



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)

Blank lines for bidder name and address

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

Table with 2 columns: Solicitation No. - No de l'invitation, Date (yyyy-mm-dd) (aaaa-mm-jj), Amendment No. - N° modif., Solicitation closes - L'invitation prend fin, Time zone - Fuseau horaire, Contracting Authority - Autorité contractante, Telephone No. - No de téléphone, Fax No. - No de télécopieur, Destination - Destination



SOLICITATION AMENDMENT # 005

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP.
2. Amend the RFP.

1. QUESTIONS AND ANSWERS

- Q2: There is some duplication in the financial response spreadsheet. One of the models of headsets was listed twice.
- A2: FinancialProposal.xlsx has been amended to correct the error. See amendments to the RFP below and FinancialProposal_v2.xlsx.
- Q3: At Article 3.1 of the Statement of Work, it states that “All products must be compatible with the existing CRA Call Centre and general office equipment: Centrex, Nortel Meridian TDM and IP based PBX, Norstar, Mitel SX200, Mitel SX2000, Mitel SX3300, Mitel IP PBX, Bell Cisco and TELUS Avaya Voice over Internet Protocol platforms.”
- While technically all headsets are compatible across these platforms it is not as simple as just plugging them in and hoping they work. Corded headsets require a connecting cord that is specific to the platform it's connecting to.
- A3: The Statement of Work has been amended to include cords and accessories required to connect the telephone headsets to the specific platform they must connected to (the CRA Call Centre and general office equipment specified in 3.1). See amendments to the RFP below.
- Q4: At Article 3.1 of the Statement of Work, it states that “All products must be Canada Standards Association (CSA) or Industry Canada approved.”
- I'm told that CSA certification is not required for headsets that do not contain power.
- A4: The Statement of Work has been amended to remove the requirement that all products must be Canada Standards Association (CSA) or Industry Canada approved. See amendments to the RFP below.
- Q5. At Article 3.1 of the Statement of Work, it states that “Telephone headsets must have quick a disconnect feature with mute buttons and volume controls.”
- Wireless headsets do not have a quick disconnect feature.
- A5: The Statement of Work has been amended to remove all wireless headsets from this requirement. See amendments to the RFP below.
- Q6. At Article 3.2.1 of the Statement of Work it states that “Monaural Telephone Headset connects directly to handset, and also allows the use of an amplifier.”



No headset connects directly to handset. IT connects to the base of the telephone.

A6: The Statement of Work has been amended to clarify this requirement. See amendments to the RFP below.

Q7: At Article 3.2.1 of the Statement of Work, it states that “Monaural Telephone Headset comes with foam cover, non-metallic clothing clip, and headset stand.”

Clothing clips and headsets stands have been discontinued for many years.

A7: The Statement of Work has been amended to remove the requirement for clothing clips and headset stands. See amendments to the RFP below.

Q8: At Article 3.2.2 of the Statement of Work it states that “Binaural telephone headset must include the sound pivoting receivers.”

This is a term that we are unfamiliar with.

A8: The Statement of Work has been amended to remove the requirement for sound pivoting receivers. See amendments to the RFP below.

Q9: At Article 3.2.2 of the Statement of Work it states that “Binaural telephone headset connects directly to handset, and also allows the use of an amplifier.”

No headset connects directly to handset. It connects to the base of the telephone.

A9: The Statement of Work has been amended to clarify this requirement. See amendments to the RFP below.

Q10: At Article 3.2.2 of the Statement of Work it states that “Binaural telephone headset comes with foam cover, non-metallic clothing clip, and headset stand.”

Clothing clips and headset stands have been discontinued for many years.

A10: The Statement of Work has been amended to remove the requirement for clothing clips and headset stands. See amendments to the RFP below.

Q11: At Article 3.2.3 of the Statement of Work it states that “Ear hook telephone headset must include fully adjustable capsule.”

This is a term that we are unfamiliar with.

A11: The Statement of Work has been amended to remove the requirement for fully adjustable capsule. See amendments to the RFP below.

Q12: At Article 3.2.3 of the Statement of Work it states that “Ear hook telephone headset must connects directly to handset, and also allows the use of an amplifier.”

No headsets connects directly to handset. It connects to the base of the telephone.

A12: The Statement of Work has been amended to clarify this requirement. See amendments to the RFP below.



Q13: At Article 3.2.3 of the Statement of Work it states that “Ear hook telephone headset must come with the non-metallic clothing clip.”

Clothing clips and headset stands have been discontinued for many years.

A13: The Statement of Work has been amended to remove the requirement for clothing clips and headset stands. See amendments to the RFP below.

Q14: At Article 3.2.4 of the Statement of Work it states that “Over the ear and headband in one telephone headset (single ear) must include the profile receiver.”

This is a term that we are unfamiliar with.

A14: The Statement of Work has been amended to remove the requirement for profile receiver. See amendments to the RFP below.

Q15: At Article 3.2.4 of the Statement of Work it states that “Over the ear and headband in one telephone headset must connect directly to handset, and also allows the use of an amplifier.”

No headset connects directly to handset. It connects to the base of the telephone.

A15: The Statement of Work has been amended to clarify this requirement. See amendments to the RFP below.

Q16: At Article 3.2.4 of the Statement of Work it states that “Over the ear and headband in one telephone headset must include the adjustable click-stop headband, worn on single ear.”

A headband can only be worn over the head and not on an ear.

A16: The Statement of Work has been amended to clarify this requirement. See amendments to the RFP below.

Q17: At Article 3.2.4 of the Statement of Work it states that “Over the ear and headband in one telephone headset must come with foam cover, non-metallic clothing clip, and headset stand.”

Clothing clips and headset stands have been discontinued for many years.

A17: The Statement of Work has been amended to remove the requirement for clothing clips and headset stands. See amendments to the RFP below.

Q18: Article 3.2.5 of the Statement of Work includes “Over the ear and headband in one telephone headset (double ear).”

To the best of my knowledge, this product does not exist. Any over the ear headset will be a single ear headset only.

A18: The Statement of Work has been amended to remove 3.2.5 - Over the ear and headband in one telephone headset (double ear) from the requirement. See amendments to the RFP below.



Q19: Article 3.2.6 of the Statement of Work include Wireless headset – monaural.

No products like these exist. Some of this old technology has been replaced many years ago by much better and less expensive technology.

A19: The Statement of Work has been amended to remove all wireless headsets from this requirement. See amendments to the RFP below.

Q20: The specifications requested in Statement of Work sections 3.2.5 - 3.2.6 - 3.2.7 - 3.2.8 - 3.2.9: The models in question are not wearing styles that are available by any headset manufacturer we carry. Example 3.2.5 calls for a 2 in 1 model that provides both over the ear and double ear with headband wearing style.

A20: See A18 and A19.

Q21: There are several wireless technologies available – DECT 6.0 or 1900GHZ and 2.4GHZ are separate frequency bands that a wireless unit can transmit and receive on. We need clarification on which frequency band CRA wants their units running on. In addition, you are requesting the unit in question has BT (Bluetooth) capabilities. Again you can have a device run on the BT frequency as well.

Please confirm if they you looking for connection to multiple devices (hardphone, softphone and mobile)

A21: See A19.

Q22: Are you looking for multiple options per category or do you wish for us to choose 1 model from 1 manufacturer per category?

A22: Bidders must submit a financial proposal in accordance with Appendix 3: Financial Proposal.

Q23: Have you considered issuing another extension?

A23: On RFP Amendment 004, the closing date was extended until January 5, 2018 at 2:00pm Eastern Standard Time (EST).

2. AMENDMENTS TO THE RFP

1. **DELETE** Annex A – Statement of Work in its **ENTIRETY** and **REPLACE** with:

Annex A - Statement of Work

1.0 TITLE

Telephone Headsets and Accessories



2.0 BACKGROUND

Canada Revenue Agency (CRA) employees use headsets daily to assist in performing their job functions. Headsets enable an employee to freely use both hands while talking on the telephone; they also help reduce pain and fatigue caused by holding or cradling the telephone handset. Headsets are used in both quiet and noisy environment.

3.0 CATEGORY A: NEW TELEPHONE HEADSETS AND ACCESSORIES

The CRA has a requirement for the supply, package and delivery of telephone headsets and accessories to CRA locations across Canada on an “as and when requested” basis in accordance with the specifications outlined herein.

The telephone headsets and accessories provided by the Contractor must be compatible with the existing CRA Call Centre and general office equipment: Centrex, Nortel Meridian TDM and IP based PBX, Norstar, Mitel SX200, Mitel SX2000, Mitel SX3300, Mitel IP PBX, Bell Cisco, and TELUS Avaya Voice over Internet Protocol platforms.

3.1 General Specifications

- All products must be compatible with the existing CRA Call Centre and general office equipment: Centrex, Nortel Meridian TDM and IP based PBX, Norstar, Mitel SX200, Mitel SX2000, Mitel SX3300, Mitel IP PBX, Bell Cisco and TELUS Avaya Voice over Internet Protocol platforms.
- All Telephone Headsets must have quick disconnect feature with mute buttons and volume controls.
- All headsets must have noise canceling capability.

3.2 TELEPHONE HEADSETS

3.2.1 MONAURAL TELEPHONE HEADSET

The Monaural Telephone Headset must include the following features and functionality:

- Noise Cancelling microphone
- Removable foam ear cushion
- Flexible microphone boom arm
- Wired
- Adjustable click-stop headband
- Connects directly to telephone, and also allows the use of an amplifier.
- Comes with foam cover
- For use with a single ear.



3.2.2 BINAURAL TELEPHONE HEADSET

The Binaural Telephone Headset must include the following features and functionality:

- Noise Cancelling microphone
- Removable foam ear cushions
- Flexible microphone boom arm
- Wired
- Connects directly to telephone, and also allows the use of an amplifier
- Adjustable click-stop headband
- Comes with foam cover
- For use with both ears.

3.2.3 EAR HOOK TELEPHONE HEADSET

The Ear Hook Headset must include the following features and functionality:

- Ear Hook wearing option
- Noise Cancelling microphone
- Removable ear cushions Flexible microphone boom arm
- Wired
- Connects directly to telephone, and also allows the use of an amplifier.

3.2.4 SINGLE EAR TELEPHONE HEADSET (Includes ear hook and headband options)

Single Ear Telephone Headset must include the following features and functionality:

- Ear hook and headband wearing options
- Noise Cancelling microphone
- Removable ear cushions
- Flexible microphone boom arm
- Wired
- Connects directly to telephone, and also allows the use of an amplifier
- Comes with foam cover
- For use with a single ear.

3.3 ACCESSORIES

3.3.1 TRAINING OR SUPERVISORY “Y” ADAPTORS

The Contractor must offer a Training or Supervisory “Y” Adaptor for each wired headset proposed.

The Training or Supervisory “Y” Adaptors must allow two telephone headsets to be connected to a single headset adapter, allowing trainers or supervisors to monitor agents calls.

3.3.2 AMPLIFIERS

The Contractor must offer an Amplifier for each wired headset proposed.



The Amplifiers must:

- Be compatible with carbon, electric and dynamic handset microphones
- Have battery-assisted operation
- Allow AC power
- Not use battery power when in carbon mode
- Have a visual led low battery indicator or an audible low battery indicator to beep softly at the start of each call
- Have a volume level adjustment
- Have compression to offer operators a safe level receive and ensures loud sounds of 99 db compressed between 83 DB to 85 DB
- Offer reception at lower volume setting
- Have a side tone to control the ambient room noise through the microphone to the receiver and also controls the users voice level through the microphone to the receiver (control speaking level to avoid echoing).
- Have a handset switch to allow user to change from headset to handset by simply pushing switch
- Have a Modular jack
- **Have a Volume control which** allows adjustment of volume in the headset receiver of up to 25 dB.
- **Have a Mute switch which** disconnects the microphone circuit to allow the user to speak without having the speech transmitted. The microphone is muted without any audible clicks.
- **Have a Phone Type switch that** switches between 3 different designs of telephone circuitry should be shown on the base of the unit.
 - 1- The setting for carbon compatible telephones with high transmitter sensitivity.
 - 2- The setting for carbon compatible telephones with low transmitter sensitivity.
 - 3- The settings for electronic telephones.
- **Have a Transmission level slide which** allows adjustment of the transmitted signal from the **headset** microphone from 0.05mV to 10mV in 50 Ohm.
- **Have a Max output slide** that allows a limitation of the maximum volume of sound produced by the earphone. The variation range is 0 to 14 dBPa.
- **Have a Side tone that** controls the users own voice level through the microphone to the receiver. (controls speaking level to avoid the echoing). Allows adjustment of receiver impedance from 100 - 1000 Ohm and consequently changes the side tone level.

3.3.2.1 AC Power Adapters (for Amplifiers)

The AC Power Adaptors must be compatible with Canadian standard sockets (Type B socket 120 V 60 Hz)

3.3.3 General Accessories

The Contractor must offer the following general accessories and consumables for each headset, as available:

- Ear Cushions (Ear Buds)



- Cords and accessories required to connect the headsets to the CRA Call Centre and general office equipment outlined in Section 3.1
- Ear Hooks
- Cord Clips
- Noise Suppression
- Voice Tubes
- Replacement batteries
- Any other 'consumable' that may need replacing for all models being offered by the Contractor.

4.0 CATEGORY B: ACCESSORIES FOR EXISTING CRA-OWNED HEADSETS

The CRA has a requirement for the supply, package and delivery of telephone headset accessories, for the CRA's existing inventory of headsets, to CRA locations across Canada on an "as and when requested" basis in accordance with the specifications outlined herein.

Accessories Required:

Part Number	Line Item Description
27019-03	Plantronics "Y" cord training or Supervisory cord allows 2 people on a call
813-43937-01	Headset H141 ear foam, Plantronics, package of 2
45671-01	Plantronics Power Supply for M22 Vista Amplifier
65116-02	Plantronics 65116-01 On Line Indicator
66735-01	Plantronics Uniband - replacement head band for CS55 wireless headset
813-26716-01	Plantronics coil cord to QD modular plug, for H-series headsets with quick-disconnect
40709-02	Plantronics ear cushions for H251N and H261N Supra Plus headsets (SET of 2)
86180-01	Plantronics Replacement Battery for CS540
86179-01	Plantronics Replacement Convertible Headset for CS540
86540-01	Plantronics Fit Kit: 2 Earbuds & 3 Earloops for CS540
71782-01	Plantronics Replacement Ear Cushion, Leatherette CS510/CS520
29961-01	Plantronics cord clip - keeps headset attached to shirt



64394-11	Plantronics ear hooks for CS55 wireless headset system
24316-01C	Plantronics foam windscreens - covers noise cancelling booms
84606-01	Plantronics Spare Headband (behind the head) for CS540 headset
60961-34	Plantronics HL10 Remote Handset Lifter compatible with CS540, CS510, CS530
15729-05	Plantronics Ear Cushion for Supra
43596	Plantronics M22 Vista Universal amplifier - requires H headset
64399-03	Plantronics Replacement Battery for CS55/CS510/CS520
66268-02	Plantronics A10 Direct Connect cord for H top headsets

5.0 BOTH OFFICIAL LANGUAGES

The Contractor must provide all services in the language of the requested in English or French. Services and materials provided in one language shall be an accurate reflection to those in the other. This includes, at a minimum, material ordering, item descriptions, inquiry services, and client management. The Contractor must also provide catalogues, product packaging and product labeling in both official languages.

6.0 STANDARD DELIVERY TIMES

The Contractor must supply, package, and deliver telephone headsets and accessories within five (5) business days of receiving an order.

7.0 WARRANTY

All telephone headsets must be warranted to be free from defects in material and workmanship for a period of one year in accordance with General Conditions 2030 (2016-04-04).

Defective telephone headsets covered under warranty must be replaced with new replacement units (no repairs allowed) at no cost to CRA.

2. At Appendix 3: Financial Proposal:

DELETE: The Bidder must submit their financial bid in accordance with the attached Pricing Schedule using the electronic file entitled FinancialProposal.xlsx.

INSERT: The Bidder must submit their financial bid in accordance with the attached Pricing Schedule using the electronic file entitled FinancialProposal_v2.xlsx.



3. At Annex B: Basis of Payment, under “Category B: Accessories for Existing CRA-Owned Headsets”:

INSERT: The firm all-inclusive unit prices from Appendix 3: Financial Proposal will be used to populate the pricing table below.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED