



RETURN BIDS TO:
RETOURNER LES SUBMISSION À :
 Parks Canada Agency Bid Receiving Unit
 National Contracting Services
 Suite 720, 220 – 4th Avenue S.E.
 Calgary, AB T2G 4X3

**REVISION 004 TO A
 REQUEST FOR PROPOSAL**

**RÉVISION 004 À UNE
 DEMANDE DE PROPOSITION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the bid remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de la sousmission demeurent les mêmes.

Issuing Office - Bureau de distribution :
 Parks Canada Agency
 National Contracting Services
 Suite 720, 220 – 4th Avenue S.E.
 Calgary, AB T2G 4X3

Title - Sujet : Park Entry Pass System – Pacific Rim National Park Reserve	
Solicitation No. - N° de l'invitation : 5P420-19-0320/A	Date : December 09, 2019
Amendment No. - N° de modification : 004	
Client Reference No. - N° de référence du client : n/a	
GETS Reference No. N° de reference de SEAG : PW-19-00895229	

Solicitation Closes - L'invitation prend fin : At - à : 14 :00 On - le : December 18, 2019	Time Zone - Fuseau horaire MST
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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 demande de renseignements à : Kirsten Sage		
Telephone No. - N° de téléphone : 587-436-5795	Fax No. -N° de télécopieur : 1-866-246-6893	Email Address – Courriel : Kirsten.sage@canada.ca
Destination of Goods, Services, and Construction - Destination des biens, services et travaux de construction : See Herein		

TO BE COMPLETED BY THE BIDDER - À REMPLIR PAR LE SOUMISSIONNAIRE

Vendor/ Firm Name - Nom du fournisseur/ de l'entrepreneur :	
Address - Adresse :	
Telephone No. - N° de telephone :	Fax No. - N° de télécopieur :
Name of person authorized to sign on behalf of the Vendor/Firm Nom de la personne autorisée a signer au nom du fournisseur/ de l'entrepreneur	
Signature :	Date :

Solicitation No. - N° de l'invitation :
5P420-19-0320/A

Amd. No. - N° de la modif. :
004

Contracting Authority - Autorité contractante :
Kirsten Sage

Client Ref. No. - N° de réf. du client :
n/a

Title – Titre :
Park Entry Pass System – Pacific Rim National Park Reserve

Amendment 004

This amendment is raised to provide responses to bidder questions.

A. Questions and Answers

- Q1.** Can PCA provide an idea of the average use of the machines?
A1. Between January 1 and December 31, 2018, between the 14 machines, there were just under 63,000 transactions.
- Q2.** On Page 18, point 2.1, PCA mentions they expect the contractor to implement the most reliable and cost-effective solution in order to ensure real-time credit card processing. Our equipment comes with one of the best cellular communication system on the market in order to ensure the best quality of communication through cellular signal, however even with the best product/solution, if the cellular signal got lost or is too low, some delays or even cancellation can be experienced while a transaction is completed. As we are not the cellular signal provider we don't know how we can guarantee the quality of communication. Can you please advise and/or comment?
A2. Telus seems to provide the best coverage in the area but it is up to the potential bidder to do research and be able to guarantee connection. This is part of the reason why the site visit was mandatory.
- Q3.** On page 25, PCA mentions the following:
The Contractor must provide, as a minimum, a qualified technical support representative available by telephone and e-mail seven days a week (including holidays), for 8 hours per day between the hours of 08:00 am to 06:00 pm in the Pacific Time Zone) to provide technical support for the period of the Contract on an as and when required basis.
What would happen if ever you call for support outside of this timeline?
A3. It is understood that the representative would likely not be available. We do not expect to contact representatives outside regular working hours. Monthly invoices will only include the monthly hosting fees and rental/lease fees for the specific days that the machines are fully functional.
- Q4.** Do you own the current machines?
A4. Operating lease – PCA does not own them
- Q5.** PCA would like the Park Entry Pass Machine to have the capacity to produce a minimum of 3,500 permits before replacing the paper. Can you specify the length of the permits, based on the information in section 3.8.2, would a minimum of 3" be sufficient?
A5. While 3" is quite short, if the bidder can guarantee that all the information required will be included and it will be legible for compliance officers checking in the windshields, then it will be sufficient. Note that there needs to be a bit of space at the bottom as tickets fall down behind the dash and need to be visible from the outside of the vehicle. Please see the attached pictures of the current permits for reference only.

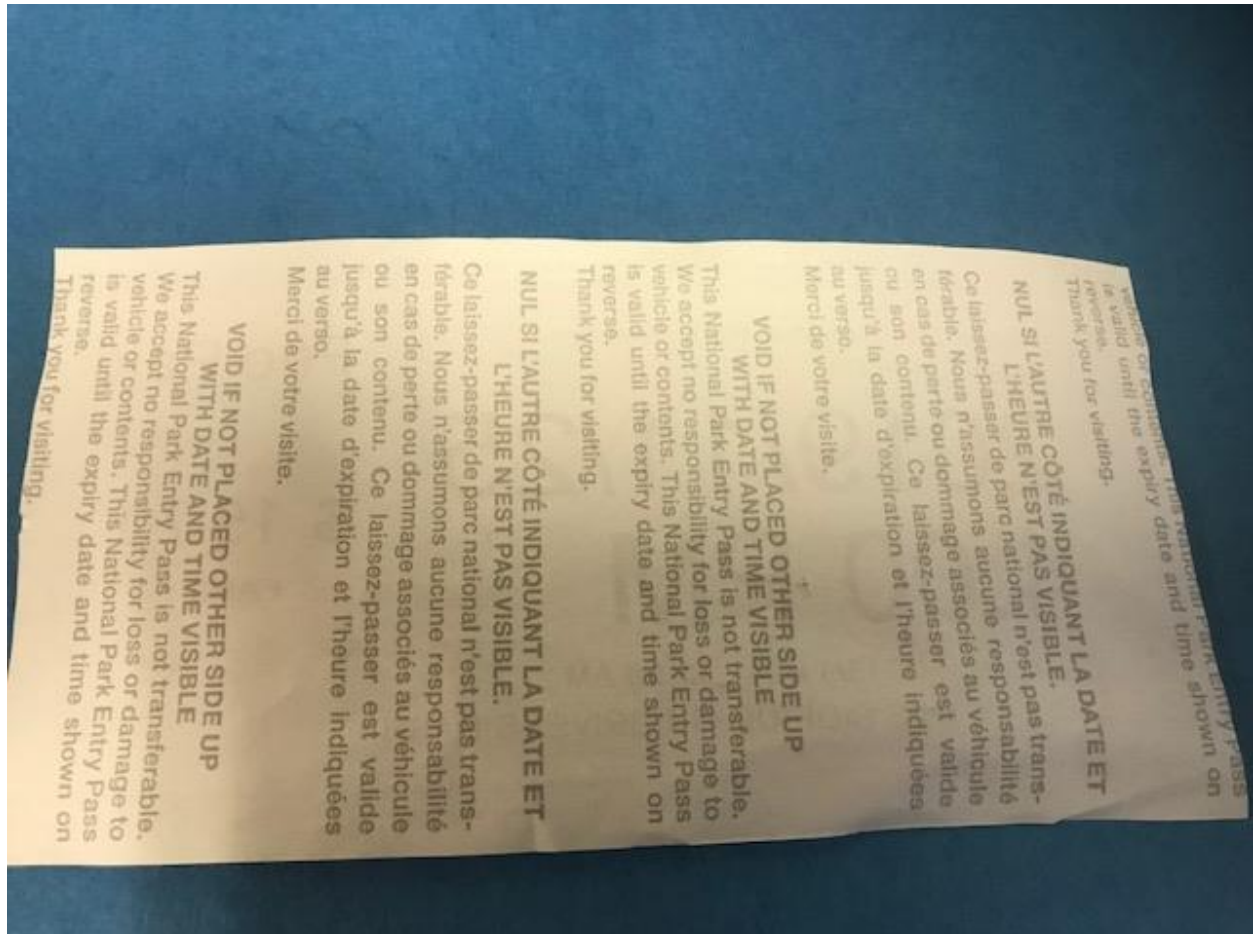
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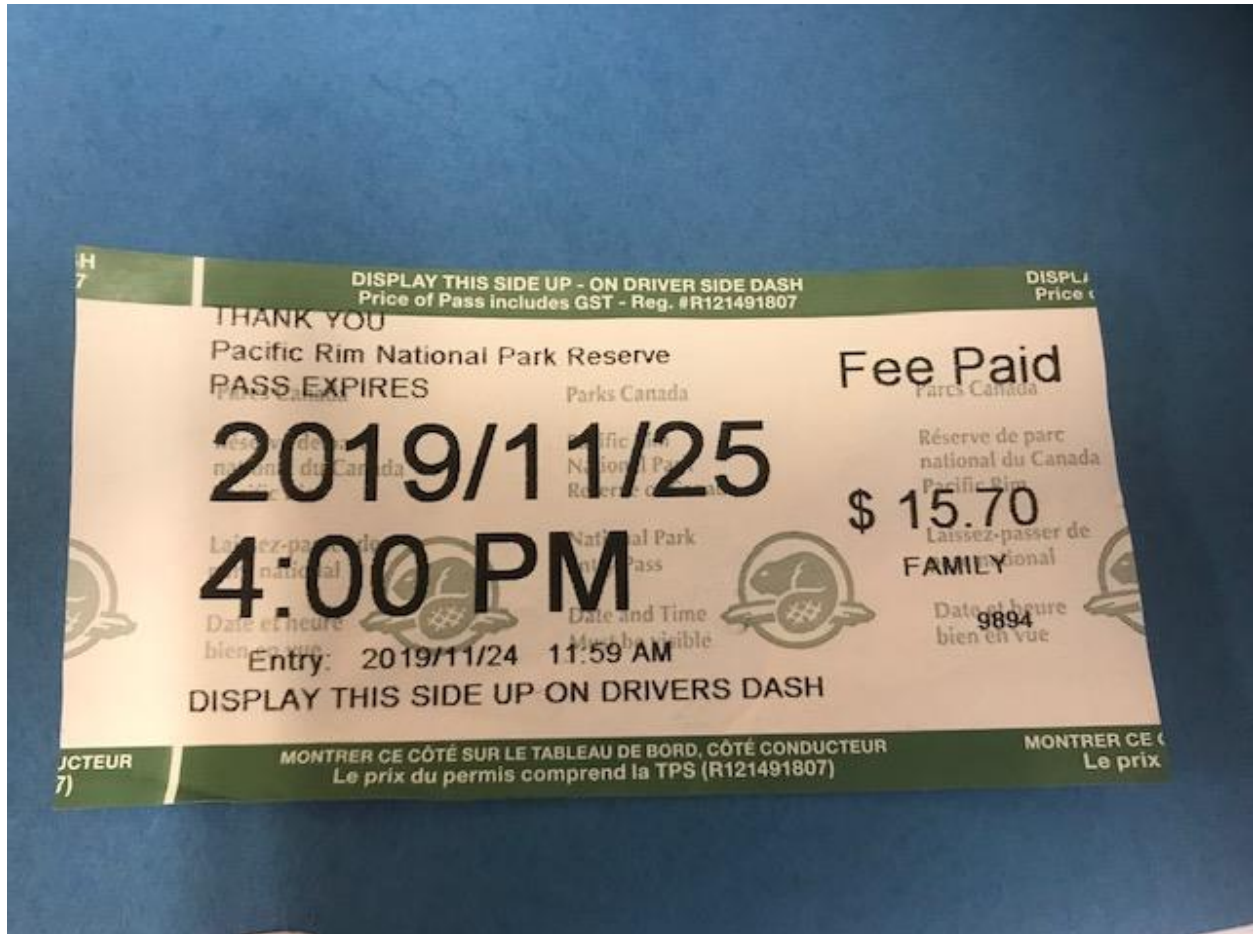
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ALL OTHER TERMS & CONDITIONS REMAIN UNCHANGED