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**Proposal to: Canada Revenue Agency**  
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition à: l'Agence du revenu du Canada**  
Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Name and Address -  
Raison sociale et adresse du Fournisseur/de  
l'entrepreneur**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Telephone No. – No de téléphone**  
  
(\_\_\_\_) \_\_\_\_\_

**Fax No. – No de télécopieur**  
  
(\_\_\_\_) \_\_\_\_\_

***Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder –  
Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire***

\_\_\_\_\_  
**Name and title/Nom et titre**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

# REQUEST FOR PROPOSAL AMENDMENT 001 / MODIFICATION DEMANDE DE PROPOSITION 001

<b>Title – Sujet</b> Video Magnifying Devices	
<b>Solicitation No.</b> 1000314335	<b>Date</b> May 29, 2014
<b>Solicitation No. – No de l'invitation</b>  <b>On – le June 16, 2014</b> <b>At – À 2:00 P.M.</b>  Time zone – Fuseau horaire EDT	
<b>Contracting Authority – Autorité contractante</b> <b>Address</b> <b>E-mail address</b>  See herein / Voir dans ce document	
<b>Telephone No. – No de téléphone</b> (613) 995-4811	
<b>Fax No. – No de télécopieur</b> (613) 957-6655	
<b>Destination - Destination</b>  See herein / Voir dans ce document	

## **Request for Proposal # 1000314335**

This document consists of Questions and Answers and an Amendment to the RFP.

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### **PART 1 - QUESTIONS AND ANSWERS**

#### **Question 1**

In reference to the Attachment 1, "Mandatory Criteria", my understanding is that a proposed device must meet each specification listed under each equipment category. Is the sliding table mandatory, or are other technologies acceptable?

#### **Answer 1**

Yes, the proposed device must meet each mandatory criterion for that equipment category. It is not mandatory though that a bidder submit a proposal for each equipment category.

The sliding table has been removed as a mandatory criterion. Refer to PART 2 – AMENDMENT TO RFP below.

#### **Question 2**

Your criteria specifies a camera that is in "High Definition Resolution (1080p)" The entire industry producing CCTV systems for this purpose either use 720p HD cameras or 1080i HD cameras. There is no manufacturer anywhere in the world that I am aware of producing cameras that operate at 1080p. Would 1080i or 720p be acceptable?

#### **Answer 2**

We will accept 1080x (i or p) HD only. See PART 2 below for amendment to RFP.

#### **Question 3**

Your spec refers to "a camera that can capture images of printed documents (216x279mm)" By "capture" do you mean that you want it to be able to snap a picture of the entire page at once – like a camera – and then magnify it? Or do you mean that you can simply move a document under it on the sliding table and view any part of a document that size? There are units that operate either way, however traditionally users simply view a "live" image of the document and move it under the camera to view different areas. Units that "capture" the image are generally used to stream text to users and are usually less useful for tasks other than simple recreational reading. For example they're not very good at looking at something like a tax return where you are trying to follow columns of information.

#### **Answer 3**

We will accept both, as long as the image captured is 216x279mm.

#### **Question 4**

Your spec for equipment category 2 specifies "Include an Integrated colour monitor". Would a detached monitor (one that would sit beside the camera unit as opposed to be mounted on it) be acceptable?

#### **Answer 4**

Yes, either model is acceptable.

**PART 2 - AMENDMENT TO RFP**

RFP 1000314335 is hereby amended as follows:

At ATTACHMENT 1: MANDATORY CRITERIA,

**DELETE table 2.1 EQUIPMENT CATEGORY 1: DESKTOP VIDEO MAGNIFIERS in its entirety and INSERT:**

**2.1 EQUIPMENT CATEGORY 1: DESKTOP VIDEO MAGNIFIERS**

Item	Specifications	Reference page and section of Bidder's Proposal to support compliance with each mandatory requirement (To be completed by the Bidder)
1	Include a camera that can capture images of printed documents (216X279mm) in High Definition Resolution (1080p or 1080i)	
2	Include an Integrated colour monitor (screen) which displays the captured image	
3	Include a zoom function that can magnify the image captured by the camera and display the magnified image on the integrated monitor, to at least 32X its original resolution	
4	Have an autofocus feature	
5	Have a selection of at least two (2) colour contrasts	
6	Have a means of adjusting the brightness level of the screen	
7	Have a means of displaying video from a CRA-provided PC via video graphic adaptor (VGA)	
8	The Contractor must make two (2) options (based on display size) available to the CRA:	
8.1	Desktop Video Magnifier Model A - Must have a display size of 20 to 23 inches.	
8.2	Desktop Video Magnifier Model B - Must have a display size of 24+ inches.	
9	Must be able to zoom and display a number of different objects	
10	Must have a variety of colour contrast and brightness adjustments	
11	Any driver software required for the functioning of the items outlined in this annex must meet, at minimum, the following criteria:	

11.1	The software must be compatible with Windows 7 32-bit and 64-bit and Windows 8 32-bit and 64-bit Operating Systems (OS)	
11.2	The software must ensure that no modifications to User Account Control (UAC) settings are made to either install the software or use the software	
11.3	The software must ensure that no elevated privileges are required in order to use the software	
11.4	The software must require Administrator privileges in order to install it	
11.5	The software must allow anti-virus software to remain on during installation	
11.6	The software must not perform automatic updates	
11.7	The software must provide centralized support for applications used enterprise wide	

**DELETE table 2.2 EQUIPMENT CATEGORY 2: DESKTOP VIDEO MAGNIFIER (WITH SPLIT SCREEN) in its entirety and INSERT:**

**2.2 EQUIPMENT CATEGORY 2: DESKTOP VIDEO MAGNIFIER (WITH SPLIT SCREEN)**

Item	Specifications	Reference page and section of Bidder's Proposal to support compliance with <u>each</u> mandatory requirement (To be completed by the Bidder)
1	Include a camera that can capture images of printed documents (216mm X 279mm) in High Definition Resolution (1080p or 1080i)	
2	Include an Integrated colour monitor (screen) which displays the captured image	
3	Include a zoom function that can magnify the image captured by the camera and display the magnified image on the integrated monitor, to at least 32X its original resolution	
4	Have an autofocus feature	
5	Have a selection of at least two (2) colour contrasts	
6	Have a means of adjusting the brightness level of the screen	
7	Have a means of displaying video from a CRA-provided PC via video graphic adaptor (VGA)	
8	The Contractor must make two (2) options (based on display size) available to the CRA:	
8.1	Desktop Video Magnifier Model A - Must have a display size of 20 to 23 inches.	
8.2	Desktop Video Magnifier Model B - Must have a display size of 24+ inches.	
9	Must be able to zoom and display a number of different objects	
10	Must have a variety of colour contrast and brightness adjustments	
11	Include a split screen feature that combines an image of both the captured image and PC video simultaneously on a single monitor.	
12	Any driver software required for the functioning of the items outlined in this annex must meet, at minimum, the following criteria:	
12.1	The software must be compatible with Windows 7 32-bit and 64-bit and Windows 8 32-bit and 64-bit Operating Systems (OS)	
12.2	The software must ensure that no modifications to User Account Control (UAC) settings are made to either install the software or use the software	

12.3	The software must ensure that no elevated privileges are required in order to use the software	
12.4	The software must require Administrator privileges in order to install it	
12.5	The software must allow anti-virus software to remain on during installation	
12.6	The software must not perform automatic updates	
12.7	The software must provide centralized support for applications used enterprise wide	

**DELETE ANNEX A: STATEMENT OF REQUIREMENT in its entirety and INSERT:**

## **ANNEX A: STATEMENT OF REQUIREMENT**

### **1. INTRODUCTION**

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This Statement of Requirements (SOR) details the requirements for the Contractor to provide video magnifiers to the Canada Revenue Agency (CRA).

### **2. BACKGROUND**

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The CRA's Adaptive Technology Program (ATP) is responsible for providing disabled CRA employees with the equipment (both hardware and software) to alter either the input or output of information into a computer so that the mandate of their jobs may be fulfilled.

The purpose of video magnifiers is to allow clients with low vision to be able to read smaller print on documents. The video magnifiers must be able to zoom and display a number of different objects and must have a variety of colour contrasts and brightness adjustments in order to suit the individual needs of each end user.

### **3. SPECIFICATIONS**

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3.1. The Contractor must supply and deliver video magnifiers that meet all of the following specifications:

- Must be able to zoom and display a number of different objects
- Must have a variety of colour contrast and brightness adjustments in order to accommodate the varying needs of individuals
- Must meet the specifications outlined below for each category

#### **3.2 EQUIPMENT CATEGORY 1: DESKTOP VIDEO MAGNIFIER REQUIREMENTS**

The desktop video magnifiers must:

- Include a camera that can capture images of printed documents (216mmX279mm) in High Definition Resolution (1080p or 1080i);
- Include an Integrated colour monitor (screen) which displays the captured image;
- Include a zoom function that can magnify the image captured by the camera and display the magnified image on the integrated monitor, to at least 32X its original resolution;
- Have an autofocus feature;
- Have a selection of at least two (2) colour contrasts;
- Have a means of adjusting the brightness level of the screen; and
- Have a means of displaying video from a CRA-provided PC via video graphic adaptor (VGA).

The Contractor must make two (2) options (based on display size) available to the CRA:

#### **1. Desktop Video Magnifier Model A**

- Must have a display size of 20 to 23 inches.

#### **2. Desktop Video Magnifier Model B**

- Must have a display size of at least 24 inches.

### **3.3. EQUIPMENT CATEGORY 2: DESKTOP VIDEO MAGNIFIER (WITH SPLIT SCREEN) REQUIREMENTS**

The Desktop Video Magnifier (with split screen) must:

- Include a camera that can capture images of printed documents (216mmX279mm) in High Definition Resolution (1080p or 1080i);
- Include an Integrated colour monitor (screen) which displays the captured image;
- Include a zoom function that can magnify the image captured by the camera and display the magnified image on the integrated monitor, to at least 32X its original resolution;
- Have an autofocus feature;
- Have a selection of at least two (2) colour contrasts;
- Have a means of adjusting the brightness level of the screen; and
- Have a means of displaying video from a CRA-provided PC via video graphic adaptor (VGA).
- Include a split screen feature that combines an image of both the captured image and PC video simultaneously on a single monitor.

The Contractor must make two (2) options (based on display size) available to the CRA:

#### **Desktop Video Magnifier Model A**

- Must have a display size of 20 to 23 inches.

#### **Desktop Video Magnifier Model B**

- Must have a display size of at least 24 inches.

### **3.4. EQUIPMENT CATEGORY 3: PORTABLE VIDEO MAGNIFIER REQUIREMENTS**

The Portable Video Magnifier must:

- Include a camera that can capture an image of a printed, standard sized document (216 mm X 279 mm);
- Display the captured image on an CRA-Provided external monitor via a VGA cable connection;
- Include a zoom function that can magnify the image captured by the camera and display the magnified image on the CRA-provided external monitor to at least 30x its original resolution;
- Have an autofocus feature;
- Have the ability to rotate the image captured;
- Have a selection of at least two (2) colour contrasts; and
- Weigh no more than 4lbs.

### **3.5. EQUIPMENT CATEGORY 4: HANDHELD VIDEO MAGNIFIER REQUIREMENTS**

The Handheld Video Magnifier must:

- Have a screen resolution of 800x480 pixels or better;



- Include a camera that can capture an image of a printed, standard sized document (216mmX279mm);
- Include an integrated 4-5 inch colour screen which displays the captured image;
- Include a zoom function that can magnify the image capture by the camera to at least 15x its original resolution;
- Have an autofocus feature;
- Have a selection of at least two (2) colour contrasts;
- Weigh no more than 25 ounces;
- Include an internal battery which provides a minimum of 3 hours of battery life.

#### **4. HARDWARE MAINTENANCE SERVICE**

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The Contractor must provide Return-to-Depot Hardware Maintenance, in accordance with section 5 of Standard Acquisition Clauses and Conditions (SACC) clause 4001 – Hardware Purchase, Lease, and Maintenance (2013-01-28), for all hardware provided.

#### **5. DRIVERS**

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Any driver software required for the functioning of the items outlined in this annex must meet, at minimum, the following criteria:

1. The software must be compatible with Windows 7 32-bit and 64-bit and Windows 8 32-bit and 64-bit Operating Systems (OS);
2. The software must ensure that:
  - a. no modifications to User Account Control (UAC) settings are made to either install the software or use the software; and
  - b. no elevated privileges are required in order to use the software;
3. The software must require Administrator privileges in order to install it;
4. The software must allow anti-virus software to remain on during installation;
5. The software must not perform automatic updates; and
6. The software must provide centralized support for applications used enterprise wide.

#### **6. CLIENT MANAGER**

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The Contractor shall provide an individual resource whose function will be to act as a centralized Client Manager for CRA. The Contractor must ensure that:

- 6.1. Communication: CRA will be able to communicate directly with the Client Manager in an expedient manner.
- 6.2. Responsiveness: The Client Manager is capable of and authorized to make timely decisions in response to issues and concerns raised during the administration of Contract.
- 6.3. Continuity: During any absence of the Client Manager, their responsibilities are fully delegated.
- 6.4. Scope: The Client Manager is accountable for and aware of all activities carried out under the Contract across Canada.
- 6.5. Technical Support: The Client Manager has adequate technical support resources to respond to technical issues and concerns raised.

- 6.6. Response to Inquiries: the Client Manager must respond to inquiries or contacts from CRA Users within 24 hours.
- 6.7. Delivery: The Client Manager must monitor and assure that standard delivery service levels detailed herein are respected.
- 6.8. Issue Resolution: In the event deficient service relating to product quality, product availability, order processing, delivery of products, provision of other services and client management, the Client Manager will initiate the resolution process. The Client Manager will bring the deficiency to the attention of the person(s) responsible for the identified area of service and commence the dialog necessary to determine a resolution.
- 6.9. The Contractor's Client Manager is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

## **7. HOURS OF OPERATION**

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The Contractor must provide services for all CRA locations from 8:00 AM to 5:00 PM across all Canadian Time Zones during normal working days (Statutory holidays are excluded).

## **8. OFFICIAL LANGUAGES OF CANADA**

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All product information and services must be available in both official languages of Canada. Information and services provided in one language must be accurate in content and comparable in quality to those in the other.

## **9. REPORTING**

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Starting from date of Contract award, the Contractor shall provide cumulative reports to the Project Authority and Contracting Authority within five (5) business days upon request. The reports shall provide complete and correct information by region and branch and shall include, but not be limited to, the following:

- A list of each order taken and filled for the cumulative period covered by the report;
- The Synergy order number (PCO);
- The Synergy supplier part # ordered;
- The date of each order receipt;
- The delivery date of each complete order;
- The delivery turnaround time of each order;
- The number of items delivered per order;
- The total cost of the items per order;
- The location where each order was delivered;
- The total expenditure for each of the milestone categories;
- The total expenditure to date (all items);
- The number of items returned and reason for the return;
- All significant problems solved and action taken (including but not limited to delivery problems and backordered items).

## **10. TRANSITION STRATEGY**

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The Contractor must be ready and able to perform the Work under the Contract and meet the delivery timeframe detailed in this Contract within 5 business days from Contract award.

## **11. DELIVERABLES**

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### **11.1. DESKTOP VIDEO MAGNIFIERS**

The Contractor must supply, package, and deliver the following items, on an "as and when requested" basis, to 250 Albert Street, Ottawa, ON K1A 0L5:

- a) Desktop video magnifier with 20-23 inch screen
- b) Desktop video magnifier with 24+ inch screen
- c) A user manual in English and French must accompany each delivered unit.

All items must meet the requirements listed in Section 3.1 and 3.2.

### **11.2. DESKTOP VIDEO MAGNIFIER WITH SPLIT-SCREEN**

The Contractor must supply, package, and deliver the following items, on an "as and when requested" basis, to 250 Albert Street, Ottawa, ON K1A 0L5:

- a) Desktop video magnifier (with split screen) with 20-23 inch display screen
- b) Desktop video magnifier (with split screen) with 24+ inch display screen
- c) A user manual in English and French must accompany each delivered unit.

All items must meet the requirements listed in Section 3.1 and 3.3.

### **11.3. PORTABLE VIDEO MAGNIFIERS**

The Contractor must supply, package, and deliver Portable Video Magnifiers on an "as and when requested" basis, to 250 Albert Street, Ottawa, ON K1A 0L5.

All items must meet the requirements listed in Section 3.1 and 3.4.

A user manual in English and French must accompany each delivered unit.

### **11.4. HANDHELD VIDEO MAGNIFIER**

The Contractor must supply, package, and deliver Handheld Video Magnifiers on an "as and when requested" basis, to 250 Albert Street, Ottawa, ON K1A 0L5.

All items must meet the requirements listed in Section 3.5.

A user manual in English and French must accompany each delivered unit.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**