

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

SOLICITATION AMENDMENT MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
 Informatics Professional Services Division / Division
 des services professionnels en informatique
 11 Laurier St., / 11, rue Laurier
 3C2, Place du Portage
 Gatineau
 Québec
 K1A 0S5

Title - Sujet Point of Sale (POS) system	
Solicitation No. - N° de l'invitation 21120-144110/A	Amendment No. - N° modif. 005
Client Reference No. - N° de référence du client csc po # 1944110	Date 2014-02-10
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-608-26722	
File No. - N° de dossier 608zm.21120-144110	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-02-14	Time Zone Fuseau horaire Eastern Standard Time EST
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: Kelly, James	Buyer Id - Id de l'acheteur 608zm
Telephone No. - N° de téléphone (819) 956-5701 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

Question 35 In the Basis of Payment, it indicates that pricing for the POS Bundle must include "... software maintenance and support". The word "support" can refer to different things. As a software provider, our definition of "maintenance and support" is as follows: "maintenance" includes any bug fixes and new software releases; this is charged as an annual fee. "Support" generally refers to access to our team of technical support experts who will assist end-users and IT professionals to address issues and answer questions after the initial training and implementation is performed. This type of support is often referred to as "Help Desk Services". For this type of service, we charge by the hour, rather than providing an annual contract, which is why many of our customers use their IT department to address first-level support issues from the stores, then pay us to provide second-level support or provide technical support to their IT department only. Since the RFP indicates that CSC will provide their own first-level support to the stores (after the contractor trains their IT department), it seems that including an amount for help desk services for each POS Bundle might be an expense that could be eliminated. Does CSC want us to include in the price of each POS Bundle an amount to cover Help Desk Services? If so, how many hours should be allocated to each POS Bundle?

Answer 35 Software maintenance and support requirements for this solicitation are described in Standard Acquisition and Contract clause 4004 - Maintenance and Support Services for Licensed Software (incorporated by reference at Article 7.5 Standard Clauses and Conditions) and Article 7.22 - Licensed Software Maintenance and Support. This cost, if any, must be included in the bidders single Firm Unit Price for item 1, 2 and 5 of Table 1 of Attachment 4.2 - Pricing Schedule.

Note: with regards to the level of service required under the software maintenance and support component, CSC will use its own Help Desk Services for the first level of support for all incidences. CSC will also use its own Production Application Support Services to resolve all infrastructure defects. Therefore, bidders must only include the cost of resolution of POS software defects and the related software releases in their pricing for software maintenance and support.

Note: The text in item 1 of Attachment 4.2 - Pricing Schedule and Item 1 of Annex B - Basis of Payment, contains a typo. The reference to hardware and software maintenance and support should state "software maintenance and support". Furthermore, the reference to Hardware Maintenance in Article 7.19(a) Row 3, Column 2 "Part V of 4001 applies to the Contract (Additional Conditions: Maintenance)" is changed from "Yes" to "No". There is no requirement for Hardware maintenance. See attached revised Pricing Schedule.

Question 36 For the required certifications listed in Part 5 (page 20 of 57) of the CSC's RFP, are there forms that we are required to complete and sign for 5.1, 5.2, and 5.3, or will a written response for each be sufficient? I had difficulty locating the Consent Form mentioned in *Section 01 Code of Conduct and Certifications – Bid of Standard Instructions 2003*.

Answer 36 There are no forms required to be submitted for Certifications described under Article 5.1, 5.2 and 5.3. Canada will accept a written response for each. However, Canada will have the right to ask for additional information to verify the Bidder's certifications. The Consent Forms identified under Section 01 are not required unless specifically requested by Canada.

Question 37 Attachment 4.2 Pricing schedule: Would you like us to fill out table 1 and table 2, and then attach it to our proposal?

Answer 37 Yes, please see Article 3.3 Section II: Financial Bid

Question 38 Attachment 4.2 Pricing schedule: On Table 1 item no. 5 there is a request for software maintenance and support. Then on Table 2 there is a per diem rate and an estimated number of days for both the POS Developer and POS Specialist, could you explain in detail the difference between these two requests?

Answer 38 Table2 relates to pricing for additional Professional Services to be provided as and when requested by Canada. Those services are described in the article 7.5 - Professional Services of the SOR. These services will be used for the initial implementation of the POS solution in the Initial Contract Period, and the enhancement of the POS solution through the life of the Contract. Item 5 relates to pricing for optional software maintenance and support beyond the Initial Contract Period for the POS Bundles. See also Answer 35

Question 39 Bid Submission Form: There is a request of security clearance level. Could you please explain what you mean by security clearance level?

Answer 39 The Security information described in Form 1- Bid Submission Form is not required.

Question 40 Annex D: Task Authorization Form: From what I can understand this is asking for details on the RFP. Could you please explain this form in detail? Especially regarding number 5,6,7 and the section between number 7 and the contractors signature?

Answer 40 The Task Authorization form is not required for bid submission. The form will be utilized after Contract award when Canada has a requirement for Professional Services. The Security information will not be required on the form because there is no security requirement associated with this procurement.

Question 41 Could you please let me know where the differences are when submitting a combined bid as opposed to one from a single company?

Answer 41 For information regarding Joint Venture bids see Article 3.1(e) Joint Venture Experience and Article 7.18 Joint Venture Contractor. Please also refer to Standard Acquisition Clauses and Conditions (SACC) 2003 - Standard Instructions - Goods or Services - Competitive Requirements (2013-06-01) , Article 4 - Definition of a Bidder and Article 17 -Joint Ventures. Link provided below for your convenience:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/16>

Question 42 How many computers will be running the purchased software? For example when it notes that there is 1 POS bundle at an institution does that mean that only the POS bundle will require the software to run Point of sale and Back office capabilities such as reporting and inventory management? Or will our Back office software be required for a separate Back office computer outside of the POS bundle?

Answer 42 As per section 7.1 of the SOR, 170 devices will be running the POS software. 85 devices will be running the POS Front Office software on the Personal Computer provided by the vendor. 85 devices will be running the POS Back Office software on CSC supplied desktops.

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005
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Buyer ID - Id de l'acheteur
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ATTACHMENT 4.2

PRICING SCHEDULE

TABLE1:

Item No.	Description	OEM Brand Name and Part Number	Specification - Attach Specification Sheet	Qty (E)	Firm Unit Price (F)	Ext. Price Col. (E) X (F)
1	POS Bundle - IAW Annex A (including 12 month software and hardware warranty, software maintenance and support):			10	(Insert firm unit price)	
	Personal Computer(PC)					
	Touch Screen Monitor					
	Scanner					
	Receipt Printer					
	Uninterruptible Power Supply (UPS)					
	Front Office Software					
	Back Office Software					
	Software and Hardware Documentation					
2	Optional Additional POS Bundle(s). Same configuration as item 1 above.			75	(insert firm unit price)	
3	Optional POS Weigh Scales			28	(insert firm unit price)	
4	Optional Hardware Extended Warranty (for up to 85 POS Bundles). In increments of one year. Three option years in total.			85	(Insert price per bundle for one year)	Ext. Price = Col. (E)x(F)x 3 years
5	Optional Software Maintenance and Support (for up to 85 POS Bundles). In increments of one year. Six option years in total.			85	(Insert price per bundle for one year)	Ext. Price = Col. (E)x(F)x 6 years
	Total Price - Table 1					

TABLE2:

Period	*Estimated Number of Days - POS Developer (B)	Firm Per Diem Rate- POS Developer (C)	*Estimated Number of Days - POS Specialist (D)	Firm Per Diem Rate- POS Specialist (E)	Total Cost Column (BxC) + (DxE)
Initial Contract Period (Yr. 1)	75	(insert firm per diem rate)	150	(insert firm per diem rate)	
Option Period One - (Yr. 2)	10	(insert firm per diem rate)	10	(insert firm per diem rate)	
Option Period Two - (Yr. 3)	10	(insert firm per diem rate)	10	(insert firm per diem rate)	

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Option Period Three - (Yr. 4)	10	(insert firm per diem rate)	10	(insert firm per diem rate)	
Option Period Four - (Yr. 5)	10	(insert firm per diem rate)	10	(insert firm per diem rate)	
Option Period Five - (Yr. 6)	10	(insert firm per diem rate)	10	(insert firm per diem rate)	
Option Period Six - (Yr. 7)	10	(insert firm per diem rate)	10	(insert firm per diem rate)	
Total Price - Table 2					

***Note:** The Estimate Number of Days is for evaluation purposes only and does not represent a commitment on the part of Canada to purchase services in these or any other amounts.

TOTAL BID PRICE (Equals Total Price Table1 + Total Price Table2)
