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Gatineau, Québec K1A 0S5
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**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

Title - Sujet LowConveyor Small Scale Imaging	
Solicitation No. - N° de l'invitation 47419-188545/A	Date 2018-09-20
Client Reference No. - N° de référence du client 1000338545	
GETS Reference No. - N° de référence de SEAG PW-\$\$PV-873-75515	
File No. - N° de dossier pv873.47419-188545	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-10-31	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Shannahan, Cassandra	Buyer Id - Id de l'acheteur pv873
Telephone No. - N° de téléphone (819) 420-1068 ()	FAX No. - N° de FAX (819) 956-3814
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Scientific, Medical and Photographic Division / Division de l'équipement scientifique, des produits photographiques et pharmaceutiques
11 Laurier St./ 11 rue, Laurier
6A2, Place du Portage
Gatineau, Québec K1A 0S5

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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Buyer ID - Id de l'acheteur
pv873
CCC No./N° CCC - FMS No./N° VME

BID SOLICITATION

LOW CONVEYOR SMALL SCALE IMAGING (LC-SSI) X-RAY SYSTEM

FOR

CANADA BORDER SERVICES AGENCY (CBSA)

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PART 1 - GENERAL INFORMATION

1.1 Summary

The Canada Border Services Agency (CBSA) has a requirement for Low Conveyor - Small-Scale Imaging X-Ray systems, hereafter referred to as the "LC-SSI X-Ray system", for use at international airports and CBSA-controlled land border passenger operations at various locations.

The Contractor must provide eight LC-SSI X-Ray systems including delivery, installation, all training and training materials, a one-year warranty including maintenance and support services, and the Operator and Maintenance manuals, as detailed in **Annex A**. The Contractor must also provide additional Equipment Maintenance Training, as detailed herein, on an as and when requested basis through the use of Task Authorizations, for up to ten years after contract award. The Contractor must also provide material and replacement parts and consumables, as detailed herein, on an as and when requested basis through the use of Task Authorizations, for up to ten years after contract award.

The following options for procurement are included:

- An irrevocable option to purchase additional LC-SSI X-Ray systems including delivery, installation, all training and training materials, a one-year warranty including maintenance and support services, and operator and service manuals, as detailed in **Annex A** until March 31, 2024; and
- An irrevocable option to purchase additional years of warranty including maintenance and support services for each LC-SSI X-Ray system procured, as detailed herein, for three additional one-year periods after expiry of the initial one year all-inclusive warranty.

1.2 Volumetric Data

The following information has been provided to Bidders to assist them in preparing their bids. The inclusion of this information in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the LC-SSI X-Ray system will be consistent with this information. It is provided purely for information purposes.

The initial purchase is for eight LC-SSI X-Ray systems. It is estimated that an additional 20 LC-SSI X-Ray systems over the next five years may be required.

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 World Trade Organization Agreement on Government Procurement (WTO-AGP) and the North American Free Trade Agreement (NAFTA).

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1.5 ePost Connect Service

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

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](#) (2018-05-22) 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: 180 days

2.1.1 SACC Manual Clauses

[B1000T](#) (2014-06-26) Condition of Material

2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Bid Receiving - PWGSC
Place du Portage, Phase III
Core 0B2
Gatineau, Quebec
For couriers: J8X 4A6
For regular mail: K1A 0S5

E-mail (for submission by ePost Connect):

tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca

Telephone: (819) 420-7201
Fax No.: (819) 997-9776

The above address is for the sole purpose of bid submission. No other communications are to be forwarded to this address.

No bids should be sent directly to the PWGSC Contracting Authority.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 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 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 and distributed 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, Canada.

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

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. Bidders must provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

- Section I: Technical Bid
- Section II: Financial Bid
- Section III: Certifications

If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

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

- Section I: Technical Bid (one hard copy) and three soft copies on flash drive or portable hard-drive. All soft copies of documents must be in searchable .pdf format.
- Section II: Financial Bid (one hard copy) and one soft copy on flash drive or portable hard-drive.
- Section III: Certifications (one hard copy) and one soft copy on flash drive or portable hard-drive.

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.

If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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 fiber 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 color printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

3.2 Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth, the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Bidders must submit their Technical Bid in accordance with Attachment 1 to Part 4 of the Bid Solicitation - Technical Bid Submission Document.

In Attachment 1 to Part 4 of the Bid Solicitation - Technical Bid Submission Document: Section A - Mandatory Bid Submission Requirements, the Bidder must clearly detail how the proposed system meets each of the requirements directly referenced in **ANNEX A**.

In Attachment 1 to Part 4 of the Bid Solicitation - Technical Bid Submission Document: Section B – Mandatory Information for Validation of Bid, the Bidders must demonstrate a technical and organizational capacity to deliver a compliant system that meets the requirements of the bid solicitation. Regardless of the content of the information provided in Section B, if the Bidder is awarded a Contract, the work must be done in accordance with **ANNEX A**.

Large data files do not need to be printed for inclusion in the hard copy; however, they must be provided with the soft copy and accessible without the need for specialized software. All appended figures, tables, and supporting data should be referenced where indicated in Attachment 1 to Part 4 of the Bid Solicitation - Technical Bid Submission Document.

3.3 Section II: Financial Bid

3.3.1 Bidders must submit their financial bid in accordance with Attachment 4 to Part 4 of Bid Solicitation – Pricing Schedule. The total amount of applicable taxes must be shown separately.

3.3.2 Electronic Payment of Invoices – Bid

If the Bidder is willing to accept payment of invoices by Electronic Payment Instruments, Attachment 1 to Part 3 of Bid Solicitation - Electronic Payment Instruments must be completed to identify which methods are accepted.

If Attachment 1 to Part 3 of Bid Solicitation - Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.3.3 Exchange Rate Fluctuation

SACC Manual clause [C3011T](#) (2013-11-06), Exchange Rate Fluctuation

3.4 Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

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ATTACHMENT 1 to PART 3 OF THE BID SOLICITATION ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- 4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation. The evaluation will be conducted as described below. The fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed any or all other steps. Canada reserves the right to conduct steps of the evaluation in parallel or in a different sequence than they appear in this bid solicitation.
- 4.1.2 An evaluation team composed of representatives of Canada will evaluate the bids.
- 4.1.3 Canada will proceed to a preliminary review of the technical bid to ensure that all mandatory information and data required in Attachment 1 to Part 4 of the Bid Solicitation - Technical Bid Submission Document has been provided. If any part of the mandatory requirements is not completed and submitted as required, the Contracting Authority will inform the Bidder and allow the Bidder to complete the requirement within a specified time frame. Failure to comply with the request of the Contracting Authority and meet the requirement within the specified time frame will render the bid non-responsive.
- 4.1.4 Where Canada has made a final determination that a bid has failed any individual mandatory requirement of the bid solicitation, Canada reserves the right to not proceed further in the evaluation of the bid and may deem the bid non-responsive.

4.2 Technical Evaluation

4.2.1 Mandatory Technical Evaluation

- (a) The Bidder must complete, in full, all the information and substantiating data required in Attachment 1 to Part 4.
- (b) The information and data submitted will be reviewed for compliance with the mandatory technical requirement identified in Attachment 1 to Part 4.

4.2.2 Rated Reference Check

- (a) The Bidder must provide two customer references, who must complete the questionnaire found in Attachment 5 to Part 4. The completed questionnaire must be included with the Bid. The two customer references must be clients using the similar and relevant Proven Design. The customer reference must each confirm that the Bidder has provided maintenance and support services at a comparable level of service as detailed in Section 8 of ANNEX A Statement of Work.
- (b) The responses provided will be rated in accordance with the scoring stated in the questionnaire itself. The maximum number of points available in the reference check is 130. For reference checks, Canada may contact the references by e-mail in order to validate responses provided in the questionnaire. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders, within a 48-hour period, using the e-mail address provided in the bid. The Bidder will not meet the mandatory experience requirement (as applicable) unless the response from the reference is received within five working days of the date that Canada's e-mail was sent.
- (c) Points will not be allocated and/or a Bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or

unwilling to validate responses provided in the questionnaire, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

- (d) A Bidder who does not meet any of the mandatory reference check criteria as specified at Attachment 5 to Part 4 will be deemed as not fully meeting the mandatory requirements and will be declared non-responsive.

4.2.3 Point Rated Technical Evaluation

Only Bids meeting the mandatory technical evaluation of 4.2.1- Mandatory Technical Evaluation and 4.2.2 – Rated Reference Check, will proceed to the point rated technical evaluation.

Bids will be evaluated against the rated technical evaluation criteria set out in Attachment 2 to Part 4 of the Bid Solicitation - Technical Point Rating Evaluation Matrix.

The Bidder is requested to complete Attachment 2 to Part 4 of the Bid Solicitation - Technical Point Rating Evaluation Matrix. The evaluation will be based on the information submitted in Attachment 2 to Part 4 of the Bid Solicitation, the substantiating information and data in Attachment 1 to Part 4 and Total Reference Check Points obtained assigned under Attachment 5 to Part 4.

4.2.4 Preliminary Ranking of Bidders

All responsive bids will be ranked based on the technical score assigned.

4.2.5 Demonstration – Data Validation Test (DVT)

Canada may, but will have no obligation to, require that the top two ranked Bidders as established under 4.2.4 above, perform a Data Validation Test (DVT) on a Proven System to validate performance claims of compliance with the mandatory technical evaluation criteria as specified under 4.2.1 above; and to confirm the preliminary technical scores allocated from the point rated technical evaluation as specified under 4.2.3 above. Data Validation Testing will be conducted at a mutually agreed upon date/time/location between 10 and 25 calendar days after notification by the Contracting Authority. The tested system must be made available for a minimum of 15 hours of testing to be conducted over the course of five or less consecutive days. Only one DVT will be performed per system; CBSA personnel must be able to observe and direct the testing.

If Canada determines that the Proven System used during the DVT does not meet any specific criterion of the mandatory technical evaluation criteria, or does not meet the minimum threshold for point-rated mandatory criteria, the bid will be declared non-responsive and will be given no further consideration. In the event of any discrepancy between the preliminary scores allocated on the basis of the information submitted in the Bidder's Technical Point Rating Evaluation Matrix, attached as Attachment 2 to Part 4 and the DVT results, Canada will adjust the score downwards (but not upwards) on any point rated technical evaluation criteria to reflect the demonstrated performance accordingly and arrive at the final point rated scores. If the Bidder's score is reduced as a result of the DVT, Canada will reassess the ranking of all Bidders. If both top two ranked Bidders' scores drop below the 3rd ranked Bidder, then the 3rd rank Bidder will be invited to the DVT.

If only one of the top two ranked Bidders' score drop below the 3rd ranked Bidder, then Canada will continue the evaluation with the one remaining top ranked bidder.

Canada will provide the DVT Test Plan to the top two ranked Bidders in advance of the DVT commencement, if Canada elects to perform a DVT.

Following the completion of the DVT, if conducted, Canada will review the DVT test results with the Bidder to ensure the demonstrated performance has been accurately documented.

Where a bid has been allocated scores for any of the Point Rated Technical Evaluation Criteria found in Attachment 2 to Part 4 of the Bid Solicitation - Technical Point Rating Evaluation Matrix, these criteria will be incorporated as requirements obligations in the Resulting Contract under ANNEX A - Statement of Work. After Contract award, the Bidder selected by Canada must perform the work in accordance with the Resulting Contract and the Statement of Work therein.

Canada will be responsible for travel and living expenses for CBSA and PSPC personnel attending the DVT. The Bidder will be responsible for all costs to furnish the Proven System, test equipment, test fixtures and radiation survey instruments required to demonstrate systems compliance. The Bidder will also be responsible for all travel and living expenses for its personnel attending/performing the DVT. Further to the DVT, a technical score will be allocated against the rated technical evaluation criteria set out in Attachment 2 to Part 4 of the Bid Solicitation – Technical Point Rating Matrix. The Pro-Rating process will be conducted as described at Attachment 3 to Part 4 of the bid solicitation.

4.3 Financial Evaluation

The financial evaluation will be conducted in accordance with Attachment 4 to Part 4 of the Bid Solicitation.

The price of the bid will be evaluated in Canadian dollars, Applicable taxes excluded, Delivered Duty Paid (DDP) (various locations) Incoterms® 2010, Canadian customs duties and excise taxes included.

Unless the bid solicitation specifically requires bids to be submitted in Canadian currency, bids submitted in foreign currency will be converted to Canadian currency for evaluation purposes. The rate given by the Bank of Canada in effect on the bid solicitation closing date, or on another date specified in the bid solicitation, will be applied as a conversion factor to the bids submitted in foreign currency.

4.4 Basis of Selection

SACC Manual Clause [A0027T](#) (2012-07-16), Highest Combined Rating of Technical Merit and Price

4.4.1 To be declared responsive, a bid must:

- (a) Comply with all the requirements of the bid solicitation; and
- (b) Meet all the Mandatory Technical Evaluation criteria stated under Attachment 1 to Part 4 of the Bid Solicitation - Section A; and
- (c) Pass the Reference Check as stated under Attachment 5 to Part 4 – Reference Check Questionnaire; and
- (d) Successfully pass the Data Validation Test, if the DVT is conducted.

- 4.4.2 Bids not meeting either (a), (b) or (c), or (d) (if the DVT is conducted) will be declared non-responsive.
- 4.4.3 The selection will be based on the highest responsive combined rating of technical merit, reference check and price. The ratio will be 60% for the technical merit (which includes the reference check) and 40% for the price.
- 4.4.4 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows:

$(\text{Points Received} / \text{Maximum number of points available}) \times 60 = \text{Technical Merit Score}$

The Maximum number of points available in the Point Rated Technical Evaluation is 60.

- 4.4.5 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated Bid and the ratio of 40%. The responsive bid with the lowest Total Bid Price (TBP) is given full price points, while other bids receive a pro-rated score based on the ratio of the lowest evaluated bid to their total bid price, as follows:

$\frac{\text{Lowest Responsive TBP}}{\text{Bidders TBP}} \times 40 = \text{Pricing Score}$

- 4.4.6 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- 4.4.7 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
- 4.4.8 In the event that two or more responsive bids have resulted in the same highest combined rating, the responsive bid with the highest technical score will be recommended for award of a contract.

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. Unless specified otherwise, 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 Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, if applicable, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Bid

Product Conformance

The Bidder certifies that all goods proposed conform, and will continue to conform throughout the period of the contract, to the requirement detailed under **ANNEX A**.

Bidder's authorized representative signature

Date

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 section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<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 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969) website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Attachment 1 to Part 5 of Bid Solicitation - [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed ANNEX Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

ATTACHMENT 1 to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labors'](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity](#) (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint Venture and each member of the Joint Venture must provide the Contracting Authority with a completed ANNEX Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

Solicitation No. - N° de l'invitation
47419-188545/A
Client Ref. No. - N° de réf. du client
1000338545

Amd. No. - N° de la modif.
File No. - N° du dossier
pv873.47419-188545

Buyer ID - Id de l'acheteur
pv873
CCC No./N° CCC - FMS No./N° VME

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Financial Capability

SACC Manual clause [A9033T](#) (2012-07-16), Financial Capability

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the work in accordance with the Statement of Work at **ANNEX A**.

7.2 Optional Goods and Services

- (a) The Contractor grants to Canada the irrevocable option to purchase additional LC-SSI X-Ray systems including delivery, installation, all training and training materials, a one-year warranty including maintenance and support services, and operator and service manuals, as detailed in **ANNEX A** until March 31, 2024; and
- (b) The Contractor grants to Canada the irrevocable option to purchase additional years of warranty including maintenance and support services for each LC-SSI X-Ray system procured, as detailed herein, for three additional one-year periods after expiry of the initial one year all-inclusive warranty.

The options may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, 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.

7.3 Task Authorization Process

A portion of the work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). This includes Equipment Maintenance Training, purchase of material and replacement parts and consumables and technical services. The work described in the TA must be in accordance with the scope of the Contract.

1. The CBSA Technical Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in ANNEX C.
2. The TA will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
3. The Contractor must provide the CBSA Technical Authority, within 14 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below or in ANNEX D. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

7.5 Task Authorization Limit

The Technical Authority may authorize individual task authorizations up to a limit of \$40,000.00, applicable taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

7.6 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>) issued by Public Works and Government Services Canada.

7.6.1 General Conditions

2030 (2018-06-21), General Conditions – Higher Complexity - Goods, apply to and form part of the Contract.

7.6.2 Supplemental General Conditions

4001 (2015-04-01) Hardware Purchase, Lease and Maintenance

4003 (2010-08-16) Licensed Software, and

4004 (2013-04-25) Maintenance and Support Services for Licensed Software

apply to and form part of the Contract.

7.7 Security Requirements

There is no security requirement applicable to the Contract.

7.8 Terms of Contract

7.8.1 Period of the Contract

The period of the Contract is from date of Contract award to 31 March 2029 inclusive.

7.8.2 Delivery – Firm Requirement

The Contractor must deliver the initial purchase of eight LC-SSI X-Ray systems with a one year Warranty including Work detailed in ANNEX A Section 8 - Maintenance and Support Services Requirements on or before 1 March 2019.

7.8.3 Delivery – Additional Equipment Maintenance Training

The Contractor must deliver Equipment Maintenance Training as detailed in ANNEX A, Section 2.3 -Training Requirements. The Work to be performed under the Contract will be purchased on an "as and when requested basis" using a TA and must be delivered within 60 calendar days of TA submission. The Work described in the TA must be in accordance with the scope of the Contract.

7.8.4 Delivery – Material and Replacement Parts

The Contractor must deliver Material and Replacement Parts as detailed in ANNEX A Section 8.7. The parts to be delivered under the Contract will be purchased on an "as and when requested basis" using a TA. The parts described in the TA must be in accordance with the scope of the Contract.

7.8.5 Technical Services

The Contractor must deliver Technical Services as detailed in Annex B. The Work to be performed under the Contract will be purchased on an "as and when requested basis" using a TA and must be delivered within 21 working days of TA submission. The Work described in the TA must be in accordance with the scope of the Contract.

7.8.6 Delivery - Optional Goods and Services

- (a) Additional LC-SSI X-Ray systems with a 1 year Warranty including work detailed in ANNEX A Section 8 Maintenance and Support Services Requirements.

The Contractor grants to Canada the irrevocable option to purchase additional LC-SSI X-Ray systems with a 1 year Warranty including Work detailed in Annex A Section 8 - Maintenance and Support Services Requirements until 31 March 2024. The Contractor agrees that it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Delivery of additional LC-SSI X-Ray systems, as detailed under **Annex A**, must be received within 3 months from date of the written notice.

Canada will exercise the option by sending a written notice to the Contractor any time before 31 March 2024. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

(b) Additional Years of Warranty including Maintenance and Support Services

The Contractor grants to Canada the irrevocable option to extend the Warranty including Work detailed in ANNEX A Section 8 Maintenance and Support Services Requirements of the Contract by up to three additional one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Warranty, it will be paid in accordance with the applicable provisions in the Basis of Payment set out in the Contract.

Canada may exercise this option at any time by sending a written notice to the Contractor at any time during the Contract period. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.8.7 Delivery Points

The delivery locations for the initial 8 LC-SSI X-Ray systems are identified under Annex C.

Delivery of optional LC-SSI X-Ray systems may be made to any CBSA office in Canada; exact location will be provided at time of order.

7.9 Authorities

7.9.1 Contracting Authority

The Contracting Authority for the Contract is:

Cassandra Shannahan
Supply Specialist
Public Services and Procurement Canada - Acquisitions Branch
Commercial Consumer Products Directorate
11 Laurier Street, 6A2, Phase III, Place du Portage, Gatineau, Quebec, K1A 0S5.
Telephone: 819-420-1068
E-mail address: cassandra.shannahan@tpsgc-pwgsc.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.

7.9.2 CBSA Technical Authority

The CBSA Technical Authority for the Contract is: **(to be filled in only at contract award)**

Name: _____

Title: _____

Canada Border Services Agency - Science and Engineering Directorate

Address: _____

Telephone: _____

E-mail address: _____

The CBSA Technical 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 CBSA Technical Authority; however the CBSA Technical 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.

7.9.3 Accounts Payment Contact *(to be filled in only at contract award)*

Name: _____

Title: _____

Canada Border Services Agency - _____

Address: _____

Telephone: _____

E-mail address: _____

7.9.4 Contractor's Representative *(to be completed by the bidder)*

The telephone number (with extension if applicable) of the person responsible for:

General enquiries

Delivery Follow-up

Name: _____

Name: _____

Tel. No. _____ ext.: _____

Tel. No. _____ ext.: _____

E-mail address: _____

E-mail address: _____

7.10 Basis of Payment

7.10.1 Firm Quantity: Low Conveyor - Small Scale Imaging (LC-SSI) X-Ray System

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract for the LC-SSI X-Ray systems as detailed under **ANNEX A**, the Contractor will be paid the firm, all-inclusive lot price, as specified under Annex C, in accordance with the Breakdown of Milestone Payments identified herein, Delivered Duty Paid (DDP)(various destinations), Incoterms 2010. Customs duties are included and Applicable Taxes extra.

7.10.2 Task Authorizations - Equipment Maintenance Training

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract for the Equipment Maintenance Training as detailed under **ANNEX A**, the Contractor will be paid the firm, all-inclusive lot prices, as specified under Annex C, DDP (various destinations), Incoterms 2010. Customs duties are included and Applicable Taxes extra.

7.10.3 Task Authorizations – Material and Replacement Parts

The material and replacement parts must be provided at the list price detailed in Annex E, less a discount of ____ (*to be inserted at Contract award*) percent. All prices for parts and material are DDP (destination). Customs duties are included and Applicable Taxes are extra. Pricing may be refreshed annually, but the discount will remain firm for the duration of the Contract.

7.10.4 Technical Services

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract for Technical Services as detailed under **ANNEX B**, the Contractor will be paid the firm hourly rates, as specified under Annex C, DDP (various destinations), Incoterms 2010. Customs duties are included and Applicable Taxes extra.

The Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal and private vehicle allowances specified in Appendices B, C and D of the National Joint Council Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit.

7.10.5 Optional Goods and Services:

(a) Additional Purchase: Low-Conveyor - Small Scale Imaging (LC-SSI) X-Ray System

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract for the LC-SSI X-Ray systems, as detailed under **ANNEX A**, the Contractor will be paid the firm, all-inclusive lot price, as specified under Annex C, in accordance with the Breakdown of Milestone Payments identified herein, DDP (various locations) Incoterms 2010. Customs duties are included and Applicable Taxes extra.

(b) Additional Years of Warranty including Maintenance and Support Services

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid the firm lot price, per system, as specified under Annex C, for each additional year of Warranty including all Maintenance and Support Services, to commence after expiry of the initial one year Warranty including all Maintenance and Support Services for each system purchased in the initial delivery and all optional deliveries, DDP (various destinations), Incoterms 2010. Customs duties are included and Applicable Taxes is extra.

7.10.6 Limitation of Price

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.10.7 SACC Manual Clauses

[B9031C](#) (2011-05-16) Canada's Obligation - Portion of the Work - Task Authorizations

[C2000C](#) (2007-11-30) Taxes - Foreign-Based Contractor

[H1001C](#) (2008-05-12) Multiple Payment

[H3010C](#) (2016-01-28) Milestone payment – Not subject to holdback

7.10.8 Electronic Payment of Invoices – Contract (to be identified only at contract award)

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

7.10.9 Breakdown of Milestones Payment of Invoice

(a) Schedule of Milestones for Initial Purchase

For the purchase of the Firm Quantity LC-SSI X-Ray System, the schedule of milestones for which payments will be made in accordance with the Contract is as stated below in Table 1:

Table 1: Schedule for milestone payments

Milestone No.	Deliverables	% of Firm Lot Price	Payment Due
1	LC-SSI X-Ray System Delivery	75% of the Initial Purchase Price.	Upon delivery of LC-SSI X-Ray system to the designated CBSA location.
2	Site Acceptance Testing (SAT)	20% of the Initial Purchase Price.	Upon successful completion of Site Acceptance Testing, by the CBSA Technical Authority or designated representative.
3	Training Delivery	5 % of the Initial Purchase Price.	Following delivery of Contractor provided Training.

(b) Schedule of Milestones for Optional Quantities, if exercised is given in Table 2 below:

Table 2: Schedule of Payment for Optional Quantities

Milestone No.	Deliverables	% of Firm Lot Price	Payment Due
---------------	--------------	---------------------	-------------

1	LC-SSI X-Ray System Delivery	75% of the Purchase Price for each additional system.	Upon delivery of each LC-SSI X-Ray system to the designated CBSA location.
2	Site Acceptance Testing (SAT)	20% of the Purchase Price for each additional system.	Upon successful completion of Site Acceptance Testing, by the CBSA Technical Authority or designated representative.
3	Training Delivery	5 % of the Purchase Price for each additional system.	Upon completion of Contractor provided Training.

7.11 Invoicing Instructions

7.11.1 Invoicing Instructions – Milestone Payments

- (a) The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the General Conditions 2030. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by a copy of the release document and any other documents as specified in the Contract.

7.11.2 The Contractor must submit the invoices as follows:

- (a) The original invoice (in pdf format) along with a copy of the agreed upon maintenance report (in .xlsx format) must be forwarded to the following for certification and payment.

National Invoice Reception Unit / Unité nationale de réception de facture
105 rue McGill, #260-01
Montréal, QC H2Y 2E7

- (b) One electronic copy of the invoice and the quarterly maintenance report must be forwarded to the CBSA Technical Authority and Contracting Authority email address identified under the section entitled "Authorities" of the Contract.

- (c) One electronic copy of the invoice and the quarterly maintenance report must also be forwarded to the following CBSA email addresses:

vendors-fournisseurs@cbsa-asfc.gc.ca

- (d) To facilitate the payment process, it is important that the Contractor quote the contract number on all the invoices, shipping bills and packing slips. Failure to do so will delay payment and the date used for calculating interest on overdue accounts.

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the

Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.12.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.13 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

7.14 Priority of Documents

If there is a discrepancy between the wordings 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, 4003 (2010-08-16) Licensed Software, and 4004 (2013-04-25) Maintenance and Support Services for Licensed Software);
- (c) the general conditions 2030 (2018-06-21) General Conditions – Higher Complexity – Goods;
- (d) ANNEX A, Statement of Work;
- (e) ANNEX B, Basis of Payment;
- (f) the signed Task Authorizations (including all of its annexes, if any); and
- (g) the Contractor's bid dated _____ (*insert date of bid*).

7.15 SACC Manual Clauses

- [A9068C](#) (2010-01-11) Government Site Regulations
- [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)
- [A2001C](#) (2006-06-16) Foreign Nationals (Foreign Contractor)
- [B1501C](#) (2006-06-16) Electrical Equipment
- [G1005C](#) (2016-01-28) Insurance – No Specific Requirement

7.16 Shipping Instructions – Delivery at Destination

- (a) Goods must be consigned to the destination specified in the Contract and delivered: DDP

Solicitation No. - N° de l'invitation
47419-188545/A
Client Ref. No. - N° de réf. du client
1000338545

Amd. No. - N° de la modif.
File No. - N° du dossier
pv873.47419-188545

Buyer ID - Id de l'acheteur
pv873
CCC No./N° CCC - FMS No./N° VME

(various destinations) Incoterms 2010 for shipments from a commercial contractor.

- (b) The Contractor will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

ANNEX A STATEMENT OF WORK

1 General Requirements

1.1 Summary

- 1.1.1 The Contractor must provide eight LC-SSI X-Ray systems including delivery, installation, all training and training materials, a one-year warranty including maintenance and support services, and the Operator and Maintenance manuals.
- 1.1.2 The Contractor must also provide additional Equipment Maintenance Training, as detailed herein, on an as and when requested basis through the use of Task Authorizations, for up to ten years after contract award.
- 1.1.3 The Contractor must also provide material and replacement parts and consumables, as detailed herein, on an as and when requested basis through the use of Task Authorizations, for up to ten years after contract award.
- 1.1.4 The Contractor must also provide technical services, as detailed in ANNEX B, on an as and when requested basis, for up to ten years after contract award.

1.2 Manuals

- 1.2.1 Each system must be supplied with two hard copies and two soft copies of the Operator's manual (in searchable .pdf format), one in French and one in English).
- 1.2.2 The Operator's manual must contain all operational procedures in detail, with pictures of systems/ subsystems, warning lights, interlocks, etc. explaining the functionality and usage for operating the LC-SSI X-Ray system.
- 1.2.3 Each system must be supplied with two hard copies and two soft copies (in searchable .pdf format), one in French and one in English, of the Maintenance manual.
- 1.2.4 The Maintenance manual must contain all details (with pictures/schematics) to address all diagnostic, replacement, adjustment and calibration aspects of the system, to enable CBSA to be the primary maintenance provider, post warranty, of its procured systems.
- 1.2.5 The Maintenance manual must include, at a minimum, sufficient information to conduct Level 1 and Level 2 Corrective Maintenance and complete Preventative Maintenance.
- 1.2.6 The Maintenance manual must contain a complete, detailed list and description of all error codes and descriptions for the LC-SSI X-Ray system.
- 1.2.7 The Maintenance manual must contain fault tree diagrams of all warnings, errors, failure notifications, etc. that may present themselves at any time while using the system.

1.3 Factory Acceptance Testing (FAT)

- 1.3.1 The Contractor must submit a Factory Acceptance Test (FAT) Plan for the LC-SSI X-Ray system to the CBSA Technical Authority or designated representative, for review and comment within 15 business days of Contract award. At a minimum, the FAT must demonstrate:
 - Imaging performance;
 - Radiation safety and fail safes;
 - Assembly and configuration;
 - Design robustness and Data management.

- 1.3.2 The Contractor must address all comments regarding the submitted FAT Plan, to the satisfaction of the CBSA Technical Authority or the designated representative, within ten business days of receipt.
- 1.3.3 The Contractor must submit all resulting FAT Documentation for review to the CBSA Technical Authority or the designated representative, within five business days of completion of the FAT.
- 1.3.4 The Contractor must address all comments regarding the submitted Documentation, to the satisfaction of the CBSA Technical Authority or the designated representative, within 10 business days of notification.
- 1.3.5 The Contractor must obtain written approval, from the CBSA Technical Authority or designated representative, before the FAT will be deemed complete.

1.4 Site Acceptance Testing (SAT)

- 1.4.1 The Contractor must submit a draft Site Acceptance Test (SAT) Plan for the LC-SSI X-Ray system to the CBSA Technical Authority or designated representative 50 business days prior to planned delivery for review and comment. At a minimum, the SAT must address:
 - o Imaging performance;
 - o System robustness;
 - o Radiation safety and fail safes; and
 - o Operational readiness.
- 1.4.2 The finalized SAT plan will be developed by the CBSA in consultation with the Contractor.
- 1.4.3 The Contractor must install the system for enabling the CBSA Technical Authority or designated representative to complete the SAT within 10 business days after delivery of the system unless otherwise agreed upon between the Contractor and the CBSA Technical Authority.
- 1.4.4 Any discrepancy from the required performance or proposed componentry of the system will be noted and must be addressed to the satisfaction of CBSA Technical Authority prior to the final acceptance of the system.
- 1.4.5 The SAT will be used to satisfy regulatory requirements, validate performance claims, and confirm system compliance with the contractual requirements.

2 Training Requirements

2.1 Operator Training

- 2.1.1 The Contractor must provide on-site (at CBSA facility) Operator Training (including all operational aspects of the LC-SSI X-Ray system and basic radiation safety) in English and/or French (upon request of the CBSA Technical Authority or designated representative) for up to five operators per system delivered.
- 2.1.2 The class size must not exceed five operators per training session.
- 2.1.3 The Contractor must deliver the Operator Training within 15 business days of the completion of the SAT (unless otherwise agreed upon with the CBSA Technical Authority).
- 2.1.4 The Contractor must take full responsibility for fixing the unit or replacing any component in the event of failure or malfunction during the operator training courses.

2.2 Equipment Maintenance Training

- 2.2.1 The Contractor must deliver Equipment Maintenance Training in English to a maximum of six technicians per training session, at a mutually agreeable time and date within three months of delivery of the system(s) (unless otherwise agreed upon with the CBSA Technical Authority or the designated representative) for each year of system delivery.
- 2.2.2 Equipment Maintenance Training may be delivered at either the Contractor's location or on-site at CBSA, at a location to be mutually agreed upon by the Contractor and the CBSA. The CBSA will be responsible for any travel and living expenses for its personnel attending training at the Contractor's facility.
- 2.2.3 Equipment Maintenance Training must enable CBSA to be the primary maintenance provider for its procured systems.
- 2.2.4 Equipment Maintenance Training must include, at a minimum:
 - a review of basic radiation safety and operator functionality;
 - assembly, disassembly, repair or replacement of modular components, adjustment and calibration aspects of the system; and
 - diagnostics and troubleshooting of component/subsystems/software interconnections.
- 2.2.5 The Contractor must provide all specialized jigs, tools, diagnostic equipment, or ancillary equipment (i.e. forklift) required for the Equipment Maintenance Training.

2.3 Additional Equipment Maintenance Training

- 2.3.1 Additional Equipment Maintenance Training, as described in the articles above, must be provided for up to 10 CBSA technicians per training session on an as-and-when-requested basis (through the use of task authorizations) for up to 10 years. CBSA will be responsible for any travel and living expenses for its personnel attending training at the Contractor's facility, if applicable.

2.4 Training Materials

- 2.4.1 The Contractor must provide editable soft copies of all training materials for system operation in English and French to CBSA for review and comment at least three months (unless otherwise agreed to with the CBSA Technical Authority or designated representative) prior to the delivery of training.

2.4.2 Training materials must include all of the following:

- Presentation materials of the essential messaging;
- A Facilitator Guide providing clear instructions to the instructor with detailed description of each component on which training is to be performed, how the training would be performed as well as the content of the Participant Guide;
- A Participant Guide for the learner to follow along with the instruction; and
- Job Aids for quick reference to critical operational tasks including: deployment, start-up, stowing, moving, inspection imaging, shut-down, and troubleshooting; illustrated with images and examples.

2.4.3 The Contractor must address all comments regarding the submitted training materials to the satisfaction of the CBSA Technical Authority or designated representative.

2.4.4 The Contractor must provide the final versions of the training materials in both English and French within ten business days after all the comments have been addressed to the satisfaction of the CBSA Technical Authority or designated representative.

2.4.5 The Contractor must permit use of all training materials for its exclusive and unrestricted use in the development of internal training packages by CBSA.

2.5 Training Delivery

2.5.1 Training delivery must include:

- Presentation of the content tailored to learner characteristics as appropriate (e.g.: prior knowledge, prior experience, education level, motivation, modality (online, in class, virtual classroom, etc.);
- Application of the content as appropriate, with a focus on interaction (e.g. written activities discussion, hands-on activities, oral tests, role-plays, etc.); and
- Constructive feedback of the content as appropriate (e.g. corrected quizzes with feedback, group discussions, personalised feedback forms, oral feedback, etc.).

2.6 Instructional Design

2.6.1 All training materials and instructional techniques must integrate overall and module specific objectives aligned with Bloom's Taxonomy meeting the S.M.A.R.T. (Specific, Measurable, Achievable, Relevant, and Time-Based) criteria.

2.6.2 Each learning objective must have an associated assessment which validates that the objective has been met.

3 Operational Requirements

3.1 X-Ray Imaging

- 3.1.1 The LC-SSI X-Ray system must be a multi-energy transmission X-Ray system.
- 3.1.2 The LC-SSI X-Ray system must allow operators to continuously scan objects.
- 3.1.3 The LC-SSI X-Ray system must automatically separate images of scanned objects.
- 3.1.4 The LC-SSI X-Ray system must deliver, enable and support the download of the above-mentioned images into separate files for analysis.

3.2 X-Ray Beam-On Time

- 3.2.1 The LC-SSI X-Ray system must log the accumulated clock time during which X-Ray generation is on, on a daily basis,

3.3 Package Counter

- 3.3.1 The LC-SSI X-Ray system must be equipped with a counter that automatically counts all packages that are scanned through the system.
- 3.3.2 The LC-SSI X-Ray system must allow a maintenance technician to reset the package counter to zero.
- 3.3.3 The LC-SSI X-Ray system must save, with a date and time, the number of packages counted on a daily basis.
- 3.3.4 The package counter must increment regardless of the scanning direction.

3.4 Tunnel Dimension

- 3.4.1 The tunnel dimension must lie between a minimum of 70 cm (H) x 85 cm (W) and a maximum of 105 cm x 105 cm.

3.5 Material Discrimination

- 3.5.1 The LC-SSI X-Ray system must differentiate between organic (very low Z), intermediate (low-Z) and inorganic/metals (intermediate Z) material types and identify these in different colors.

3.6 Safety Footswitch

- 3.6.1 The LC-SSI X-Ray system must employ a pressure-activated mechanical footswitch that meets the Canadian Safety Association (CSA) Standard C22.2 No. 55-15.
- 3.6.2 The footswitch must stop the conveyor and terminate the X-ray exposure when deactivated.
- 3.6.3 There must not be any locking system between the connector of the footswitch and the LC-SSI X-Ray system.
- 3.6.4 The X-Ray scanning process must automatically be disabled if the footswitch has been detached.

3.7 Number of Operators

- 3.7.1 The LC-SSI X-Ray system must provide continuous scanning operations with only one operator.

3.8 Power Requirements

- 3.8.1 The LC-SSI X-Ray system must derive power for scanning operations from a standard 110 – 125 VAC, 15A standard receptacle, via a 90 degree power plug versus a straight power plug.
- 3.8.2 The LC-SSI X-Ray system must incorporate Uninterruptable Power Supply (UPS), and must safely shut down the computer without data loss or damage.
- 3.8.3 The UPS must provide line filtering for all electronic system components.

3.9 System Mobility

- ~~3.9.1~~ The LC-SSI X-Ray system must be equipped with wheels that can move in both orthogonal directions on a flat surface for ease of relocating the system.
- ~~3.9.2~~ The LC-SSI X-Ray system must have the means to be properly secured in place once it has been moved to a permanent location.

3.10 Weight Capacity

- 3.10.1 The LC-SSI X-Ray system must support the ability to inspect objects weighing up to 400 lbs (180 kg).

3.11 Conveyor Operation

- 3.11.1 The conveyor must be operable in forward and in reverse modes.
- 3.11.2 The conveyor speed must be a minimum of 0.20 m/s.
- 3.11.3 The conveyor must be controlled by a variable frequency drive (VFD) or a soft starter.

3.12 Fail-Safe Shutdown

- 3.12.1 The LC-SSI X-Ray system must include a fail-safe shutdown of all the system components in the case of a power loss.
- 3.12.2 The LC-SSI X-Ray system must automatically save images during an unexpected shut down.

3.13 Operating Environment

- 3.13.1 The system must provide continuous operation in the 0 - ≤40°C environment.
- 3.13.2 The system must provide continuous operation in 10%-90% (inclusive, non-condensing) relative humidity.

3.14 Image Analysis Tools

The image manipulation capability must include the use of a full suite of “easy-to-use” tools which can be applied / removed during image analysis and must include common pre-sets to facilitate use. Specifically, this capability must include (but not be restricted to):

- 3.14.1 Zoom Tool: System must have continuous electronic zoom, which allows enlargement up to 16X and allows operators to zoom in and out of parts of the scanned image for analysis.
- 3.14.2 Contrast and Brightness Tool: System must deliver, enable and support modification of the contrast and brightness of the scanned image.

- 3.14.3 Image Enhancement/Sharpness Tool: System must deliver, enable and support modification of image sharpness and color scheme to emphasize or discriminate between different elements in the image.
- 3.14.4 Gray Scale Image: System must deliver, enable and support toggling transmission image between default color and greyscale.
- 3.14.5 Metallic Stripping: System must deliver, enable and support highlighting detected organic (and mixed composition) elements on the transmission image.
- 3.14.6 Organic Stripping: System must deliver, enable and support highlighting detected metals and other inorganic materials on the transmission image.
- 3.14.7 Negative: System must deliver, enable and support reversing dark and light areas on the image.
- 3.14.8 Region of Interest (ROI): System must deliver, enable and support highlighting ROI in the image.
- 3.14.9 Image Annotation: System should provide additional classification of the image characteristics from a drop down menu and a column for comments about specific areas in an image for future reference and review.

4 Design and Configuration Requirements

4.1 X-Ray Source and Anode Voltage

- 4.1.1 The LC-SSI X-Ray system must be equipped with a multi-energy X-Ray source.
- 4.1.2 The LC-SSI X-Ray system must generate transmission X-Ray images of target objects as they are imaged (i.e. in near-real time) for review by the operator.
- 4.1.3 The anode operating voltage of the X-Ray generator must be greater than or equal to 160 kV.

4.2 Access Panel Locks

- 4.2.1 All access panels must have a low profile locking mechanism, and must have repositioning capability for access to other components of the system.

4.3 Robust Design

- 4.3.1 The LC-SSI X-Ray system must have a robust design, with each component made of heavy duty, industrial strength material that can last for at least 10 years.
- 4.3.2 Sensitive and fragile components such as hard drives, monitor screens, etc. must be mounted on shock absorbing base or padding to protect against vibration caused by moving the unit or conveyor operation.
- 4.3.3 The material used for shielding the X-Ray generator must be encapsulated to protect against gouging or damage from objects traversing the tunnel and secured to ensure it will not detach or reposition as a result of vibration or shock.

4.4 Certification

- 4.4.1 The LC-SSI X-Ray system must be certified for use in Canada in accordance with all Canadian Standard Association (CSA) requirements including but not limited to CSA Z432 – Safeguarding the machinery.

4.5 Proven Design

- 4.5.1 The LC-SSI X-Ray system must be a Proven Design (at least 10 units deployed and operational for at least a year in service) that includes all of the following features as described in ANNEX A:
 - X-Ray radiation source;
 - Image display (close to real-time) of scanned objects;
 - Conveyor system; and
 - Tunnel size and height

4.6 Maximum Weight and Footprint

- 4.6.1 The LC-SSI X-Ray system weight must not exceed 4000 lb (1818 kg).
- 4.6.2 The assembled LC-SSI X-Ray system footprint must not exceed the following values:
 - Length: 4000 mm (125 inches) and
 - Width: 2032 mm (80 inches).

4.7 System Disassembly

- 4.7.1 The LC-SSI X-Ray system must disassemble into multiple components for passage through door openings and reassemble once inside the dedicated facility for normal operations.

4.8 Access Tunnel Opening Requirements

- 4.8.1 The access to openings of the irradiation chamber of the LC-SSI X-Ray system must be protected with an extension tunnel.
- 4.8.2 The tunnel must extend up to at least 0.5 m on both the entrance and the exit to prevent the insertion of any part of the human body into the access openings, as required by the HC Safety Code 29.

4.9 Conveyor Requirements

- 4.9.1 The height of the LC-SSI X-Ray system conveyor must be less than 400 mm (16") when measured from the ground level for ease of loading and offloading packages.
- 4.9.2 The LC-SSI X-Ray system conveyor belt must extend at least 0.5 m past the opening to the irradiation chamber on both the entrance and the exit to facilitate loading/offloading of packages.
- 4.9.3 The edge of the conveyor must enable connection with entrance and exit ramps that would be used for loading and off-loading the packages/luggage.

4.10 Exit Ramp Requirements

- 4.10.1 The Contractor must provide a detachable 0.5 m long exit ramp integrated with the LC-SSI X-Ray system conveyor, on the exit.
- 4.10.2 The exit ramp must support 400 pounds (181 kg) of load capacity without bending or twisting in any manner.
- 4.10.3 Any potential hazards such as pinch points or sharp edges must be avoided and identified by caution markers if unavoidable.

4.11 Operator Workstation

- 4.11.1 The Operator Workstation must have a 22-inch (at minimum) screen for display of images.
- 4.11.2 The workstation components must be able to withstand ground or system vibrations caused by loading/offloading of heavy baggage or packets and operate smoothly 24/7.
- 4.11.3 The workstation must be adjustable in height from 36 inches to 48 inches with a viewing angle sufficient to enable operation from either a standing or a seated position.

4.12 Identification of Controls and Markings

- 4.12.1 All LC-SSI X-Ray system controls (switches/buttons/levers) must be clearly marked in order to identify their functionality.
- 4.12.2 All LC-SSI X-Ray system controls markings must be bilingual (French and English) and of equal size, or be universal icons, eliminating the need for written words.
- 4.12.3 All LC-SSI X-Ray system markings must be permanently painted, etched or silk-screened onto surfaces (or use adhesive technique that meets industry standard), and be highly resistant to mechanical abrasion and cleaning solutions.

4.13 Protection from Dirt and Debris

- 4.13.1 All LC-SSI X-Ray system components must be protected from ambient dirt, debris, dust and condensation, with keyboards rated at Ingress Protection (IP)-43.
- 4.13.2 The LC-SSI X-Ray system must be designed specifically to prevent debris from examined goods from falling onto electrical or mechanical assemblies or accumulate under the conveyor.
- 4.13.3 The LC-SSI X-Ray system design must allow maintenance personnel to access all areas of the unit with ease, including areas underneath the conveyor for maintenance and clean-up.

4.14 Ventilation Protection

- 4.14.1 All ventilation points must be equipped with removable, washable filters to protect electronics from heavy dust accumulation.
- 4.14.2 The LC-SSI X-Ray system must include 1 complete set of spare filters for the ventilation points.

4.15 Cabling and Wiring

- 4.15.1 The system must have a durable power cable with reinforced connection between a 90' male plug and the cable.
- 4.15.2 The power cable must be made of 600V (3) conductor and 12AWG stranded copper.
- 4.15.3 The power cable must be oil and water resistant, CSA-certified for indoor and outdoor use.
- 4.15.4 All wires and cables must be identified, marked and color coded at both ends as per the electrical schematics/diagrams as per *IEC 62491*- the Standard for Industrial systems, installations and equipment and industrial products - Labelling of cables and cores.
- 4.15.5 All wires and cables must be routed from/to components within cable trays/wire-ways.
- 4.15.6 All connections that are not leading directly to a component must be routed through a terminal block.
- 4.15.7 Terminal blocks must be plainly marked or labelled to correspond with markings on the electrical schematics/diagrams.
- 4.15.8 All wires connecting to a terminal block must be terminated by a ferrule.
- 4.15.9 All components (including but not limited to motor, relays, variable frequency drive, soft starter, disconnect, transformers, etc.) must be labelled to correspond with markings on the electrical schematics/diagrams.

4.16 Auto-Calibration

- 4.16.1 The LC-SSI X-Ray system must automatically calibrate itself on a regular basis to maintain imaging performance.
- 4.16.2 The LC-SSI X-Ray system must also automatically calibrate after every service/maintenance activity.

5 Radiation Safety Requirements

5.1 Regulatory Compliance Requirements

- 5.1.1 The LC-SSI X-Ray system design must be fully compliant with the Radiation Emitting Devices (RED) Regulations, Schedule II, part IV: "Baggage Inspection X-Ray Device".
- 5.1.2 The LC-SSI X-Ray system must also meet Health Canada's Safety Code 29 – "Requirements for the safe use of Baggage X-Ray Inspection System".

5.2 Standards of functioning

- 5.2.1 The LC-SSI X-Ray system must be well-shielded so that the radiation dose on any external surface of the system is below the limit indicated in Schedule II, Part IV, Section 3(b) of the RED Regulations (i.e. radiation at 5 cm from any shielded surface must not exceed 5 μ Sv/h)
- 5.2.2 The standard of functioning referred to in 5.2.1 must be maintained at the maximum handling rate specified for the LC-SSI X-Ray system.

5.3 Emergency Stops, Interlocks and Warning Lights

- 5.3.1 The LC-SSI X-Ray system must be equipped with Emergency Stops (E-Stops), each of which must halt the scanning process upon activation.
- 5.3.2 E-Stops must be located on 4 corners of the unit, at accessible height, visible and not obscured in any way. When activated, they must lock into position, requiring manual physical intervention to reset.
- 5.3.3 The LC-SSI X-Ray system must be equipped with Radiation Warning Lights to warn the operators that the system is in operation and actively generating X-Ray radiation.
- 5.3.4 All safety features must comply with Schedule II Part IV of the RED Act and Regulations.

5.4 Auto-Logoff

- 5.4.1 The LC-SSI X-Ray system must be equipped with an auto Logoff procedure that locks the unit automatically when not in use after 10 minutes. The time delay must be adjustable and allow disabling by authorized personnel.

6 Imaging Performance Requirements

6.1 General Requirement

- 6.1.1 All imaging performance requirements must be achieved with a scanning speed of at least 0.2 meters/second and with source emission levels set to satisfy all radiation safety requirements, according to the test procedures outlined in ANSI N42.44 (2008).

6.2 Wire Display (ANSI 42.44 – Test 1)

- 6.2.1 The LC-SSI X-Ray system must display a wire of 32 AWG with no shielding.
6.2.2 The LC-SSI X-Ray system should display wires of 36 AWG and/or 40 AWG with no shielding.

6.3 Useful Penetration (ANSI 42.44 – Test 2)

- 6.3.1 The LC-SSI X-Ray system must display a wire size of 30 AWG under 9.5 mm of Aluminum.
6.3.2 The LC-SSI X-Ray system should display wire size of one or more of the following: 32 AWG, 36 AWG and 40 AWG under 9.5 mm of Aluminum.
6.3.3 The LC-SSI X-Ray system must display a wire size of 24 AWG under 15.9 mm of Aluminum.
6.3.4 The LC-SSI X-Ray system should display wire size of one or more of the following: 30 AWG, 32 AWG, 36 AWG and 40 AWG under 15.9 mm of Aluminum.
6.3.5 The LC-SSI X-Ray system must display a wire size of 24 AWG under 22.2 mm of Aluminum.
6.3.6 The LC-SSI X-Ray system should display wire size of one or more of the following: 30 AWG, 32 AWG, 36 AWG and 40 AWG under 22 mm of Aluminum.

6.4 Wire Resolution (ANSI 42.44 – Test 3)

- 6.4.1 The LC-SSI X-Ray system must resolve a set of 4 parallel wires separated by 1.6 mm in the vertical direction.
6.4.2 The LC-SSI X-Ray system should resolve a set of 4 parallel wires separated by 1.3 mm and/or 1.0 mm in the vertical direction.
6.4.3 The LC-SSI X-Ray system must resolve a set of 4 parallel wires separated by 1.6 mm in the horizontal direction.
6.4.4 The LC-SSI X-Ray system should resolve a set of 4 parallel wires separated by 1.3 mm and/or 1.0 mm in the horizontal direction.

6.5 Simple Penetration (ANSI 42.44 – Test 4)

- 6.5.1 The LC-SSI X-Ray system must display simple penetration behind 22 mm of steel.
6.5.2 The LC-SSI X-Ray system should display simple penetration behind one or more of the following: 26 mm, 30 mm and 34 mm of steel.

6.6 Thin Organic Imaging (ANSI 42.44 – Test 5)

- 6.6.1 The LC-SSI X-Ray system must display a visible difference between 1 mm and 3 mm thick organic (plastic) materials.

6.6.2 The LC-SSI X-Ray system must display a visible difference between 3 mm and 5 mm thick organic (plastic) materials.

6.7 Image Quality Indicators (IQI) Sensitivity (ANSI 42.44 – Test 6)

6.7.1 The LC-SSI X-Ray system must display Hole 4T in Delrin (plastic) step wedge # 4 (12.8 mm).

6.7.2 The LC-SSI X-Ray system must display Hole 2T in plastic step wedge # 4 (6.4 mm).

6.7.3 The LC-SSI X-Ray system should display Holes 4T, 2T and 1T in plastic step wedges # 1 – 3.

6.7.4 The LC-SSI X-Ray system should display Holes 4T, 2T and 1T in steel step wedges #1 – 5.

6.8 Inorganic/Organic Differentiation (ANSI 42.44 – Test 7)

6.8.1 The LC-SSI X-Ray system must differentiate between 50 mm thick plastic (Delrin) and 1 mm thick steel.

6.9 Organic Differentiation (ANSI 42.44 – Test 8)

6.9.1 The LC-SSI X-Ray system must differentiate between unshielded XM simulant and PVC.

6.9.2 The LC-SSI X-Ray system should differentiate between unshielded Nylon 6 and XM Simulate.

6.10 Useful Organic Differentiation (ANSI 42.44 – Test 9)

6.10.1 The LC-SSI X-Ray system must differentiate between PVC and XM Stimulate plastic samples and display them in distinct shades or color through 1.6 mm of steel.

6.10.2 The LC-SSI X-Ray system should differentiate between PVC and XM Stimulate plastic samples and display them in distinct shades or color through 3.2 mm of steel.

6.10.3 The LC-SSI X-Ray system should differentiate between PVC and XM Stimulate plastic samples and display them in distinct shades or color through 4.8 mm of steel.

6.10.4 The LC-SSI X-Ray system should differentiate between Nylon 6 and XM Stimulate plastic samples and display them in distinct shades or color through 1.6 mm of steel.

6.10.5 The LC-SSI X-Ray system should differentiate between Nylon 6 and XM Stimulate plastic samples and display them in distinct shades or color through 3.2 mm of steel.

6.10.6 The LC-SSI X-Ray system should differentiate between Nylon 6 and XM Stimulate plastic samples and display them in distinct shades or color through 4.8 mm of steel.

6.11 Image Normalization

6.11.1 The LC-SSI X-Ray system must employ a scheme of normalization that compensates for the lower levels of radiation encountered at the outer edges of the radiation beam.

7 Data Management Requirements

7.1 Login Requirements

- 7.1.1 CBSA must be granted unrestricted "Administrator" rights to the system for the purpose of login.
- 7.1.2 CBSA must be provided with a list of all user account types and passwords for all LC-SSI X-Ray system computer systems, subsystems, servers and equipment.
- 7.1.3 A user login and password must be required at the start-up of the system and after 10 minutes of latency; the latency time must be configurable.
- 7.1.4 The LC-SSI X-Ray system must employ three levels of system access for CBSA that must enable:
 - Level 1: Operator – All operator functions for scanning targets.
 - Level 2: Supervisor – All Level 1 functions, plus access, manage stored scan data files, and access, create, edit add/remove user accounts functions.
 - Level 3: X-ray Technologist – All Level 2 functions, plus diagnostic, calibration, Data Management and Storage Capability functions, and other functionalities required to setup and repair the equipment.
- 7.1.5 The LC-SSI X-Ray system must employ a hard drive (minimum size of 2 TB) with a capacity sufficient to store all data (including all images) from a minimum of 10,000 X-Ray images and associated data.
- 7.1.6 When the maximum capacity of the file storage area is approached, the operating system or system application must display a plain language error message, and remain functional, using a first-in, first-out overwrite mode.
- 7.1.7 The LC-SSI X-Ray system must support automatic data housekeeping (i.e. software capability to consolidate, transfer, combine, purge or delete data) of CBSA inspection data for a period (which must be configurable) of no less than 30 days.
- 7.1.8 The LC-SSI X-Ray system must automatically save scanned images in individual files, using date and time of scan as storage and retrieval file name parameters.
- 7.1.9 The LC-SSI X-Ray system must deliver, enable and support the viewing of images archived in a proprietary format and saving archived images in the following standard formats: TIFF, JPEG and BMP.
- 7.1.10 The LC-SSI X-Ray system must deliver, enable and support the disabling of automatic housekeeping of data at Level 2 (Supervisor) access, (i.e. permit users to clear and manage this data directly).
- 7.1.11 The LC-SSI X-Ray system must provide Supervisors (Level 2) access to the file directory in which scanned data is saved for the purpose of copying and clearing this data manually as required.
- 7.1.12 All networked systems must be IPv4 and IPv6 compatible.
- 7.1.13 The LC-SSI X-Ray system's application software must provide the choice to work in either French or English. The system must support the capability to toggle between languages (i.e., via a language icon on the operator screen) without loss of work.
- 7.1.14 The Contractor must supply all software without license restriction to enable complete rebuild of operating system, drivers and applications to factory defaults.

7.1.15 External devices must be automatically recognized by the operating system and made available for copying of files without the need for special computer configuration.

7.2 Image Analysis Software

- 7.2.1 Each LC-SSI X-Ray system must be accompanied with image analysis software and licensing to enable installation and use on stand-alone CBSA computers or virtualized for up to three concurrent users.
- 7.2.2 The software must deliver, enable and support the exporting of raw image data for processing or displaying on a remote workstation or the same system on which the original acquisition was captured.
- 7.2.3 The software must deliver, enable and support the scanning of images and data files by copying and saving them to standard storage devices having USB-3 connectivity. Such devices must be automatically recognized by the operating system and made available for the movement of files without the need of special computer configuration.
- 7.2.4 The LC-SSI X-Ray system must deliver, enable and support the exporting of scanned images, without distorting the aspect ratio, into TIFF/JPEG/BMP formats.
- 7.2.5 The Contractor must provide software upgrades to the CBSA to provide support for saving and manipulating images in the Unified X-Ray Imaging File Format, once the technology becomes available.
- 7.2.6 All software must be supplied without license restriction to enable complete rebuild of operating system, drivers, Programmable Logic Control configuration, proprietary and any other applications required to restore to factory defaults.
- 7.2.7 All software must be provided to CBSA for installation on system hardware.
- 7.2.8 Copies of all software required to operate, diagnose and maintain the machine must be supplied to the CBSA at no additional cost.
- 7.2.9 A disk/CD/Flash drive must be provided to the CBSA for rebuilding computer and server hard drives, should the need arise.

7.3 System Reporting

- 7.3.1 The LC-SSI X-Ray system must enable the Operator to generate a date-time searchable usage report, including the following data:
 - 7.3.1.1 duration of X-rays emission;
 - 7.3.1.2 duration of system-on time; and\
 - 7.3.1.3 the number of targets inspected.
- 7.3.2 The LC-SSI X-Ray system must enable retrieval of the system event log, including:
 - 7.3.2.1 the date-time of X-Rays on/off and
 - 7.3.2.2 user log-on/off date-times.

8 Maintenance Service Requirements

8.1 Maintenance Service Experience

- 8.1.1 The Contractor must have a minimum of two years proven experience in the provision of full maintenance service to other clients, on the same or similar LC-SSI X-Ray system and having comparable requirements as defined herein.
- 8.1.2 The Contractor will be responsible for all labour, parts, related expenses and preventative maintenance during the warranty period.
- 8.1.3 The Contractor must not sub-contract Maintenance Service to third parties without written permission to do so from the CBSA Technical Authority or designated representative.

8.2 Scope of Technical Services

- 8.2.1 The Contractor must provide all technical services during the warranty period necessary to maintain the safety, operational capabilities and performance of the LC-SSI X-Ray system, including but not limited to:
 - o All corrective maintenance, preventative maintenance, diagnostics, calibration, and performance verification;
 - o All software upgrades and patches, and
 - o All tools and parts, including specialized, unique or proprietary tools required to maintain, calibrate, repair or rebuild the unit.

8.3 Diagnostics and Calibration

- 8.3.1 All diagnostic applications required to service the LC-SSI X-Ray system must be supplied at no cost or license restriction.
- 8.3.2 The Contractor must maintain the calibration of the LC-SSI X-Ray system at all times.

8.4 Corrective Maintenance

- 8.4.1 Level-1 maintenance must include basic activities such as: cleaning, minor adjustments or changing a user setting. Under limited circumstances, this may be performed in part (or in full) by a CBSA on-site technician under guidance from the Contractor's Authorized technician who would be maintaining the LC-SSI X-Ray system during Service/Maintenance Contract. Note: The Contractor should not plan for extensive troubleshooting to be done by CBSA at their behest.
- 8.4.2 Level-2 maintenance must include replacement of a defective part using inherent diagnostic software to identify and resolve issues, making adjustments or system calibrations (typically to be performed same-day on-site by a Technician).
- 8.4.3 Level-3 maintenance must include advanced troubleshooting (e.g., analyzing error logs), use of specialized tools, replacement or repair of non-modular interconnected components. This level of work may require reach-back to the Contractor's engineers, or sub-contracted third parties (e.g., Original Equipment Manufacturer - OEM) with subject matter expertise in the faulty component.
- 8.4.4 A copy of the detailed service report and any other documentation including all radiation surveys must be provided to the CBSA Technical Authority or Designated Representative after any type of Corrective Maintenance activity.

8.5 Preventative Maintenance

- 8.5.1 Preventative Maintenance must include all procedures required for the purpose of maintaining the equipment in a satisfactory operating condition, e.g. systematic inspection, detection, and correction of incipient failures either before they occur or before they develop into major defects.
- 8.5.2 The Contractor must conduct a Radiation Survey of the equipment every six months (at a minimum) during the warranty period.
- 8.5.3 A copy of the detailed preventative maintenance report/checklist and any other documentation including all radiation surveys must be provided to the CBSA Technical Authority or Designated Representative after every preventative maintenance activity.

8.6 Maintenance Documentation

- 8.6.1 The Contractor must supply all required maintenance documentation (Maintenance manual, required schematics, system architecture, etc.) in indexed hard copies (1 per system, in English language), as well as a soft copy in both official languages: English and French.
- 8.6.2 The Maintenance Documentation must accurately cover all maintenance requirements of the supplied LC-SSI X-Ray system and sub-systems, and must clearly detail at a minimum:
 - a) The theory of operation, functional descriptions, text, photographs and schematic diagrams; all figures and tables must be properly labeled and referenced to the text and there must be consistency in the use of terms;
 - b) Sufficient detail to enable maintenance on the unit by trained CBSA personnel, including troubleshooting information and use of the diagnostic systems; and
 - c) Schedules of recommended preventative maintenance and replacement instructions for commonly replaced parts.
- 8.6.3 The hard copy index must incorporate dividers providing separation of sections. The soft copy technical manuals must incorporate linked or tabbed index for quick reference.

8.7 Critical Parts and Inventory

- 8.7.1 The Contractor must provide a list of all replacement parts and consumables, including but not limited to X-Ray generator, detectors, conveyor and motors, circuit boards, power supplies, operator interface and other common field replaceable modules, along with corresponding model numbers and pricing.
- 8.7.2 The Contractor is expected to provide all replacement parts and consumables during the warranty period at no extra cost to Canada. CBSA may purchase replacement parts and consumables that are necessary to complete repair work required as a result of the warranty exclusions described in supplemental conditions 4001 section 14, and for replacement parts and consumables that are required after the warranty period has expired.
- 8.7.3 The Contractor should maintain in stock critical replacement parts and consumables for shipping to CBSA within 48 hours of receiving the Task Authorization to do so.
- 8.7.4 Critical parts must be received by CBSA within 7 business days.

8.8 Technical Support during Warranty

- 8.8.1 The Contractor's Help Desk must respond 24/7 to notifications of equipment trouble via phone, email, or website submitted requests.

- 8.8.2 The Contractor's immediate response to the CBSA's Trouble Reporter must include steps to understand the nature of the problem.
- 8.8.3 The Contractor must provide suggestions that could restore the LC-SSI X-Ray system to operation by informing the Trouble Reporter of safe ways to rectify or correct the trouble reported.
- 8.8.4 At a minimum, the Contractor must acknowledge receipt of the trouble report and provide a time estimate as to when the issue will be resolved.
- 8.8.5 The Contractor must issue a Problem Ticket or Temporary Ticket Number (TTN) and reply to the Trouble Reporter and to the CBSA Help Desk confirming receipt via email within 30 minutes of initial notification.
- 8.8.6 The Contractor must provide technical phone support, for problem identification and preliminary troubleshooting, within one hour of Problem Ticket issuance.
- 8.8.7 The Contractor must dispatch a technician to diagnose and resolve any open tickets within 48 hours of Problem Ticket issuance.
- 8.8.8 The Contractor must coordinate and provide notice to the local CBSA contact prior to arriving for a preventative maintenance site visit.
- 8.8.9 The Contractor must escalate any issue to the CBSA Technical Authority or designated representative if a Service Technicians' visit has been unsuccessful in rectifying a problem.
- 8.8.10 The Contractor must assign additional resources to be on site within 72 hours, if the Technician on-site is unable to resolve a fault.
- 8.8.11 The Contractor's service report must be completed and transmitted to the CBSA Help Desk within 72 hours of the ticket closing date.

8.9 Technical Services

- 8.9.1 The Contractor must provide any technical services specifically excluded from the warranty coverage, as detailed in ANNEX B. These services will be purchased on an "as and when requested" basis via a Task Authorization.

8.10 Remote Diagnostics Capability

- 8.10.1 The LC-SSI X-Ray system must be configured to enable remote troubleshooting and diagnostics, if future permissions were to be granted by the CBSA Technical Authority. This requirement in no way should be interpreted that such access will be provided and the Contractor is instructed to consider the LC-SSI X-Ray system as a stand-alone (i.e. not networked) system for all maintenance and service levels.

8.11 Problem Tickets

- 8.11.1 The Contractor must maintain a database or log of all maintenance activities and manage and record Problem Ticket issuance, updates and closure.
- 8.11.2 The Contractor's Help Desk must issue a Problem Ticket or Temporary Ticket Number (TTN) for each maintenance request made by the Trouble Reporter via email or telephone call.
- 8.11.3 The Contractor's Help Desk must accurately record the following information for each Problem Ticket generated:
 - a) Full name and contact information of the Trouble Reporter;
 - b) Full name and contact information for the Shift Superintendent;
 - c) Local point-of-contact (CBSA Representative);

- d) Date and time of problem reported and when the outage started;
- e) Serial number and location of the affected equipment;
- f) Operational impact (Inoperable Condition, Limited Functionality or No Impact);
- g) Problem description (Details of the trouble reported including observable faults and all event/operations preceding the trouble); and
- h) Other relevant information as required.

8.11.4 When the Trouble Reporter reports first to the Contractor's Help Desk, details of the trouble must be recorded by the Contractor's Help Desk and subsequently reported to the CBSA Help Desk to obtain a CBSA ticket number.

8.12 Preventative Maintenance Ticket Generation

8.12.1 The Contractor must provide (via email to the CBSA Help Desk) scheduled weekly, monthly, quarterly, annual Preventative Maintenance (PM) visits as well as their planned start date and duration.

8.12.2 The CBSA Help Desk will issue a PM type ticket and provide the Problem Ticket number to the Service Provider.

8.12.3 PM Tickets must be reported (e.g., updated and closed) in the same fashion as Problem Tickets.

8.13 Problem Ticket Updates

8.13.1 The Contractor must notify the CBSA Representative, via email, whenever a Problem Ticket is updated.

8.13.2 Problem Ticket messaging must be in a standardized format (e.g. email, xml, Excel, Word) jointly agreed upon with the CBSA Representative to integrate with existing equipment maintenance system.

8.13.3 The Contractor must inform the CBSA representative on the status of the equipment and subsequent plan to resolve the Problem Ticket before leaving the site after performing maintenance. The Contractor must obtain a signature from the local CBSA representative on the Work Order indicating the information was communicated.

8.13.4 The Contractor must provide updates to the Problem Ticket within four hours of the completion of any of the following activities:

- a) The initial problem has been resolved;
- b) A Service Technician has been dispatched to the site;
- c) The problem has been positively diagnosed;
- d) Replacement parts have been ordered;
- e) A Service Technician has completed on-site activities;
- f) There is a change in the Operational Functionality of the system (Inoperable Condition, Limited Functionality or No Impact);
- g) Additional problems have been identified; or
- h) There is a change in the projected resolution or scheduled visit time.

8.13.5 The Contractor must add the following details for each Problem Ticket update:

- a) Service Technician assigned;
- b) Problem identification (e.g., faulty component, software bug, etc.);
- c) Estimated Time of Arrival (ETA) of replacement part(s);
- d) Estimated Time of Arrival (ETA) of Service Technician;

- e) Current operational impact (Inoperable Condition, Limited Functionality, No Impact);
- f) Projected resolution date and time; and
- g) Technical notes (e.g. summary of activities, additional problems, next steps, etc.).

8.14 Problem Ticket Closing

- 8.14.1 The Contractor must inform the local CBSA representative when the equipment is available for use.
- 8.14.2 The Contractor must complete and transmit the service report (Work Order) to the CBSA Help Desk once the ticket is closed.
- 8.14.3 A copy of the service report must be submitted to the local Superintendent or designated authority at the CBSA facility. If completed electronically, the document must be saved in .pdf, .docx or .xlsx versions and forwarded to CBSA.
- 8.14.4 The copy must be signed by both the local CBSA representative and the Contractor confirming the completion of the work performed and equipment status after the final visit.
- 8.14.5 For each Problem Ticket closed, the Contractor must accurately update the initial information with the following details:
 - a) Date and time of resolution;
 - b) Service Technician(s) engaged;
 - c) Service activities completed;
 - d) On-site arrival of Service Technician(s) (Date and time);
 - e) Actual total time equipment was unavailable for operational use;
 - f) Replacement parts required (name(s) and serial number(s));
 - g) Service hours required (for on-site activities);
 - h) Design/configuration change(s); and
 - i) Technical notes (e.g., cause and solution of the problem, recommendations, pertinent observations, summary of activities, other problems, etc.).

8.15 Maintenance Performance

The following obligations contained herein are material obligations of the Contractor. Failure to achieve them will result in a price reduction to take into account the liquidated damages caused by a failure to achieve these Performance Metrics; as such price reduction and liquidated damages are tabulated in accordance with the formula set out in ANNEX "B".

- 8.15.1 The Contractor must maintain a high level of service while performing the various maintenance tasks described in this Statement of Work. Figure 1 is a graphical representation of key metrics. Detailed descriptions and Service Levels are described for each in the sections below.
- 8.15.2 Definitions for common terms
 - 8.15.2.1 Time During Period: is the all-inclusive clock time for the given period of assessment.
 - 8.15.2.2 Inoperable Time: includes all-inclusive total clock time that the equipment is unavailable for use by CBSA, either as a result of Inoperable Condition or any type or level of Maintenance activities (including Preventative Maintenance).
 - 8.15.2.3 Inoperable Condition (IC): is any fault or failure that prevents the unit from performing its functions safely and effectively, following the CBSA's standard procedures.
 - 8.15.2.4 Limited Functionality (LF): is any fault or failure that hinders the unit from performing its functions effectively, following the CBSA's standard procedures.

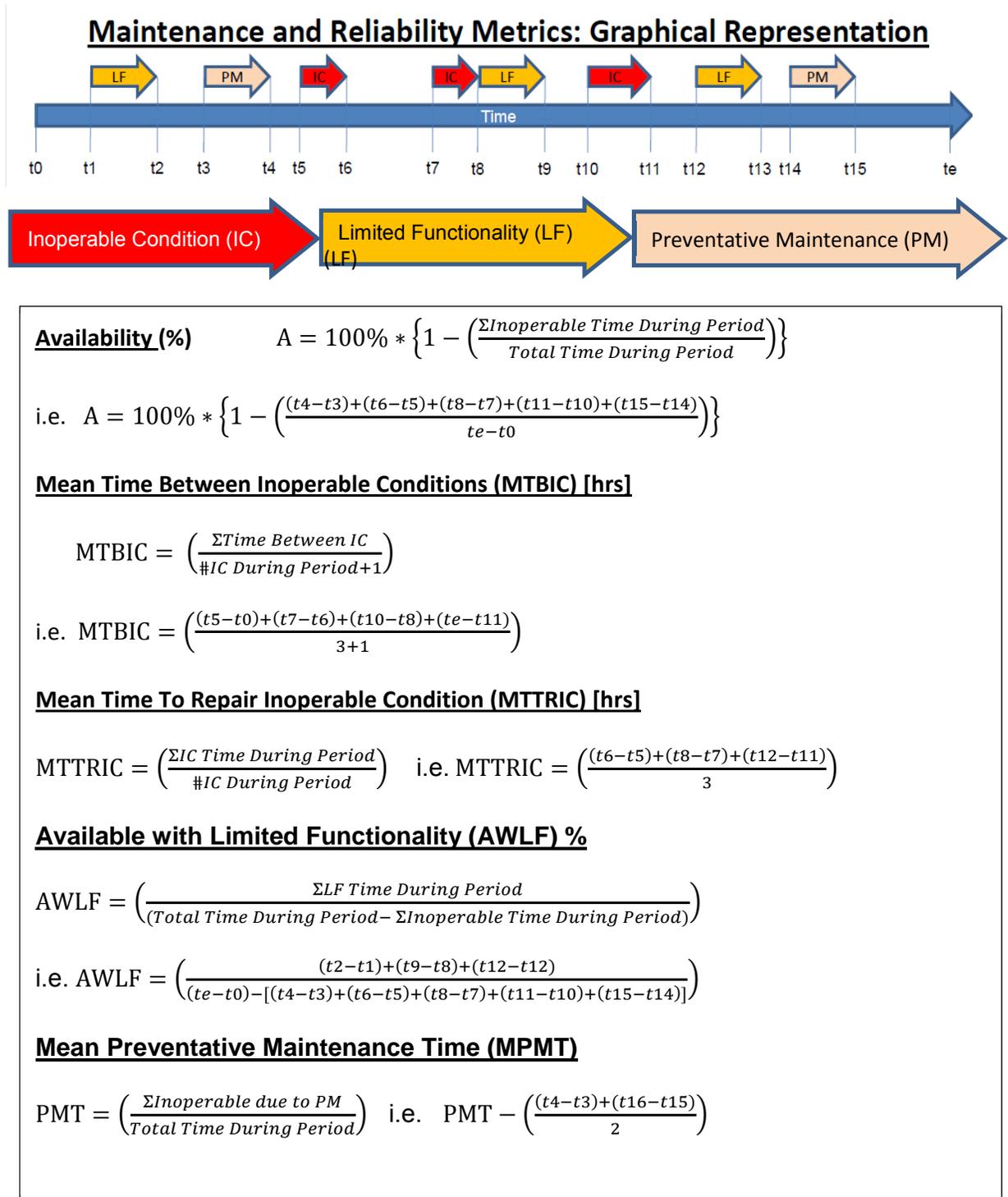


Figure 1 - Graphical representation of maintenance metrics and Availability for scanning operations

8.15.3 Availability (A)

- 8.15.3.1 Availability is (A) defined here as the proportion of time a unit is usable by CBSA for inspection operations; as defined by:

$$A = 100\% * \left(1 - \left(\frac{\sum \text{Inoperable Time During Period}}{\text{Expected Operational Time During Period}} \right) \right)$$

Equation 1 – Availability Calculation

- 8.15.3.2 The Contractor must maintain the LC-SSI X-Ray system Availability (A) at or above 90% calculated quarterly for the previous 3 months.

8.15.4 Mean Time To Repair Inoperable Condition (MTTRIC)

- 8.15.4.1 The MTTRIC is defined here as the average all-inclusive clock time (from initial notification to resolution) to resolve an IC.

$$MTTRIC = \frac{\sum \text{IC Time During Period}}{\# \text{IC During Period}}$$

Equation 2 – Mean Time to Repair Inoperable Conditions (MTTRIC) Calculation

- 8.15.4.2 The Contractor must maintain MTTRIC at or below 96 hours or 4 calendar days calculated quarterly for the previous 6 months.

8.15.5 Mean Time Between Inoperable Conditions (MTBIC)

- 8.15.5.1 The MTBIC is the average operational time between inoperable conditions. Since in the vast majority of the cases, the duration of the inoperable condition is significantly smaller than the period where it will be measured, the average difference between the start of the inoperable conditions will be measured. The MTBIC is therefore defined by:

$$MTBIC = \left(\frac{\sum \text{Time Between IC}}{\# \text{IC Resolved During Period} + 1} \right)$$

Equation 3 – Mean Time Between Inoperable Conditions (MTBIC) Calculation

- 8.15.5.2 The Contractor must maintain the MTBIC greater than or equal to 1,400 hours calculated quarterly for the previous 6 months.

Note: When more than one Inoperable Condition ticket is raised on the same day, this will be considered as one Inoperable Condition for MTBIC calculation.

8.15.6 Availability With Limited Functionality (AWLF)

- 8.15.6.1 Availability With Limited Functionality (AWLF) is defined here as the proportion of time a unit is usable by CBSA for inspection operations with outstanding issues limiting the unit's functionality; as defined by:

$$AWLF = \frac{\sum \text{LF Time During Period}}{(\text{Total Time During Period} - \sum \text{Inoperable Time During Period})}$$

Equation 4 – Availability with Limited Functionality (AWLF)

- 8.15.6.2 The Contractor must maintain AWLF below 50%, calculated quarterly for the previous 6 months.

8.15.7 Preventive Maintenance

The Preventative Maintenance must not exceed 3.0% of the time for a given period, or 260 hours calculated for previous 6 months unless otherwise approved by CBSA in writing.

8.15.8 Maintenance Data Reconciliation

The Contractor must reconcile with the CBSA Help Desk all Maintenance Performance and Reliability data on a bi-weekly basis (unless otherwise agreed upon with the CBSA Technical Authority or designated representative).

8.16 Administrative Requirements

8.16.1 The Contractor must perform Preventive Maintenance on CBSA's preferred dates during Normal Working Hours. However, the Contractor will be allowed to reschedule Preventive Maintenance dates as necessary should an emergency call closely coincide with a forthcoming Preventive Maintenance visit.

8.16.2 The Contractor must coordinate and provide a notice of at least 72 hours to the local CBSA Representative prior to arriving for any preventative maintenance site visit.

8.16.3 When the Contractor is required to make travel arrangements to perform Corrective Maintenance at any of the CBSA sites, the Contractor must contact the site and inform the Trouble Reporter of his/her impending visit.

8.16.4 The Contractor must obtain written approval from the CBSA Technical Authority or designated representative prior to implementing any change(s) to the LC-SSI X-Ray system hardware or software configuration.

8.16.5 In order to facilitate CBSA to carry out maintenance procedures by local CBSA technicians, the Contractor must provide all logistic services required to maintain the equipment including, but not limited to:

- a) Shipping spare/replacement parts as well as tools and/or calibration apparatus necessary to perform Calibration and Maintenance on the equipment; and
- b) Stocking defined critical spares that must be used to replace components as a part of routine maintenance at each CBSA locations.

8.16.6 The Contractor's Help Desk must manage the Warranty including Maintenance and Support Services by means of help desk software, such as an issue-tracking system that allows it to track Maintenance Service Request (Trouble Report requests), by use of a unique ticket number.

8.17 Reporting

8.17.1 The Contractor must provide monthly and quarterly Warranty including Maintenance Support Services Reports for each LC-SSI X-Ray system within 10 business days after completing the Maintenance or system repair. The Service Reports must provide details of the following:

- a) Operational availability;
- b) Failure part analysis;
- c) Corrective Maintenance time;
- d) Preventative Maintenance time and
- e) Non accountable downtime.

8.18 Software and Firmware Updates

- 8.18.1 The Contractor must provide all software or firmware updates necessary to maintain the performance and security capabilities at or above the level of the initial contract. These updates must be provided for the entire warranty (and extended warranty, if exercised) period.
- 8.18.2 The Contractor must provide software and special tools required to diagnose, calibrate or otherwise maintain the LC-SSI X-Ray system. All special tools must be marked for identification.
- 8.18.3 The Contractor must provide a bootable image disk of all final system configurations for rebuilding computer and server hard drives.
- 8.18.4 The Contractor must supply all parts, calibration fixtures, software and consumables required for Warranty including Maintenance and Support Services. All parts used must be new and equivalent to the original.

ANNEX B TECHNICAL SERVICES

The Contractor must provide technical services as and when requested via Task Authorization. These services include, but are not limited to, the following:

- Preventative maintenance not covered by warranty or for systems no longer under warranty; and
- Corrective maintenance (including all repair services) not covered under warranty or for systems not covered under warranty.

The Contractor must submit a completed Unplanned Work Definition form (ANNEX E) in accordance with the Basis of Payment and defined Price List specified in the Contract, to the CBSA's Technical Authority within 5 business days of receipt of written request.

The Contractor must provide all quotes in accordance with the defined Materials Price List detailed in ANNEX E, and Article 7.8.4 – Delivery – Material and Replacement Parts for parts and the Basis of Payment (as detailed in ANNEX C) for labour.

Services are to be provided by the following resources:

Technician:

- To perform all corrective maintenance, preventative maintenance, diagnostics, calibration, and performance verification; and
- To perform all software upgrades and patches.

Senior Technician:

- To provide subject matter expertise on troubleshooting complex issues that cannot be resolved by the Technician on-site (i.e., base code-level problems, problems not previously resolved with module replacements)
- To provide design and safety verifications

Program Manager

- To ensure that the quality of Technical Services offered by the Contractor is meets contractual obligations and to the satisfaction of the CBSA Technical Authority or Designated Representative
- To coordinate Technical Services with the CBSA Technical Authority or Designated Representative
- To manage administrative elements of the Contract.

ANNEX C BASIS OF PAYMENT

Price is all inclusive of all components and consumables required to meet the mandatory requirements as specified in ANNEX A

1.0 Initial Purchase		Firm, all-inclusive Lot Price per trainee																			
Eight Low Conveyor - Small-Scale Imaging (LC-SS) X-Ray systems for delivery to the following locations	\$	\$ Carway, AB		\$ Abbotsford, BC		\$ Kelowna, BC		\$ Vancouver Cruise, BC		\$ Hamilton, ON		\$ Toronto City Center, ON		\$ Gander, NL		\$ St. Stephen, NB					
		(1st April 2020 to 31st March 2021)	(1st April 2020 to 31st March 2022)	(1st April 2021 to 31st March 2023)	(1st April 2022 to 31st March 2024)	(1st April 2023 to 31st March 2025)	(1st April 2024 to 31st March 2026)	(1st April 2025 to 31st March 2027)	(1st April 2026 to 31st March 2028)	(1st April 2027 to 31st March 2029)											
Contractor's Facility	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$				
On-site, at CBSA	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$				
2.2 Material and Replacement Parts		Firm discount provided on list price																			
For the purchase of material and replacement parts over a ten year period. Based on an estimated purchase of \$8,000 per year	\$	(Date of contract award to 31st March 2020)		(1st April 2020 to 31st March 2021)		(1st April 2021 to 31st March 2022)		(1st April 2022 to 31st March 2023)		(1st April 2023 to 31st March 2024)		(1st April 2024 to 31st March 2025)		(1st April 2025 to 31st March 2026)		(1st April 2026 to 31st March 2027)		(1st April 2027 to 31st March 2028)		(1st April 2028 to 31st March 2029)	
		_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
2.3 Technical Services		Firm Hourly Rates for Technician																			
For the purchase of Technical Services, in accordance with ANNEX A, Section 8.9.1 and ANNEX B, over a ten year period.	\$	(Date of contract award to 31st March 2020)		(1st April 2020 to 31st March 2021)		(1st April 2021 to 31st March 2022)		(1st April 2022 to 31st March 2023)		(1st April 2023 to 31st March 2024)		(1st April 2024 to 31st March 2025)		(1st April 2025 to 31st March 2026)		(1st April 2026 to 31st March 2027)		(1st April 2027 to 31st March 2028)		(1st April 2028 to 31st March 2029)	
		_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$
2.3 Technical Services		Firm Hourly Rates for Senior Technician																			
For the purchase of Senior Technician Services, in accordance with ANNEX A, Section 8.9.1 and ANNEX B, over a ten year period.	\$	(Date of contract award to 31st March 2020)		(1st April 2020 to 31st March 2021)		(1st April 2021 to 31st March 2022)		(1st April 2022 to 31st March 2023)		(1st April 2023 to 31st March 2024)		(1st April 2024 to 31st March 2025)		(1st April 2025 to 31st March 2026)		(1st April 2026 to 31st March 2027)		(1st April 2027 to 31st March 2028)		(1st April 2028 to 31st March 2029)	
		_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$	_____ \$

Firm Hourly Rates for Program Manager						
(Date of contract award to 31 st March 2020)	(1 st April 2020 to 31 st March 2021)	(1 st April 2020 to 31 st March 2022)	(1 st April 2021 to 31 st March 2023)	(1 st April 2023 to 31 st March 2024)	(1 st April 2024 to 31 st March 2026)	(1 st April 2025 to 31 st March 2027)
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

3.0 Optional Requirements, on an "as and when requested" basis

Firm, all-inclusive Lot Price per system						
3.1 Additional LC-SSI X-Ray systems						
For the purchase of additional LC-SSI X-Ray systems for use at any CBSA location, over a five year period						
(1 st April 2019 to 31 st March 2020)	(1 st April 2020 to 31 st March 2021)	(1 st April 2021 to 31 st March 2022)	(1 st April 2022 to 31 st March 2023)	(1 st April 2023 to 31 st March 2024)	(1 st April 2024 to 31 st March 2026)	(1 st April 2026 to 31 st March 2028)
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
3.2 Additional Years of Warranty and Maintenance Services						
Additional years of Warranty and Maintenance Service to commence after expiry of the initial one year coverage period.						
Warranty including maintenance and support services coverage period						
Firm, All Inclusive Yearly Price per system						
(from date of contract award to 31 March 2020)	*Warranty					
(1 April 2020 to 31 March 2021)	\$ _____	*Warranty				
(1 April 2021 to 31 March 2022)	\$ _____	\$ _____	*Warranty			
(1 April 2022 to 31 March 2023)	\$ _____	\$ _____	\$ _____	*Warranty		
(1 April 2023 to 31 March 2024)	\$ _____	\$ _____	\$ _____	\$ _____	*Warranty	
(1 April 2024 to 31 March 2025)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	*Warranty
(1 April 2025 to 31 March 2026)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
(1 April 2026 to 31 March 2027)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
(1 April 2027 to 31 March 2028)	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
*Represents the initial 1-year Warranty coverage included with each system purchased.						

4.0 Quarterly Payment Calculations

- Q1 (April 1st to June 30th)
- Q2 (July 1st to Sept. 30th)
- Q3 (Oct. 1st to Dec. 31st)
- Q4 (Jan. 1st to Mar. 31st)

1. The Quarterly Payment Amount shall be determined by dividing the amount shown in Table 3.0, section 3.2 divided by four.

2. If the system does not meet the maintenance service metrics defined in ANNEX A – STATEMENT OF WORK, sub-article 8.14, the Contractor will be paid a revised payment amount, in accordance with the following:

Quarterly Payment Amount = (\$ Quarterly Payment Amount) x (A Score)x(B Score)

Failure to meet the maintenance service metrics defined in this ANNEX and as set out in Sub Article 8.14 of ANNEX A will result in liquidated damages that will reduce the price payable, i.e. a reduced payment amount, in accordance with the following:

Table 3 – Availability (A) Scores

Measured Individual System Availability (A)*	A Score
99% <= A	1.0
95% <= A < 99%	0.9
90% <= A < 95%	0.8

Table 4 - Mean Time Between Inoperable Conditions (MTBIC) (B) Scores

Measured Individual System Mean Time Between Inoperable Conditions (MTBIC)*	B Score
MTBIC = >2800 hrs.	1.0
2100 hrs. <= MTBIC < 2800 hrs.	0.975
1400 hrs. <= MTBIC < 2100 hrs.	0.950
MTBIC < 1400 hrs.	0.925

*The Measured Individual System Availability will be calculated to a precision of 2 decimal points.

ANNEX D TASK AUTHORIZATION FORM

Task Authorization (TA)			
Supplier's Name: Address:	Contract Number:		
	Fund Centre:		
Task Authorization Number: Amendment Number:	Date:		
New TA (if applicable)			
Total Estimated Cost of the Task (excluding taxes) before any revisions:	\$		
TA Revision (if applicable)			
TA Revision #:	Authorized Increase or Decrease (excluding GST/HST): \$		
Total Estimated Cost of the Task (excluding GST/HST) after this new revision:	\$		
Required Work (For completion by a project authority)			
<p>1. Description of the Work to Be Performed</p> <p>Statement of Work</p> <p>Description of Any Deliverables Required: (including the required format and media) Describe any reporting obligations and deadlines for submitting the reports as they apply to the resulting contract.</p>			
2. Period of Services	From:		To:
3. Work Location:			
4. Travel Requirement:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Specify:
5. Other Conditions/Restraints:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Specify:
6. Contract Security Requirements			
<input type="checkbox"/> No <input type="checkbox"/> Yes Refer to the Security Requirements Checklist (SRCL) ANNEX of the contract.			
<input type="checkbox"/> Reliability Status <input type="checkbox"/> Secret <input type="checkbox"/> Top Secret <input type="checkbox"/> Other			
7. Language Requirement			
<input type="checkbox"/> English and French <input type="checkbox"/> French <input type="checkbox"/> English			
Remarks:			

Solicitation No. - N° de l'invitation
47419-188545/A
Client Ref. No. - N° de réf. du client
1000338545

Amd. No. - N° de la modif.
File No. - N° du dossier
pv873.47419-188545

Buyer ID - Id de l'acheteur
pv873
CCC No./N° CCC - FMS No./N° VME

ANNEX E MATERIAL AND REPLACEMENT PARTS LIST

(To be inserted at Contract award)

ANNEX F UNPLANNED WORK DEFINITION

Scope and Nature of work

[Provide brief summary of the scope of work necessary to return the unit to an agreed upon condition.

- *List any specific exclusions from work*

Type of work: *[select all that apply]*

Preventative (ad-hoc)

Corrective repairs

Quality

[Provide the following information (as applicable) pertaining to the work to be completed]:

- *List the principal tasks required to complete the work (including additional diagnostic visits)*
- *List expected parts to be replaced*
- *List sub-contractors to be engaged and the work to be completed thereby*
- *List any Expert Reach back required (i.e., other than local Technicians)*
- *List where the repairs will be completed*
- *List the verification standards/tests that will be used to confirm the work has been completed*
- *Identify any requirements for facilitation by the CBSA*

Schedule

Minor Corrective: Parts are in-stock or readily available for shipping, expertise is readily available and can be mobilized to undertake repairs promptly, and the repairs can be completed during a single visit.

[Provide an estimated start and end dates for work completion]

Major Corrective: Parts have long lead times and/or expertise is not available and/or corrective repairs require specialized facility and/or significant diagnostic work is required to define scope.

[For any work provide a Gant chart schedule of tasks and milestones]

Risks

The Contractor must identify tasks with a high risk of delay

The Contractor must identify any requirements for facilitation by the CBSA

Costs

- 8.18.4.1 The Contractor must provide a price breakdown of the work to be undertaken in accordance with the Basis of Payment and the Pricing Schedule, outlined in ANNEX C and the Attachment 4 to Part 4, respectively.

ANNEX G PERIODIC USAGE REPORT

Instructions for submission of Task Authorization (TA) usage data. The Contractor must e-mail the information identified below in an electronic spreadsheet in the format below, to the Contracting Authority identified herein.

cassandra.shannahan@pwgsc.gc.ca

The report must include as a minimum the following:

- Contract number for which the data is submitted;
- Total dollar value of all TAs to date;
- Total dollar value of all TAs during reporting period;
- The start date and end date of the reporting period;
- Total number of all TAs during reporting period;
- Total number of all TAs to date;
- TA number
- Item description;
- Quantity ordered, Unit price; and
- Date of delivery / Value of order.

CONTRACT #			
Total Dollar Value of all TAs to date (\$)	Total Dollar Value of all TAs during reporting period (\$)	Start Reporting Period (DD/MM/YYYY)	End Reporting Period (DD/MM/YYYY)
Total Number of all TAs during reporting period		Total Number of all TAs to date	
TA Number	Item Description	Firm Unit Price, Quantity Ordered	Date of Delivery / Value of Order (not including GST/HST, if applicable)

ATTACHMENT 1 TO PART 4 OF THE BID SOLICITATION

Technical Bid Submission Document

All requested information should be presented in the respective sections of this Attachment, or referenced and appended thereto.

Large data files do not need to be printed for inclusion in the hard copy; however, they must be provided with the soft copy and accessible without the need for specialized software. All appended figures, tables, and supporting data should be referenced where indicated in this attachment.

In Section A of this attachment Bidders should clearly detail how the proposed LC-SSI X-Ray system meets each of the directly referenced requirements of ANNEX A. The information will be used to evaluate compliance with the referenced mandatory technical requirements.

In Section B of this attachment Bidders should demonstrate a technical and organizational capacity to deliver a compliant system that meets the requirements of the bid solicitation. Regardless of the content of the information provided in Section B, if the Bidder is awarded a Contract, work must be done in accordance with ANNEX A.

SECTION A. INFORMATION FOR MANDATORY COMPLIANCE VERIFICATION

M.1. Customer References

REFERENCE: **ANNEX A:** Section 4.5 - Proven Design and
Section.8.1 - Maintenance Service Experience

The Bidder must provide two references for clients having purchased a Proven Design and can attest to the Maintenance and Support Services provided by the Contractor.

Reference 1:

Name :
Title: Phone:
Email:
Address:
.....
.....
Model(s) Purchased: Number of Units:
..... Number of Units
Deployment Date:
Deployment Location:
Current Location:
X-ray Source(s):

Reference 2:

Name :
Title: Phone:
Email:
Address:
.....
.....
Model(s) Purchased: Number of Units
..... Number of Units:
Deployment Date:

Deployment Location:.....
Current Location:
X-ray Source(s):
X-ray Detector Type(s) and Configuration(s):

Additional details appended as:

M.2. Proven Design

REFERENCE: **ANNEX A:** Section 4.5 - Proven Design

The Bidder must provide the following information regarding ten units (combined) for at least two Proven Design LC-SSI X-Ray system models, deployed and operational (for a minimum of one year in service):

Model Number:
Number of Units Deployed:
Date of first delivery:
X-ray Source information.....
X-Ray Anode voltage:
X-ray emission energy:
Conveyor Speed during normal operations.....
Differences from proposed system:.....
.....
.....
.....

The Bidder must provide the following information:

- Photographic images of each of the Proven Design LC-SSI X-Ray system referenced above; and
- Conceptual engineering drawing(s) of the proposed LC-SSI X-Ray system, showing dimensions of principal LC-SSI components such as: the X-Ray system, conveyor and extension ramp.

Additional details appended as:

M.3. Imaging Performance Test Results

REFERENCE **ANNEX A:** Section 3.1 - X-Ray Imaging and
Section 6 - Imaging Performance Requirements (6.1 – 6.10)

The Bidder must fill in ATTACHMENT 1 to PART 4 of the Bid Solicitation with image quality test results obtained on a Proven System proposed for purchase by the Government of Canada.

All testing must be done in accordance with the American National Standards Institute (ANSI) Standard for the Performance of Checkpoint Cabinet X-Ray Imaging Security Systems

Make/Model Tested: _____
Date of Testing _____ Location of Testing: _____

The Bidder must provide screenshots or exported X-Ray images demonstrating each of the ANSI Test Requirements in ATTACHMENT 1 to PART 4 of the Bid Solicitation.

Additional details appended as: _____

SECTION B. MANDATORY INFORMATION FOR VALIDATION OF BID

M.4. Primary Contact Information

The Bidder must provide information about the primary Point of Contact responsible for the proposed LC-SSI X-Ray system delivery:

Name:
Title: Organization:
Telephone (W) Telephone (M):
Email:
Primary Office Address:
.....
Company Headquarters' Location:
Manufacturing and Service Delivery Locations for the proposed System:
.....
.....
Additional information appended as:

M.5. Training

REFERENCE: **ANNEX A**, Section 2.1 – Operator Training and
Section 2.2 – Equipment Maintenance Training

The Bidder must provide proposed training outlines listing of all in-class and hands-on modules in the delivery of the following courses:

- LC-SSI Operator Training
- LC-SSI Equipment Maintenance Training

The Bidder must briefly summarize the media and instructional aids used in Training (printed materials, presentation software, interactive training software, etc.).

.....
.....
Additional details appended as:

M.6. Operating Environment

REFERENCE: **ANNEX A**: Section 3.13 – Operating Environment

The Bidder must provide the following information relating to the limits of operating environment

Temperature range in which the system can operate 24/7:
Relative humidity range in which the system can operate:%

Any other environmental factors which could hinder normal operations:

.....
.....
Additional details appended as:

M.7. Projected LC-SSI X-Ray System Power Requirements

REFERENCE: **ANNEX A** Section 3.8 – Power Requirements

The Bidder must detail the projected operating power requirements for the normal, ongoing imaging operations of the proposed LC-SSI X-Ray System:

Additional details appended as:

M.8. Radiological Survey Result

REFERENCE: **ANNEX A** Section 5.1 – Regulatory Compliance Requirements and
Section.5.2 – Standards of Functioning

The Bidder must provide a radiological survey result of the projected dose rates in $\mu\text{Sv/h}$ around the proposed LC-SSI X-Ray System during scanning of a test object.

Details appended as:

M.9. Radiation Warning Lights

REFERENCE: **ANNEX A** Section 5.1 – Regulatory Compliance Requirements and
Section 5.3 - Emergency Stops, Interlocks and Warning Lights

The Bidder must identify the locations of radiation warning lights in the proposed LC-SSI X-Ray System and provide a description of their functionality

Location	Type	Functional Description

Additional details appended as:

M.10. Emergency Stops

REFERENCE: **ANNEX A** Section 5.3 - Emergency Stops, Interlocks and Warning Lights

The Bidder must identify the locations of the emergency stop buttons and devices in the proposed LC-SSI X-Ray system and provide a description of the functionality:

Location	Type	Functional Description

Additional details appended as:

M.11. Critical Component Inventory

REFERENCE: **ANNEX A** Section.8.6 – Maintenance Documentation

The Bidder must provide a list of critical components that would render the proposed LC-SSI X-Ray system inoperable, along with the following pertinent information:

Critical Component	Failure Impact	Replacement/repair time (projected)	Availability/Service locations

Additional details appended as:

M.12. Preventative Maintenance

REFERENCE **ANNEX A** Section.8.5 Preventative Maintenance

The Bidder must provide a projected timeline of preventative maintenance visits and activities to be undertaken by their service technician during the warranty period:

.....
.....

Additional Information appended as:

M.13. Non-Critical Parts and Consumables

REFERENCE: **ANNEX A** Section.8.7. Critical Parts and Inventory

The Bidder must provide the following:

- List of recommended non-critical spare parts/Consumables/Other Components
- Schedule of normal times for replacement of parts or consumables

Additional details appended as:

M.14. Imaging Tools

REFERENCE: **ANNEX A** Section 3.14 Image Analysis Tools

The Bidder must describe the standard software tools available to the LC-SSI Operator to assist in analyzing and annotating the resultant radiographic image.

Tool	Capability Description	Tool	Capability Description

Additional details appended as:

M.15. Additional Technical Information

The Bidder may submit any additional technical information they deem to be pertinent to this document; such as test results, 3rd party reports, configuration options, images, etc. Note that all information specifically requested in previous sections must be presented completely therein. This section should be formatted in the same manner as the rest of the document and must be referenced in the Table of Contents.

Details appended as:

M.16. Specialized Maintenance Tools

REFERENCE: ANNEX A, Section 8.2 – Scope of Technical Services

The Bidder must describe any specialized, unique or proprietary tools available to maintain, calibrate, repair or rebuild the unit.

Details appended as:

ATTACHMENT 2 TO PART 4 OF THE BID SOLICITATION TECHNICAL POINT RATING MATRIX

Requirement / Exigence	Type	Sub-Category	B. Min Points / Points min	C. Max Points / Points max	Range of Points	D. Minimum Performance / Performance minimale	E. Performance / Performance	F. Evaluation Method/ Méthode d'évaluation	G. Scoring Method/ Méthode de notation	H. Point Rated Technical Evaluation/ Évaluation technique cotés de points**
ANNEX A - 6.2 : Wire Display/ Détection des fils (ANSI 42.44 Test 1)	Mandatory - Rated / Évaluation obligatoire	Wire Detection / Détection de câbles	0	2	2	32AWG	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 36AWG (1+ Pts) <input type="checkbox"/> 40AWG (2+ Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A – 6.3.2 Useful Penetration - Wire detection under / la détection de pénétration sur le fil sous 9.5 mm of Aluminium (Al) (ANSI 42.44, Test 2)	Mandatory - Rated / Évaluation obligatoire	Penetration / Pénétration	0	3	3	30AWG	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 32AWG (1 + Pts) <input type="checkbox"/> 36AWG (2 + Pts) <input type="checkbox"/> 40AWG (3 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A – 6.3.4 : Useful Penetration - Wire detection under / la détection de pénétration sur le fil sous 15.9 mm Al (ANSI 42.44 Test 2)	Mandatory - Rated / Évaluation obligatoire	Penetration / Pénétration	0	4	4	24AWG	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 30AWG (1 + Pts) <input type="checkbox"/> 32AWG (2 + Pts) <input type="checkbox"/> 36AWG (3 + Pts) <input type="checkbox"/> 40AWG (4 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	

ANNEX A - 6.3.6 : Useful Penetration - Wire detection under / la détection de pénétration sur le fil sous 22.2 mm AI (ANSI 42.44 Test 2)	Mandatory - Rated / Évaluation obligatoire	Penetration / Pénétration	0	4	4	24AWG	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 30AWG (1 + Pts) <input type="checkbox"/> 32AWG (2 + Pts) <input type="checkbox"/> 36AWG (3 + Pts) <input type="checkbox"/> 40AWG (4 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.4.2: Vertical Wire Resolution / Résolution spatiale des fils sur le plan vertical (ANSI 42.44 Test 3)	Mandatory - Rated / Évaluation obligatoire	Spatial Resolution / Résolution Spatiale	0	4	4	1.6 mm	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 1.3 mm (2 + Pts) <input type="checkbox"/> 1.0 mm (4 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.4.4 Horizontal Wire Resolution/ Résolution spatiale des fils sur le plan horizontal (ANSI 42.44 Test 3)	Mandatory - Rated / Évaluation obligatoire	Spatial Resolution / Résolution Spatiale	0	4	4	1.6 mm	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 1.3 mm (2+ Pts) <input type="checkbox"/> 1.0 mm (4+ Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.5: Simple Penetration /Pénétration Simple (ANSI 42.44 Test 4)	Mandatory - Rated / Évaluation obligatoire	Simple Penetration / Pénétration simple	0	6	6	22 mm	Equipment Best Result / Meilleur résultat <input type="checkbox"/> 26mm (2 + Pts) <input type="checkbox"/> 30mm (4 + Pts) <input type="checkbox"/> 34mm (6 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	

ANNEX A - 6.6.1: Thin Organic Imaging / Imagerie organique mince 1 mm and 3 mm (ANSI 42.44, Test 5)	Mandatory - Minimum / Minimum obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	0	0	1 / 3 mm	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A – 6.6.2: Thin Organic Imaging / Imagerie organique mince 3 mm and 5 mm (ANSI 42.44, Test 5)	Mandatory - Minimum / Minimum obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	0	0	3 / 5 mm	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A – 6.7.1: Image Quality Indicators (IQI) Sensitivity / La qualité de l'image de la sensibilité des indicateurs Delrin (plastic) 4T (ANSI 42.44 Test 6)	Mandatory - Rated / Évaluation obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	3	3	Hole/trou # 4 (12.8 mm)	Equipment Best Result / Meilleur résultat <input type="checkbox"/> Hole/trou #3: 9.6 mm (1 + Pts) <input type="checkbox"/> Hole/trou #2: 6.4 mm (2 + Pts) <input type="checkbox"/> Hole/trou #1: 3.2 mm (3 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A – 6.7.2: Image Quality Indicators (IQI) Sensitivity / La qualité de l'image de la sensibilité des indicateurs Delrin (plastic) 2T (ANSI 42.44 Test 6)	Mandatory - Rated / Évaluation obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	3	3	Hole/trou #4 (6.4 mm)	Equipment Best Result / Meilleur résultat <input type="checkbox"/> Hole/trou #3: 4.8mm (1 + Pts) <input type="checkbox"/> Hole/trou #2: 3.2mm (2 + Pts) <input type="checkbox"/> Hole/trou #1: 1.6 mm (3 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	

ANNEX A .6.7.3 : IQI Sensitivity / La qualité de l'image de la sensibilité des indicateurs Delrin (plastic) 1T (ANSI 42.44 Test 6)	Non- Mandatory - Rated / Évaluation non- obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	4	4	N/A	Equipment Best Result / Meilleur résultat <input type="checkbox"/> Hole/trou #4: 3.2 mm (1+Pts) <input type="checkbox"/> Hole /trou # 3: 2.4 mm (2+Pts) <input type="checkbox"/> Hole/trou # 2: 1.6 mm (3+ Pts) <input type="checkbox"/> Hole/trou #1: 0.8 mm (4+ Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.7.4 IQI Sensitivity / La qualité de l'image de la sensibilité des indicateurs Steel4T (ANSI 42.44 Test 6)	Non- Mandatory - Rated / Évaluation non- obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	5	5	N/A	Equipment Best Result / Meilleur résultat <input type="checkbox"/> Hole/trou #5: 8.0 mm (1+ Pts) <input type="checkbox"/> Hole/trou #4: 6.4 mm (2+ Pts) <input type="checkbox"/> Hole/trou #3: 4.8 mm (3+ Pts) <input type="checkbox"/> Hole/trou #2: 3.2 mm (4+ Pts) <input type="checkbox"/> Hole/trou #1:1.6 mm (5+ Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A- 6.7.4: IQI Sensitivity / La qualité de l'image de la sensibilité des indicateurs Steel 2T (ANSI 42.44 Test 6)	Non- Mandatory - Rated / Évaluation non- obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	5	5	N/A	Equipment Best Result / Meilleur résultat <input type="checkbox"/> Hole/trou #5: 4.8 mm (1 + Pts) <input type="checkbox"/> Hole/trou #4: 3.2 mm (2 + Pts) <input type="checkbox"/> Hole/trou # 3: 2.4 mm (3 + Pts) <input type="checkbox"/> Hole/trou # 2:1.6 mm (4 + Pts) <input type="checkbox"/> Hole/trou # 1: 0.8 mm (5 + Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	

ANNEX A - 6.7.4: IQI Sensitivity / La qualité de l'image de la sensibilité des indicateurs Steel 1T (ANSI 42.44 Test 6)	Non- Mandatory y - Rated / Évaluation non- obligatoire	Contrast Sensitivity / Sensibilité au Contraste	0	5	5	N/A	Equipment Best Result / Meilleur résultat <input type="checkbox"/> Hole/trou # 5: 2 mm (1 + Pts) <input type="checkbox"/> Hole/trou # 4: 1.6 mm (2+ Pts) <input type="checkbox"/> Hole/trou #3: 1.2 mm (3 + Pts) <input type="checkbox"/> Hole/trou # 2: 0.8mm (4+ Pts) <input type="checkbox"/> Hole/trou #1: 0.4 mm (5+ Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.8.1: Inorganic/Organic Differentiation / Différenciation inorganique / organique - Delrin/Steel (ANSI 42.44 – Test 7)	Mandatory y - Minimum / Minimum obligatoire	Material Discrimination / Distinction de matériaux	0	0	0	1 mm steel / 50 mm plastic	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.9.1: Organic Differentiation / Différenciation organique (ANSI 42.44- Test 8)	Mandatory Minimum / Minimum obligatoire	Material Discrimination / Distinction de matériaux	0	0	0	Unshielded /non- blindé PVC /XM Stimulate	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	
ANNEX A - 6.9.2: Organic Differentiation / Différenciation organique (ANSI 42.44-Test 8)	Non- Mandatory - Rated / Évaluation non obligatoire	Material Discrimination / Distinction de matériaux	0	1	1	Unshielded / non- blindé XM Stimulate/ Nylon	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points	

ANNEX A - 6.10.1: Useful Organic Differentiation / La différenciation organique utile: 1.6 mm steel, PVC/XM (ANSI 42.44 Test 9)	Mandatory - Minimum / Minimum obligatoire	Material Discrimination / Distinction de matériaux	0	0	0	PVC / XM Stimulate over /plus de 1.6 mm steel	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui <input type="checkbox"/> No/Non (0 Pts)	ANSI N42.44 standard testing / Test standard	Discrete point-based/ Discret basé sur des points
ANNEX A - 6.10.2: Useful Organic Differentiation / La différenciation organique utile: 3.2 mm steel, PVC/XM (ANSI 42.44 Test 9)	Non-Mandatory - Rated / Évaluation non obligatoire	Material Discrimination / Distinction de matériaux	0	1	1	PVC / XM Stimulate over /plus de 3.2 mm steel	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui (1 + Pts) <input type="checkbox"/> No/Non (0 Pts)	ANSI N42.44 standard testing / Test standard	Discrete point-based/ Discret basé sur des points
ANNEX A - 6.10.3: Useful Organic Differentiation / La différenciation organique utile : 4.8 mm steel, PVC/XM (ANSI 42.44 Test 9)	Non-Mandatory - Rated / Évaluation non obligatoire	Material Discrimination / Distinction de matériaux	0	1	1	PVC/XM Stimulate over /plus de 4.8 mm steel	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui (1 + Pts) <input type="checkbox"/> No/Non (0 Pts)	ANSI N42.44 standard testing / Test standard	Discrete point-based/ Discret basé sur des points
ANNEX A - 6.10.4: Useful Organic Differentiation / La différenciation organique utile: 1.6 mm steel, XM/Nylon (ANSI 42.44 Test 9)	Non-Mandatory - Rated / Évaluation non obligatoire	Material Discrimination / Distinction de matériaux	0	1	1	XM Stimulate/ Nylon over /plus de 1.6 mm steel	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui (1 + Pts) <input type="checkbox"/> No/Non (0 Pts)	ANSI N42.44 standard testing / Test standard	Discrete point-based/ Discret basé sur des points

ANNEX A – 6.10.5: Useful Organic Differentiation / La différenciation organique utile: 3.2 mm steel; XM/Nylon (ANSI 42.44 Test 9)	Non- Mandatory - Rated / Évaluation non obligatoire	Material Discrimination / Distinction de matériaux	0	1	1	XM Stimulate/ Nylon over /plus de 3.2 mm steel	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui (1 + Pts) <input type="checkbox"/> No/Non (0 Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points
ANNEX A – 6.10.6: Useful Organic Differentiation / La différenciation organique utile : 4.8 mm steel, XM/Nylon (ANSI 42.44 Test 9)	Non- Mandatory - Rated / Évaluation non obligatoire	Material Discrimination / Distinction de matériaux	0	1	1	XM Stimulate/ Nylon over /plus de 4.8 mm steel	Functionality / Fonctionnalité <input type="checkbox"/> Yes/Oui (1 + Pts) <input type="checkbox"/> No/Non (0 Pts)	ANSI N42.44 standard testing / Test standard	Discrete point- based/ Discret basé sur des points
Reference Questionnaire / Questionnaire de référence ANNEX A - 8.1 Maintenance Service Experience / ANNEXe A - 8.1 Expérience du service d'entretien	N/A	N/A	0	2	2	N/A	Reference Score/Score de référence _____	Reference Responses /Répondre de référence du soumissio- nnaire	*Prorated (see below)

*Prorated against the best performing responsive system and the range of points available. See ATTACHMENT 3 to Part 4. / Prorata contre le meilleur système performant qui conforme et la gamme de points. Voir la pièce jointe 3 à la partie 4.

****To be completed by CBSA/PSPC/ À compléter par l'ASFC / PSPC**

ATTACHMENT 3 TO PART 4 OF THE BID SOLICITATION PRO-RATING PROCESS

Pro-Rating Process

1. Determine best performer (X_{best}) for defined attribute (i.e., having min/max validated result)
2. Assign maximum points (Y_{max}) to best performer
3. Assign minimum points (Y_{min}) for mandatory minimum performance (X_{min})
4. Determine equation of line (slope and y-intercept) between best performer and mandatory minimum
5. Use equation to compute (Y_{Bidder}) values for validated performance (X_{Bidder}) for other bidders

ATTACHMENT 4 TO PART 4 – PRICING SCHEDULE CALCULATION OF TOTAL BID PRICE

For evaluation purposes only, the quantities stated below are estimated and not to be construed as a contract guarantee.

1.0 Initial Purchase (Firm, all-inclusive Lot Price per system)										
	Carway, AB (A)	Abbotsford, BC (B)	Kelowna, BC (C)	Vancouver Cruise, BC (D)	Hamilton, ON (E)	Toronto City Centre Airport, ON (F)	Gander, NL (G)	St. Stephens, NB (H)		
SUB-TOTAL (Combined total of all Initial purchase) (A+ B +C+D+E+F+G+H) LINE 1 =	\$ _____									
2.0 Additional Equipment Maintenance Training										
a) Additional years of Equipment Maintenance training on as and when requested basis (priced per trainee) at CONTRACTOR'S FACILITY	(from date of Contract award to 31 March 2020) (A)	(1 April 2020 to 31 March 2021) (B)	(1 April 2021 to 31 March 2022) (C)	(1 April 2022 to 31 March 2023) (D)	(1 April 2023 to 31 March 2024) (E)	(1 April 2024 to 31 March 2025) (F)	(1 April 2025 to 31 March 2026) (G)	(1 April 2026 to 31 March 2027) (H)	(1 April 2027 to 31 March 2028) (I)	(1 April 2028 to 31 March 2029) (J)
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
SUB-TOTAL: (Combined total of all Equipment Maintenance Training Option Years) (A+B+C+D+E+F+G+H+I+J) LINE 2 =	\$ _____									
2.1 Additional Equipment Maintenance Training										
b) Additional years of Equipment Maintenance training on as and when requested basis (priced per trainee) ON-SITE AT CBSA	(from date of Contract award to 31 March 2020) (A)	(1 April 2020 to 31 March 2021) (B)	(1 April 2021 to 31 March 2022) (C)	(1 April 2022 to 31 March 2023) (D)	(1 April 2023 to 31 March 2024) (E)	(1 April 2024 to 31 March 2025) (F)	(1 April 2025 to 31 March 2026) (G)	(1 April 2026 to 31 March 2027) (H)	(1 April 2027 to 31 March 2028) (I)	(1 April 2028 to 31 March 2029) (J)
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

\$ _____										
SUB-TOTAL: (Combined total of all Equipment Maintenance Training Years) (A+B+C+D+E+F+G+H+I+J) LINE 3 =	(from date of Contract award to 31 March 2020)	(1 April 2020 to 31 March 2021)	(1 April 2021 to 31 March 2022)	(1 April 2022 to 31 March 2023)	(1 April 2023 to 31 March 2024)	(1 April 2024 to 31 March 2025)	(1 April 2025 to 31 March 2026)	1 April 2026 to 31 March 2027	(1 April 2027 to 31 March 2028)	(1 April 2028 to 31 March 2029)
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
2.2 Material and Replacement Parts For the purchase of material and replacement parts, on an as and when requested basis, for a ten year period. CBSA Estimated Annual Purchase of \$8,000.00 x discount on list price										
\$ _____										
SUB-TOTAL: (Combined total of all Material and Replacement Years) (A+B+C+D+E+F+G+H+I+J) LINE 4 =	(from date of Contract award to 31 March 2020)	(1 April 2020 to 31 March 2021)	(1 April 2021 to 31 March 2022)	(1 April 2022 to 31 March 2023)	(1 April 2023 to 31 March 2024)	(1 April 2024 to 31 March 2025)	(1 April 2025 to 31 March 2026)	1 April 2026 to 31 March 2027	(1 April 2027 to 31 March 2028)	(1 April 2028 to 31 March 2029)
	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
2.3 Technical Services For the purchase of technical services on an as and when requested basis, for a ten year period. CBSA Estimated Annual Level of Effort = 1000 hours over entire contract period										
Average hourly rate [(A+B+C+D+E+F+G+H+I+J)/10] X 1000 = _____ (K)										
Technician										
\$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____										
Senior Technician										
\$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____										
Average hourly rate [(A+B+C+D+E+F+G+H+I+J)/10] X 1000 = _____ (L)										
Program Manager										
\$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____ \$ _____										
Average hourly rate [(A+B+C+D+E+F+G+H+I+J)/10] X 1000 = _____ (M)										

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File No. - N° du dossier
pv873.47419-188545

Buyer ID - Id de l'acheteur
pv873
CCC No./N° CCC - FMS No./N° VME

*** Represents the initial 1- year Warranty and Maintenance and Support Services coverage included with each system purchased.**

SUB-TOTAL:
(Combined total of all Maintenance
Service Option Years:
A+B+C+D+E+F)
LINE 7 =

\$ _____

4.0 Price Calculations

INITIAL PURCHASE	(Sum LINE 1)	\$ _____
AS-AND-WHEN-REQUESTED TRAINING (CONTRACTOR'S FACILITY)	(Sum LINE 2)	\$ _____
AS-AND-WHEN-REQUESTED TRAINING (ON-SITE AT CBSA)	(Sum LINE 3)	\$ _____
MATERIAL AND REPLACEMENT PARTS	(Sum LINE 4)	\$ _____
TECHNICAL SERVICES	(Sum LINE 5)	\$ _____
OPTIONAL SYSTEMS	(Sum LINE 6)	\$ _____
ADDITIONAL YEARS OF WARRANTY	(Sum LINE 7)	\$ _____
TOTAL BID PRICE (Excluding Applicable Taxes)	(Total LINES 1 to 7)	\$ _____

ATTACHMENT 5 TO PART 4 CUSTOMER REFERENCE QUESTIONNAIRE

* Bidders must pass all questions having defined pass/fail criteria.

* Bidders will be assigned Reference Check Points based on the responses provided to questions herein. The Total Reference Check Points Available is 130.

* Bidders will then be assigned Technical Points based on their relative number of Reference Check Points, as described in the ATTACHMENT 2 TO PART 4 OF THE BID SOLICITATION - Technical Point Rating Evaluation Matrix.

SECTION A. WARRANTY AND MAINTENANCE SERVICES

A.1 What warranty services were provided with the initial procurement of your Low Conveyor Small-Scale Imaging (LC-SSI) X-Ray system? (check all that apply)

- All Corrective maintenance
- All Preventative maintenance
- Limited corrective and preventative maintenance
- Maintenance-service reporting
- 24/7 Help Desk and remote (e.g., phone or email) technical support
- Local technical support (technician based in same city)
- Other (describe): _____

To pass, the Reference must identify at least three warranty services provided by the bidder. No score will be assigned for this Reference Question.

The evaluator will determine any credit for a response found in "Other" based on the proximity to the other choices herein.

A.2 What maintenance-services does the vendor currently provide? (check all that apply)

- All Corrective maintenance
- All Preventative maintenance
- Limited corrective and preventative maintenance
- Maintenance-service reporting
- 24/7 Help Desk and remote (e.g., phone or email) technical support
- Local technical support (technician based in same city)
- Other (describe): _____

To pass, the Reference must identify three out of six warranty services provided by the Bidder. No score will be assigned for this Reference Question.

The evaluator will determine any credit for a response found in "Other" based on the proximity to the other choices herein.

A.3 Has the vendor ever failed to meet their Contractual obligations for service-maintenance?

- No
 Yes – (describe accepted remedial action): _____

To pass, the Reference must indicate that maintenance-services are being/were delivered in accordance with the Contract and (or) any remedial actions were accepted. No score will be assigned for this Reference Question.

SECTION B. AVAILABILITY AND CORRECTIVE MAINTENANCE

B.1 Based on your experience, what percentage of overall time is the system provided by the vendor available for operation in the following functional state:

Functional State :	Percentage %
Perfectly functional state (i.e., absolutely clear of any issues whatsoever)	%
Limited functional state (i.e., can be used, but with minor or moderate issues pending)	%
Not functional	%

To pass, the Reference must state that at a minimum the system was in perfectly functional state at least 70% of the time. The bidder will be allocated the following points in the manner:

- Perfectly functional: ≥ 95% (10 pts); 90% - < 95% (9pts); 80% - < 90% (6 pts); 70% - < 80% (3 pts).
 Limited functional state: < 5% (10 pts); 5% - < 10% (9pts); 10% - < 20% (6 pts); 20% - ≤ 30% (3 pts);
 Not functional: < 5% (10 pts); 5% - < 10% (9pts); 10% - < 20% (6 pts); 20% - < 30% (0 pts);

B.2 Based on your experience, how frequently is the system rendered inoperable due to a technical issue having a major operational impact- cannot continue operations until rectified?

- Weekly
 Monthly
 Quarterly
 Semi-Annually
 Annually (or a greater)
 Other (describe): _____

To pass, the Reference must state that the system was rendered inoperable no more than monthly. The bidder will be allocated the following points based on the reference's response. Annually (or a greater) (10 pts); Semi-annually (8 pts); Quarterly (3 pts); Monthly (0 pts)

The evaluator will determine the score from 0 to 10 for a response found in the "Other". The score will be based on the proximity to the other choice herein.

B.3 Based on your experience, what is the average time for the bidder to resolve a technical issue which has rendered the unit inoperable?

- ≤ 24 hrs.
- > 24 - ≤ 48 hrs.
- > 48 - ≤ 96 hrs.
- > 96 hrs.
- Other (describe): _____

The Bidder will be allocated the following points based on the reference's response. ≤ 24 hrs. (10 pts); > 24 - ≤ 48 hrs. (8 pts); > 48 - ≤ 96 hrs. (3 pts); > 96 hrs. (0 pts)

The evaluator will determine the score from 0 to 10 for a response found in the "Other". The score will be based on the proximity to the other choice herein.

B.4 From your experience, what is the average time required to resolve a technical issue having a minor (can continue operations without hindrance and rectify later) or moderate operational impact (can continue operations with hindrance and rectify later)?

- ≤ 48 hrs.
- > 48 hrs. – ≤ 168 hrs.
- > 168 hrs. – ≤ 336 hrs.
- > 336 hrs.
- Other (describe): _____

The Bidder will be allocated the following points based on the reference's response. ≤ 48 hrs. (10 pts); > 48 hrs. – ≤ 168 hrs. (8 pts); > 168 hrs. – ≤ 336 hrs. (5 pts); > 336 hrs. (0 pts)

The evaluator will determine the score from 0 to 10 for a response found in "Other". The score will be based on the proximity to the other choice herein.

B.5 From your experience, how effective is the vendor at resolving recurring or design issues?

- Very effective - identifies problems early and resolves them promptly
- Mostly effective - identifies problems early and mitigates before resolving them
- Effective - identifies problems and resolves them
- Mostly ineffective - identifies some problems but only mitigates them
- Ineffective – rarely identifies problems and rarely mitigates them

The Bidder will be allocated the following points based on the reference's response. Very effective (10 pts); Mostly effective (9 pts); Effective (6 pts); Mostly ineffective (3 pts); Ineffective (0 pts).

B.6 From your experience, how frequently does the unit require preventative maintenance on-site by a trained technician?

- Weekly
 - Monthly
 - Quarterly
 - Semi-Annually
 - Other (describe): _____
-

The Bidder will be allocated the following points based on the Reference's response. Semi-annually (10 pts); Quarterly (6 pts); Monthly (3 pts); Weekly (0 pts).

The evaluator will determine the score from 0 to 10 for a response found in the "Other". The score will be based on the proximity to the other choice herein.

B.7 From your experience, what percentage of calls for support requires a subsequent on-site visit by a technician?

- ≥ 95%
 - 90% - < 95%
 - 80% - < 90%
 - 70% - < 80%
 - < 70%
 - Other (describe): _____
-

The Bidder will be allocated the following points based on the reference's response. On-site visits required < 70% (10 pts); 70% - < 80% (8 pts); 80% - < 90% (6 pts); 90% - < 95% (3 pts); ≥ 95% (0 pts).

The evaluator will determine the score from 0 to 10 for a response found in "Other". The score will be based on the proximity to the other choice herein.

SECTION C. TECHNICAL SUPPORT AND REPORTING

C.1 From your experience, how effective is the call centre at responding to requests for Technical Support?

- Very effective – Responds immediately and troubleshoots remotely
 - Mostly effective – Responds promptly and sometimes troubleshoots remotely
 - Effective – Responds promptly and identifies likely cause of the issue
 - Mostly ineffective – Responds promptly but only gathers contact information
 - Ineffective – Responds eventually but only gathers contact information
 - N/A – service model does not include vendor provided Technical Support
-

The Bidder will be allocated the following points based on the Reference's response. Very effective (10 pts.); Mostly effective (9 pts.); Effective (6 pts.); Mostly ineffective (3 pts.); Ineffective (0 pts.); N/A (omitted from scoring)

C.2 From your experience, how effective is the vendor at reporting on the status and outcome of maintenance activities?

- Very effective – updates status frequently and provides detailed reports
 - Mostly effective – updates status incrementally and provides detailed reports
 - Effective – updates status following change and provides summary reports
 - Mostly ineffective – updates upon completion and provides basic service notes
 - Ineffective – rarely updates and provides no service reporting
-

The Bidder will be allocated the following points based on the Reference's response. Very effective (10 pts.); Mostly effective (9 pts.); Effective (6 pts.); Mostly ineffective (3 pts.); Ineffective (0 pts.).

C.3 From your experience, how effective is the vendor at managing system and configuration changes?

- Very effective – comprehensive change management process implemented
 - Mostly effective – basic change management process implemented
 - Effective – changes implemented and technical documentation provided
 - Mostly ineffective – changes implemented and summary information provided
 - Ineffective – changes made ad hoc without any documentation management
 - N/A – No configuration changes made to date
-

The Bidder will be allocated the following points based on the Reference's response. Very effective (10 pts.); Mostly effective (9 pts.); Effective (6 pts.); Mostly ineffective (3 pts.); Ineffective (0 pts.); N/A (omitted from scoring).

C.4 From your experience, how effective is the vendor at managing maintenance service resources (parts inventory, technical personnel, etc.)?

- Very effective – all service resources readily available for deployment
 - Mostly effective – technicians and most parts readily available for deployment
 - Effective – technicians and common parts readily available for deployment
 - Mostly ineffective – technicians or common parts unavailable for deployment
 - Ineffective – technicians or basic parts often unavailable for deployment
-

The Bidder will be allocated the following points based on the Reference's response. Very effective (10 pts); Mostly effective (9 pts); Effective (6 pts); Mostly ineffective (3 pts); Ineffective (0 pts).

SECTION D. REFERENCE EXPERIENCE

D.1 In your organisation, what is your level of responsibility in the oversight and delivery of maintenance-services for Small-Scale Imaging Systems:

- Executive – financial authority to Contract for maintenance-services
- Director/Program Manager – oversee delivery of maintenance-services
- Manager – supervise maintenance-service technicians and equipment
- Technician – diagnose and resolve maintenance-service issues
- Other (Title and description of responsibility): _____

D.2 How long have you held this responsibility

_____ years

To pass, the Reference must have held this level of responsibility for least six months in the last three years and be currently employed by the same organization.

The evaluator will determine the applicability of a response found in “Other”. The assessment will be based on the title and description to the other choice herein.

No score will be assigned for this Reference Question.

D.3 In your organisation, what is your level of responsibility in the Procurement and Management of Small-Scale Imaging (SSI) Systems:

- Executive – financial authority to Procure assets > \$1 M USD
- Director/Program Manager – determine organizational requirements
- Manager – develop statement of requirements and evaluate bids
- Technician – provide input into procurement requirements
- Other (describe): _____

For information only; no score will be assigned for this question.

D.4 If your organization were to procure additional Small-Scale Imaging Systems, how likely are you to procure the same or updated model:

- Very Likely – Contracting mechanism is already in place or being prepared
- Likely – subject to competitive procurement processes
- Possibly – if new capabilities were demonstrated
- Unlikely – our organizational needs have changed
- Other (describe): _____

For information only; no score will be assigned for this Reference question.

D.5 How many Small-Scale Imaging units from this Bidder have been deployed in your organization that have been operational for at least one year in service?

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pv873.47419-188545

Buyer ID - Id de l'acheteur
pv873
CCC No./N° CCC - FMS No./N° VME

_____ units.

For information only; no score will be assigned for this Reference question.

NAME _____

TITLE _____

SIGNATURE _____

DATE _____