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**RETOURNER LES SOUMISSIONS PAR COURRIEL À:**

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**REQUEST FOR PROPOSAL AMENDMENT**

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

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

**Comments - Commentaires**

**Issuing Office – Bureau de distribution**

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<b>Title – Sujet</b> Multifunction Scanner for Public Services and Procurement Canada	
<b>Solicitation No. – N° de l'invitation</b> 2BP0-72391	<b>Date</b> November 30, 2020
<b>Client Reference No. – N° référence du client</b> EN929-211321	<b>Amendment/Amendement</b> 002
<b>File No. – N° de dossier</b> 2BP0-72391 - ITPRO#53316	
<b>Preliminary Closing Date and Time (for Pre-Bid Submission):</b> at 2:00 pm on December 7, 2020  <b>Final Solicitation Closes:</b> at 2:00 pm on December 14, 2020	<b>Time Zone Fuseau horaire</b>  Eastern Standard Time (EST) / Heure normale de l'Est (HNE)
<b>F.O.B. - F.A.B.</b> Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Jesse Squirrell	
<b>Telephone No. – N° de téléphone :</b> 613-791-6257	<b>FAX No. – N° de FAX</b> Not applicable
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b>  Public Services and Procurement Canada Matane, QC	
<b>Vendor/firm Name and address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
_____	_____
<b>Signature</b>	<b>Date</b>

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## REQUEST FOR PROPOSAL AMENDMENT NO. 002

**This Request for Proposal Amendment is raised for the following reasons:**

1. to questions and answers; and
2. to amend the Request for Proposal.

### QUESTIONS AND ANSWERS:

#### Question 1:

**PART 7: Resulting Contract Clauses; Section 11 - Delivery (page 21):** Respondent builds the machinery upon receipt of a firm and correct purchase order. Based on the current production schedule, estimated shipment for the equipment shall occur 90-120 calendar days from the date Respondent receives a firm and correct purchase order. Our production schedule is subject to change without notice and will be determined at the time Respondent receives a firm and correct purchase order. Will Public Works be able to accept delivery of deliverables 90-120 calendar days after Contract Award rather than the requested 15 calendar days which Respondent can not meet as we must manufacture the equipment?

#### Answer 1:

PSPC will be able to accept delivery of the deliverables 90 calendar days after Contract Award.

#### Question 2:

**2. PART 7: Resulting Contract Clauses; Section 26 – Hardware (page 24):** Due to the request for Self-Maintenance, Respondent feels the following items do not apply or need amended and is requesting these be changed:

1. Part V of 4001 applies to the Contract – Please note, Public Works will be completing self-maintenance on the equipment and therefore most of the maintenance conditions do not apply to Respondent.
2. Principle Period of Maintenance – Public Works will be completing self-maintenance on the equipment and therefore, Respondent will not have set period of maintenance hours
3. Level of Service – Public Works will be completing all operation and maintenance on the equipment and therefore, Respondent will have no ability to impact the 95% availability as this would be a responsibility of Public Works.
4. Hardware Maintenance Service Report – Public Works will be completing self-maintenance and therefore there would be no maintenance service reports unless Respondent is called up for a billable visit
5. Service Response Time – Public Works will be completing self-maintenance on the equipment and therefore Respondent can not agree to any service response time.

#### Answer 2:

Canada will not make any changes to the clauses identified in Section 26 – Hardware of the Resulting Contract Clauses.

#### Question 3:

Self-Maintenance includes the annual payments of annual license fees. However, there are optional features of which a customer can purchase as part of the self maintenance contract. Would Public Works like to determine which of these optional items Respondent should include in pricing OR should Respondent include the pricing of all options within our quote?

#### Answer 3:

Canada will include additional options for technical support. See Modification 002.  
In addition, the winning bidder must include technical manuals/documents as part of the requirements.

**Question 4:**

Should Public Works require a site visit, help desk & technical support beyond the purchased 12 hours per year, and/or help desk (non-prepaid) these items would be priced hourly (and at times with time and material) to be invoiced to Public Works outside of the provided financial quote total as Respondent cannot determine the hours that may be used annually by Public Works. Respondent plans to provide information regarding these billable hours within our financial response but wanted to disclose these unpredictable costs to Public Works attention in case a requirement and/or feature of Annex B needed to be updated.

**Answer 4:**

Please see Answer #3.

**Question 5:**

**Attachment A.2 Compatibility Testing (page 38):** Can Public Works clarify the requirements of Attachment 4.2 as the document refers to making available a "test printer", the Respondent is responding with a large extractor and scanner that is 11.9" (L) x 41.6" (W) x max 31.2" (H) weighing around 1,108lbs. Respondent can provide testing information regarding the equipment Respondent is recommending but the testing must be conducted on the equipment upon arrival at Public Works site. Respondent can provide a web demo of the machine to Public Works ahead of order upon request if needed.

**Answer 5:**

Canada will remove the requirement for compatibility testing. See Modification 004.

**Question 6:**

**ANNEX A STATEMENT OF WORK; Section 2 – Mandatory Technical Requirement A3 Deliverables Requirement (page 28):** Item A3.2 requires Respondent to provide incident tracking and reporting system, however, Public Works will be conducting self-maintenance and therefore, incident tracking would be a responsibility of Public Works. Should Public Works elect to purchase the ability for the Public Work trained self-maintenance employee to have access to reach out to Technical Support via the phone for assistance, Respondent would provide the Public Work self-maintenance trained technician with an incident number but incident tracking would still be a responsibility of Public Works.

**Answer 6:**

Please see Answer #3.

**Question 7:**

**Attachment 4.1 Mandatory Criteria A2.1 (page 36):** Respondent is the sole source service provider on the proposed equipment. In our process of self-maintenance training, we use an English language service manual and this is presently the only language which the service manual is available for the proposed equipment. Is it acceptable to PWGS if the service manual for the equipment is in English only?

**Answer 7:**

Yes, Canada will accept the service manual for the equipment being in English only.

**Question 8:**

**PART 1 GENERAL INFORMATION No. 2. Summary (page 5):** Can Public Works inform the respondent when Public Works Fiscal Year starts and ends?

**Answer 8:**

Canada's fiscal year begins April 1<sup>st</sup> and ends March 31<sup>st</sup>

**Modifications**

**Modification 001**

**On page 21 of the RFP, Part 7 Resulting Contract Clauses, section 11 delivery:**

**Delete:** 15 calendar days

**Insert:** 90 calendar days

**Modification 002**

**On page 29 of the RFP, At Annex B – Basis of Payment:**

**Add:**

List of Deliverables					
Item No.	Manufacturer's Product Name	Product Number	Qty	Unit Price	Extended Price
5	Help Desk Support		60 hours	\$ ____ / hour	\$
6	Technical Support – Onsite technician		64 hours	\$ ____ / hour	\$
7	Software License		1	\$	\$

**Modification 003**

**On page 28 of the RFP, At Annex A – Statement of Work, A2.1, A3.1 and A3.3:**

**Delete:** English and French

**Insert:** English or French

**On page 36 and 37 of the RFP, At Attachment 4.1 - SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM, A2.1, A3.1 and A3.3:**

**Delete:** English and French

**Insert:** English or French

**Modification 004**

**On page 38 of the RFP, At Attachment 4.2 – Compatibility Testing:**

Delete in its entirety.

**Modification 005**

**On page 24 of the RFP, Part 7 Resulting Contract Clauses, section 26 Hardware:**

**Delete in its entirety and replace with:**

In addition to and notwithstanding 4001 (2015-04-01) Supplemental General Conditions Hardware Purchase, Lease and Maintenance the following articles apply to the Contract:

Part III of 4001 applies to the Contract (Additional Conditions: Purchase)	Yes
Part III of 4001 applies to the Contract (Additional Conditions: Maintenance)	Yes
Delivery Location	Refer to Part 7 Resulting Contract Clauses, Section 11 Delivery
Delivery Date	Refer to Part 7 Resulting Contract Clauses, Section 11 Delivery
Contractor must deliver Hardware Documentation	Yes

Contractor must update Hardware Documentation throughout Contract Period	No - Section 7(5) of 4001 does not apply to the Contract.
Hardware Documentation must include maintenance documentation	No
Contractor must Install Hardware at time of Delivery	Yes
Hardware is part of a System	Yes
Contract Period	1 year
Option to Extend Contract Period	One (1) one (1) year option
Delivery of Purchased Hardware	Yes
Principal Period of Maintenance (PPM)	PPM is defined as the consecutive hour period per day between the hours of 08:00 to 17:00 (ET) Monday through Friday, excluding statutory holidays.
4001 08 - Level of Service	Contractor must ensure 95% availability in a normal user month.
4001 25 (7) Hardware Maintenance Service Report	Copies of these reports must be made available to the Contracting Authority within thirty (30) days of request.
4001 26 Class of Maintenance Service	N/A
4001 26 (3).a.(i) Service Response Time	See 7.17 Service Response Time during PPM
Toll-free Telephone Number for Maintenance Service	<i>[to be completed with information from the Contractor at the time of award]</i>
Website for Maintenance Service	<i>[to be completed with information from the Contractor at the time of award]</i>

**ALL OTHER TERMS AND CONDITIONS OF THE REQUEST FOR PROPOSAL (RFP) REMAIN UNCHANGED.**