



**RETURN BIDS TO : - RETOURNER LES SOUMISSION À:**

**Canada Revenue Agency  
Agence du revenu du Canada**  
*See herein / Voir dans ce document*

**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 and/or attached hereto, the goods and/or services 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, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Legal Name and Address** (ensure the Bidder's complete legal name is properly set out)  
**Raison sociale et adresse du Soumissionnaire**  
(s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

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

**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 /Nom**  
  
\_\_\_\_\_  
**Title/Titre**  
  
\_\_\_\_\_  
**Signature**  
  
\_\_\_\_\_  
**Date (yyyy-mm-dd)/(aaaa-mm-jj)**  
  
(\_\_\_\_)\_\_\_\_\_  
**Telephone No. – No de téléphone**  
  
(\_\_\_\_)\_\_\_\_\_  
**Fax No. – No de télécopieur**  
  
\_\_\_\_\_  
**E-mail address – Adresse de courriel**

**AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION**

<b>Title – Sujet</b> Maintenance & Support, Repairs and Upgrades of existing CRA Intrusion Alarm, Access Control and CCTV Systems	
<b>Solicitation No. – No de l'invitation</b> <b>1000323785</b>	<b>Date</b> <b>2015-05-08</b>
<b>Amendment No. - N° modif.</b> <b>001</b>	
<b>Solicitation closes – L'invitation prend fin</b> <b>on – le 2015-06-02</b> <b>at – à 2:00 P.M. / 14 h</b>	<b>Time zone – Fuseau horaire</b> <b>EST</b>
<b>Contracting Authority – Autorité contractante</b>  Name – Nom: Angela Clatney  Address – Adresse: See original document/ voir document original	
<b>Telephone No. – No de téléphone</b> <i>(613) 219-5523</i>	
<b>Destination - Destination</b>  See herein / Voir dans ce document	
<b>THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.</b>	



**This amendment is raised to answer questions and make two amendments to the solicitation:**

- Q1. Is it the plan for the CRA to only have one Access Control system for all locations?  
A1. No, our intent is to have 4 access control systems as per the 4 streams (Chubb, Apollo, Kantech and Keyscan) in the RFP.
- Q2. Does CRA have a PSIM product in mind to transition the existing equipment over to?  
A2. Not at this time.
- Q3. Is the intent to work with the selected vendor or vendors to come up with a solution for consideration a PSIM solution?  
A3. Not at this time.
- Q4. Does CRA have a consultant working on this project who will be providing direction and commissioning services?  
A4. No.
- Q5. Is it the intent to transition the hardware other to a common platform that can be monitored by CRA or through a “third party” monitoring station?  
A5. Not at this time.
- Q6. Has CRA considered working with a company to develop monitoring and PSIM integration on a software level using the existing equipment with the exception of the Chubb Smart?  
A6. No.
- Q7. The tender in question page 49 subsection 10.3, Stream 1 proclaims numbers 1 to 23 as Chubb Edwards sites. Chubb being the sole provider of their brand along with associated parts and warranties. Do they have the exclusivity on this portion of the tender?  
A7. All sites listed in each stream of the RFP are not under warranty with any vendor. Any bidder that demonstrates that it meets all of the mandatory requirements as outlined in the RFP for any individual stream will be evaluated.
- Q8. Are you accepting bids for certain regions? We are strong on the Kantech side but other products we don't have the ability to service.  
A8. Bidding by Region will not be accepted. However, the solicitation is set up so that a Bidder can submit a proposal for 1 or more streams. The CRA is anticipating a maximum of 4 contracts as a result of this solicitation, one contract per stream.
- Q9. Please advise if other firms have been providing the services across the four streams during the last year, and the total contract values for these services.  
A9. As a result of this RFP, CRA intends to award up to 4 contracts for Maintenance & Support services, Repairs and Upgrades to CRA's security systems. There is no contract currently in place for these services (including the past year). The information you are requesting is not available at this time.
- Q10. Mandatory requirement M4 indicates that we are only permitted to propose technicians that have had training in the specific technologies listed in the solicitation. We have been performing maintenance



services for electronic security systems such as those described within the solicitation for over 25 years, however not with the specific technologies listed. We find the requirement as stated highly restrictive, and contrary to fair and open competition. It would be a simple matter for us to obtain training for our technicians upon contract award. We request consideration be given to adding a certification in lieu of the stated requirement whereby we will obtain the necessary training for our technicians within 30 working days of contract award.

- A10. CRA deems this to be a fair and reasonable requirement and the requirement will remain unchanged.
- Q11. We are concerned with mandatory requirement M1 in that it leaves the solicitation open to potential conflict of interest. For OEMs who also offer services similar to those listed in the SOW, it would be a simple matter for them to refuse to provide the requested information to potential bidders on firm letterhead in order to limit the potential competition. We request that the requirement be changed such that the information requested does not have to be presented on the OEM's letterhead.
- A11. M1 remains unchanged.
- Q12. In light of the changes requested above, and in order for us to be able to prepare a fully compliant proposal, we request an extension of the proposal due date to June 23, 2015. We also therefore request that a Question and Answer Period 3 be added to the solicitation.
- A12. The closing date remains unchanged.
- Q13. Are you looking at moving towards the standardization of equipment at some point in time?
- A13. The four access systems; Kantech, Keyscan, Chubb and Apollo will be the standard for CRA with the compatible intrusion alarm system at this time.
- Q14. Is there any thought of moving towards a total IP platform rather than IP on some and analogue on others?
- A14. Yes, the aim is to have all CRA equipment IP based.
- Q15. What are you going to do for cameras and head end equipment that has been discontinued by the manufacturer?
- A15. If the equipment is no longer able to be repaired, maintained & supported or upgraded, it will be replaced as directed by the CRA Technical Authority.
- Q16. You have some unique makes and models of VMS systems; do you have the licenses and protocols for any integrator to be able to support them?
- A16. Licenses are site specific and will be provided, to the winning bidder, if available.
- Q17. You have a number of locations that you do not specify the VMS or head end equipment, but you can see that you have a camera manufacturer listed.
- A17. CCTV cameras may be present at one site and feeding back to another site where the head end equipment would be located.
- Q18. Can you provide the makes and models numbers for all cameras and head-end equipment to help differentiate between analogue and IP and to assist in knowing if the product is still being supported.
- A18. This information is not currently available.



- Q19. Location 7 Hamilton lists the Optiplex 3010 Dell, this is a server not a NVR. It will be hard to support a server loaded with software since it is not a standard item for replacement. Is there a copy of the software?
- A19. The software is Milestone XProtect Smart Client version 7.
- Q20. Location in North Bay lists Boon Edam as head end equipment this is a turnstile, clarify please?
- A20. Please see Amendment below.
- Q21. Location in Sudbury lists Pelco the cameras on site, but no head end.
- A21. Please see Amendment below.
- Q22. Again a number of locations where it does not stipulate that there is in fact CCTV coverage, can this be clarified.
- A22. Not all CRA sites have CCTV coverage.
- Q23. Ottawa locations 20, 21, 35 Fitzgerald are American Dynamics DVR's are no longer being supported, what is the migration path?
- A23. If and when the equipment is no longer serviceable, the system would be changed out to an IP based system as directed by the CRA Technical Authority.



**THE SOLICITATION IS HEREBY AMENDED AS FOLLOWS:**

**At page 52 of the RFP, delete item 5 in its entirety and replace with the following:**

5	North Bay TSO 180 Sherriff Ave, North Bay, ON	Access System – Kantech 5.2.35 Intrusion System Panels – DSC 4020
---	--	--

**At page 52 of the RFP, delete item 6 in its entirety and replace with the following:**

6	Sudbury Tax Centre 1050 Notre-Dame, Sudbury, ON	Access System – Kantech 4.02.21 Intrusion System Panels – Kantech CCTV camera make and model – 16 Pelco -6 PZT & 10 Fixed DVR make: American Dynamics
---	--	--

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