said is that at least one device must have the feature of scan and in-line stapling which would mean that it must be an MFD. (example if two devices are required in a site, 1 must be an MFD and one could be a printer or both could be MFD's)

- Q65: Page 70, R2, you could have a reference with 32 cities in one province? Should there not be a requirement to demonstrate coverage in all Zones in Canada (to map out to your offices in Canada and demonstrate full national coverage capabilities)?
- A65: Canada feels that the current rated requirement under R2 is sufficient to determine whether the Contractor can demonstrate its ability to fulfill the needs of the contract.
- Q66: In regards to page 43 of 95 and Service Levels, what are the ramifications for a vendor if they were not to achieve these targets? (i.e. Uptime over a 3 month rolling average falls below 98%). Would this scenario be seen as a breach of contract?
- A66: Yes. The vendor would be placed on notice and would have to provide and agree to a course of action to remedy the situation or face termination.
- Q67: Apart from General Conditions 2035 section 11 and section 29, Supplemental General Conditions 4001 section 24, are there any other conditions tied into this RFP that may result in a termination of the contract?
- A67: 2035 and supplemental 4001 cover off all anticipated possibilities.
- Q68: In an attempt to reduce risk premiums by the vendor, would ESDC offer some sort of a guarantee that if a future design proposal is presented for approval by the vendor within the guidelines of the Design Principles and Assumptions as stated in Appendix G, that these proposals will be accepted? This would minimize the risk exposure for the vendor and drive reduced costs in a competitive bid process for ESDC.
- A68: The RFP already calls for the Contractor to assess and recommend an end-state which is within the design principles and which meets user print requirements. Canada's review and approval of proposed end-states would revolve around ensuring that they are aligned to the design principles and that due consideration was given in ensuring the most economical placement of devices is being recommended (i.e. use of existing LAN and electrical outlets). While Canada cannot guarantee that in every situation the proposals will be approved as recommended, the intent is to allow the Contractor to use their expertise to propose the most optimum end state to serve the Users.
- Q69: It was mentioned in the Bidders Conference that the estimated user to device ratio in ESDC was now 8:1 after rationalizations and that Agriculture and CFIA were anticipated to be the same by the end of the year. However, the Appendix A summarizes the current State of the Departments to be 9,257 units with a total of 39,377 employees which drives a user to device ratio of 4.25:1. Can you clarify which user to device ratio is more accurate to reflect the current state? If the current state is in fact 8:1 would ESDC identify which printers have been removed from the fleet?
- A69: As mentioned at the Bidder's Conference, Appendix A provides an estimated number of sites, employees and devices that are currently in place. This data contains information that is prior to printer rationalization efforts that will be taking place in AAFC and CFIA. It also includes approximately 500 devices that will be removed by ESDC between now and the end of the fiscal year. It is for this reason that the ratio does not match what we anticipate will be the starting ratio (~8:1) at contract award.
- Q70: In order to reduce the risk premium being charged by the vendors, and given that there are no minimum volume commitments, is ESDC willing to guarantee an exclusivity

clause to the winning vendor for all imaging devices being procured by the 3 Departments for the term of this contract?

A70: The contract calls for 98-99% of all print devices to fall under the CPI rate and therefore for these devices, exclusivity is already assured. However, each department has a small number of specialty printers (mainframe printers, laboratory printers, handheld mobile printers, printers for teleworkers, etc.) which may fall outside of the scope of the contract. For these procurements, the successful Contractor may be asked to provide a quote.

Q71: Parts/Consumables/Maintenance: Please confirm preventative maintenance covers fusers, rollers, drum kits, maintenance kits and all other consumable/disposable parts beyond toner and paper and all of the installation of these items will be the responsibility of the Vendor.

A71: Yes. Please note that the provision of paper is not in-scope of this contract.

Q72: SLA's: In the absence of penalties, would Canada consider including a more stringent/enforced SLA management to hold non-compliant vendors more accountable to adherence of the SLA requirements?

A72: This is already the intention.

Q73: Service Desk: Please confirm how metrics will be met against SLA's given the contractor is to assume first level calls? (i.e. Unlikely the contractor will record calls that fall outside the SLA). In an effort to dramatically reduce cost and improve end user satisfaction, would ESDC consider changing 1.) the calls from the end user to the vendor directly to be 2.) from the end user to the ESDC helpdesk first? It would be understood that once the call is determined to be print related the call would be forwarded directly to the vendor.

A73: As clarified at the Bidder's Conference, it is the intent that Canada will direct "Requests for Access" to a print device to the departmental service desks while calls relating to the operation of the print devices (break-fix, consumables, maintenance or training) will be directed to the Contractor. That said, Canada will ensure that it has processes in place to minimize misdirected calls to the vendor and may determine that all calls will be directed towards their internal Service Desk for re-routing to the vendors (MPS and existing lease vendors).

Q74: An ITIL service desk model is by far the most popular MPS strategy in this type of engagement. Would ESDC consider changing this workflow to an ITIL compliant service desk?

A74: A portion of the overall MPS savings identified by Department(s) was a result of less calls being directed to departmental service desks for printer related activities however Canada will ensure that it has processes in place to minimize misdirected calls to the vendor and may determine that all calls will be directed towards their internal Service Desk for re-routing to the vendors (MPS and existing lease vendors), that would make it more in line with an ITIL complaint service desk approach.

Q75: Risk: Section A2.3.2.4 In an effort to reduce cost to ESDC and eliminate risk premiums by the vendor, we are proposing the crown apply a risk mitigation compromise to address

the free upgrades caused by changing client applications. For example: Would ESDC consider that if more than 20% of the fleet requires unanticipated upgrades/changes beyond alignment to fleet design principals, there should be an opportunity for the vendor to re-price or charge a predetermined premium?

- A75: No, due to the fact that this is hypothetical and could not be predicted upfront as a potential cost of the contract.
- Q76: A2.3.2.4 Would Canada consider having to change a monochrome device for a colour device as a free upgrade if the end user application changed and colour became part of the required features? What measures will be put in place to insure that all black and white units are not upgraded to colour based on requests by the user?
- A76: As it is anticipated that the colour CPI rate would be substantially higher than monochrome, and therefore Canada would want to ensure that the appropriate number of colour devices are in place to meet the colour printing needs of its users. Appendix B outlines roles and responsibilities and any change requests must be reviewed and approved by Canada. This process is being put in place to minimize the risk of users asking for changes to equipment or features without it being warranted and that these requests align to the approved design principles.
- Q77: Pg 17. Section 8 b. i. - Invoicing instructions - Please define what is meant by the term high level billing.
- A77: Refer to amendment.
- Q78: Pg 23 A2.1.3.1.3 - Site End State Report - Please define what would be deemed as an exception in point #5
- A78: An exception is defined as the request for a print device that falls outside the design principles. Typically exception requests are to address Duty to Accommodate situations or to address special business needs that users feel cannot be met through by current printer installations. These requests are to be assessed by the Contractor, and the recommended solution approved by Canada.
- Q79: Pg 24 A2.1.3.2.1.1 - Return of Contractor Supplied Devices - Please confirm that the proper % is 2% and not 5% as indicated in the second paragraph.
- A79: This was corrected in Amendment 001 (see buyandsell.gc.ca for copy of amendment)
- Q80: Pg 26 A2.1.3.3.2 - Training and Awareness - In the bidders' meeting, ESDC indicated that videoconferences would be an acceptable method for delivering instructor-led training requested by 10 or more individuals at the same time and location. Please confirm.
- A80: Canada has decided to remove the requirement for the Contractor to provide on-site training for groups of 10 or more. Please see the Amendment section for revised text.
- Q81: Pg 27 A2.1.3.7 - Accounting - ESDC indicates that the vendor must monitor print usage and establish a charge-back structure as defined by the Department(s). In order for the vendors to properly scope the statement of work please provide the specifics around what charge backs will be necessary? We assume this requirement will be for charging print volumes and invoicing to the right department as per Appendix B?
- A81: Currently, Canada expects that invoicing be provided at the departmental level (one invoice for AAFC, CFIA and ESDC). If one of more departments deem that a further

breakdown is required, it will provide the Contractor with the breakdown. This can also be accommodated through a usage report and not necessarily through changes in monthly billing process.

- Q82: Pg 33 A2.7.1.1 - Move Services - Considering the number of locations that span every corner of the country it is difficult to provide Canada with a single price for Move Services that are "outside Metropolitan area". Would Canada consider increasing the number of Move Service categories and base these categories on mileage bands? This will provide Canada with the most competitive rates for these Move Services.
- A82: Canada has decided to change the wording with regards to how it will pay for move services outside of the metropolitan area.
- Q83: Appendix B: Roles and Responsibilities - Ongoing Device Certification – Please provide details on the device certification process, anticipated duration and restriction/requirements including if the certification will be for all 3 Departments at the same time.
- A83: This row is an error. Please see Amendment section below.
- Q84: Please identify which of the following the supplier will be permitted to charge for outside the quoted CPI:
- A84: Actual toner consumption beyond 5% coverage estimate – **included in CPI**
Maintenance parts (any part not covered by manufacturer warranty) replaced prior to achieving rated yield. – **Included in CPI**
Service calls to:
- repair or replace broken cover or tray – **Included in CPI**
 - assist user with simple jam clearance – **Not included in CPI**
 - basic device operation – **Included in CPI**
 - replacement of toner, paper or staples - **Provision of replacement toner and staples is included in CPI, however paper is not in-scope. If At-device “as and when required” services are requested through a Task Authorization, then at-device replacement of toner, topping up of paper and staples would be included as part of the Task Authorization service.**
 - maintenance task to replace fuser, drum, developer, print head, toner collection unit, maintenance kit or any other part not covered by manufacturer warranty – **Included in CPI**
 - repair damage caused by negligence or willful abuse – **Canada would be responsible for damages as set out in Section 2035 24 (2008-05-12) Liability of the General Terms and Conditions.**
- Q85: Pg 49 - Feature - Finishing: Folding - Please provide a definition of the folding requirement for the large MFP devices.
- A85: For the purposes of this contract, refers to the ability to half-fold or tri-fold for insertion of the printed material in an envelope. Please note that this is an Optional requirement and is therefore not to be included as a cost within the CPI rate.
- Q86: Pg 57 - Point 4.6 - The RFP states that the "Number and types of print devices to be deployed within a Service Canada Centre (servicing employees) or in an Senior Manager's Office must conform to departmentally established standards and

guidelines". Can ESDC provide the vendors with these guidelines as these could be contradictory to the Design Principles established and this will impact the CPI? Also would ESDC be able to provide the vendors with an estimated number of Service Canada Centre locations and Senior Manager's Offices that will be subject to these standards and guidelines.

A86: There are approximately 300 Service Canada Centres across the country. While official design principles have not yet been finalized, it can be expected that as a minimum, there will be 2 printers servicing Service Canada agents in the public zone and depending on configuration, 1 or 2 printers in servicing employees in the back-office area. In addition, for every 6 public accessible computers, there is a requirement for 1 printer. There are approximately 500 printers designated for this purpose.

There are approximately 40-50 designated Senior Manager's Offices across the country. The design principle currently in place at ESDC allows for either a colour or monochrome device that is designed for the sole use of staff supporting the Senior Manager. The number of staff can vary from 4 or more depending on the Senior Manager's role and responsibility.

Q87: pg 62 - B.2.2 - Move Services - Please define what is meant by "outside metropolitan area"?

A87: This is to be defined as office locations which are outside a radius of 40 Km from the originating office location.

Q88: The Service Level Agreements in Appendix C do not seem to follow the acceptable industry standards you would find in most MPS Agreements of this nature. For example Gartner's Seven SLAs for Success with Managed Print Services published December 2011. i.e. "Use penalties to ensure that your SLA's are observed and your goals are met". Would PWGSC reconsider putting penalties into the agreement to protect itself from poor vendor performance?

A88: This question was already answered in Question 57.

Q89: With regards to Appendix F - For the All-in-one printer are they willing to accept a printer with a recommended 10,000 monthly duty cycle since these are going to be proposed as low volume, portable and light weight printers?

A89: Canada will accept this request provided that the alternate printer meets the size and weight restrictions outlined in the Technical Specifications table.

Q90: With regards to Appendix F for the B/W Desktop Lasers will PWGSC be willing to accept a printer without a Hard Drive to reduce cost? (These are lower volume devices, we are trying to rationalize these higher cost devices to migrate volumes to larger lower cost devices and a hard drive will not be necessary for the anticipated volume in this category.)

A90: Canada will accept B/W desktop printers without a hard drive provided that Users are not negatively impacted by slower device response times. Should complaints be received due to printer response times that are attributed to the lack of a hard drive, then Canada may require the vendor to install hard drives at no additional cost.

- Q91: With regards to Appendix F- If a hard drive is not required on certain recommended models, (i.e. All in one printer) does the vendor still need to provide hard drive overwrite as per page 49?
- A91: If the device does not contain a hard drive, then no hard drive overwrite software will be required on that device.
- Q92: With regards to Appendix F - For the Medium size Laser Printers Black and White and Colour, will PWGSC consider moving the minimum mandatory paper capacity from 750 to 600 sheets?
- A92: Canada does not accept this technical change request as it feels its minimum technical requirements are standard for devices of this size.
- Q93: With regards to Appendix F - For the Larger Laser Printer will PWGSC be willing to move the minimum mandatory paper capacity from 750 to 650 sheets?
- A93: Canada does not accept this technical change request as it feels its minimum technical requirements are standard for devices of this size.
- Q94: With regards to Appendix F – For the MFD's will PWGSC consider changing the requirement for Postscript from Mandatory to optional?
- A94: Canada does not accept this technical change request as this would limit sharing of printers between groups that require Postscript III drivers and those that don't.
- Q95: With regards to Appendix F – Large MFD's will PWGSC be willing to move the minimum output capacity to 500 pages?
- A95: Canada will accept that the minimum output capacity on large MFD's be changed to 500 pages from 1000 pages.
- Q96: With regards to E3.4.3 can you please explain what you mean by "Management Review Process"?
- A96: This evaluation criteria is trying to determine how the Contractor plans to measure User satisfaction as well as to provide Canada with an understanding of the Contractor's internal processes to review and assess this information.
- Q97: 600 x 600 dpi in black and white MFD's is widely recognized as acceptable in the industry today. The difference in image quality in the black and white resolution is not measurable to the naked eye like colour would be. Printing desktop publishing and detailed photography will be in colour only. With regards to Appendix F for B/W resolution will PWGSC please remove 1200 x 1200 and replace to 600 x 600 dpi for the MFD's? This will lower cost in the bid process and allow more vendors to bid.
- A97: Canada will accept a change in the technical requirement for B&W devices. Change to 600 X 600 DPI from 1200 X 1200
- Q98: Given the size of this response will PWGSC consider extending the submission date by two weeks?
- A98: In question 21, Canada has already agreed to a 14 calendar extension (See Amendment section for revised closing date)
- Q99: Given that the minutes from the bidders conference or the questions submitted to date have not been answered thus far, will PWGSC consider extending the submission date

by two weeks and also the submission of questions date (15 days from closing date) to also be extended to allow the vendors to potentially clarify the answers returned back from PWGSC?

A99: As the RFP closing date has changed, the last date for submitting questions will also be extended in alignment to the revised RFP closing date.

Amendments

1. Change to Solicitation closing date

FROM: 2 p.m. November 19, 2013

TO: 2 p.m. December 3, 2013

2. Section A2.1.3.2.1.1 – Return of Contractor Supplied Devices

In the 3rd paragraph

Delete: Shipping costs will be initiated through a Task Authorization at the rate prescribed in the Basis of Payment for optional move services as outlined in A2.7.1.1

Insert: Shipping costs will be initiated through a Task Authorization at the rate prescribed in the Basis of Payment for optional move services as outlined in A2.7.1.1. Prior to removal of the print device for shipping, the Contractor is required to certify that the hard drive storage device or any other temporary storage device is either physically removed, fully encrypted or fully sanitized in accordance with CSEC guidelines and standards.

<http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg06-eng.html>

3. Section A2.1.3.2.5 – Print Device Moves

After the 2nd bullet, add:

- If the move requires that the print device be relocated to another office location outside of the building, prior to its removal for shipping, the Contractor is required to certify that the hard drive storage device or any other temporary storage device is either physically removed, fully encrypted or fully sanitized in accordance with CSEC guidelines and standards. <http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg06-eng.html>

4. Section 2.1.3.3.2 – Training and Awareness

Delete: This service involves the delivery of training to Users on the use of Contractor supplied print devices and their features. During the implementation phase, the Contractor must provide on-demand training to Users on how to use the newly installed print devices and its features. While the preferred method of training will be through the provision of on-line tutorials, in the event that 10 or more individuals request training at the same time and in the same location, the Contractor may be required to provide a group session either at the device itself, or in a classroom setting. In all cases, all training sessions or materials must be available in both official languages with group training provided in the language of choice of that user group

Insert: This service involves the delivery of training to Users on the use of Contractor supplied print devices and their features. During the implementation phase, the Contractor must ensure that Users have access to on-line tutorials that will guide them on how to use the device and its features. All materials must be available in both official languages.

5. Section 2.1.3.2.6 – Print Device Disposal

After the words Departmental IT Security (see 3rd line from the bottom)

Insert: “and CSEC”

6. Section A2.2.3 – Firmware Updates

After the word Operations Manager (see second to last line):

Insert: “provided this can be done within the boundaries of the existing IT security perimeter”.

7. Section A2.3 – Software Requirements

At the end of the first paragraph:

Insert: Such software must operate within the boundaries of the existing departmental security perimeter defenses which allows for outbound data transfers using HTTP, HTTPs, FTP and SMTP. Inbound connectivity is to be considered unavailable to such software.

8. Section A2.3 – Software Requirements

Add the following text at the end of the second paragraph as follows:

The web portal must include adequate security controls to enable for secured data exchange between the Department(s) and the Contractor and that ensures integrity and authenticity of services available via the portal.

9. A2.7.1.1 – Move Services (due to office relocation or closing)

Delete: Contractor compensation for this service will not form part of the cost per impression but rather be based on a rate prescribed within the Basis of payment.

Insert: Contractor compensation for moves within the same complex or the same city will not form part of the cost per impression but rather be based on a rate prescribed within the Basis of payment. For inter-city moves, the Contractor will be reimbursed for the direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

Insert: a paragraph at the end with the following text:

Prior to removal of the print device for shipping, the Contractor is required to certify that the hard drive storage device or any other temporary storage device is either physically removed, fully encrypted or fully sanitized in accordance with CSEC guidelines and standards. <http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg06-eng.html>

10. Appendix B – Roles and Responsibilities – Page 59 of 235

Delete the row where it states “Ongoing Device Certification”

11. Appendix C – Minimum Services Levels – Pages 40-44 of 95

Change last sentence within each Zone (see pages 41 and 42)

Delete: "Response time is calculated from the time the contractor has been notified by Canada to the completion of the remedial service by the contractor"

Insert: "Response time is calculated from the time the contractor has been notified by Canada to the time the Contractor arrives on site to complete the service?"

Modify the Key Performance Indicator # 5 (see page 43 of 95):

Delete: "Break fix response and resolution"

Insert: "Break fix response time"

Add a new performance measure # 21 to read as follows:

Key Performance indicator:	Break Fix Resolution Time
SL Measurement Criteria:	Number of break fix requests responded to
Service Level Requirement:	Resolution must be completed within 4 hours of arriving on-site
SL Target:	95%

12. Technical Specifications pages 48 and 49 of 95.

Insert:

- 4 way stapling and 3 hole punching will only be considered as a mandatory availability item on large MFD devices. This means that if Users require this feature, the Contractor must install a large device irrespective of whether the print volumes warrant it.
- It will be acceptable that Small and Medium sized MFD's be of either Table-top or Floor models.

13. B.2.2 Move Services – page 62 of 95

Delete: the column in the table that references "Pallet rate per move – outside metropolitan area"

Insert: the following text under the table:

For moves outside the metropolitan area, the Contractor will be reimbursed for the direct expenses reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

14. In Part 7, section 8, 1.b.i:

Delete "i. high level billing" and renumber accordingly.

15. In Part 1, section 2:

Insert:

This requirement is subject to all Comprehensive Land Claims Agreements.

16. In Part 2, section 1:

Insert:

This requirement is subject to all Comprehensive Land Claims Agreements.

All other terms and conditions remain unchanged.