



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS A :**

Royal Canadian Mounted Police | Gendarmerie royale du Canada  
 Bid Receiving | Réception des soumissions  
 Attention: Anna Rozanski  
 Mailstop | Arrêt postal 15  
 73 promenade Leikin Drive  
 Ottawa, Ontario K1A 0R2 Canada

All persons delivering mail, parcels and bids to the Mail Parcel and Screening Facility will be asked to provide government photo identification and a contact number as part of an enhanced security protocol.

Dans le cadre d'un protocole de sécurité amélioré, toute personne qui livre le courrier, les paquets et les soumissions à l'installation d'inspection du courrier et des colis devra désormais présenter une carte d'identité avec photo émise par le gouvernement et un numéro de téléphone.

**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: - Commentaries :**

<b>Title – Sujet</b> Gas Chromatograph / Mass Spectrometer		<b>Date</b> October 27, 2017
<b>Solicitation No. – N° de l'invitation</b> 201802694/A		<b>Amendment No. – N° de modification:</b> 001
<b>Client Reference No. - N° de référence du client</b> 201802694		
<b>Solicitation Closes – L'invitation prend fin</b>		
<b>At – à :</b>	2:00 PM	EST (Eastern Standard Time) HNE (heure normale de l'Est)
<b>On – le :</b>	November 29, 2017	
<b>Delivery - Livraison</b> See herein — Voir aux présentes	<b>Taxes</b> See herein — Voir aux présentes	<b>Duty – Droits</b> See herein — Voir aux présentes
<b>Destination of Goods and Services – Destinations des biens et services</b> See herein — Voir aux présentes		
<b>Instructions</b> See herein — Voir aux présentes		
<b>Address Inquiries to – Adresser toute demande de renseignements à</b> <a href="mailto:anna.rozanski@rcmp-grc.gc.ca">anna.rozanski@rcmp-grc.gc.ca</a>		
<b>Telephone No. – No. de téléphone</b> 613-843-6972	<b>Facsimile No. – No. de télécopieur</b> 613-825-0082	

<b>COMPLETE BELOW IN FULL – REMPLISSEZ CI-DESSOUS EN ENTIER</b>	
<b>Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l'entrepreneur:</b>	
<b>Telephone No. – No. de téléphone</b>	<b>Facsimile No. – No. de télécopieur</b>
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) – 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>



This amendment is raised to address the following:

- To respond to questions received during the solicitation period; and
- To revise the solicitation accordingly, as applicable.

## **QUESTIONS AND ANSWERS**

Question 1: We request that either subsection 2.3 of 4004 be removed from the resulting contract clauses or that it is revised as follows, as has been done in past Public Services and Procurement Canada (PSPC) solicitations:

*Unless provided otherwise in the Contract, the Contractor must use reasonable efforts to correct Software Errors as follows:*

*"Severity 1":*

*within seventy-two (72) hours of notification by Canada;*

*"Severity 2":*

*within seven (7) days of notification by Canada;*

*"Severity 3":*

*within fourteen (14) days of notification by Canada;*

*"Severity 4":*

*within ninety (90) days of notification by Canada.*

Answer 1: The request to revise subsection 2.3 of 4004 is granted. Please refer to solicitation revision 1 below.

## **SOLICITATION REVISIONS**

1) On page 14 of the English solicitation, under subsection 6.3.2 Supplemental General Conditions,

DELETE in its entirety.

INSERT: The following supplemental general conditions apply to and form part of the Contract:

- [4001](#) (2015-04-01) Hardware Purchase, Lease and Maintenance
- [4003](#) (2010-08-16) Licensed Software
- [4004](#) (2013-04-25) Maintenance and Support Services for Licensed Software

Subsection 2.3 of 4004, Maintenance and Support Services for Licensed Software, is amended as follows:

Delete in its entirety and insert:

3. Unless provided otherwise in the Contract, the Contractor must use reasonable efforts to correct Software Errors as follows:

*"Severity 1":*

*within seventy-two (72) hours of notification by Canada;*

*"Severity 2":*

*within seven (7) days of notification by Canada;*

*"Severity 3":*

*within fourteen (14) days of notification by Canada;*

*"Severity 4":*

*within ninety (90) days of notification by Canada.*