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**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

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

Vendor/Firm Name and Address

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fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

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L'Esplanade Laurier,

East Tower 7th Floor

140 O'Connor, Street,

Ottawa

Ontario

K1A 0R5

Title - Sujet Headsets-Casques d'écoute	
Solicitation No. - N° de l'invitation G9292-216633/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client G9292-216633	Date 2020-12-10
GETS Reference No. - N° de référence de SEAG PW-\$\$PD-005-79337	
File No. - N° de dossier pd005.G9292-216633	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2020-12-16 Heure Normale du l'Est HNE	
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: Fortin, Frédéric	Buyer Id - Id de l'acheteur pd005
Telephone No. - N° de téléphone (343) 550-1655 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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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This amendment number 02 is raised to answer questions from the Industry and modify the solicitation document.

- 1. Answers to questions from the Industry; and,***
- 2. Modification to Annex A – Statement of Requirement, section 5. Product Requirements.***

1. Answers to questions from the Industry.

QUESTION 1:

Point 6, Part 1- Poly Blackwire 3325, manufacturer's model 214016-101 or equivalent:

The speaker size mentioned is connected to the manufacturer, Poly, which is connected to its product, can you adjust the minimum size to 28 mm?

ANSWER 1:

Canada accepts to modify mandatory criteria no.6 to Part 1 as follow:

As a minimum, the 3325 Headsets (or equivalent) must work and have a speaker size 32 mm with no more than a 4 mm variance.

QUESTION 2:

Point 8, Part 1- Poly Blackwire 3325, manufacturer's model 214016-101 or equivalent:

At a minimum, the headset mics (model 3325 or equivalent) must be operational and equipped with a flexible noise cancelling microphone. Is it possible to change the term *souple* to *ajustable*?

ANSWER 2:

Canada accepts to modify mandatory criteria no.8 to Part 1 as follow:

As a minimum, the 3325 Headsets (or equivalent) must work and have a flexible noise canceling and/or adjustable microphone.

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QUESTION 3:

Point 11, Part 1- Poly Blackwire 3325, manufacturer's model 214016-101 or equivalent.

To calculate the true weight of the helmet;

- a. can we only specify the weight without the controls because our solution is designed to put the control on the work table vs. Poly's, which is not, which gives the impression of a lighter helmet; and
- b. Is it possible to adjust the weight to 91 with a margin of +10%?

ANSWER 3:

Canada accepts to modify mandatory criteria no.11 to Part 1 is modified as follow:

The 3325 Headsets (or equivalent) must work and have the following weight, plus or minus a few gms and ozs:

- a. **Stereo:** 96 g /3.39 oz headset only;
- b. Canada will accept a +/- of no more than 10 %.

QUESTION 4:

Point 12, Part 1- Poly Blackwire 3325, manufacturer's model 214016-101 or equivalent.

Is it possible to remove the TEAMS button, but require Microsoft TEAMS certification?

ANSWER 4:

Canada accepts to modify mandatory criteria no.12 to Part 1 is modified as follow:

As a minimum, the 3325 Headsets or equivalent must work and have the following call controls:

- i. **BW33xx:** Call answer/end button, volume, mute; and
- ii. **BW33xx-M:** Combined call answer/end and dedicated Microsoft Teams and/or MS Teams certification button, volume, mute.

QUESTION 5:

Point 16, Part 1- Poly Blackwire 3325, manufacturer's model 214016-101 or equivalent.

The mention of being compatible with Plantronics HUB and Plantronics Manager Pro is only applicable to Poly and not the equivalents. Jabra has its own apps and is not compatible with their software, which is also true for other manufacturers.

ANSWER 5:

Canada accepts to modify mandatory criteria no.16 to Part 1 is modified as follow:

As a minimum, the 3325 Headsets or equivalent must work and interoperate on the following applications and/or manufacturer specific applications:

- i. Example: Plantronics Hub desktop version only, available for Windows/Mac. Plantronics Manager Pro suites: Asset Management and Adoption, Call Quality and Analytics for Health and Safety reasons.

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QUESTION 6:

Point 1, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

- a. Specification specific to Poly, can we adjust with a delta of +/- 10%?; and
- b. Unique to Poly. Is it possible to remove "*the battery must be changed during a call in progress*" and replace by "*offering unlimited conversation time during charging*"?

ANSWER 6:

Canada accepts to modify mandatory criteria no.1 to Part 2 as follow:

- a. The 4245 Headsets or equivalent must work and have up to 12 hours talk time, 15 hours listen time, and 13 days standby time on a single battery with a +/- of 5 %.
- b. The headset must easily swap included battery while call is in progress for unlimited talk time and/or unlimited conversation time during charging and must be able to recharge the battery while using the headset mic.

QUESTION 7:

Point 2, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

Is it possible to change to a minimum of Bluetooth 4?

ANSWER 7:

Canada accepts to modify mandatory criteria no.2 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and interoperate with Bluetooth 4.0 or above with BLE.

QUESTION 8:

Point 3, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

The AVRCP profile is specially used for stereo headsets and since the request is related to a monaural headset can we remove this criterion?

ANSWER 8:

Canada accepts to modify mandatory criteria no.3 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and have the following Audio profiles:

- i. A2DP;
- ii. HFP; and
- iii. HSP.

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QUESTION 9:

Point 4, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

The current codec used for headsets is SBC. Is it possible to use this standard as a minimum criterion rather than aptX. AptX is only supported by some devices?

ANSWER 9:

Canada accepts to modify mandatory criteria no.4 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and have the following CODECS:

- i. SBS;
- ii. CVSD; and
- iii. mSBC.

QUESTION 10:

Point 5, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

Is it possible to use the industry standard for the minimum range, which is 30 metres?

ANSWER 10:

Canada accepts to modify mandatory criteria no.5 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and have a minimum range of 30 m (38 ft) to 100 m (328 ft.).

QUESTION 11:

Point 6, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

For voice alerts can we add and/or tone alerts?

ANSWER 11:

Canada accepts to modify mandatory criteria no.6 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and have enhanced voice and/or tone alerts that announces remaining talk time, mute, and connection status.

QUESTION 12:

Point 7, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

Is it possible to remove this point? Regardless of whether the headset works with tone alerts. (The reference language for headsets with voice alerts is in English, which may be a problem for employees wishing to obtain the notification in French).

ANSWER 12:

Canada accepts to modify mandatory criteria no.7 to Part 2 as follow:

This mandatory criteria is removed.

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QUESTION 13:

Point 8, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

The microphone has two capsules connected to model 4245. Is it possible to change this criterion for a headset with a noise cancelling device?

ANSWER 13:

Canada accepts to modify mandatory criteria no.8 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and have a microphone that has Dual mic array with noise canceling device front mic and /or a noise canceling device.

QUESTION 14:

Point 10, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

Related to Poly's products (e.g. 4245). Is it possible to remove this point?

ANSWER 14:

Canada accepts to modify mandatory criteria no.10 to Part 2 as follow:

This mandatory criteria is removed.

QUESTION 15:

Point 11, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

Related to Poly's products (e.g. 4245). Is it possible to remove this point?

ANSWER 15:

Canada accepts to modify mandatory criteria no.11 to Part 2 as follow:

This mandatory criteria is removed.

QUESTION 16:

Point 14, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

Related only to Poly's products (e.g. 4245). Is it possible to remove this point? If this point is kept, is it possible to adjust the weight to 100g with a margin of 10% which reflects the average weight of wireless monaural headphones?

ANSWER 16:

Canada accepts to modify mandatory criteria no.14 to Part 2 as follow:

The 4245 Headsets or equivalent must work and have a weight of 21 gms to 100 gm with no more than a +/- of 10%.

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QUESTION 17:

Point 18, Part 2- Poly Voyager 4245, Manufacturer's model 214701-01 or equivalent.

The mention of being compatible with Plantronics HUB and Plantronics Manager Pro is only applicable to Poly and not the equivalents. Jabra has its own apps and is not compatible with their software, which is also true for other manufacturers.

ANSWER 17:

Canada accepts to modify mandatory criteria no.18 to Part 2 as follow:

As a minimum, the 4245 Headsets or equivalent must work and interoperate on the following applications and/or manufacturer specific applications:

- i. Plantronics hub desktop version is available for Windows/Mac, mobile version offered on Android and iOS, Plantronics Manager Pro suites:
 - a. Asset Management & Adoption, Call Quality & Analytics, Health & Safety.
- ii. Amazon Alexa (easy access); and
- iii. TILE (lost headset location).

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2. Modification to Annex A – Statement of Requirement, clause 5. Product Requirements.

REMOVE:

5. Product Requirements

The required headsets must meet or exceed the following technical specifications:

TECHNICAL REQUIREMENTS

Part 1 – Call Centre Staff: POLY BLACKWIRE 3325 Headset Manufacturer Part # 214016-101 or Equivalent

Item No.	Technical Specifications	Bidders Response/Substantiation	Bidder's Page/ Section Reference
1	CONNECTS TO		
	As a minimum, the 3325 Headsets or equivalent must work and have the following Connections functionality: i. FunPC via USB/USB-C; ii. connects to mobile devices and tablets via 3.5 mm (BW3315/BW3325); and iii. devices that support USB-C.		
2	COMPATIBLE WITH		
	As a minimum, the 3325 Headsets or equivalent must work and interoperate with the following: i. Windows®; and ii. Mac OS.		
3	PC AUDIO RECEIVE FREQUENCY RESPONSE		
	As a minimum, the 3325 Headsets or equivalent must work and have the following PC Audio receive frequency responses: i. Dynamic EQ optimized for PC wideband voice telephony up to 6.8 kHz; and ii. for multimedia 20 Hz to 20 KHz (Hi-Fi Stereo BW3320/BW3325).		
4	SPEAKER SENSITIVITY		
	As a minimum, the 3325 Headsets or equivalent must work and have a speaker sensitivity of 94 dBSPL + 4 dB.		
5	SPEAKER IMPEDANCE		
	As a minimum, the 3325 Headsets or equivalent must work and have a 32 OHM speaker impedance.		
6	SPEAKER SIZE		
	As a minimum, the 3325 Headsets or equivalent must work and have a speaker size of 32 mm with no more than a 3.2 mm variance.		
7	HEARING PROTECTION		
	As a minimum, the 3325 Headsets or equivalent must work and have Acoustic limiting functionality for protection against sounds above 118 dBA. G616 support limits the level to 102 dBSPL.		

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8	MICROPHONE AND TECHNOLOGY		
	As a minimum, the 3325 Headsets or equivalent must work and have a flexible noise canceling microphone.		
9	MICROPHONE FREQUENCY RESPONSE		
	As a minimum, the 3325 Headsets or equivalent must work and have 100 Hz to 10 kHz optimized for PC wideband audio up to 6.8 kHz.		
10	MICROPHONE SENSITIVITY		
	As a minimum, the 3325 Headsets or equivalent must work and have a microphone sensitivity of 38 dBV/Pa \pm 4 dB.		
11	WEIGHT		
	The 3325 Headsets or equivalent must work and have the following weight, plus or minus a few gms and ozs: i. Stereo: 130 g /4.59 oz including inline control, 96 g /3.39 oz headset only; and Canada will accept a +/- of no more than 10 %.		
12	CALL CONTROLS		
	As a minimum, the 3325 Headsets or equivalent must work and have the following call controls: i. BW33xx: Call answer/end button, volume, mute; and ii. BW33xx-M: Combined call answer/end and dedicated Microsoft Teams Button, volume, mute.		
13	TONE ALERTS		
	As a minimum, the 3325 Headsets or equivalent must work and have a Tone alerts for mute on/off and volume maximum/minimum.		
14	GENERAL SPECIFICATIONS		
	As a minimum, the 3325 Headsets or equivalent must work and have the following features and connections: i. Stereo, noise cancelling; ii. Headband where the headset fits over the head and not on the ear; iii. Wired as the staff don't need to be mobile; iv. USB A connection and/or 3.5 mm.		
15	WARRANTY		
	As a minimum, must have a 1 year warranty.		
16	APPLICATIONS SUPPORTED		
	As a minimum, the 3325 Headsets or equivalent must work and interoperate on the following applications: i. Plantronics Hub desktop version only, available for Windows/Mac. Plantronics Manager Pro suites: Asset Management and Adoption, Call Quality and Analytics, Health and Safety.		

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Part 2 – Other Staff: POLY BLACKWIRE 4245 Headset Manufacturer Part #214701-01 or Equivalent

Item No.	Technical Specifications	Bidders Response/Substantiation	Bidder's Page/ Section Reference
1	TALK/STANDBY TIME		
	a) The 4245 Headsets or equivalent must work and have up to 12 hours talk time, 15 hours listen time, and 13 days standby time on a single battery.		
	b) The headset must easily swap included battery while call is in progress for unlimited talk time.		
2	BLUETOOTH		
	As a minimum, the 4245 Headsets or equivalent must work and interoperate with Bluetooth 5.0 with BLE.		
3	AUDIO PROFILES		
	As a minimum, the 4245 Headsets or equivalent must work and have the following Audio profiles: i. A2DP; ii. AVRCP; iii. HFP; and iv. HSP.		
4	APT X CODECS		
	As a minimum, the 4245 Headsets or equivalent must work and have the following APTX CODECS: i. SBS; ii. CVSD; and iii. mSBC.		
5	RANGE		
	As a minimum, the 4245 Headsets or equivalent must work and have a minimum range of 100 m (328 ft.).		
6	VOICE ALERTS		
	As a minimum, the 4245 Headsets or equivalent must work and have enhanced voice alerts that announces remaining talk time, mute, and connection status.		
7	LANGUAGES		
	As a minimum, the 4245 Headsets or equivalent must work and support the following languages: i. US/UK English; and ii. French.		
8	MICROPHONE		
	As a minimum, the 4245 Headsets or equivalent must work and have a microphone that has Dual mic array with noise canceling front mic.		
9	FREQUENCY RESPONSE		
	As a minimum, the 4245 Headsets or equivalent must work and have the following frequency responses: i. Wideband: 50 Hz–7 kHz; and ii. Multimedia 20 Hz–20 kHz.		
10	BATTERY CAPACITY		
	As a minimum, the 4245 Headsets or equivalent must work and have a Battery Capacity of 140 mAh.		

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11	BATTERY TYPE		
	As a minimum, the 4245 Headsets or equivalent must work and have a battery that is rechargeable, and replaceable lithium ion polymer.		
12	CHARGE TIME		
	As a minimum, the 4245 Headsets or equivalent must work and have a full battery charge time of three hours.		
13	MULTIPOINT TECHNOLOGY		
	The 4245 Headsets or equivalent must work and have multipoint technology.		
14	WEIGHT		
	The 4245 Headsets or equivalent must work and have a weight of 21 gms, with no more than a +/- of 10%.		
15	TONE ALERTS		
	As a minimum, the 4245 Headsets or equivalent must work and have a Tone alerts for mute on/off and volume maximum/minimum.		
16	GENERAL SPECIFICATIONS		
	As a minimum, the 4245 Headsets or equivalent must work and have the following features and connections: i. Mono; ii. As a minimum, the Headband of the headset fits over the head; iii. Wireless; iv. Bluetooth; and v. USB A connection.		
17	WARRANTY		
	As a minimum, must have a 1 year warranty.		
18	APPLICATIONS SUPPORTED		
	As a minimum, the 4245 Headsets or equivalent must work and interoperate on the following applications: i. Plantronics hub desktop version is available for Windows/Mac, mobile version offered on Android and iOS, Plantronics Manager Pro suites: a. Asset Management & Adoption, Call Quality & Analytics, Health & Safety. ii. Amazon Alexa (easy access); and iii. TILE (lost headset location).		

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INSERT:

5. Product Requirements

The required headsets must meet or exceed the following technical specifications:

TECHNICAL REQUIREMENTS

Part 1 – Call Centre Staff: POLY BLACKWIRE 3325 Headset Manufacturer Part # 214016-101 or Equivalent:

Item No.	Technical Specifications	Bidders Response/Substantiation	Bidder's Page/ Section Reference
1	CONNECTS TO		
	As a minimum, the 3325 Headsets or equivalent must work and have the following Connections functionality: <ul style="list-style-type: none"> i. FunPC via USB/USB-C; ii. connects to mobile devices and tablets via 3.5 mm (BW3315/BW3325); and iii. devices that support USB-C. 		
2	COMPATIBLE WITH		
	As a minimum, the 3325 Headsets or equivalent must work and interoperate with the following: <ul style="list-style-type: none"> i. Windows®; and ii. Mac OS. 		
3	PC AUDIO RECEIVE FREQUENCY RESPONSE		
	As a minimum, the 3325 Headsets or equivalent must work and have the following PC Audio receive frequency responses: <ul style="list-style-type: none"> i. Dynamic EQ optimized for PC wideband voice telephony up to 6.8 kHz; and ii. for multimedia 20 Hz to 20 KHz (Hi-Fi Stereo BW3320/BW3325). 		
4	SPEAKER SENSITIVITY		
	As a minimum, the 3325 Headsets or equivalent must work and have a speaker sensitivity of 94 dBSPL + 4 dB.		
5	SPEAKER IMPEDANCE		
	As a minimum, the 3325 Headsets or equivalent must work and have a 32 OHM speaker impedance.		
6	SPEAKER SIZE		
	As a minimum, the 3325 Headsets or equivalent must work and have a speaker size 32 mm with no more than a 4 mm variance.		
7	HEARING PROTECTION		
	As a minimum, the 3325 Headsets or equivalent must work and have Acoustic limiting functionality for protection against sounds above 118 dBA. G616 support limits the level to 102 dBSPL.		

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8	MICROPHONE AND TECHNOLOGY		
	As a minimum, the 3325 Headsets or equivalent must work and have a flexible noise canceling and/or adjustable microphone.		
9	MICROPHONE FREQUENCY RESPONSE		
	As a minimum, the 3325 Headsets or equivalent must work and have 100 Hz to 10 kHz optimized for PC wideband audio up to 6.8 kHz.		
10	MICROPHONE SENSITIVITY		
	As a minimum, the 3325 Headsets or equivalent must work and have a microphone sensitivity of 38 dBV/Pa ± 4 dB.		
11	WEIGHT		
	The 3325 Headsets or equivalent must work and have the following weight, plus or minus a few gms and ozs: i. Stereo: 96 g /3.39 oz headset only; ii. Canada will accept a +/- of no more than 10 % margin.		
12	CALL CONTROLS		
	As a minimum, the 3325 Headsets or equivalent must work and have the following call controls: i. BW33xx: Call answer/end button, volume, mute; and ii. BW33xx-M: Combined call answer/end and dedicated Microsoft Teams and/or MS Teams certification button, volume, mute.		
13	TONE ALERTS		
	As a minimum, the 3325 Headsets or equivalent must work and have a Tone alerts for mute on/off and volume maximum/minimum.		
14	GENERAL SPECIFICATIONS		
	As a minimum, the 3325 Headsets or equivalent must work and have the following features and connections: i. Stereo, noise cancelling; ii. Headband were the headset fits over the head and not on the ear; iii. Wired as the staff don't need to be mobile; iv. USB A connection and/or 3.5 mm.		
15	WARRANTY		
	As a minimum, must have a 1 year warranty.		
16	APPLICATIONS SUPPORTED		
	As a minimum, the 3325 Headsets or equivalent must work and interoperate on the following applications and/or manufacturer specific applications: i. Example: Plantronics Hub desktop version only, available for Windows/Mac. Plantronics Manager Pro suites: Asset Management and Adoption, Call Quality and Analytics for Health and Safety reasons.		

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Part 2 – Other Staff: POLY BLACKWIRE 4245 Headset Manufacturer Part #214701-01 or Equivalent:

Item No.	Technical Specifications	Bidders Response/Substantiation	Bidder's Page/ Section Reference
1	TALK/STANDBY TIME		
	a) The 4245 Headsets or equivalent must work and have up to 12 hours talk time, 15 hours listen time, and 13 days standby time on a single battery with a +/- of 5 %. b) The headset must easily swap included battery while call is in progress for unlimited talk time and/or unlimited conversation time during charging and must be able to recharge the battery while using the headset mic.		
2	BLUETOOTH		
	As a minimum, the 4245 Headsets or equivalent must work and interoperate with Bluetooth 4.0 or above with BLE.		
3	AUDIO PROFILES		
	As a minimum, the 4245 Headsets or equivalent must work and have the following Audio profiles: i. A2DP; ii. HFP; and iii. HSP.		
4	APT X CODECS		
	As a minimum, the 4245 Headsets or equivalent must work and have the following CODECS: i. SBS; ii. CVSD; and iii. mSBC.		
5	RANGE		
	As a minimum, the 4245 Headsets or equivalent must work and have a minimum range of 30 m (38 ft.) to 100 m (328 ft.).		
6	VOICE ALERTS		
	As a minimum, the 4245 Headsets or equivalent must work and have enhanced voice and/or tone alerts that announces remaining talk time, mute, and connection status.		
7	MICROPHONE		
	As a minimum, the 4245 Headsets or equivalent must work and have a microphone that has Dual mic array with noise canceling device front mic and /or a noise canceling device.		
8	FREQUENCY RESPONSE		
	As a minimum, the 4245 Headsets or equivalent must work and have the following frequency responses: i. Wideband: 50 Hz–7 kHz; and ii. Multimedia 20 Hz–20 kHz.		
9	CHARGE TIME		
	As a minimum, the 4245 Headsets or equivalent must work and have a full battery charge time of three hours.		

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10	MULTIPOINT TECHNOLOGY		
	The 4245 Headsets or equivalent must work and have multipoint technology.		
11	WEIGHT		
	The 4245 Headsets or equivalent must work and have a weight of 21 gms to 100 gm with no more than a +/- of 10% margin.		
12	TONE ALERTS		
	As a minimum, the 4245 Headsets or equivalent must work and have a Tone alerts for mute on/off and volume maximum/minimum.		
13	GENERAL SPECIFICATIONS		
	As a minimum, the 4245 Headsets or equivalent must work and have the following features and connections: i. Mono; ii. As a minimum, the Headband of the headset fits over the head; iii. Wireless; iv. Bluetooth; and v. USB A connection.		
14	WARRANTY		
	As a minimum, must have a 1 year warranty.		
15	APPLICATIONS SUPPORTED		
	As a minimum, the 4245 Headsets or equivalent must work and interoperate on the following applications and/or manufacturer specific applications: i. Plantronics hub desktop version is available for Windows/Mac, mobile version offered on Android and iOS, Plantronics Manager Pro suites: a. Asset Management & Adoption, Call Quality & Analytics, Health & Safety. ii. Amazon Alexa (easy access); and iii. TILE (lost headset location).		

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.