

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, 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. 004
Client Reference No. - N° de référence du client EZ107-140001		Date 2013-11-19
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.

004

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 004

Vendor Financial Proposal Summary Sheet

Cost Per Impression Proposal (Monochrome printing)	\$ -
Cost Per Impression Proposal (Colour printing)	\$ -
All-in-one Devices	\$ -
Per Diem Services - Moves	\$ -
Per Diem Services - Consulting	\$ -
Per Diem Services - On-Site Print DeviceService	\$ -
Per Diem Services - After Hours Service Call	\$ -
Vendor Grand Total Financial Proposal	\$ -

SAMPLE FINANCIAL PROPOSAL WORKSHEET - COST PER IMPRESSION CHARGES BASED ON VARIABLE ANNUAL PRINT VOLUMES

The Contractor is to provide their all-inclusive cost-per-impression charge for all services listed in the SOW, within 2 separate categories. The first category will cover the cost to maintain and manage all existing Canada owned print devices, with the exception of those under current lease arrangements with other Contractors, that does not include a capital cost factor and the second category will cover the cost-per-impression charge for Contractor supplied devices which does include a capital cost factor. For both categories, a separate price for monochrome and colour is required.

For the purposes of determining annual print volumes in any given year, the sum of the total number of impressions on both Canada owned and Contractor supplied equipment will be used. The applicable cost band will be based on the combined total in each of the monochrome and colour category. (ex. 100M impressions on Canada owned equipment and 35M impressions on Contractor supplied equipment totals 135M impressions, based on this total, the cost-per-impression band associated to 135M impressions will be used for determining the cost-per-impression for both Canada owned and Contractor supplied devices for that year)

When entering the CPI rates for each of the print volume bands, Bidders are required to indicate a CPI rate which is equal to or less than the CPI rate entered in the previous band within that category.

Cost-per-impression Monochrome Devices

Cost Per Impression Services		Monochrome Cost per impression based on the following Annual Print Volumes									
		Band 1 > 60% below current print volumes	Band 2 40-60% below current print volumes	Band 3 26-40% below current print volumes	Band 4 11-25% below current print volumes	Band 5 +- 10% of current print volumes	Band 6 25% over current print volumes	Band 7 > 25% over current print volumes			
Baseline print volume for monochrome = 144,500,000 impressions	From:	1	57,800,001	86,700,001	108,375,001	130,050,001	158,950,001	180,625,001+			
	To:	57,800,000	86,700,000	108,375,000	130,050,000	158,950,000	180,625,000				
Likelihood (will be multiplied by the Contractor's proposed value in that column to determine the average impression charge for year 1 only)		10%	80%	5%	5%	0%	0%	0%	Average per impression charge	Print Volume used for evaluation purposes	Annual Estimated Cost
Year 1	Canada owned devices								\$ -	60,000,000	\$ -
	Contractor supplied devices								\$ -	12,250,000	\$ -
Likelihood (will be multiplied by the Contractor's proposed value in that column to determine the average impression charge for each of the remaining years)		2%	10%	15%	25%	40%	5%	3%	Average per impression charge	Print Volume used for evaluation purposes	Annual Estimated Cost
Year 2	Canada owned devices								\$ -	101,000,000	\$ -
	Contractor supplied devices								\$ -	43,500,000	\$ -
Year 3	Canada owned devices								\$ -	54,500,000	\$ -
	Contractor supplied devices								\$ -	90,000,000	\$ -
Year 4	Canada owned devices								\$ -	13,500,000	\$ -
	Contractor supplied devices								\$ -	131,000,000	\$ -
Year 5	Canada owned devices									0	
	Contractor supplied devices								\$ -	144,500,000	\$ -
Year 6	Canada owned devices									0	
	Contractor supplied devices								\$ -	144,500,000	\$ -
Year 7	Canada owned devices									0	
	Contractor supplied devices								\$ -	144,500,000	\$ -
Option 1	Canada owned devices									0	
	Contractor supplied devices								\$ -	144,500,000	\$ -
Option 2	Canada owned devices									0	
	Contractor supplied devices								\$ -	144,500,000	\$ -
Option 3	Canada owned devices									0	
	Contractor supplied devices								\$ -	144,500,000	\$ -

Contractor financial proposal cost for monochrome printing	\$ -
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Cost-per-impression for Colour devices

Cost Per Impression Services		Colour Cost per impression based on the following Annual Print Volumes									
Baseline print volume for colour = 25,500,000 impressions		Band 1 > 60% below current print volumes	Band 2 40-60% below current print volumes	Band 3 26-40% below current print volumes	Band 4 11-25% below current print volumes	Band 5 +- 10% of current print volumes	Band 6 25% over current print volumes	Band 7 > 25% over current print volumes			
	From: 1	10,200,000	10,200,000	15,300,001	19,125,001	22,950,001	28,050,001	> 31,875,001+			
	To: 10,200,000	15,300,000	19,125,000	19,125,000	22,950,000	28,050,000	31,875,000				
Likelihood (will be multiplied by the Contractor's proposed value in that column to determine the average impression charge for year 1 only)		10%	80%	5%	5%	0%	0%	0%	Average per impression charge	Print Volume used for evaluation purposes	
Year 1	Canada owned devices								0.0000	10,425,000	\$ -
	Contractor supplied devices								0.0000	2,325,000	\$ -
Likelihood (will be multiplied by the Contractor's proposed value in that column to determine the average impression charge for each of the remaining years)		3%	10%	15%	25%	40%	5%	2%	Average per impression charge	Print volume used for evaluation purposes	Annual Estimated Cost
Year 2	Canada owned devices									18,675,000	\$ -
	Contractor supplied devices									6,825,000	\$ -
Year 3	Canada owned devices								0.0000	10,800,000	\$ -
	Contractor supplied devices								0.0000	14,700,000	\$ -
Year 4	Canada owned devices								0.0000	3,600,000	\$ -
	Contractor supplied devices								0.0000	21,900,000	\$ -
Year 5	Canada owned devices									0	
	Contractor supplied devices								0.0000	25,500,000	\$ -
Year 6	Canada owned devices									0	
	Contractor supplied devices								0.0000	25,500,000	\$ -
Year 7	Canada owned devices									0	
	Contractor supplied devices								0.0000	25,500,000	\$ -
Option 1	Canada owned devices									0	
	Contractor supplied devices								0.0000	25,500,000	\$ -
Option 2	Canada owned devices									0	
	Contractor supplied devices								0.0000	25,500,000	\$ -
Option 3	Canada owned devices									0	
	Contractor supplied devices								0.0000	25,500,000	\$ -

Contractor financial proposal cost for colour printing	\$ -
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The following financial proposal relates to per diem services that may be purchased outside of the cost per impression model. The estimation of the services noted below, should not be construed as a guaranteed or minimum level of service as the requirement for these services are deemed to be on an as required basis. That said, an anticipated level of required services per year has been indicated for financial evaluation purposes only.

CONSULTING SERVICES

The following table is to be used by the bidder to insert their per diem rate for consulting services over the duration of the contract. For evaluation purposes, the daily per diem rates will be multiplied by 20 days in each year and category in order to cost this item over the duration of the contract. **Note:** The winning vendor should not construe the 20 days as a guaranteed or minimum level of consulting services in any given year or category, as this will be determined by the Department(s) on an as required basis only.

Junior Consultant	Daily Rate	Estimated days	Extended Cost
Year 1	\$ -	20	\$ -
Year 2	\$ -	20	\$ -
Year 3	\$ -	20	\$ -
Year 4	\$ -	20	\$ -
Year 5	\$ -	20	\$ -
Year 6	\$ -	20	\$ -
Year 7	\$ -	20	\$ -
Option 1	\$ -	20	\$ -
Option 2	\$ -	20	\$ -
Option 3	\$ -	20	\$ -
TOTAL CONSULTING SERVICES			\$ -

Intermediate Consultant	Daily Rate	Estimated days	Extended Cost
Year 1	\$ -	20	\$ -
Year 2	\$ -	20	\$ -
Year 3	\$ -	20	\$ -
Year 4	\$ -	20	\$ -
Year 5	\$ -	20	\$ -
Year 6	\$ -	20	\$ -
Year 7	\$ -	20	\$ -
Option 1	\$ -	20	\$ -
Option 2	\$ -	20	\$ -
Option 3	\$ -	20	\$ -
TOTAL CONSULTING SERVICES			\$ -

Senior Consultant	Daily Rate	Estimated days	Extended Cost
Year 1	\$ -	20	\$ -
Year 2	\$ -	20	\$ -
Year 3	\$ -	20	\$ -
Year 4	\$ -	20	\$ -
Year 5	\$ -	20	\$ -
Year 6	\$ -	20	\$ -
Year 7	\$ -	20	\$ -
Option 1	\$ -	20	\$ -
Option 2	\$ -	20	\$ -
Option 3	\$ -	20	\$ -
TOTAL CONSULTING SERVICES			\$ -

OPTIONAL ON-SITE PRINT DEVICE SERVICE

The following table is to be used by the bidder to insert their per diem rate for optional "On-Site Print Device Service" over the duration of the contract. For evaluation purposes, the daily per diem rates will be multiplied by 500 days in each year in order to cost this item over the duration of the contract. **Note:** The winning vendor should not construe 500 days as a guaranteed or minimum level of "at the device consumable replacement service" in any given year, as this will be determined by the Department(s) on an as required basis only.

	Daily Rate	Estimated days	Extended Cost
Year 1	\$ -	500	\$ -
Year 2	\$ -	500	\$ -
Year 3	\$ -	500	\$ -
Year 4	\$ -	500	\$ -
Year 5	\$ -	500	\$ -
Year 6	\$ -	500	\$ -
Year 7	\$ -	500	\$ -
Option 1	\$ -	500	\$ -
Option 2	\$ -	500	\$ -
Option 3	\$ -	500	\$ -
TOTAL OPTIONAL ON-SITE PRINT DEVICE SERVICES			\$ -

MOVE SERVICES

The following table is to be used by the bidder to insert a flat rate for conducting move services over the duration of the contract. The vendor must enter a flat rate for each category listed below which is inclusive of all move related costs (i.e. staff time, travel, equipment rentals, shipment costs, and re-configuration and set-up costs). For evaluation purposes, we are indicating 50 moves per year as being an average requirement. Each category of move has been given a % factor which is an estimation of the percentage of types of move to be expected over the course of any year. The extended rate uses these factors to come up with a total price for the provision of move services. **Note:** The winning vendor should not construe the 50 moves as a minimum or guaranteed level of service requirement in any given year, as this will be determined by the Department(s) on an as required basis only.

	Rate per move incident - within same complex (50% factor)	Pallet Rate per move - within same metropolitan area (50% factor)	Estimated Equipment Moves per Year	Extended Cost
Year 1	\$ -	\$ -	50	\$ -
Year 2	\$ -	\$ -	50	\$ -
Year 3	\$ -	\$ -	50	\$ -
Year 4	\$ -	\$ -	50	\$ -
Year 5	\$ -	\$ -	50	\$ -
Year 6	\$ -	\$ -	50	\$ -
Year 7	\$ -	\$ -	50	\$ -
Option 1	\$ -	\$ -	50	\$ -
Option 2	\$ -	\$ -	50	\$ -
Option 3	\$ -	\$ -	50	\$ -
TOTAL MOVE SERVICES				\$ -

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. These costs will not form part of the financial evaluation proposal.

AFTER HOURS SERVICE CALL

The following table is to be used by the bidder to insert their hourly rate for the provision of service calls for the repair and maintenance of print devices which may be required after normal business hours.

Note: After hours services calls must be a result of a urgent requirement which is pre-authorized by the Department(s). It is anticipated that after hours services will rarely be required, however for financial evaluation purposes, it is being estimated at 20 hours per year.

	Hourly Rate	Estimated Hours	Extended Cost
Year 1	\$ -	20	\$ -
Year 2	\$ -	20	\$ -
Year 3	\$ -	20	\$ -
Year 4	\$ -	20	\$ -
Year 5	\$ -	20	\$ -
Year 6	\$ -	20	\$ -
Year 7	\$ -	20	\$ -
Option 1	\$ -	20	\$ -
Option 2	\$ -	20	\$ -
Option 3	\$ -	20	\$ -
TOTAL - AFTER HOURS SERVICE CALL			\$ -

The following financial proposal relates to the supply and delivery of All-in-one print devices that may be required to meet special needs outside of the MPS CPI cost model. These devices will be purchased by individual Business Lines and must meet the specifications outlined in the SOW. Invoicing for this requirement must be invoiced directly to the client group who requested it.

ALL-IN-ONE DEVICES

The following table is to be used by the bidder to insert their per unit cost for the supply and delivery of All-in-one printers over the duration of the contract. For evaluation purposes, the estimated number of units that will be used is 20 per year. **Note:** The Contractor should not construe this number of units as a guaranteed or minimum level of requirement for these type of devices in any given year, as this will be determined by the Department(s) on an as and when required basis only.

	Unit Price	Estimated Units	Extended Cost
Year 1	\$ -	20	\$ -
Year 2	\$ -	20	\$ -
Year 3	\$ -	20	\$ -
Year 4	\$ -	20	\$ -
Year 5	\$ -	20	\$ -
Year 6	\$ -	20	\$ -
Year 7	\$ -	20	\$ -
Option 1	\$ -	20	\$ -
Option 2	\$ -	20	\$ -
Option 3	\$ -	20	\$ -
TOTAL ALL-IN-ONE PRINTERS			\$ -

Amendment 004

The purpose of this amendment is to answer questions and amend the solicitation.

Questions and Answers

Q1: In what year did the leases start going year to year? It would seem from my random spot audits that the 103 leases in 2010 and 2011 have been replaced with new leases? These new devices do not appear on the leased hardware list?

A1: ESDC

- Beginning in 2012, leases were to expire by March 2015 or thereabouts
- During 2013, we were either renewing leases for 1 year or having them go month to month.
- Beginning with the new NMSO (November 2013), expiring leases will be renewed for 1 year and once the Contractor is operational, a discussion between the Contractor and Departments will take place to plan for the replacement of these devices, providing 90 days' notice to the existing vendor.

AAFC/CFIA

- AAFC began renewing leases for 1 year starting September 2013
- CFIA began renewing leases for 1 year starting in September 2013

Q2: Are the 319 lease of 2012 year to year/month to month or did this practice start in 2013? I ask this question to help determine in which years I will need a larger asset deployment.?

A2: At ESDC, most were extended to about March 31, 2015 as noted in Q1 however for AAFC/CFIA, it is possible that some were extended for a longer period. The month to month and 1 year extension practice is new to 2013.

Q3: Canada has specified some challenging Service Level Requirements in Appendix C. In particular, the Zone A response time requires the successful bidder to fully resolve issues within 4 hours at least 90% of the time with at most one technician visit (allowing for an additional 5% that can be resolved in two visits within the 4-hour SLR if that's possible). Fully meeting this SLR requires a responsible service provider to make substantial investments in parts and labour in all zone A locations. Unfortunately there is widespread use of certain service practices that would allow some vendors to avoid making the necessary investments to meet the SLR. By using these practices, vendors who have no intention of consistently meeting the SLRs are enabled to quote lower prices to Canada than ones who do. To allow for fair and accurate comparison of quoted pricing, we request that Canada identify which of the following practices it will allow, and for those not allowed, the real consequences of using them:

- I. Inability to accurately record start and resolution time of every reported outage
- II. Closing or "pausing" incidents prior to full resolution (eg. while waiting for parts to arrive)
- III. Insufficient parts or labour availability to fully resolve at least 90% of outages by the first visit within 4 hours in zone A
- IV. Excluding outages from SLA that are caused by missed maintenance tasks (except for toner, staples or paper replenishment or basic jam clearance)
- V. Excluding outages caused by dirt or dust buildup on device components

VI. Excluding large numbers of "partial" outages from SLA calculations even though they impact users. Please identify which of the following may be excluded from SLA measurements:

- A. Scanner inoperable but printer still works
- B. Printer inoperable but scanner still works
- C. Duplexer inoperable (scanner or printer)
- D. Frequent jamming or other intermittent outage
- E. Input source outage (at least one source still available)
- F. Output tray outage (at least one tray still available)
- G. Finisher outage
- H. Degraded print quality, paper creasing or folding

In our experience, industry best practices apply meaningful penalties as an incentive for the supplier to consistently meet Service Level Requirements (including reporting accuracy). At a minimum, we would strongly suggest that Canada provide for independent audit of service practices at any time, with severe penalties (including default) for failing to meet acceptable standards.

A3: Canada has already clarified the definition of respond versus resolution (please see response in Amendment 003, Q57 and in the Amendment section #11). As the second parts of the question relate to the initial definition, Canada is unsure if this addresses the question completely and would ask that the requestor resubmit the question if this is required.

Q4: In appendix F, Start up speeds from rest are not mentioned in the mandatory specifications. These metrics along with typical energy consumption to run MFP and printer devices are not mentioned as a mandatory in the RFP yet are standard measurements to rate Environmental requirements in MPS engagements today. In your overall objectives you include: "contribute to departmental targets on sustainability of the environment ... and achieve operational cost savings of 25-40% per year". Energy consumption can be a major environmental factor, productivity driver (especially start up times) and a major cost driver. Would PWGSC consider putting these critical measurements into the mandatory criteria to ensure you are getting technology conducive to your stated objectives?

A4: This is a services contract and as such, Canada has focused on the key technical specifications it feels is required by Users in order that they can print/copy/scan or fax. While we have not included energy consumption as a mandatory requirement, we are deducting points for Bidders who propose equipment which uses 20A or 220V outlets. As a result, no further changes to the mandatory requirements will be made.

Q5: Resolution is defined as the number of dots a marking engine can place on a line one inch long in a square one-inch deep. The 600 x 600 dpi specification is today's image quality standard for business documents. The "Interpolated" or multi-bit resolution spec does not change the actual number of dots used to create an image, but rather means that the controller provides more data for the laser to draw each dot with more depth. This is useful in colour applications and usually more powerful graphics-quality systems for applications requiring the highest level of quality in colour. Additionally these higher dpi MFPs usually reduce their output speeds by 50% when printing at true 1200 x 1200 dpi output due to the additional data processing load required to draw the image. Since the MFD's in black and white only are designed and installed for delivering typical

- business document production at ESDC, will PWGSC please change the specification for B/W MFD's to be 600 x 600 dpi if they are using laser technology?
- A5: Canada has already agreed to this requested change. (see Amendment 003 – Q97 for the response)
- Q6: With regards to R3, would PWGSC consider a National Non Profit, A Canadian National Bank or a Canadian National Insurance company to qualify as one of your three public sector references?
- A6: No. Canada will not consider these companies as public sector.
- Q7: Regarding Section E.3, dealing with the demonstration of various capabilities, where the sub item criteria require the identification of projects, please confirm that there are no restrictions on the bidder in terms of the projects that can be identified to support these capabilities. If there are restrictions, please identify them.
- A7: Bidders may only provide a total of 5 projects which demonstrate their capabilities. Of the 5 project submitted, 3 must be the same ones used in the Mandatory Section. (Please see page 70 of 95 of the RFP)
- Q8: The due date for submission of this tender is November 19, 2013. With the size, scope and complexity of this tender, the limited information provided regarding the particulars of this tender, and the impact to the Crown. We would like to ask for a 21 day extension to ensure the Crown is provided with the best solutions available to ensure the Crown gets best value out of this tender.
- A8: Canada has already agreed to a 14 calendar day extension. (please see Amendment 002 for revised end date).
- Q9: With regards to the Help Desk in section 3.4.1 on page 86 of 95, Appendix B, and A2.1.3.3, can you provide us the anticipated volume of calls you expect the vendor to field?
- A9: it is anticipated that most service calls directed to the Contractor will be mostly related to break-fix requests, request for consumables, assistance using the devices or requests for move, add or changes. As the RFP requires the vendor to monitor the print device and pro-actively ship consumable products and perform preventative maintenance, then we anticipate the number of service calls being routed to the vendor to be relatively small. As requested, please find the aggregate number of tickets for all three departments from April 1 2013 to date. Please keep in mind that each department currently manages print services somewhat differently and have different processes for dealing with existing leased equipment. As a result, the number of service calls should be deemed much higher than they will be with the introduction of the MPS vendor.

tickets for AAFC/CFIA = 2,171

tickets for ESDC = 5,492

Total # of tickets = 7,663

The above ticket numbers exclude requests for access to a printer/MFD which accounted for an additional 7,000+ tickets

- Q10: With regards to the Service Desk in section 3.4.1 on page 86 of 95, Appendix B, and A2.1.3.3, can you provide us the anticipated volume of calls that would expect to be warm calls transferred back to Canada that are not printer related?
- A10: Canada has already indicated in Amendment 003, Answers 20, 73 and 74, that it will implement processes to minimize misdirected calls to the vendors.
- Q11: With regards to the Service Desk in section 3.4.1 on page 86 of 95, Appendix B, and A2.1.3.3, besides calls that are placed directly to the service provider, can you clarify if Canada will also have a Canada Help Desk with a prompt menu for an option for Printer related calls going to the vendor? If so will this be set up by Canada or the service provider?
- A11: Canada has already indicated in Amendment 003, Answers 20, 73 and 74, that it will implement processes to minimize misdirected calls to the vendors. In addition, where this is available, a prompt menu will be implemented for requests made by telephone. Where the use of the intranet will be is used by Users to submit calls, service definitions will prompt users to the appropriate service portal. Canada will implement these measures on their systems.
- Q12: Remote management software – will data collected, (IE: consumables levels, service code alerts, meter reads), be allowed to leave the network(s) or will this data only be accessible within the departments' firewall?
- A12: This question was responded to in Amendment 003, Question 20.
- Q13: Will Canada provide an estimated number of devices required, by product category type, for vendors to base the all in cost per page on? Without this data, vendors will be making assumptions before being able to conduct proper site assessment, and therefore err on the side of caution to ensure they are protected, which will increase the overall cost per image for Canada.
- A13: Canada has provided the Bidders with an estimated end state number of devices required to meet a 10-15:1 ratio of employees to device and has also indicated that approximately 70% of the devices should be MFD's. With this information along with the number of sites and staff at those sites, Canada feels the Bidders have ample information to make an educated guess to the end state requirement, without the need to embed too much risk in its cost.
- Q14: Given the amount of time allotted for a response, and the amount of information required to respond, will Canada provide a minimum 2 week extension for this solicitation?
- A14: Canada has already agreed to a 14 calendar day extension. (please see Amendment 002 for revised end date).
- Q15: At Part 7, Section 5.2, there is reference to the Technical Authority – Please confirm there will be a single technical authority for the contract that will fulfill this role for all three organizations. If this is not the case, how many technical authorities will there be as this affects the level of supplier effort for the requirement. If there is to be more than one Technical Authority, then it is requested that 5.2 be amended to be clear as to the number of Technical Authorities. Please advise.

- A15: As outlined in Part 7, there will be a single Technical Authority responsible for coordinating and speaking on behalf of all three departments as things relate to contract management. A governance model is currently being developed by the departmental representatives and will form the basis for how we will interact with the Contractor. This information will be shared with the successful bidder.
- Q16: Over the past 4 years our company has been involve in a large number of print fleet assessments throughout many government departments and with these assessments our company has always been asked to recommend the most cost effective print fleet environment for the client's needs and logistics. With the accumulation of experience we have identified the need for colour and mono A4 devices with minimal finishing but robust scanning and processing power. These devices are an inexpensive and yet a vital part of meeting the needs of the client's print fleet environment and is by far a more cost effective solution with a substantial less footprint in relation to the larger A3 MFP's. Our company believes there is a place for the less costly A4 MFP's that have slightly less options e.g. 3 trays instead of 4, inner finisher with one output tray etc. these options have a minimal impact on the efficiency of the device but reduce the costs up to 50%

Question: Will Canada consider adding 2 additional categories of MFP's to the RFP?

1. 30-45 ppm, Mono, A4 MFP with print, copy, fax, scan, simple sort, 3 trays plus bypass and 2 receiving bins.
 2. 30-45 ppm, Colour, A4 MFP with print, copy, fax, scan, simple sort, 3 trays plus bypass and 2 receiving bins.
- A16: Canada does not feel that an additional print device category needs to be added to the technical specifications as there is already some flexibility within the existing specifications to allow for the installation of A4 type devices. In responding to this question, Canada conducted a review of the Technical Specifications for MFD's and has decided to amend the Technical Specifications that will allow for either 3 or 4 paper input trays in all categories of MFD's (see Amendment Section # 1). This change coincides with Canada's clarification that if 11X17 paper is required, then it must be provided in which case 4 input trays are required irrespective of device size. Where 11 X 17 is not required, then only 3 input trays would be required. Once again, the decision on whether to install devices with either 3 or 4 input trays will be dependent on the Contractor's assessment of the print requirement for a given office location. 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.
- Q17: 1. All in one [AIO] devices - Given that this category is so limited in unit volume and anticipated page volume, and that support is not required for these devices, would PWGSC consider removing this category from the mandatory requirements?
2. Given that the specifications are very restrictive and that there are few products on the market today that meet these requirements and that the winning vendor is only required to supply the hardware, but not support the All-in-One devices, would Canada

consider removing the requirement of having an OEM letter for the supply of these AIO devices?

3. Would PWGSC change the minimum weight for the AIO to <25 lbs to increase competition and reduce cost?

4. Would PWGSC consider reducing the mandatory specifications for the AIO products as the requirement as we understand it is primarily targeted towards low volume and mobile applications yet the specifications are very restrictive and suggest more of a network based device similar to that of the other categories? Specifically would PWGSC consider reducing the specifications to simply include the basic requirements you are looking to address for this need in this category? ie

- Remove the operating environment mandatory for running Windows 2008, MAC or Linux
- Remove the mandatory requirement for a Universal Print driver
- Remove the requirement for a PCL5 driver as a PCL6 driver is already required
- Remove the requirement for network protocols
- Remove the network connection and simply leave the requirement as a USB connection
- Reduce the memory capacity to 32MB
- Reduce the Processor Speeds to a minimum 192 MHz
- Alter the weight to <25 lbs
- Remove the requirement to have a uniform control panel
- Change the recommended duty cycle to less than 5000 pages
- Remove the secure print capability
- Remove the HD requirements

A17: Canada has modified the RFP to address the issues raised in these questions (please see Amendment Section # 2 and 3 for detailed response.

Amendments

1. Appendix F – Technical Specifications (page 48 of 95)

Insert:

- It will be acceptable that the number of paper input trays (not including Manual Feed) be either 3 or 4 for Small, Medium and Large MFD's

2. Appendix F – Technical Specifications (pages 48 and 49 of 95)

Delete:

- Column entitled All-in-one Printers (B&W)

3. Section A2.7.2 All-in-one printers (Task Authorization) (page 34 of 95)

Add:

- **Section A2.7.2.1 Technical Specifications**
- The following minimum technical specifications must be met in the provision of monochrome All-in-one print devices under this contract:
 - Ability to Print, Photocopy, Scan and Fax
 - Operating Environment: Windows 7, XP
 - Print Drivers: PCL 6
 - Connectivity: USB
 - Network: Wireless 802.11
 - Processor: 192 MHz
 - Memory requirements: 64MB
 - Resolution: 600 DPI
 - Monthly Duty Cycle: up to 5000 pages/month
 - Weight: <25 lbs
 - Size: Must fit in a filing cabinet drawer (approx. 10.3 X 19 X 18.9 inches)
 - Paper Capability: 8½ X 11, 8½ X 14, Envelopes and Labels
 - Scanning Capability: Must be capable of scanning 8½ X 14 originals through document feeder and 8½ X 11 on scanning glass.
 - Scan to File capability
 - Image formats: TIFF, JPEG PDF
 - Colour scanning capable
 - Fax Transmission: 33.6 Kbps
 - Fax storage: 99 pages
 - Table top model
 - Single paper input and output tray
 - Paper capacity 100 sheets
 - Control panel: must be able to switch to either English or French
 - Energy Star compliant

4. E4.2 Bidder's Financial Proposal

Revised Excel spreadsheet with changed wording relating to Move Services as per A2.7.1.1 and B2.2 (attached).

All other terms and conditions remain unchanged.