



**RETURN BIDS TO:**

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**RETOURNER LES SOUMISSIONS À:**

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180, rue Kent, 13-K089,  
Ottawa, Ontario K1P 0B6

**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**

**THIS DOCUMENT CONTAINS A  
SECURITY REQUIREMENT**

**LE PRÉSENT DOCUMENT CONTIENT  
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Ottawa, Ontario K1P 0B6

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|--|--|
| <b>Title – Sujet</b><br><b>Audio Visual Systems for Shared Services Canada</b>   |  |
| <b>Solicitation No. – N° de l'invitation</b><br><b>10034156/A</b>  | <b>Amendment No. – N° de modif.</b><br><b>004</b>  |
| <b>Client Reference No. – N° référence du client</b><br>RAS 13-14383-0   | <b>Date</b><br>May 26, 2014  |
| <b>File No. – N° de dossier</b><br>10034156. C93   |  |
| <b>Solicitation Closes – L'invitation prend fin</b><br><b>at – à 2:00 PM</b><br><b>on – le May 30, 2014</b>  | <b>Time Zone</b><br><b>Fuseau horaire</b><br><br>Eastern standard time EST<br><br>Heure avancée de l'Est HAE |
| <b>F.O.B. - F.A.B.</b><br>Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>   |  |
| <b>Address Inquiries to : - Adresser toutes questions à:</b><br>Daniel Clement   | <b>Buyer Id – Id de l'acheteur</b><br>C93  |
| <b>Telephone No. – N° de téléphone :</b><br>613 854-6451   | <b>FAX No. – N° de FAX</b><br>Sans objet   |
| <b>Delivery required - Livraison exigée</b><br>See Herein / Voir ci-joint  | <b>Delivered Offered – Livraison proposée</b>  |
| <b>Destination – of Goods, Services, and Construction:</b><br><b>Destination – des biens, services et construction :</b><br><br>See Herein<br><br>Voir ci-joint  |  |
| <b>Vendor/firm Name and address</b><br><b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>   |  |
| <b>Facsimile No. – N° de télécopieur</b>   |  |
| <b>Telephone No. – N° de téléphone</b>   |  |
| <b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b><br><b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b> |  |
| <b>Signature</b>   | <b>Date</b>  |

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## **SOLICITATION AMENDMENT 004**

This solicitation amendment is raised to:

To provide answers to bidder's questions in relation to the RFP, SOW, and make corrections to the RFP content and as detailed below;

### **Questions & Answers - AMD 004**

**Question #3:**

Annex A:

2.2.1.2; Removing IPT system(s)

Please elaborate of the requirement/work effort for the AV contractor

**Answer #3:**

*Annex A:*

**2. Technical Resource**

2.1 *The Contractor must provide technical resource(s) to perform the following Work:*

**DELETE:** 2. Removing IPT system(s); and

**Question #4:**

Network diagram.

Will the control systems be running on its own AV-LAN or integrated to customer LAN?

**Answer #4:**

*SSC confirms that the control systems will be running on its own AV-LAN*

**Question #5:**

Appendix A to Annex A

3.3.2.3 Complete with the system manuals, as built drawings having passed review and acceptance by Owner.

Define system manual, Manufacturer equipment user guides? Or custom AV manual created for each room?

**Answer #5:**

*Canada provides the following definition in response to this question;*

*System Manual – The system manual is both a paper copy and PDF digital custom manual supplied with each AV/VC Room that contains all the products in that room and includes the manufacturer equipment user guides and vendor product data sheets for easy viewing and reference.*

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**Question #6:**

3.6.2 Site Access:

Material Storage; AV Contractor shall remain solely responsible for material security & 3.7.2 Owner Secure storage area availability Will secure storage area be provided for equipment during installation phase?

**Answer #6:**

*Canada confirms that an area will be set aside for storage on each floor.*

**Question #7:**

3.7.9.11 List of contact for service including 24/7 service contact number  
Please elaborate on 24/7 service contact numbers requirements

**Answer #7:**

*Canada confirms that this is simply a contact or web link for 24/7 support while under warranty.*

**Question #8:**

4. Garbage disposal = addition fees

4.1 Audio visual specification table for room type 1A & type 1 specify 4 x SX20 codec, AV600 series drawing only shows 3 rooms with SX20. Only 2 of them with Cisco Touch panel and network switch.

Please confirm the total number of SX20 codec, Touch panel and network switch required.

**Answer #8:**

*Canada confirms that there are 4 rooms with SX20 codec, 2 rooms have Touch panel.*

**Question #9:**

4.9.6 AV control system

AV contractor to provide cut-out on table for Flip Top. Please confirm material and thickness of table surface to be modified by AV contractor.

**Answer #9:**

*There will be a variety of table types requiring cut-outs for flip-tops. These will vary in finishes from laminate to solid wood and in thickness from ¾" up to 2". The bidder will have to make provisions as dictated by the new installations.*

**Question #10:**

4.14 Equipment rack Middle Atlantic SA-200?

Please confirm Middle Atlantic 20-RU rack model #

**Answer #10:**

*The Rack shall be: Middle Atlantic WRK-44-31 and RA-200 as Spec'd but an equal or better can be proposed. Reference: EXCEL Dialog McRobie 90 Elgin Conference Floor Equipment List 10\_29\_2013 100% R1 with power and heatloads.pdf*

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**Question #11:**

AV600 series drawing showing 2 x PC on drawing are only showing one in the rack with a note saying "DESKTOP (PC2) Located on meeting table".

Please confirm both PC locations?

**Answer #11:**

*Bidders shall note that one PC is in the rack and the 2nd is to be on the boardroom table.*

**Question #12:**

AV601A and AV607 do not show any connection for content video. Is PC source selection for content transmission a requirement with room using SX20?

**Answer #12:**

*The response is Yes.*

**Question #13:**

Appendix B to annex A:

2.2 Room Description:

Please confirm no secure network will be used for VTC in room 257?

**Answer #13:**

*Bidders shall note that no secure network will be used for VTC in room 257*

**Question #14:**

2.4 Equipment list

Technician booth

Item 11 -Operator PC as Supply and install by AV contractor. Please confirm.

**Answer #14:**

*Bidders shall note that the PC will be supplied by the client. The AV contractor must install and configure all AV related software.*

**Question #15:**

Item 60- VanSan 3260L-40. Please confirm who is responsible to supply the unit.

**Answer #15:**

*Bidders shall note that this equipment is to be supplied and installed by the AV contractor.*

**Question #16:**

Item 61- VanSan 1700LG-32. Please confirm who is responsible to supply the unit.

**Answer #16:**

*Bidders shall note that this equipment is to be supplied and installed by the AV contractor.*

**Question #17:**

Room 269

Item 25 -VanSAn 1700LG-32, please confirm who is responsible to supply the unit.

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**Answer #17:**

*Bidders shall note that this equipment is to be supplied and installed by the AV contractor.*

**Question #18:**

Room 267

Item 2-Cable setup box; please confirm this is for CATV signal only (no digital).

**Answer #18:**

*Bidders shall note that the Cable/Satellite set-top box to be supplied and installed by the AV contractor; that it is compatible with the client system. The client is to engage the services of the cable/satellite provider and for viewing of broadcast channels in the conference floor rooms.*

**Question #19:**

2.5 Functional description

Touch screen on the high end AV podium will allow users to be able to annotate the current presentation on the projection screens and take screen shots or area capture of third party content to include in the interactive whiteboard file.

Please confirm this is only valid for presentation originating from the lectern computer running the annotation software and connected via USB to the annotation tablet?

**Answer #19:**

*The response is Yes, the touch screen will allow the user the ability to annotate, capture screen shots and area captures of the interactive whiteboard.*

**Question #20:**

2.5.3.7 Media wall plate:

Any specific material requirements for the outside media plate?

**Answer #20:**

*The response is NO there are no specific material requirements for the outside media plates.*

**Question #21:**

2.5.5.1.5 Cisco Telepresence TX9000

Multipoint/multisite capability is function of the videoconference infrastructure only; no internal multisite option is available for TX9000 series.

Cisco Immersive Telepresence are fixed configuration system, no modification to touch panel graphical interface or operation will be supported by Cisco.

Please confirm requirement?

**Answer #21:**

*Bidders shall note that this requirement is removed from RFP as there are no Multipoint/multisite capabilities.*

**DELETE:** 2.5.5.1.5 .Cisco Telepresence TX9000

|  |   |                                    |
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Multipoint/multisite capability is function of the videoconference infrastructure only; no internal multisite option is available for TX9000 series.  
Cisco Immersive Telepresence are fixed configuration system, no modification to touch panel graphical interface or operation will be supported by Cisco.  
Please confirm requirement? In its entirety.

**Question #22:**

4.6.2 Video and Tele Conferencing

.2 There is to be a VoIP teleconferencing phone unit sitting on the table and connected directly to the building's VoIP phone system. The VoIP teleconferencing phone is to be supplied by the owner. A VOIP connection from the audio DSP will be connected to the owner – supplied VOIP teleconferencing phone. This is not recommended configuration for the majority of phone system manufacturers, please confirm phone and link to VOIP network is the Clients responsibility?

**Answer #22:**

*The response is Yes, this is a Client responsibility. At the time of the design the system being used i.e. The core was a Avaya Aura system. The gateway is an Avaya G 450 information on the VOIP system. It is the Clients responsibility to provide information to the AV contractor about the VOIP system.*

**Question #23:**

AV contractor will be responsible to enter parameter in the DSP VOIP interface based on the owner provided information?

**Answer #23:**

*The AV contractor will be responsible to determine what is required to provide compatibility between the actual VOIP system and the AV system. At the time of the design the system being used i.e. The core was an Avaya Aura system. The gateway is an Avaya G 450 information on the VOIP system*

**Question #24:**

2.5.3.1.11.1.2: Video integrity

The system once fully installed and tested shall be free of the following problems: HDCP Errors. Some of the required equipment are not HDCP compliant and will generate HDCP error if or when an HDCP source is assigned to it. Please confirm this applies to HDCP compatible equipment only?

**Answer #24:**

*The response is Yes, this only applies to HDCP equipment*

**Question #25:**

Cisco TX9000;

- a) How will client use the Telepresence system; Why Telepresence versus standard videoconferencing or videoconferencing with multi-point bridging?

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**Answer #25:**

*The response is Yes, this is to host senior officials meetings with other federal departments, and other jurisdiction officials where there is a requirement for an immersive experience.*

**Question #26:**

Cisco TX9000;

- b) What levels of interoperability and or protocols will be needed when using it as "Telepresence" and then when using it as a standard videoconferencing endpoint (i.e. which protocols and/or product features)?

**Answer #26:**

*The response is Yes, this has to be fully interoperable with SSC Telepresence environment. SIP for signalling, H.265 (optional), H.264 for video, BFCP and H.245 for content sharing, TIP for Immersive capabilities.*

**Question #27:**

Cisco TX9000;

- c) Does client already possess and have deployed the "Call Manager" solution;

**Answer #27:**

*The response is Yes, the client possess and has the deployed "Call Manager Solution".*

**Question #28:**

Cisco TX9000;

- d) Does client already possess and have deployed a compatible Cisco Telepresence solution in their/this enterprise;

**Answer #28:**

*The response is Yes, the client already possess and have deployed compatible Cisco Telepresence solution in their enterprise;*

**Question #29:**

Cisco TX9000;

- e) Please explain why client is specifically requesting TX-9000 as opposed to standard VTC and or other Telepresence manufactured products;

**Answer #29:**

*The response is Yes, TX-9000 is an indicative specification. It can be substituted with another product with equal or better performance.*

**Question #30:**

Cisco TX9000;

- f) Is Shared Services/PWGSC aware that Cisco TX-9000 and related product distribution is highly limited and controlled, thereby reducing the competitiveness of the tendering process in this instance.

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**Answer #30:**

*The response is Yes, this is an indicative specification and a replacement product with equal or better performance can be substituted in the function of a video conference Immersive system.*

**Question #31:**

The Telepresence system listed in Appendix B, Annex A, Section 2.4 page 29, is spec'd for a specified vendor's product rather than providing functional requirements. The RFP states that "other equipment which is equivalent in performance and provides all the functionality described in the specification for the overall system are acceptable". In order to ensure a competitive environment at the OEM level and the best possible value for the Government of Canada, will SSC retain the requirement for "equivalent performance" and change "all the functionality" to "similar functionality"?

**Answer #31:**

*SSC changes the requirement to Similar functionality video conference Immersive system; however is subject to SSC evaluation*

**Question #32:**

Section 2.5.5 of Appendix B, Annex A, item 1 states a requirement for a 4th monitor to display content. Item 3 indicates a requirement for table top content monitors. Will SSC accept a solution that provides a 4th monitors for content or table top monitors?

**Answer #32:**

*The response is Yes, SSC will accept a solution that includes a 4<sup>th</sup> monitor.*

***Canada has identified some errors in the content of the RFP and as a result we are now initiating the following corrections;***

**1. At RFP – Table of Contents – Forms**

**DELETE:** - Form 8 – Product Solution List, in its entirety;

**INSERT:** - Form 8 – Supply Chain Security Information

**2. At RFP - Para. 3.3.3 Mandatory Qualification Submission Requirements;**

**DELETE:** 3.3.3. - In its entirety;

**INSERT:** 3.3.3 Mandatory Qualification Submission Requirements;

Bidders must submit the following Supply Chain Security Information:

3.3.3.1 **IT Product List (Form 8):** an IT Product List in accordance with Form 8.

3.3.3.2 **List of Subcontractors (Form 8):** a list of subcontractors in accordance with Form 8.

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**3. At RFP – Sub-para. 3.3.3.2 Network Diagrams:**

**DELETE:** Sub-para. 3.3.3.2 - in its entirety;

**4. At RFP – Para. 3.3.4 Assessment of Supply Chain Security Information (Cyber Security)**

**DELETE:** Para. 3.3.4 - in its entirety;

**5. At RFP – Para. 4.3 Assessment of Supply Chain Security Information**

**DELETE:** Para. 4.3 - in its entirety;

**INSERT: New Para. 4.3 Assessment of Supply Chain Security Information**

- 4.3.1 Canada will assess the Supply Chain Security Information of the top-ranked bidder (identified after the financial evaluation) in accordance with the process described in this article.
- 4.3.2 Canada will assess whether, in its opinion, The Supply Chain Security Information creates the possibility that the Bidder's solution could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or Information.
- 4.3.3 In conducting its assessment:
  - (a) Canada may request from the Bidder any additional information that Canada requires to conduct a complete security assessment of the Supply Chain Security Information. The Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the response being disqualified.
  - (b) Canada may use any government resources or consultants to conduct the assessment and may contact third parties to obtain further information. Canada may use any information, whether it is included in the response or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of the Supply Chain Security Information.
- 4.3.4 If, in Canada's opinion, any aspect of the Supply Chain Security Information, if used in a solution, could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information:
  - (a) Canada will notify the Bidder in writing (sent by email) and identify which aspect(s) of the Supply Chain Security Information is subject to concern(s) or cannot be assessed (for example, proposed future releases of products cannot be assessed). Any further information that Canada might be able to provide to the Bidder regarding its

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concerns will be determined based on the nature of the concerns. In some situations, for reasons of national security, it may not be possible for Canada to provide further information to the Bidder; therefore, in some circumstances, the Bidder will not know the underlying reasons for Canada's concerns with respect to a product, subcontractor or other aspect of the Bidder's Supply Chain Security Information.

- (b) The notice will provide the Bidder with one opportunity to submit revised Supply Chain Security Information within the 10 calendar days following the day on which Canada's written notification is sent to the Bidder (or a longer period specified in writing by the Contracting Authority). No other changes to the Technical Bid or Financial Bid are permitted. This is a mandatory requirement.
- (c) If the Bidder submits revised Supply Chain Security Information within the allotted time, Canada will perform a second assessment. If Canada determines that any aspect of the Bidder's revised Supply Chain Security Information could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information, no further opportunities to revise the Supply Chain Security Information will be provided and the response will be disqualified. If the bid is disqualified, Canada will assess the Supply Chain Security Information of the next top ranked bidder.

4.3.5 By participating in this process, the Bidder acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified. Also, the Bidder acknowledges that Canada's security assessment does not involve the assessment of a proposed solution. As a result:

- (a) qualification pursuant to this assessment does not mean that the same or similar Supply Chain Security Information will be assessed in the same way for future requirements;
- (b) during the performance of a subsequent contract, if Canada has concerns regarding certain products, designs or subcontractors originally included in the Supply Chain Security Information, the terms and conditions of that contract will govern the process for addressing those concerns.

4.3.6 No alternative or additional products or subcontractors may be proposed in the Bidder's solution. This is a mandatory requirement of this solicitation process.

4.3.7 The Respondent with the lowest responding Financial Bid that will have been qualified under this assessment will be notified in writing to proceed to the award of the contract.

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- 4.3.8 Except pursuant to the paragraph below, no alternative or additional products or subcontractors may be proposed in the Respondent's solution. This is a mandatory requirement of this solicitation process.
- 4.3.9 Once a Respondent has been qualified in response to this RFP, no modifications are permitted to the Supply Chain Security Information except under exceptional circumstances, as determined by Canada. Given that not all the exceptional circumstances can be foreseen, whether changes may be made and the process governing those changes will be determined by Canada on a case-by-case basis.
- 4.3.10 The Bidder acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified. Therefore the same or similar Supply Chain Security Information may not be assessed in the same way for future requirements.
- During the performance of a subsequent contract, if Canada has concerns regarding certain products, originally included in the Supply Chain Security Information, the terms and conditions of that contract will govern the process for addressing those concerns.

**6. At RFP – Form 8;**

**DELETE:** - Form 8 – Product Solution List, in its entirety;

**INSERT:** - **Form 8 – Supply Chain Security Information** (Attached excel format)

***End of Amendment 003***