



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

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 aux: Travaux Publics et Services
Gouvernementaux 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).

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Electrical & Electronics Products Division
11 Laurier St./11, rue Laurier
7B3, Place du Portage, Phase III
Gatineau, Québec K1A 0S5

Title - Sujet Wireless Barcode Scanners		
Solicitation No. - N° de l'invitation 01044-171176/A	Date 2017-12-08	
Client Reference No. - N° de référence du client 01044-171176		
GETS Reference No. - N° de référence de SEAG PW-\$\$HN-446-73924		
File No. - N° de dossier hn446.01044-171176	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-01-23		Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Garcia Lozano, Quiterie		Buyer Id - Id de l'acheteur hn446
Telephone No. - N° de téléphone (819) 420-0326 ()		FAX No. - N° de FAX (819) 953-4944
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF AGRICULTURE AND AGRI-FOOD Leo Guzzo AAFC-CMMC Asset Manager 1341 Baseline Road Tower 5 Floor 2 room 335 leopoldo.guzzo@agr.gc.ca OTTAWA Ontario K1A0C5 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
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)	
Signature	Date

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

There is no security requirement associated with the requirement.

1.2 Requirement

The contractor must provide the goods and services in accordance with the technical requirements stated herein.

1.2.1 Delivery Requirement

Delivery is requested to be completed by March 2018.

1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

1.4 Trade Agreements

"The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), and the Canadian Free Trade Agreement (CFTA)."

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.1.1 SACC Manual Clauses

SACC Reference	Section	Date
<u>A9033T</u>	Financial Capability	2012-07-16
<u>B1000T</u>	Condition of Material	2014-06-26

2.2 Submission of Bids

Bids must be submitted ONLY TO THE BID RECEIVING UNIT by the date, time and place indicated on page 1 of the bid solicitation. Do not send proposal directly to the Contracting Officer. Email proposal will not be accepted.

PWGSC Bids Receiving Unit
11 Laurier Street
Place du Portage, Phase 3, Core 0B2
Gatineau, Québec, K1A 0S5
Tel.: 819-956-3366
Fax: 819-997-9776

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit

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the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that Bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (three (3) hard copies; and one (1) soft copy on CD, DVD or USB key)
- Section II: Financial Bid (one (1) hard copy)
- Section III: Certifications (one (1) hard copy)
- Section IV: Additional Information (one (1) hard copy)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

3.1.1 Exchange Rate Fluctuation

The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

3.1.2 Delivery Offered

Offered delivery is indicated at the item description herein.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

You are reminded that this solicitation requires the compliance and/or completion of requirements attached as an Annex and forming part of this document.

4.1 Evaluation Procedures

- a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

All bids must be completed in full and provide all of the information requested in the bid solicitation to enable full and complete evaluation.

4.1.1.1 Mandatory Technical Criteria

The following Mandatory requirements must be submitted with the bid for evaluation

- Technical compliance herein. (see annexes A -Requirement and Attachments 1, 2 and 3 to Part 4)

4.1.2 Testing Evaluation

Devices and their peripherals will be tested under conditions and procedures detailed at Attachement 2 to Part 4– Testing Plan.

4.1.3 Financial Evaluation

4.1.3.1 Pricing Basis

The bidder must quote firm lot and unit prices in Canadian dollars in Canadian dollars, DDP Delivered Duty Paid (Ottawa, ON), Applicable Taxes extra, as applicable. Freight charges to destination and all applicable Custom duties and Excise taxes must be included. See Annex B – Basis of Payment.

4.2 Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price on an aggregate basis will be recommended for award of a contract.

Attachment 1 to Part 4 - Bid Evaluation Criteria

Technical proposals will be evaluated in accordance with the following Mandatory evaluation criteria.

SUMMARY OF EVALUATION PROCESS	
Mandatory Evaluation Criteria	Compliant / Non-compliant
M1. Client Order Fulfillment	Yes / No
M2. Proposed Handheld Wireless Barcode Scanner	Yes / No
M3. Proposed Approach to Service Delivery	Yes / No
TECHNICAL EVALUATION OUTCOME	<i>Meets / Does Not Meet</i>
TESTING EVALUATION OUTCOME	<i>Meets / Does Not Meet</i>
FINANCIAL EVALUATION OUTCOME	<i>Lowest Price Represents Best Value</i>

Mandatory Evaluation Criteria

M1. Client Order Fulfillment

MANDATORY EVALUATION CRITERIA	Supporting Evidence Required
1.1 The Bidder must have previously delivered 40 of the proposed wireless handheld barcode scanner devices (as proposed in compliance with M2 below), for one (1) single client.	<p>The Bidder must demonstrate the required experience by providing demonstration of fulfilment of a commercial client order meeting the requirements of 1.1. The demonstration must include the following information:</p> <ul style="list-style-type: none">(a) client organization name (to whom the proposed devices were delivered);(b) An identified management-level organization contact (client) including name and title;(c) Telephone number and/or email address as a means of contacting the organization contact.(d) Start and completion dates (including year and month) of the order to the Bidder and the complete fulfilment of the order for the client;(e) A brief description of the devices provided (including make and model).

M2. Proposed Handheld Wireless Barcode Scanner

MANDATORY EVALUATION CRITERIA	Supporting Evidence Required
2.1 The Bidder must propose a wireless handheld barcode scanner device and all associated peripherals that meet the minimum specifications set-out in Annex A - Requirement, sections 2.1.1 – 2.1.3.	<ul style="list-style-type: none">(a) The Bidder must demonstrate in its Proposal how its proposed wireless handheld barcode scanner device addresses each requirement set out in Annex A - Requirement, sections 2.1.1 to 2.1.3 (inclusive).(b) The Bidder must identify the make, model, and Original Equipment Manufacturer (OEM) for the proposed wireless handheld barcode scanner device, and each associated peripheral. If other peripherals (in addition to those specified in Annex A – Requirement, section 2.1.3) are required to fully charge, operate and safeguard each device and to transmit data to/from the device, the Bidder must also identify the make, model, and Original Equipment Manufacturer (OEM) for each of these peripherals.(c) The Bidder must include a letter or certification from the OEM that confirms that the OEM has authorized the Bidder to provide and maintain its products under any contract resulting from this RFP.

M3. Proposed Approach to Service Delivery

MANDATORY EVALUATION CRITERIA	Supporting Evidence Required
3.1 The Bidder must describe its proposed training offering, meeting the requirements set out in the Annex A - Requirement, section 2.2.1.	<p>The Bidder must describe its approach to service delivery. The demonstration should include the following information:</p> <ul style="list-style-type: none">(a) Training curriculum or course outline for each of “Train the Trainer” and “Administrator” training;

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MANDATORY EVALUATION CRITERIA	Supporting Evidence Required
<p>3.2 The Bidder must provide its (or the OEM's, as applicable) release plan for the middleware/software included with the device, together with how the Bidder proposes to coordinate the centralized delivery, configuration and testing of all patches, fixes, upgrades and releases to AAFC, as set out in the Annex A - Requirement, section 2.1.5 and 2.2.</p>	<p>(b) Profile or CV of proposed Trainer resource(s), demonstrating a minimum of two (2) years' experience using and configuring the devices.</p> <p>(c) Website for access to device and peripheral information and FAQ's;</p> <p>(d) Release plan for the next three (3) years for the device's middleware/software;</p> <p>(e) Proposed approach to effective coordination of delivery, configuration and testing of all patches, fixes, upgrades and releases to AAFC</p> <p>(f) Profile or CV of proposed Support resource(s), demonstrating a minimum of two (2) years' experience designing, configuring, and implementing the devices within a client environment.</p>

Attachment 2 to Part 4 - Testing Plan

1 - Testing Plan Overview

1.1 General

(a) Canada requires the Bidder to have the proposed products available within five (5) working days of written request by Canada to be tested by AAFC in order to demonstrate that it meets or exceeds the technical requirements described below and can operate within current AAFC's IT infrastructure. This testing plan will test key functionalities of the proposed products based on AAFC's requirements. The test described below will be conducted by an AAFC representative. The functionalities to be tested are the following:

- (i) Test the overall functionality and specifications of the Bidder-proposed scanner with existing AAFC barcodes, based on Hardware Requirements in the Annex A - Requirement, section 2.1.1.
- (ii) Test the overall compatibility and functionality as per the Software (Middleware) Requirements stated in Annex A - Requirement, section 2.1.2, including the proposed data transfer functionality.
- (iii) Test the overall compatibility and functionality as per the Peripherals Requirements stated at Annex A- Requirement, section 2.1.3, including battery life and communications cradle connectivity.

2 - Responsibilities of Test Participants

2.1 Canada's Responsibilities:

- (a) To verify product functionality and compatibility during the testing with the assistance of the Bidder.
- (b) AAFC IT Security may need to assess the software to ensure there are no risks of installing any software application on an AAFC workstation. If there are risks which cannot be fixed, the Bidder's solution will be deemed a Technical Fault.
- (d) Canada's evaluation team is composed of AAFC representatives who will be on-site to observe the testing. Administrative and/or Technical faults will be reported to the Contracting Authority.
- (c) During the evaluation, a notification to the Bidder of a Technical or Administrative Fault will be the responsibility of the Contracting Authority.
- (e) Canada will provide the following in order to facilitate testing:
 - (i) Technical support by means of an AAFC technical infrastructure representative, an AAFC functional analyst and technical SAP representative; and
 - (ii) Guided access of AAFC facilities for testing purposes.

2.2 The Bidder's Responsibilities:

- (a) The five (5) top-ranked Bidder (identified after the financial evaluation) compliant to the written Bid Technical Evaluation must submit one (1) sample of the proposed hand-held wireless barcode scanner and all related peripherals (together with a list of the serial numbers and part numbers for the device and all peripherals) as set out in Annex A - Requirement, pre-installed with the Operating System, middleware, and any proposed software, to verify compliance of the product with AAFC's technical environment, device and functional requirements.
- (b) The Bidder must submit the list of the serial numbers and part numbers for the one (1) device test sample and all associated peripherals in advance of the delivery of the device test sample (see (c) below), to meet AAFC's security requirements.
- (c) The device test sample and all associated peripherals must be delivered, at no cost to Canada, to a location specified by Canada in the National Capital Region (NCR) (including Gatineau, Quebec), within five (5) working days of the Contracting Authority's request. Both delivery and return of the barcode scanner are the responsibility of the Offeror in terms of cost and risk of damage. Despite the written bid, if Canada determines as a result of examining the device test sample and peripherals that the Bidder's proposed product does not meet the mandatory requirements of this bid solicitation, the bid will be declared non-responsive.
- (d) The Bidder must provide a set of written instructions with the test sample that will provide an orientation to AAFC personnel on the correct operation of the device, and to assist with the implementation of the Bidder's product and set-up of data transfer capability, completing all tasks necessary in order to permit a trained AAFC representative to download data and effectively use the devices for the purpose defined in this bid solicitation..
- (e) The Bidder must assist AAFC to complete such tests as deemed necessary by AAFC in order to satisfy AAFC that the device is tested, configured, integrated and working correctly. The Bidder's representative must be available by telephone during the testing period to respond to AAFC's questions (if required). These tests will constitute the AAFC data transfer, hardware functionality and acceptance tests, and as such must be successfully completed in order for the delivery of any subsequent devices under any resulting Contract to be accepted and any invoices payable.

3 - Testing Procedures and Set-up Instructions

- (a) The Bidder must be able to pass all the tests described below.
- (b) Testing hours: Specific hours for the conduct of the testing will be set out in the notification letter provided to the Bidder. It is anticipated that the hours for testing will be within AAFC's core business hours, Monday to Friday local time, at the testing site, with the exception of any local Federal Government and Provincial Holidays.
- (c) The following schedule will be followed during the first day of testing:
- (i) Initial set-up of the device;
 - (ii) Verification of the configuration; and
 - (iii) The tests described below will start once the verification of the configuration is completed.
- (d) The products supplied for testing must be identical to the Bidder's products listed on its bid response.
- (e) In the event that any product(s) delivered to Canada for testing is not properly configured, the Bidder will be required to rectify the discrepancy within 48 hours of written notification unless another time period is agreed upon in writing by Canada. If the configuration discrepancy is not rectified within the identified time period, the resulting fault may be deemed as an Administrative Fault. If the configuration discrepancy is not rectified at all, the resulting fault will be deemed as an Administrative Fault. **A maximum of one (1) Administrative Fault will be permitted.**
- (f) Any proposed product that is found to be non-compliant in that it fails to meet the Technical Requirements outlined in sections 2.1.1; 2.1.2 and 2.1.3 of Annex A - Requirement during the testing will result in the elimination of the associated proposed product(s) without further consideration.
- (g) If the product(s), or its replacement, exhibits another Administrative Fault, the product will be eliminated from further consideration.
- (h) In the event that the product does not function in accordance with the Technical Requirements or fails to execute the testing completely and accurately, the Bidder will be required to repair the product within 48 hours of notification unless another time period is agreed upon in writing by Canada. If the functionality issue is not rectified, the resulting fault will be deemed a Technical Fault. **A maximum of two (2) Technical Faults will be allowed.** Failure by the Bidder to repair the product will result in the product being declared non-compliant. These Technical Faults apply to all parts of the testing.
- (i) If the product, or its replacement, exhibits a third Technical Fault, the product will be declared non-compliant.
- (j) Notification of Fault: Notification of a Technical Fault will be made to the Bidder in writing by Canada and logged. The 48-hour clock will start after notification.
- (k) **Component Replacement:**

Replacement of components (i.e. device and peripherals) is allowed to facilitate a repair. These replaced components must be of the same manufacturer and model number as the component being proposed and being replaced. The Bidder is permitted to change a specific component **once** during testing. Additional changes of the specific component will result in the assessment of non-compliance of the product.

(l) Definitions:

- (i) *Product*: The proposed device and any associated peripherals (e.g. scanner, charger, etc.) including the required software applications which run on the device.
- (ii) *Product Setup*: A product delivered to meet the requirements of the technical specifications of the bid solicitation and any subsequent modifications, configured and delivered (with all necessary documentation, etc.) as per the demonstration instruction letter issued by the Contracting Authority.
- (iii) *Administrative Fault*: This occurs when the product is not supplied and configured as per the demonstration instruction letter. Administrative Faults are not used to bring a product from a non-compliant state to a compliant state.
- (iv) *Technical Fault*: This occurs when the product does not function in accordance with the technical requirement of the bid solicitation or fails to execute the test suite completely and accurately (i.e. hardware failure. Software or hardware incompatibilities, etc.). Technical Faults are not used to bring a product from a noncompliant state to a compliant state.
- (v) *Non-Compliance*: Any product that fails to meet the bid solicitation technical requirements. Examples of non-compliance include; minimum processor speed, do not comply with IP54, etc.
- (vi) *Product Elimination*: This occurs if the first Administrative Fault cannot be rectified within the time period specified by Canada or a second Administrative Fault occurs. It also applies when there is a second Technical Fault or if any Technical Fault cannot be rectified within the time period specified by Canada. A Product Elimination will also occur if the device is found to be incompatible with AAFC's required software (as specified in Annex A - Requirement, section 2.1.2) or is found to be non-compliant to the specifications as stated in the AAFC Technical Environment or as per the AAFC IT Security Evaluation.

4 – Testing

4.1 Data Transfer Testing

- (a) The purpose of the Data Transfer Testing process is to verify that the device test units have the ability to exchange data to and from the AAFC environment and do not introduce any stability, support, or security issues.
- (b) The Data Transfer Testing process includes, but is not limited to, the following steps completed by AAFC personnel:
 - (i) Hardware discovery under Windows 10;
 - (ii) Investigate whether drivers are needed;
 - (iii) Package the drivers (if required);
 - (iv) Scan and transfer data using Microsoft Software (Notepad/Word/Excel) to and from the device;
 - (v) AAFC evaluation to be performed in order to verify there are no inherent risks to the AAFC workstation.
- (c) Test units which cannot transfer data to or from the AAFC environment will be deemed non-compliant.
- (d) The Bidder must provide a designated representative, who will provide support and technical guidance during the Data Transfer Testing process, for up to 40 hours on an "as and when requested" basis, following the request of Canada. Following delivery and initial set-up, the Bidder's designated representative must be available by phone within 24 hours of request.

4.2 Hardware Functionality Testing

- (a) Basic Scanner Operation
 - (i) The handheld barcode scanner must come fully charged and include two (2) rechargeable batteries that each will enable a user to use the device continuously for four (4) hours (total of eight (8) hours across both batteries) without a single recharge.
- (b) Steps of Communication between AAFC Workstation and device
 - (i) Power on scanner and ensure it boots to initial operating system screen;
 - (ii) Plug accompanying USB cable into scanner and into AAFC PC workstation USB port;
 - (iii) Verify auto detect and driver installation occurs;
 - (iv) Verify device is accessible from PC workstation for 2-way file transfer (USB port to be activated by AAFC) without any additional on-board application installation.
- (c) Scanner Scanning Barcode Detection
 - (i) A sample of approximately 20-30 barcoded tags will be scanned using the proposed scanner.
 - (ii) Sample "damaged" barcoded tags will also be provided that AAFC must be able to manually input into the device.
 - (iii) All barcoded samples will be provided at testing by AAFC. They will conform to currently used AAFC barcode requirements.

4.3 Acceptance Testing

- (a) AAFC's Asset Trak Manager software will be installed on the device. Verification of the correct installation and ability to operate the software on the device will be conducted.
- (b) A sample load file containing data on approximately 300-400 barcodes will be provided from AAFC from the SAP system (in .txt format) for the device to read/interpret.
- (c) Verification of the loading/copying of the AAFC extract file to the devices' (i.e. copying manually via Windows Explorer) destination folder on the device will be conducted.
- (d) Verification that the test data is readable in all applicable fields i.e. copied file to be opened by scanner and verify that fields are available and populated with the test data contained in the sample file.
- (e) The sample load file will be loaded/copied back to AAFC's PC desktop. Verification that the sample load file has been accurately and fully transferred will be conducted.

Attachment 3 to Part 4 Bidder Response Template

The following templates are provided to assist Bidders in responding to the Mandatory Criteria set out in Attachment 4.1. Bidders may add additional rows / information to these Templates as required to demonstrate the Mandatory Requirements.

M1 Client Order Fulfillment

Demonstrate the required experience by providing demonstration of the fulfillment of a client order of 40 of the proposed wireless handheld barcode scanner devices for one (1) single client meeting the requirements of 1.1.

Requirement	Bidder Response
Client organization name (to whom the proposed devices were delivered):	
Name of management-level organization contact (client) who can verify / confirm the Bidder's experience:	
Title of management-level organization contact (client) who can verify / confirm the Bidder's experience:	
Telephone number and/or e-mail address (only one (1) required) of the organization contact named above:	
Start date of the order to the Bidder (indicate year and month):	
End date of the complete fulfilment of the order for the client by the Bidder (indicate year and month):	
Description of the device(s) provided to the organization: (include make and model for each device)	

M2. Proposed Handheld Wireless Barcode Scanner

2.1 (a) Propose a wireless handheld barcode scanner device and all associated peripherals that meet the minimum specifications set-out in Annex A - Requirement, sections 2.1.1 to 2.1.3.

Requirement	Bid Reference	Met / Not Met
2.1.1 Device		
i) includes both a physical QWERTY-type keyboard and virtual (touch screen) facility. QWERTY-type keyboard must function in each of Canada's official languages (English and French) at the user's preference		
ii) has a minimum processor speed of 400Mhz		
iii) has a minimum QVGA 3.5 inch colour touch screen display, with a minimum resolution of 240 x 320 dpi (alternatively 320 x 240 dpi)		
iv) scans and decodes all standard 1-D bar codes, including, at a minimum, the following: a. Code 39; b. Code 93; c. Code 128; d. Codabar; e. Interleaved 2 of 5; and f. UPC/EAN.		
v) operates fully in each and all of the following conditions (individually and collectively) : a. Temperatures from minus 10°C to plus 40°C; b. 5% to 95% humidity; c. Occasional drops of up to 1.3 metres (4 feet) onto concrete. d. Screen is readable in direct sunlight and also in low interior lighting (i.e. Transflective or non-glare protected display screen) and must be adjustable for brightness and contrast. The display must be clear, crisp and non-fatiguing with easy to read characters.		
vi) complies with an Ingress Protection (IP) rating of a minimum of IP54 certified – i.e. no harmful effects from dust or splashing water must prevent the full operation of the device		
vii) includes a minimum of 500MB of RAM available memory		
viii) includes a slot capable of holding an additional minimum 2GB removable memory card (e.g. Secure Digital aka SD memory card)		
ix) is capable of running continuously on a single rechargeable battery throughout a four (4) hour period without recharging		
x) provides a low battery warning signal (audio or visual). The device must allow users to change the battery without loss of any data (i.e. "hot swappable" within a minimum 10 minute time window)		
xi) provides a "sleep" mode or "power off" mode when the device is not in use for a continuous period of time to conserve battery life. The device must "sleep" or "power off" without loss of any data		

Requirement	Bid Reference	Met / Not Met
2.1.2 Middleware/Software		
Device operates on each and all of the following operating systems (OS): a) the Palm OS, b) the Windows Embedded Compact (CE) operating system, and c) Microsoft Windows Mobile PRO 6.5 and newer.		
Device allows for bilingual character entry, display, storage and output of data in both of Canada's official languages (English and French), and allows users to perform all functions using screens, forms, prompts and documentation in English and French (according to the user's preference).		
Device compatible with the following software: i) Asset Trak Manager (2.39); ii) Windows 7 and Windows 10; iii) Excel 2010; and iv) Internet Explorer.		
Device downloads data in standard Windows format (i.e. .txt format) from standard desktop (as described above) onto the device. The downloaded files must be immediately accessible and usable on the device without requiring modification.		
Device uploads data from the barcode scanner onto the Windows-based environment described above. The uploaded files must be stored in a Windows standard (.txt) data format that will permit access by standard Windows tools (e.g. Word, Excel), without requiring modification by users.		
2.1.3 Peripherals		
i) Communications cradle to connect the device to a standard AAFC Windows computer for data transmission, via a USB cable, with all required communications and power cables included		
ii) Additional rechargeable battery capable of running continuously on a single charge throughout four (4) hour period		
iii) Battery charger that operates in 120v/240v and 50/60Hz environments, with all required communications and power cables included		
iv) Automobile charger with all required communications and power cables included		
v) Carry strap or belt clip		
vi) Protective carrying case for the device		
vii) Other Peripherals required to fully charge, operate and safeguard each device and to transmit data to/from the device		

2 (b) Make, model, and Original Equipment Manufacturer (OEM) for the proposed wireless handheld barcode scanner device, and each associated peripheral. If other peripherals (in addition to those specified in Annex A – Requirement, section 2.1.3) are required to fully charge, operate and safeguard each device and to transmit data to/from the device, the Bidder must also identify the make, model, and Original Equipment Manufacturer (OEM) for each of these peripherals.

Device/Peripheral Type	Make / Model Number	Manufacturer
Wireless Handheld Barcode Scanner		
Communications Cradle for data transmission via USB cable (including all required communications and power cables)		
Rechargeable Battery (two (2) required)		
Battery Charger (including all required communications and power cables)		
Automobile Charger (including all required communications and power cables)		
Carry Strap or Belt Clip		
Protective carrying case for the device		
Other Peripherals required to fully charge, operate and safeguard each device and to transmit data to/from the device)		

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2.1 (c) OEM Letter or Certification

The following sample letter is provided to assist Bidders (as resellers) and OEMs in responding to this requirement.

Sample Letter
<p>OEM Letterhead or Certificate</p> <p>Date of Letter:</p> <p>This letter is to confirm that <i>(insert name of OEM)</i> has authorized <i>(name of Bidder)</i> to provide and maintain our products, including: <i>(make/model of device)</i> under any contract resulting from RFP No. _____.</p> <p>Include the following information:</p> <p>Name of authorized OEM Representative</p> <p>Title</p> <p>Signature</p> <p>Date</p>

M3. Proposed Approach to Service Delivery

Requirement	Bidder Response or Page Reference to section of Proposal containing response
(a) Training curriculum or course outline for each of "Train the Trainer" and "Administrator" training;	
(b) Profile or CV of proposed Trainer resource(s), demonstrating a minimum of two (2) years' experience using and configuring the devices.	
(c) Website for access to device and peripheral information and FAQ's;	
(d) Release plan for the next three (3) years for the device's middleware/software;	
(e) Proposed approach to effective coordination of delivery, configuration and testing of all patches, fixes, upgrades and releases to AAFC	
(f) Profile or CV of proposed Support resource(s), demonstrating a minimum of two (2) years' experience designing, configuring, and implementing the devices within a client environment.	

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 General Environmental Criteria Certification

The Bidder must select and complete one of the following two certification statements.

- A) The Bidder certifies that the Bidder is registered or meets ISO 14001.

Bidders' Authorized Representative Signature

Date

or

- B) The Bidder certifies that the Bidder meets and will continue to meet throughout the duration of the contract, a minimum of four (4) out of six (6) criteria identified in the table below.

The Bidder must indicate which four (4) criteria, as a minimum, are met.

Green Practices within the Bidders' organization	Insert a checkmark for each criterion that is met
Promotes a paperless environment through directives, procedures and/or programs	
All documents are printed double sided and in black and white for day to day business activity unless otherwise specified by your client	
Paper used for day to day business activity has a minimum of 30% recycled content and has a sustainable forestry management certification	
Utilizes environmentally preferable inks and purchase remanufactured ink cartridges or ink cartridges that can be returned to the manufacturer for reuse and recycling for day to day business activity.	
Recycling bins for paper, newsprint, plastic and aluminum containers available and emptied regularly in accordance with local recycling program.	
A minimum of 50% of office equipment has an energy efficient certification.	

Bidders' Authorized Representative Signature

Date

5.3 Additional Certifications Precedent to Contract Award

5.3.1 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience

PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

6.1 Security Requirements

6.1.1 There is no security requirement applicable to this Contract.

6.2 Requirement

The contractor must provide the goods and services in accordance with the technical requirements stated herein.

6.2.2 Optional Goods and/or Services

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex A of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, in whole or in part, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

6.2.3 SACC Manual Clauses

SACC Reference	Section	Date
<u>B1501C</u>	Electrical Equipment	2006-06-16
<u>B7500C</u>	Excess Goods	2006-06-16

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

2010A (2016-04-04), General Conditions - Goods (Medium Complexity), apply to and form part of the Contract.

6.3.1.1 Warranty Period

Section 09 of general conditions 2010 A is amended by replacing the period of twelve (12) months by twenty-four (24) months.

Section 09 entitled *Warranty of general conditions 2010A* is amended by deleting subsection 2 in its entirety and replacing it with the following:

The Contractor must pay the transportation cost associated with returning the Work or any part of the Work to the Contractor's plant for replacement, repair or making good. The Contractor must also pay the transportation cost associated with forwarding the replacement or returning the Work or part of the Work when rectified to the delivery point specified in the Contract or to another location as directed by Canada. If, in the opinion of Canada, it is not expedient to remove the Work from its location, the Contractor must carry out any necessary repair or making good of the Work at that location. In such cases, the Contractor will be responsible for all Costs (including travel and living expenses) incurred in so doing, Canada will not reimburse these Costs.

All other provisions of the warranty section remain in effect.

6.3.2 Supplemental General Conditions

4001 (2015-04-01) Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Delivery Date

All the deliverables must be received on or before _____ (Delivery as offered and as accepted will be inserted at contract award).

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least ten (10) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:
Quiterie GARCIA LOZANO – Supply Officer
Public Works and Government Services Canada - Acquisitions Branch
Logistics, Electrical, Fuel and Transportation Directorate - "HN" Division
7B3, Place du Portage, Phase III, 11 Laurier Street, Gatineau, QC, K1A 0S5
Telephone: (819) 420-0326
E-mail address: Quiterie.GarciaLozano@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

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6.5.2 Project Authority

The Project Authority for the Contract is: (will be inserted at contract)

Name:

Title:

Telephone: (xxx) xxx-xxxx Facsimile: (xxx) xxx-xxxx

E-mail:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Contractor's Representative

Name and telephone number of the person responsible for: (will be inserted at contract)

General enquiries

Name: _____

Telephone: _____

Facsimile: _____

E-mail: _____

Delivery follow-up

Name: _____

Telephone: _____

Facsimile: _____

E-mail: _____

Maintenance, support and warranty

Toll-free number _____

Email _____ (ex:support@companyname.com)

6.6 Payment

6.6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm lot and unit prices, as specified in Annex B for a cost of \$ _____ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

6.6.2 Multiple Payments

SACC Manual clause H1001C (2008-05-12) Multiple Payments

6.6.3 SACC Manual Clauses

SACC Reference	Section	Date
<u>G1005C</u>	Insurance	2016-01-28

6.7 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - (b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
Department of Public Works and Government Services - "HN" Division
7B3 Place du Portage, Phase III, 11 Laurier Street, Gatineau, QC, K1A 0S5
Attention: Quiterie Garcia Lozano.

6.8 Certifications

6.8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. *(Insert the name of the province or territory as specified by the Bidder in its bid, if applicable)*

6.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4001 (2015-04-01) Hardware Purchase, Lease and Maintenance
- (c) the general conditions 2010A (2016-04-04), Goods (Medium Complexity);
- (d) Annex A, Requirement;
- (e) Annex B, Basis of Payment;
- (f) the Contractor's bid dated _____ *(insert date of bid)* *(If the bid was clarified or amended, insert at the time of contract award: “, as clarified on _____” or “, as amended on _____” and insert date(s) of clarification(s) or amendment(s))*

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6.11 SACC Manual Clauses (Delivery)

SACC Reference	Section	Date
<u>D2000C</u>	Marking	2007-11-30
<u>D2001C</u>	Labelling	2007-11-30
<u>D9002C</u>	Incomplete Assemblies	2007-11-30

6.12 Shipping Instructions - Delivery at Destination

Goods must be consigned to the destination specified in the Contract and delivered:
Delivered Duty Paid (DDP) Ottawa, ON Incoterms 2000 for shipments from a commercial contractor.

Annex A – Requirement

1. Scope

1.1 Identification

The Department of Agriculture and AgriFood (AAFC) Canada has a requirement for the procurement of forty (40) barcode scanners and their peripherals; with maintenance and service for two years to be delivered in Ottawa, ON by March 2018.

The requirement includes options for training and support.

1.2 Background

Agriculture and Agri-Food Canada (AAFC) owns more than 600,000 physical assets, located at AAFC sites and facilities across Canada. The majority of the assets are marked with a barcode asset tag. The use of handheld barcode scanners, in conjunction with “Asset Trak Manager” software, allows the department to undertake required physical asset reviews and update its asset holding information in SAP (AAFC’s Enterprise Resource Planning (ERP) System). AAFC holds a perpetual software license to Asset Trak Manager, and will continue to renew maintenance and support on this software annually.

AAFC’s barcode scanners were purchased seven (7) years ago and have reached the end of their useful life cycle. To support AAFC in effectively managing information relating to its physical assets across Canada and to continue to meet its asset certification and verification requirements for several years until a common Government of Canada solution is available, AAFC requires delivery of forty (40) wireless handheld barcode scanners and associated peripherals. Each barcode scanner must have a pre-installed operating system that is able to receive and transmit data in standard Windows format (i.e. .txt format), that is compatible with AAFC’s Asset Trak Manager software.

In addition, AAFC requires the Supplier to provide full return-to-depot warranty and maintenance service for all barcode scanner units and associated peripherals purchased by AAFC; together with training to ensure AAFC personnel are well versed in the user set-up and administration and full use of the barcode scanners.

1.3 Terminology

AAFC	Agriculture and AgriFood Canada
CE	Windows Embedded Compact
EAN	International Article Number / European Article Number
ERP	Enterprise Resource Planning
GB	Gigabit
IP	Ingress Protection
MB	Megabit
NCR	National Capital Region
OS	Operating System
QVGA	Quarter Video Graphics Array
RAM	Random Access Memory
SAP	Systems, Applications and Products
UPC	Universal Product Code

2. Requirement

2.1 Initial Requirement

2.1.1 Handheld Wireless Barcode Scanners – 40 units

The equipment must consist of a hand-held wireless barcode and data management middleware/software that complies with the following minimum requirements:

- i) Includes both a physical QWERTY-type keyboard and virtual (touch screen) facility. QWERTY-type keyboard must function in each of Canada's official languages (English and French) at the user's preference;
- ii) Has a minimum processor speed of 400Mhz;
- iii) Has a minimum QVGA 3.5 inch colour touch screen display, with a minimum resolution of 240 x 320 dpi (alternatively 320 x 240 dpi);
- iv) Scans and decodes all standard 1-D bar codes, including, at a minimum, the following:
 - a. Code 39;
 - b. Code 93;
 - c. Code 128;
 - d. Codabar;
 - e. Interleaved 2 of 5; and
 - f. UPC/EAN.
- v) Operates fully in each and all of the following conditions (individually and collectively) :
 - a. Temperatures from minus 10°C to plus 40°C;
 - b. 5% to 95% humidity;
 - c. Occasional drops of up to 1.3 metres (4 feet) onto concrete.
 - d. Screen is readable in direct sunlight and also in low interior lighting (i.e. Transflective or non-glare protected display screen) and must be adjustable for brightness and contrast. The display must be clear, crisp and non-fatiguing with easy to read characters.
- vi) Complies with an Ingress Protection (IP) rating of a minimum of IP54 certified – i.e. no harmful effects from dust or splashing water must prevent the full operation of the device;
- vii) Includes a minimum of 500MB of RAM available memory;
- viii) Includes a slot capable of holding an additional minimum 2GB removable memory card (e.g. Secure Digital aka SD memory card);
- ix) Is capable of running continuously on a single rechargeable battery throughout a four (4) hour period without recharging;
- x) Provides a low battery warning signal (audio or visual). The device must allow AAFC personnel to change the battery without loss of any data (i.e. "hot swappable" within a minimum 10 minute time window).
- xi) Provides a "sleep" mode or "power off" mode when the device is not in use for a continuous period of time to conserve battery life. The device must "sleep" or "power off" without loss of any data.

2.1.2 Middleware/Software

Each device must be pre-installed with its required operating system (OS). AAFC will identify the required OS(s) at time of order, and the device must operate on AAFC's specified OS (being any of the following: Palm OS, Windows Embedded Compact (CE) operating system, and Microsoft Windows Mobile PRO 6.5 and newer).

Each device must allow for bilingual character entry, display, storage and output of data in both of Canada's official languages (English and French), and allow AAFC personnel to perform all functions using screens, forms, prompts and documentation in English and French (according to the AAFC user's preference).

Each handheld barcode scanner must be compatible with the following software:

- i) Asset Trak Manager (v.2.39 and higher);
- ii) Windows 7 and Windows 10;
- iii) Excel 2010; and
- iv) Internet Explorer;

in order to:

- i) download data from a Windows file onto the device;
- ii) enable AAFC personnel to perform the asset additions, modification, and verifications using the bar code device; and
- iii) upload the data to a Windows file.

AAFC personnel will be responsible for extracting data from the SAP Database to the Windows file and performing a data update from Windows file into the SAP database.

The device must download data in standard Windows format (i.e. .txt format) from AAFC's standard desktop onto the device. The downloaded files must be immediately accessible and usable on the device without requiring modification.

The device must upload data from the barcode scanner onto the AAFC Windows-based environment.

The uploaded files must be stored in a Windows standard (.txt) data format that will permit access by standard Windows tools (e.g. Word, Excel), without requiring modification by AAFC personnel.

2.1.3 Peripherals

With each handheld barcode scanner, the Contractor must provide the required number of all peripherals, attachments and cables required to fully charge, operate and safeguard each device and to transmit data to/from the device, including at a minimum, the following:

- i) communications cradle to connect the device to a standard AAFC Windows computer for data transmission, via a USB cable, with all required communications and power cables included;
- ii) additional rechargeable battery capable of running continuously on a single charge throughout four (4) hour period;
- iii) battery charger that operates in 120v/240v and 50/60Hz environments, with all required communications and power cables included;
- iv) automobile charger with all required communications and power cables included;
- v) carry strap or belt clip;
- vi) protective carrying case for the device; and
- vii) **Any other peripheral** required to fully charge, operate and safeguard each device and to transmit data to/from the device

2.1.4 Documentation

With each delivery, the Contractor must provide an itemized list of the model, make, date of purchase, serial number and part numbers for each device and all associated peripherals.

The Contractor must deliver an electronic copy of all documentation (technical documentation and complete user manuals) for the device and all associated peripherals and associated warranty documentation. The Contractor may provide a website link for access to download additional copies of the documentation and to access updated documentation (as applicable).

With each device, the Contractor must deliver one (1) user reference guide (e.g. "how to" or "frequently asked questions") for AAFC personnel to accurately address common functions or issues with the device (e.g. how to change battery, etc.).

All documentation must be provided in English and French.

2.1.5 Support

2.1.5.1 On-going Device Middleware/Software Maintenance Support

The Contractor must maintain all pre-installed Middleware/Software contained on each device, including providing all required patches, fixes, upgrades and releases required to maintain the currency of the device and ensure interoperability with and data transfer to and from AAFC's Technical environment.

The Contractor must ensure that the devices do not receive automatic updates to the Operating System(s) and any other device Middleware/Software.

For each patch, fix, upgrade and release to the Operating System(s) and any other device Middleware/Software, the Contractor must notify and provide to the designated AAFC Project Authority, the required patches, fixes, upgrades and releases, in a timely fashion as they become available.

The Contractor must coordinate with and assist the AAFC Project Authority in installing, configuring and testing the functionality of each patch, fix, upgrade and release, to ensure the devices will continue to operate fully within AAFC's Technical Environment (see section 3.1 below) and to ensure no loss of data on the device(s).

2.1.5.2 Contractor's Warranty, Maintenance and Support Representative

The Contractor must provide a toll-free (in Canada) telephone number and a website that AAFC personnel may use to contact the Contractor for all maintenance, support and warranty requests, as well as device troubleshooting requests.

The Contractor must designate a single point of contact as its representative (ex: support@companyname.com) responsible for the management of the contract and its business relationship with Canada.

The AAFC Project Authority, or their designated representative, must be able to contact the Contractor's Representative between 7:00 am to 7:00 pm, Eastern Time, Monday to Friday, excluding statutory holidays observed by Canada.

For all inquiries received during the hours of 7:00 am to 7:00 pm, Eastern Time, the Contractor's point of contact must answer or return any calls or e-mails from the Project Authority within one (1) business day. The Contractor must return all calls and email received after 7:00 pm Eastern time within the next business day.

In the event of updates required to the documentation for the device and all associated peripherals (e.g. due to changes in preventative maintenance requirements, etc.), the Contractor must notify AAFC.

2.2 Optional Requirement

2.2.1 Training

At AAFC's exclusive option, as exercised by way of written authorization to the Contractor, following the initial delivery of forty (40) devices and associated peripherals, the Contractor must provide up to five (5) sessions of "Train the Trainer" training to up to three (3) AAFC personnel, to ensure AAFC personnel are fully equipped to use the devices and all associated peripherals.

At AAFC's authorization, training may be provided in person at AAFC headquarters in the NCR, or by a combination of in-person and web-presence. The Contractor must schedule and deliver the training within 30 days of request by AAFC.

If this option is authorized by AAFC, the Contractor must provide instruction and course materials in English and French (including one (1) hard copy of the materials for each AAFC participant and an electronic copy of the materials).

2.2.2 As-Required Configuration Support

On an as and when required basis, as requested by AAFC, the Contractor must provide up to 30 hours/year of support to AAFC on the correct configuration and use of the devices, including troubleshooting support. The Contractor must provide the Services of a qualified representative with a minimum of two (2) years' experience designing, configuring, and implementing the devices within a client environment, to provide support to AAFC as and when required by AAFC. The Contractor must provide this support service by phone and e-mail (see section 2.1.5.2 above). At AAFC's request (e.g. to resolve configuration or data transfer issues, etc.), the Contractor must provide support service on-site at AAFC premises in the NCR (at no additional cost to Canada).

In addition, the Contractor must provide a website, including online support tools (e.g. user manuals, FAQs, etc.) accessible to AAFC at no additional charge, to assist AAFC personnel in ensuring the correct use and handling of the devices and all associated peripherals.

2.2.3 Contractor's Warranty, Maintenance and Support Representative

At AAFC's exclusive option, as exercised by way of written authorization to the Contractor, the Contractor must provide up to 2 (two) additional one-year warranty, maintenance and support for all devices purchased under this contract.

3. Environment and Location of Work

3.1 Technical Environment

AAFC's standard desktop configuration includes PCs running Windows 7 and Windows 10; Microsoft Office Suite 2010.

AAFC currently uses Windows Mobile, version 6.5, Palm OS, and Windows CE for its mobile devices. AAFC uses SAP as its Financial System and Asset Tracking System.

3.2 Business Environment

AAFC's central receiving unit is located in the National Capital Region (NCR), and operates during AAFC's core business hours (i.e. 8:00 am to 4:00 pm), local time.

Annex B – Basis of Payment

Firm lot price in Canadian dollars, DDP Delivered Duty Paid (Ottawa, ON), Applicable Taxes extra, as applicable. Freight charges to destination and all applicable Custom duties and Excise taxes are included.

Initial Requirement

Lot 1 - Barcode Scanners; Peripherals; Documentation and Support

Quantity: 1

As per Annex A, paragraph 2.1

Qty	Item Description	P/N	Manufac-turer	Delivery Offered (ARO)	Unit Price in CAD	Total in CAD
40	Barcode scanner (ref. 2.1.1)				\$	\$
40	Communications Cradle (ref. 2.1.3 i))				\$	\$
40	Additional Battery (ref. 2.1.3 ii))				\$	\$
40	Battery Chargers (ref. 2.1.3 iii))				\$	\$
40	Automobile Charger (ref. 2.1.3 iv))				\$	\$
40	Strap/clip (ref. 2.1.3 v))				\$	\$
40	Carrying Case (ref. 2.1.3 vi))				\$	\$
40	Other Peripherals required to fully charge, operate and safeguard each device and to transmit data to/from the device (ref. 2.1.3 vii)				\$	\$
1	Documentation (ref. 2.1.4)				\$	\$
1	Support (ref. 2.1.5.1)				\$	\$
1	Warranty, Maintenance and Support Representative (ref. 2.1.5.2)				\$	\$

Lot Price:

\$ _____ (A)

Optional Requirement

As per Annex A, paragraph 2.2

Item	Quantities	Unit price in CAD	Total in CAD
Train the Trainer sessions (for up 3 people) See 2.2.1	Up to 5	\$	\$ (B)
As Required Configuration Support - hour rate See 2.2.2	Up to 30 hours	\$	\$ (C)
Warranty, maintenance and support – Option Year 1 See 2.2.3	Up to 1	\$	\$ (D)
Warranty, maintenance and support – Option Year 2 See 2.2.3	Up to 1	\$	\$ (E)

Total Bid Price:
= (A+ B + C + D + E)

\$ _____