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800 Burrard Street, Room 219
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Vancouver, BC V6Z 0B9
Bid Fax: (604) 775-7526

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

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

Ce document est par la présente révisé; sauf indication
contraire, les modalités de l'offre 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
219 - 800 Burrard Street
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9

Title - Sujet NISO - Portable Label Printer	
Solicitation No. - N° de l'invitation W8474-156916/A	Date 2014-10-09
Client Reference No. - N° de référence du client W8474-156916	Amendment No. - N° modif. 001
File No. - N° de dossier VAN-4-37102 (582)	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$VAN-582-7317	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale 2014-09-04	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-10-16	
Address Enquiries to: - Adresser toutes questions à: Lee, Hilda	Buyer Id - Id de l'acheteur van582
Telephone No. - N° de téléphone (604) 666-1106 ()	FAX No. - N° de FAX (604) 775-7526
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

This amendment 001 has been raised to incorporate the following information into Solicitation No. W8474-156916/A:

QUESTIONS AND ANSWERS

- Q1.** Security Requirement – Reference Pages 11 Part 6 Item 1 – Security Requirement and Part 7 Item 2. The security classification of this standing offer is Unclassified. An alternative Security Requirement may be substituted by the Standing Offer Authority or the Identified User making a Call-up.

Question: Is there a way for us to find out what potential Security Requirement could be needed in order for us to apply for this level of security clearance in advance?

This also relates to Page 16 Item 16 "Access to Canada's Property and Facilities. Also to Page 33 Annex C "Compatibility Testing"

- A1. There is no security requirement applicable to this Standing Offer. Therefore, bidders do not require to have security clearance.

- Q2.** Delivery - Reference Page 17 Item 3.2 (b) "Delivery" and page 28 Annex B, B.1. Delivery Location.

Will there be only the one Ottawa shipping address for the duration of the Standing Offer for all hardware, labels, and ribbons? This information is important in order for us to calculate shipping costs which have to be included in the firm unit prices as requested. If there are other potential shipping addresses we will need to know them in advance.

Also with respect to this topic, can you provided an idea of how the labels and ribbons will be ordered with respect to quantities for call-ups? For example is it anticipated that the estimated annual quantities will be ordered all in one shipment, semi-annually, quarterly, or monthly? This is also extremely important in accurately calculating the shipping costs and building them into the unit prices.

- A2. Only one Ottawa shipping address for the duration of the Standing Offer for all hardware, labels and ribbons as noted in the document. Items will be ordered on an "as and when requested" basis. The estimated yearly quantities have been provided in Annex B.

- Q3.** Pricing question. Reference page 13 Item 5.2 Extension of Standing Offer, also page 28 Annex B

How do we approach the subject of the fluctuating exchange rate over the 3 year contract period? Will a clause for currently fluctuations be considered?

- A3. Clause C3011T Exchange Rate Fluctuation is applicable on this requirement. We do not expect exchange rate is an issue and is not proposed to offer risk mitigation against it. However, bidders are allowed to bid different prices for Year 1, 2, 3 and for optional period: Year 4 and 5.

- Q4.** Additional warranty Years - Reference Page 32 Item B1.3 and Page 34 - Annex D - For these printers a contract can be offered for additional years of warranty however the price varies if the contract is purchased at printer inception date compared to purchasing the contract close the expiry of the first year warranty.

How do envision purchasing this additional year(s)" At inception (when printers are received) or later? Would you like us to quote both ways? Does an upgrade to a total of 2 years warranty mean one additional year on top of the first year warranty or two additional years for a total of 3 years? (the printer is covered under warranty service for the first year).

A4. All warranties would be purchased at time of inception date. The upgrade to a total of 3 years warranty means two additional years on top of the first year warranty.

Q5. Reference Page 32 Item B1.3 Extended warranty (upgrade to a total of 2 years warranty)
Our question relates partially to one of our previous questions on the same section. The pricing table to complete is annually for 5 years and we are confused as how to accurately fill this in. The warranty upgrade in the description is indicated for a total of 2 years. If a 2 year warranty was purchased at the time of the printer purchase then naturally there would be a price for this in Year 1 and no charge in Year 2. If a 2 year warranty upgrade was purchased after the one year warranty period then there would be a price for this in Year 2 and no charge in Year 3. As you can see, the 5 years of pricing could be completed in a number of ways depending on interpretation and this could make it very confusing for comparisons.

Can you please clarify how this price table is to be completed?

A5. The pricing table in page 32 is for the two additional years warranty on top of the first year warranty. The warranty will be purchased at time of inception date. An estimated quantities to purchase in Year 1 is 200 units; Year 2 is 40 units; Year 3 is 40 units; Year 4 (optional) is 40 units and Year 5 (optional) is 40 units. In the unit price column for Year 1, Bidders are required to provide price for the two additional years warranty of 200 units. For the Year 2 column, Bidders are required to provide price for the two additional years warranty of 40 units, and so on.

Q6. Hot Swap warranty Service - Reference Page 23 Item 7.7 and Page 28 annex B.

Are the hot spare pool of printers included in the purchase of the total number of printers indicated in Annex B? If not, where in the bid document do we include the hot spare pool quantity of printers? Would you like us to estimate the quantity of required hot spares based on our experience?

A6. Bidders should include the price of the hot spare pool of printers with their price. The estimated yearly quantities to purchase have been provided in Annex B.

Q7 Hot Swap Warranty Service - Reference Page 23 - Item 7.7

Can you further define the path for the printer to be repaired to received the repaired printer? Specifically will they be all coming from and shipped to one location (ie. Ottawa) or multiple locations across Canada? And secondly will the hot swap printer shipped remain at the DND location or be returned to the hot swap pool?

A7. In accordance to Section 7.7 "Description of Hot Swap Warranty Service", when a warranty service is made that cannot be resolved by telephone and Hot Swap Service applies. The Offeror must, within 24 hours, send the replacement product to DND Ottawa location (CMTT Building 346, 360 Paul Benoit Driveway) that is substantially equal to the product being replaced. Upon receipt of the replacement product, the Identified User will return the defective product to the Offeror or manufacturer, as applicable, in appropriate packaging with the shipping paid by

Solicitation No. - N° de l'invitation

W8474-156916/A

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

W8474-156916

Amd. No. - N° de la modif.

001

File No. - N° du dossier

VAN-4-37102

Buyer ID - Id de l'acheteur

van582

CCC No./N° CCC - FMS No/ N° VME

the Offeror. The replacement product will remain at the DND location and the Offeror must continue to provide the Warranty Services for the replacement product.

Q8 Pre-configuration of printers- Reference Page 24 Item 10.6

What specifically are the NISO configuration requirements?

A8. The configuration requirements to comply with specifications are identified in Annex A.

In Part 3 - OFFER PREPARATON INSTRUCTIONS, Section II: Financial Offer

ADD:

1.1 Exchange Rate Fluction

C3011T (2013-11-06), Exchange Rate Fluctuation

All other terms and conditions remain unchanged.