



**RETURN BIDS TO:**

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Bid Receiving - PWGSC / Réception des soumissions -  
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Bid Fax: (819) 997-9776

**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**

There is a security requirement associated with this requirement

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Electrical & Electronics Products Division  
L'Esplanade Laurier  
East Tower, 4th floor,  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> AV Audio Video maintenance support AV Audio Video maintence support	
<b>Solicitation No. - N° de l'invitation</b> 9F030-200407/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 9F030-200407	<b>Date</b> 2021-01-19
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$HN-331-79567	
<b>File No. - N° de dossier</b> hn331.9F030-200407	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2021-02-12</b> Heure Normale de l'Est HNE	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Turner, Louie	<b>Buyer Id - Id de l'acheteur</b> hn331
<b>Telephone No. - N° de téléphone</b> (613) 297-3769 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(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>

Amendment #1 is issued to revise requirement #1 in Annex A, Statement of Work - Scope & Technical Specifications (Revised Annex A attached) :

Delete:

- 1) The contractor will supply CSA with technical resources for audiovisual service calls for defective or malfunction equipment

Insert:

- 1) The contractor will supply CSA with technical labor resources for audiovisual service calls for, repair of defective or malfunctioning equipment and new equipment installations

All other terms and conditions remain the same

(revised solicitation Amendment #1 - January 19, 2021)

## Annex A – Statement of Work

### Audiovisual related service calls and repairs

**Objective:** To supply the Canadian Space Agency with technical resources for audiovisual service calls for defective and malfunctioning audiovisual equipment

**Background:** The Canadian Space Agency, Established in March 1989, the CSA is the Canadian federal agency responsible for managing all of Canada's civil space-related activities. The objectives and functions of the CSA are set out in the [Canadian Space Agency Act](#) (S.C. 1990, c. 13). Established 1996, the CSA building is officially designated as the [John H. Chapman](#) Space Centre, and has within its facilities a vast and highly complex installation of audiovisual equipment throughout its facility, this audiovisual equipment must be maintained and remain operational at all times.

### Scope & Technical Specifications:

- 1) The contractor will supply CSA with technical labor resources for audiovisual service calls for, repair of defective or malfunctioning equipment and new equipment installations
- 1) The client will assign a technical authority to liaison with the selected Audiovisual service and repair contractor
- 2) A site visit will be mandatory with the client/technical authority. Prior to any work being performed, the contractor and technical authority will meet face to face to ensure expectations are understood.
- 3) AV Systems under warranty will be serviced by the original installation contractor as per the mandatory 1 year government warranty.
- 4) The contractor will ensure they have senior technical staff with prior experience, and will have to demonstrate proof within a 5 year period, in servicing and installing hi-end complex audiovisual systems.
- 5) The client will supply or procure through the AVSO any defective equipment needs related to the service call from the original AVSO manufactures. All non-AVSO products or consumables can be supplied by the servicing contractor.
- 6) The contractor must meet or exceed expectations and standards of CSA audiovisual repair needs, including system concept, design, hardware manufacturers, software programming, layout, functionality and user experience.
- 7) All consumables and non AVSO related audiovisual hardware will be supplied and itemized in the contractors estimate and invoice. These items will included but are not limited to: HDMI Cabling, wiring, connectors, adapters, fasteners, installation hardware, Non-AVSO devices, clamps, brackets, tools.
- 8) The contractor will ensure technical staff are familiar with pre-existing control, GUI interface and audiovisual control systems programming and source codes.
- 9) The contractor will supply hourly rates for Monday to Friday 08:00-17:00 , Week-End & Emergency call rates outside of normal working hours as per Annex pricing.
- 10) The service supplier will make every effort to respond onsite for client emergencies within a 2hr window.
- 11) The contractor will supply the names of the proposed service technicians prior to arriving onsite
- 12) The client will engage and ensure the contracted technical staff have access to the worksite within normal working hours 08:00 EST to 17:00 EST Monday through Friday.
- 13) The contractor will assign 1 senior technical service lead who will liaison with the client
- 14) The contractor will ensure they have access to a pool of qualified technical resources and engage in having a pool of backup and alternative resources
- 15) The contractor will leave the worksite clean, safe and accessible at the end of each service calls

### **Constraints:**

- 1) The main contractor & any onsite technical staff must have an existing government security clearance or be able to pass a security background check to be permitted access to the client's premises.
- 2) No work will be completed beyond the scope of work without prior authorization from the client's designated technical authority.
- 3) No work will be performed that may incur unexpected or increased charges to the client without written authorization from the client's designated technical authority.
- 4) The contractor will not supply, unless it is authorized under the AVSO, any AVSO audiovisual hardware or device. The client will procure and supply all AVSO hardware and devices.
- 5) The contractor will not charge travel or meals to the client.

### **Client engagement:**

- 1) After a successful security background check, the client will supply access cards to the contractor's technical staff. The client's technical authority will designate whom will be granted these access cards.
- 2) The client will ensure safe and unrestricted access to the area of work.
- 3) When possible, the client will supply large mechanical motorized lifts to assist the contractor in completing any related task with such a requirement.
- 4) The contractor will ensure its personnel have the required licensing and training to safely operate such equipment.

### **Area of work:**

The primary area of work will be located at The Canadian Space Agency's head office, at the John H. Chapman Space Centre located in St-Hubert, Quebec. Secondary areas of work include; Gatineau, Quebec, the National Capital Region, Ottawa.