

Question 31**Section 7.5 Appendix E – Out of Warranty Coverage**

In this section, CMHC calls for an on-site coverage of 1hr response and various fix times (8hr, 12hr, 16hr and 24hr). Can CMHC confirm that for the on-site response requirement of 1hr, it will be acceptable that this Service Level be only provided for CMHC's main National Office and Regional Business Centres only, and not the other smaller CMHC satellite offices?

Answer 31

All CMHC offices

Question 32

Is the expectation from CMHC that the offeror supports all of the existing devices (Stream 1)? If so, can CMHC provide a list of the devices by location and state whether the devices have an active manufacturer's warranty support contract and the level of support contract (return to depot or onsite) per device?

Answer 32

CMHC does not expect the offeror to support all existing devices.

Question 33

With respect to Stream 2 in section 3.5 on page 12 under "Offer shall describe for Stream # 2" that the "delivery times and cost to major locations". Is CMHC referring to delivery/shipping costs?

Answer 33

Yes and estimated delivery ETAs

Question 34

For products that are designed for Stream 2 is it CMHC's expectation that the offeror supports all products beyond the manufacturer's warranty period and for the full duration of the contract?

Answer 34

No not for stream 2.

Question 35

With respect to section 4.4 Offeror's Qualifications specific to Stream 2 is it CMHC's expectation to receive a list of the resources (Account team and Management) that will be supporting CMHC only?

Answer 35

Yes, CMHC expects a list of the resources that will support CMHC.

Question 36

Does section 4.21 on page 39 apply to both Stream 1 and Stream 2?

Answer 36

Yes this would pertain to both streams.

Question 37

With respect to section 4.6.2 Financial Capacity will SEC Filings and 10k reporting meet the financial audit requirements?

Answer 37

As per 4.62 CMHC reserves the right to conduct an assessment of the potential Supply Arrangement Holder(s) financial capacity. Should the offeror be selected as a Supply Arrangement Holder following the RFSA evaluation and qualification process, CMHC will request the necessary financial statements to confirm the financial capacity of the Offeror. Any further specific questions pertaining to suitability of documentation can be raised by lead proponents during contract negotiations.