



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

**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 National Pay per Service Contract	
Solicitation No. - N° de l'invitation 47419-217197/A	Date 2021-02-04
Client Reference No. - N° de référence du client 47419-217197	
GETS Reference No. - N° de référence de SEAG PW-\$\$QD-039-28087	
File No. - N° de dossier 039qd.47419-217197	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 2021-02-24 Heure Normale du l'Est HNE	
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Hussain, Danish	Buyer Id - Id de l'acheteur 039qd
Telephone No. - N° de téléphone (873) 354-4364 ()	FAX No. - N° de FAX () -
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

Defence Communications Division. (QD)
11 Laurier St./11, rue Laurier
Place du Portage, Phase III, 8C2
Gatineau, Québec K1A 0S5

Delivery Required - Livraison exigée See Herein – Voir ci-inclus	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



Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D - 1	CBSA/ASFC Sciences and Engineering 79 BENTLEY AVE OTTAWA ON K2E 6T7 CANADA	47419	CANADA BORDER SERVICES AGENCY 2E ETAGE, #260-01 105, RUE MCGILL vendors-fournisseurs@cbsa-asfc.gc.c MONTREAL Quebec H2Y2E7 Canada



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM		Delivery Req. Livraison Req.	Del. Offered Liv. offerte
						Destination	Plant/Usine		
1	National PASS Maintenance Contract Year 1: 2020-2021	D-1	47419	1	SU	\$	XXXXXXXXXXXXXX	See Herein – Voir ci-inclus	
2	National PASS Maintenance Contract Year 2: 2021-2022	D-1	47419	1	SU	\$	XXXXXXXXXXXXXX	See Herein – Voir ci-inclus	
3	National PASS Maintenance Contract Year 1: 2022-2023	D-1	47419	1	SU	\$	XXXXXXXXXXXXXX	See Herein – Voir ci-inclus	
4	National PASS Maintenance Contract Year 2: 2023-2024	D-1	47419	1	SU	\$	XXXXXXXXXXXXXX	See Herein – Voir ci-inclus	

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Buyer ID - Id de l'acheteur
039qd
CCC No./N° CCC - FMS No./N° VME

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FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION **ERROR!**
BOOKMARK NOT DEFINED.

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the Task Authorization Form 572 and any other annexes.

1.2 Summary

- 1.2.1** Canada Border Services Agency has a requirement to procure Professional Services and Corrective Maintenance Services as detailed in the Technical Statement of Work at Annex A.
- 1.2.2** There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3** This bid solicitation is to establish a contract with task authorizations for the delivery of the work detailed in the bid solicitation to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside the resulting contract.
- 1.2.4** 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.

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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.

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) (<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](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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 in the bid solicitation.

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

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

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause,

"fee abatement formula" means the formula applied in the determination of the maximum fee payable during the one-year fee abatement period when the successful bidder is a former public servant in receipt of a pension paid under the [Public Service Superannuation Act](#).

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- an individual;
- an individual who has incorporated;
- a partnership made of former public servants; or
- a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- name of former public servant;
- date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

A contract awarded to a FPS who has been retired for less than one year and who is in receipt of a pension as defined above is subject to the fee abatement formula, as required by Treasury Board Policy. Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? Yes () No ()

If so, the Bidder must provide the following information:

- name of former public servant;
- conditions of the lump sum payment incentive;
- date of termination of employment;
- amount of lump sum payment;
- rate of pay on which lump sum payment is based;
- period of lump sum payment including start date, end date and number of weeks;
- number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 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 to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

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

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

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, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

3.1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B".

3.1.2 Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "E" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "E" 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.

3.1.3 Exchange Rate Fluctuation

C3011T (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

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

3.1.4 The Company Security Officer must ensure through the Contract Security Program that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) Canada will use the Phased Bid Compliance Process described below.

4.1.1 Phased Bid Compliance Process

4.1.1.1 General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY

REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE

IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2017-04-27) Standard Instructions – Goods or Services – Competitive

Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).

- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.

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- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Bid as is permitted in this Section.

- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 Phase III: Final Evaluation of the Bid

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.1.1 Technical Evaluation

4.1.1.1. Mandatory Technical Criteria

Mandatory Technical Criteria are listed in Annex D Bid Evaluation Matrix

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

Bidders must complete Annex B – Basis of Payment

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

SACC Manual Clause [A0031T](#) (2010-08-16), Basis of Selection – Mandatory Technical Criteria

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 Integrity 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.

5.2 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 specified 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 property 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

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5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

5.2.3.1.1 *SACC Manual* clause [A3005I](#) (2010-08-16) Status and Availability of Resources

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

PART 7 - RESULTING CONTRACT CLAUSES

Delete this title and the following sentence at contract award.

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" and the Contractor's technical bid entitled [REDACTED], dated [REDACTED].

7.2 Task Authorization

The Work or 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). The Work described in the TA must be in accordance with the scope of the Contract.

7.2.1 Task Authorization Process

- I. The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization Form for non-DND clients.
- II. The Task Authorization (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(bases) and methods of payment as specified in the Contract.
- III. The Contractor must provide the Technical Authority, within 5 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.
- IV. 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.

7.2.2 Additional Work Arising (AWAs) Pricing Options

- a) **Firm Price:** For AWAs, the Contractor must submit a "Firm Price" excluding travel and living expenses to the Contracting Authority when the scope of Work is clearly understood by both parties and no changes are anticipated in the scope of the Work. Where a firm price has been established, the Contractor will be obliged to complete the Work for the specified firm price. Travel and living expenses will be paid based on actual expenditure incurred by the Contractor in accordance with the Basis of Payment.
- b) **Ceiling Price:** For AWAs, the Contractor may submit a "Ceiling Price" quote excluding travel and living expenses to the Contracting Authority when the scope of the Work cannot be clearly defined. The term Ceiling Price is the maximum price that is to be paid to the Contractor and beyond which the Contractor will not receive additional compensation for the defined Work and in return for which the Contractor is obligated to complete the Work. No additional funds will be made available. When the "Ceiling Price" approach is used both parties agree prior to the Work authorization that the price is subject to downward revision on completion of the task, based on the actual cost and verification of the actuals. Travel and living expenses will be paid based on actual expenditure incurred by the contractor in accordance with the Basis of Payment.

Each Task Authorization for AWAs must clearly state whether the price is a "Firm Fixed Price" or a "Ceiling Price".

7.2.3 Task Authorization Limit

The Technical Authority may authorize individual task authorizations up to a limit of **\$10,000.00**, 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.

7.2.4 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

7.2.5 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. 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 Procurement Authority and 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 Procurement Authority and Contracting Authority no later than 7 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.

7.3 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) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

7.3.1 General Conditions

[2035 \(2020-05-28\)](#), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3.2 Supplemental General Conditions

[4001 \(2015-04-01\)](#), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

7.4 Security Requirements

7.4.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

7.4.2 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Designated** Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

7.4.3. The Contractor/Offeror personnel requiring access to sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.

7.4.4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

7.4.5. The Contractor/Offeror must comply with the provisions of the:
a) Security Requirements Check List, attached at Annex C;
b) *Industrial Security Manual* (Latest Edition).

7.5 Term of Contract

7.5.1 Period of the Contract

The period of the Contract is for three (3) years from the date of Contract Award.

7.5.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the **Contract by up to three (3) additional one (1) year option period(s)** under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a Contract amendment.

7.5.3 Comprehensive Land Claims Agreements (CLCAs)

The Contract with Task Authorizations is to establish the delivery of the requirement detailed under the Contract, to the Identified Users across Canada, **excluding** locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement outside the Contract.

7.6 Authorities

7.6.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Danish Hussain
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Directorate: EMTSPD
Address: 11 rue Laurier, Gatineau QC, K1A 0S2

Telephone: 819-420-4093

E-mail address: danish.hussain@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.

7.6.2 Technical Authority

The Technical Authority for the Contract is:

TBD

The 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 Technical Authority, however the 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.

7.6.3 Procurement Authority

The Procurement Authority for the Contract is:

TBD

The Procurement Authority is a representative of the department or agency for whom the Work is being carried out under the Contract. The Procurement Authority is responsible for the department's contract and financial management and the implementation of tools and processes required for the administration of the Contract, such as Task Authorizations. The Contractor may discuss administrative matters identified in the Contract with the Procurement Authority, however the Procurement 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.

7.6.4 Contractor's Representative

To be filled in at Contract Award.

7.7 Proactive Disclosure of Contracts with Former Public Servants (IF APPLICABLE)

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2019-01 of the Treasury Board Secretariat of Canada.

7.8 Payment

7.8.1 Basis of Payment – Firm Monthly Fee

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price of \$ [REDACTED] (insert amount at contract award). Customs duties are included and Applicable Taxes are extra.

7.8.2 Basis of Payment – For Work Authorized by Task Authorizations

The Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment at annex B.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.8.3 Limitation of Expenditure - Cumulative Total of all Task Authorizations

Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ [REDACTED]. Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a) when it is 75 percent committed, or
- b) four (4) months before the contract expiry date, or
- c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,

whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.8.4 Monthly Payment

SACC Manual clause [H1008C](#) (2008-05-12), Monthly Payment

7.8.5 Electronic Payment of Invoices – Contract

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)

7.8.6 Time Verification

SACC Manual clause [C0711C](#) (2008-05-12), Time Verification

7.9 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions along with the monthly maintenance report described in the Statement of Work.

Invoices cannot be submitted until all work identified in the invoice has been completed and that all maintenance service call reports related to the Work identified in the invoice have been received by the Technical Authority.

The Contractor must distribute the invoices and reports as follows:

The original and two (2) copies of the invoices and monthly maintenance reports must be forwarded to the following address for certification and payment [REDACTED] (address to be added at contract award)

One (1) copy of the invoice and monthly maintenance report must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.10 Certifications and Additional Information

7.10.1 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.

7.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario (*or as specified by the Bidder in its bid, if applicable*).

7.12 Priority of Documents

If there is a discrepancy between the wording 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;
- (c) the general conditions 2035 (2020-05-28) Higher Complexity;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the signed Task Authorizations (including all of its annexes, if any);
- (h) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:* ", as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

7.13 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance - No Specific Requirement

7.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

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ANNEX "A"

STATEMENT OF WORK

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ANNEX "B"

BASIS OF PAYMENT

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ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

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ANNEX "D"

BID EVALUATION MATRIX

ANNEX "E" to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

As indicated in Part 3, clause 3.1.2, the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

The Bidder accepts to be paid by 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)



ANNEX - A

STATEMENT OF WORK

NATIONAL -PAY PER SERVICE- CONTRACT

FOR

TWO-WAY RADIO EQUIPMENT AND ACCESSORIES

FOR

THE CANADA BORDER SERVICES AGENCY



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1 GLOSSARY

AWA	Additional Work Arising
BCLO	Busy Channel Lock-Out
BSO	Border Services Officer
CA	Contracting Authority
CBSA	Canada Border Services Agency
CM	Corrective Maintenance
DMR	Digital Mobile Radio
ESD	Electro Static Discharge
MTTR	Mean Time to Repair
MVE	Mobile Vehicle Extender
OEM	Original Equipment Manufacturer
PA	Procurement Authority
PASS	Personal Alarm Security System
PM	Preventive Maintenance
P25	Public Safety Protocol 25
RA	Requisition Authority
RF	Radio Frequency
RTI	Radio Telephone Interconnect
SO	Standing Offer
SOR	Statement of Requirement
SOW	Statement of Work
TA	Technical Authority
TCP	Transmission Control Protocol
UHF	Ultra-High Frequency
USB	Universal Serial Bus
VHF	Very High Frequency



2 OBJECTIVE

This Statement of Work (SOW) describes the requirements for Pay- Per-Service for Professional Services, Corrective and Preventive Maintenance, Hardware, Engineering Support Services and Additional Work Arisings (AWA) for the Personal Alarm Security System (PASS) used by the Canada Border Services Agency (CBSA) at various sites across Canada.

3 INTRODUCTION

- 3.1 The CBSA's Personal Alarm Security System (PASS) radio system is still in operation at many sites across Canada, including land border crossings, inland sites and some international airports;
- 3.2 The legacy PASS system provides CBSA Border Services Officers (BSOs) with two-way voice radio communication during their day-to-day operations and an instant alarm capability to signal for help in the event of an emergency situation;
- 3.3 CBSA Operation necessitates professional radio services on Analog and Digital two-way radio equipment and supplemental communication systems across Canada as listed in this SOW document.

4 SCOPE

- 4.1 The Contractor –when requested by the CBSA Technical Authority- must provide one of the professional services listed below on two-way radio equipment and communications systems for all CBSA Operations;
- 4.2 The Contractor must be able to perform radio installation (fixed and mobile), repeater site work and equipment removal at different CBSA offices across Canada;
- 4.3 The Contractor must be able to maintain, tune and program all radio communication components such as Portables, Mobiles, Desktops and fixed radio repeater infrastructure for all different radio systems that are included in section 23 of this SOW.

The professional services must cover all of the following:

5 CORRECTIVE MAINTENANCE

- 5.1 The Contractor must have a minimum of four (4) years' experience providing two-way radio Corrective Maintenance



- 5.2 The CBSA- Technical authority will initiate Corrective Maintenance requests through the issuance of a task authorization (PWGSC Form 572 Appendix A1 of this SOW).
- 5.3 The Contractor must provide -when requested- Corrective Maintenance (CM) services and must repair the CBSA's two-way radio equipment consisting of portable radios (also referred to as portables), mobile radios (also referred to as mobiles), desktop radios (also referred to as desktops), radio repeaters (also referred to as repeaters), by directional amplifiers (also referred to as BDA), fixed extenders, mobile vehicle extenders (MVE), PASS alarm decoders (RTI), P25-PASS digital alarm decoder, alarm receiver radios, power supplies, antenna systems, combiners, frequency isolator-multicouplers (filters), duplexers, digital vehicular radio systems (also referred to as DVRS), as well as related two-way radio components and accessories;
- 5.4 The Contractor must -when requested- provide CM across specified provinces across Canada and must provide interference investigations as part of the CM activities;
- 5.5 The Contractor must have the ability to remove or install –on site- any part of the PASS system including full mobile radio installation or removal;
- 5.6 The Contractor must provide a 24/7 technical support telephone answering service with a toll-free phone number and a monitored ticket system;
- 5.7 The Contractor must respond to the service call within two hours, and proceed with the service within 24 hours or as arranged and agreed with the Technical Authority (TA). The Contractor must inform the (TA) on scheduled work and provide a work order report when completed.
- 5.8 The Contractor must provide date stamped pictures of the existing radio system equipment when the work is completed;
- 5.9 Care must be exercised not to include photographs of CBSA personnel members OR public travelers. The photographs must be taken at the time of the CM.
- 5.10 The Contractor must, as part of CM when requested, report basic health measurements of the fixed infrastructure, which includes the radio repeaters, fixed extenders, alarm decoders, alarm receivers, antenna systems, combiners,



frequency isolators (filter), duplexers, associated power supplies and provide interference tracking and investigations;

- 5.11 As and when requested, the Contractor must provide additional services for Engineering Support during the contract period such as creating codeplugs, system design, heat map, site survey and interference tracking.

6 **HARDWARE**

- 6.1 The Contractor must supply a quotation on required hardware purchase As and When requested during the contract period. Hardware detailed in this SOW may not include all components, parts or ancillaries that make up a piece of equipment.
- 6.2 The parts detailed in this SOW may not include all common radio equipment manufacturer brand or model hardware and is not limited and could be modified or substituted with other equipment product hardware. Such changes will be documented by a contract amendment.
- 6.3 The CBSA- Technical authority will initiate requests for hardware purchase through the issuance of a task authorization as detailed in the resulting Contract;
- 6.4 The CBSA- Technical authority will be responsible for the acceptance of all hardware supplied.

7 **CODEPLUGS DEVELOPMENT**

- 7.1 The Contractor must develop and provide an initial codeplugs based on the CBSA Fleetmap document provided after contract award;
- 7.2 The Contractor must modify codeplugs as per CBSA recommendations;
- 7.3 As and When requested by the CBSA TA, the Contractor must provide a Firmware update;
- 7.4 The Contractor must provide any additional services related to the development and modification of codeplugs.



8 SERIALIZED CODEPLUGS DEVELOPMENT

- 8.1 The Contractor must develop and provide initial serialized codeplugs for selected CBSA radio equipment based on the CBSA Fleetmap documents provided after contract award;
- 8.2 The Contractor must develop serialized codeplugs when requested. CBSA will provide a detailed Fleetmap document indicating all information required for the codeplugs;
- 8.3 The Contractor must provide any additional services related to the development and modification of serialized codeplugs such as for system key, radio unit ID provisioning and talk group activation in the provincial and municipal radio systems.

9 RADIO COMMUNICATION COVERAGE ASSESMENT AND IMPROVEMENT

- 9.1 The Contractor must provide services related to the assessment of the radio system communication coverage and site preparation;
- 9.2 The Contractor must provide a coverage test and heat map for indoor and outdoor radio system coverage;
- 9.3 The Contractor must provide services and equipment that is required for radio communication coverage as required by CBSA Operations.



10 CONTRACTOR RESPONSIBILITIES

The Contractor must provide –when requested - all of the following Corrective Maintenance (CM) activities during the contract period:

- 10.1 The Contractor must provide CM -to the component level- of the PASS two-way radio system (portable, fixed and mobile equipment). The only exception is the Pantel alarm decoder which must be repaired to the module level;
- 10.2 The Contractor must provide CM to all DMR and P25 radio communication equipment systems;
- 10.3 The Contractor must perform CM on all CBSA radio equipment sites and locations;
- 10.4 The Contractor must provide radio interference investigation and report services;
- 10.5 The Contractor must provide radio coverage testing services;
- 10.6 The Contractor must provide radio equipment removal and installation when requested;
- 10.7 Equipment service under CM must include all parts and labor. If the Contractor finds that the equipment received for CM is beyond economic useful life they must advise the CBSA- Technical Authority (TA). The CBSA- TA will determine if the equipment is beyond economic useful life and cannot be repaired under CM. Equipment that is deemed beyond economic useful life



will be repaired under an Additional Work Arising (AWA) task (including hardware) that may be initiated by a task authorization form;

- 10.8 The Contractor must advise the CBSA- Technical Authority (TA) of equipment that is beyond economic useful equipment life;
- 10.9 Over the course of this contract and as equipment reaches the end of its useful life cycle, the Contracting Authority will modify, add or delete equipment in Paragraph 23 of this document;
- 10.10 It is understandable that the manufacturer of any newly added equipment may not be the same as what is already deployed.

11 REPAIR OF RADIO EQUIPMENT AND ACCESSORIES

- 11.1 Portable radios and their accessories requiring repairs will be shipped by the CBSA to the Contractor at the CBSA's expense;
- 11.2 The Contractor must have a repair facility for the repair and tune of the radio equipment and accessories;
- 11.3 The Contractor must use original equipment manufacturer (OEM) parts unless the radio manufacturer associated with the radio-under-repair approves after-market equivalents;
- 11.4 It is the responsibility of the CBSA to pick up radio equipment after repair only if the equipment was originally hand delivered by the CBSA;
- 11.5 If the CBSA couriers an item to the Contractor for repair and/or reprogramming, the Contractor is responsible for the return courier shipping costs to the point of origin;
- 11.6 The mean time to repair (MTTR) for portable radios and their accessories must be less than thirty (30) working days from the time the equipment is delivered to the Contractor, the Contractor is to apprise the TA of when equipment is received;
- 11.7 If the thirty (30) working day turn-around cannot be met, arrangements (in writing) must be made with the TA for an acceptable alternate planned delivery date;



12 FIELD FAULT REPORTING FOR PORTABLE RADIOS AND ACCESSORIES

- 12.1 Every portable radio and any of its accessories that are sent in for repair will be accompanied by a CBSA129-Field Fault Report form (Appendix A2 of this SOW);
- 12.2 The CBSA will complete Boxes 1 through 7 on the CBSA129 form as appropriate;
- 12.3 The Contractor must complete applicable sections 8 and onward on the CBSA129 form (reference SOW Appendix 1);
- 12.4 The Contractor must return the completed CBSA129 form with the repaired item;
- 12.5 The CBSA129 form is only to be used for repairs of portable radios and accessories;
- 12.6 The Contractor must send a monthly report to the CBSA-TA indicating the radio equipment model, serial number and the performed repairs that have been taken. This includes radio equipment such as: portable, charger, multi charger, battery, Uninterruptable Power Supply (UPS), desktop, power supply, mobile, antenna, alarm system (RTI and receiver), repeater, identifier, duplexer, filter and accessories.

13 TECHNICAL SUPPORT – TELEPHONE ANSWERING SERVICE

- 13.1 The Contractor must put in place a technical support telephone answering service center (referred to as an answering service) to allow the CBSA radio users to report radio system/equipment faults (trouble calls) seven-days-a-week, twenty-four-hours a day;
- 13.2 The answering service must use a Canada-wide toll-free access phone number;
- 13.3 The answering service must be physically located in North America and must provide full bilingual services (English and French);
- 13.4 The answering service must contact the Contractor's Duty Technician within one hour of the trouble call from the trouble reporting site;
- 13.5 A Duty Technician is the individual who receives the trouble call from the Contractor's answering service and contacts the trouble-reporting site to get further information on the fault. The Duty Technician may also try some tests via telephone with the contact person at the trouble reporting site; The



Contractor's Duty Technician must telephone the trouble-reporting site within one hour of receiving the call from the answering service;

- 13.6 The Contractor must notify TA prior to proceeding with any repair; and
- 13.7 The Contractor must provide updates on the repaired equipment and email the TA with findings, radio problem solutions and any recommendations.

14 REPAIR OF FIXED EQUIPMENT

- 14.1 A Service Technician is the individual who physically attends the trouble-reporting site to effect repairs of fixed equipment;
- 14.2 The trouble-reporting site is the location where a fault has been identified with fixed radio equipment (excluding portable radios and their accessories);
- 14.3 Fixed equipment is defined as radio equipment as well as any ancillary radio devices, combiner, duplexer, cavity filter, antenna, alarm decoder, in-building phone connections and power supplies that are fixed in-place, such as in equipment racks in buildings or mounted in vehicles;
- 14.4 Once the Contractor's Duty-Technician has called the trouble-reporting site, an assessment must be made as to the severity of the failure and whether or not a service technician is to be dispatched;
- 14.5 Once the decision is made by the Duty Technician to send a Service Technician to the trouble-site, the Contractor must dispatch the Service Technician to visit the trouble-reporting site and repair the equipment within six hours plus required travel time from the time the service technician receives the call (seven-days-a-week, twenty-four-hours-a-day);
- 14.6 In the event the Contractor is unable to correct the fault within the six hour timeframe, the TA must be apprised of the situation (by email or voice mail) on the status of the fault, the proposed plan of action and the duration of the activities until the fault is cleared and service restored;
- 14.7 Contractor must report and update the TA with findings and problem repairs.



15 MAINTENANCE PERSONNEL AND SITE VISITS

- 15.1 The Contractor's personnel must wear an identification badge while visiting any CBSA location. It is understood that in some cases the Contractor will utilize sub-Contractors in the performance of its requirements listed in this SOW. Sub-Contractors approved by the Contractor must also wear identification badges;
- 15.2 The Contractor must provide the TA with a list of the names of the Service Technicians with each individual's security clearance immediately following contract award. The Contractor must apprise the TA of any change of personnel;
- 15.3 The Service Technician must contact, by telephone, the trouble reporting Border Services Officer (BSO), the duty-Superintendent or senior officer on duty at the trouble-reporting site in advance of his/her arrival;
- 15.4 The Service Technician must present himself/herself to the duty-Superintendent, senior officer or on-site BSO upon arriving at the trouble-reporting site, prior to commencement of any equipment repair;
- 15.5 The Service Technician must perform a full system test before leaving the site and ensure all system components are functioning (Radio Frequency (RF) and Radio Telephone Interconnect (RTI) sides);
- 15.6 The Contractor must send the TA a copy of the full system test report and recommendations;
- 15.7 The Contractor and Sub-Contractor must wear safety equipment when required. All health and safety rules must be followed in each site.



16 ADDITIONAL WORK ARISING

- 16.1 Additional Work Arising is defined as work which is not covered by the CM part of this SOW;
- 16.2 The Contractor must provide Additional Work Arising on an “As and When requested basis” during the term of the contract. This will be actioned through issuance of a task authorization;
- 16.3 The Contractor must provide a quote with labor and materials required to complete the AWA. The TA will issue a task authorization to proceed with the requested work;
- 16.4 The TA will discuss the scope of the work and the deliverables/timeframe with the Contractor; and
- 16.5 Either the TA or the Contractor will initiate this process when the need for additional work becomes apparent to either party.

17 ENGINEERING SUPPORT SERVICES

- 17.1 Support services must include technical, engineering and installation services;
- 17.2 Support Services are not covered by the CM part of this SOW;
- 17.3 The Contractor must provide support services on an “As and When requested basis” during the term of the contract. This will be actioned through issuance of a task authorization;
- 17.4 The Contractor must provide a quote with labor and materials required to complete the Engineering Support Services. The TA will issue a task authorization to proceed with the requested work;
- 17.5 The TA will discuss the scope of the work and the deliverables/timeframe with the Contractor;
- 17.6 Either the TA or the Contractor will initiate this process when the need for engineering support services becomes apparent to either party;
- 17.7 The following Engineering support services list is non-exhaustive and is generic in nature:



- 17.7.1 Equipment Removal;
 - 17.7.2 Equipment packing and shipment;
 - 17.7.3 Equipment Installation;
 - 17.7.4 Equipment Relocation;
 - 17.7.5 Equipment Retrofit;
 - 17.7.6 Equipment programming and tuning
- 17.8 The Contractor must provide qualified technical personnel to perform the support services described in this SOW;
- 17.9 Qualified technical personnel are defined as employees/Contractors who are trained and qualified in the installation, alignment and troubleshooting of all parts of the radio system;

18 EQUIPMENT REMOVAL SERVICE

- 18.1 Removal of equipment from CBSA buildings, vehicles, towers or non-owned CBSA radio sites;
- 18.2 Removals ordinarily happen due to equipment being declared surplus or to make way for construction renovations;
- 18.3 The Contractor must ship equipment that was removed back to the Technical Authority (TA). The Contractor must use suitable packing material to protect the equipment when shipping.

19 EQUIPMENT INSTALLATION SERVICE

- 19.1 The Contractor must ship equipment and materiel to the site where the installation is happening;
- 19.2 Installing mobiles, desktops, antennas, fixed infrastructure, BDAs, DVRs and alarm systems (RTI) with their components including rerouting RTI phone lines, installing klaxons (sirens) and strobe lights;
- 19.3 Full equipment testing must be completed after each installation job;
- 19.4 Contractor must provide the TA with digital date stamp pictures after each installation;



20 EQUIPMENT RELOCATION SERVICE

- 20.1 The Contractor must provide suitable packing material and pack the equipment for moving/shipping where the equipment is moved from one location to another;
- 20.2 Relocation can also involve moving equipment from one spot to another spot at the same site;
- 20.3 Arranging moving/shipping by Freight Company (as required over long distances);
- 20.4 The Contractor must setup and re-install mobiles, desktops, antennas, fixed infrastructure, BDAs, DVRs and alarm systems (RTI) with their components including rerouting RTI phone lines;
- 20.5 Full equipment testing must be completed after each installation job;
- 20.6 Contractor must provide the TA with digital date stamp pictures after each installation.

21 EQUIPMENT RETROFIT SERVICE

- 21.1 The Contractor must provide retrofit services including radio equipment installation, modification and/or replacement of equipment components, hardware, software and/or firmware to bring equipment functionality up to a more current standard/version;
- 21.2 The Contractor must have all tools and a laptop computer with required software to perform equipment retrofit services work.

22 EQUIPMENT PROGRAMMING AND TUNING

- 22.1 The Contractor must be able to perform and provide on-site radio equipment programming;
- 22.2 The Contractor must perform system tuning for all antenna on site when needed;
- 22.3 The Contractor must have a laptop computer that has the latest software and firmware version to perform the work.



23 CBSA RADIO EQUIPMENT

The following are common radio equipment used by the CBSA (not an exhaustive list);

- 23.1 The radio equipment manufacturer brand or model may be modified or substituted with other equipment products over the course of the contract;
- 23.2 Radio equipment quantity, model and/or combination are varied at each CBSA site.

23.3 PORTABLE RADIO

- 23.3.1 Tait TP8100
- 23.3.2 Kenwood TK3180
- 23.3.3 Hytera PD782G
- 23.3.4 Motorola APX2000, APX6000, APX7000 & APX8000

23.4 MOBILE RADIO

- 23.4.1 Tait TM8200
- 23.4.2 Tait T2000
- 23.4.3 Hytera PM782
- 23.4.4 Motorola APX2500, APX6500, APX7500 & APX8500

23.5 FIXED RADIO EQUIPMENT

- 23.5.1 Tait TM8200 desktop
- 23.5.2 UPS unit, power supply and battery system
- 23.5.3 Midland 71-4050RA repeater
- 23.5.4 Tait T800 series
- 23.5.5 Tait TB9100
- 23.5.6 Tait TM8100
- 23.5.7 Tait TB7100
- 23.5.8 Hytera RD982 repeater
- 23.5.9 Mobile extender (MVE)
- 23.5.10 Combiner, Filter and Antenna system
- 23.5.11 CW Identifier ID/SM-700
- 23.5.12 Motorola GTR 8000 repeater
- 23.5.13 Motorola DVRS and system component
- 23.5.14 BDA system component



23.6 ALARM DECODER

23.6.1 PANTEL- TC1000 and system component

23.6.2 CATCOM – RTI9100P and system component

24 HARDWARE

24.1 SUPPLY OF HARDWARE

24.1.1 The Contractor must be able to provide quotations and supply hardware on an “As and When requested” basis for Additional Work Arising or Engineering Support Services tasks authorization;

24.1.2 The TA will initiate this process when the need for additional hardware becomes apparent to either the CBSA or the Contractor;

24.1.3 Hardware will be requested through the issuance of a task authorization;

24.1.4 The common hardware that requires replacement is listed but not limited to the following. Hardware is non-exhaustive and is generic in nature:

24.1.4.1 Ancillary equipment

24.1.4.2 Antennas, Feed Lines and Supporting Structures

24.1.4.3 Radio equipment

24.1.5 Hardware supplied is only to be used to repair equipment or systems. It is not to acquire new or replacement systems nor for supply for stock purposes.

24.2 ANCILLARY EQUIPMENT

24.2.1 Ancillary equipment are parts or components required to complete an installation.

24.3 ANTENNAS, FEED LINES AND SUPPORTING STRUCTURES

24.3.1 The Contractor must replace or repair antennas, feed lines, lightning arrestors or any antenna supporting structures;

24.3.2 The Contractor must replace or repair tower obstruction lights.

24.4 RADIO EQUIPMENT

The Contractor must identify:

24.4.1 Parts or components declared “too costly to repair”;

24.4.2 Parts or components past the end of their lifecycle;

24.4.3 Parts or components damaged beyond repair such as in the case of a lightning strike.



25 **ALARM DECODER**

25.1 **PANTEL**

25.1.1 The Pantel Alarm Decoder is module-based and the CBSA TA will supply replacement modules as they are required;

25.1.2 The Contractor must swap the modules as and when directed by the TA.

25.1.3 The Contractor must maintain ESD (Electro Static Discharge) rules when swapping modules.

25.1.4 The Contractor will not be responsible for repairing the Pantel Alarm Decoder to component level.

25.2 **CATCOM**

25.2.1 The CatCom version of the alarm decoder must be repaired to the component level.

25.2.2 The Contractor must stop troubleshooting the CatCom after two hours. The Technical Authority will make a decision as to whether the CatCom is too costly to repair and either supply a similar CatCom unit to cannibalize parts from or replace the CatCom unit with a Pantel unit.



Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

No - Non Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
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Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date

Annex B - Basis of Payment
CBSA National Pay-per-Service Contract

1 Basis of Payment

The Contractor shall be paid firm fixed prices/rates, in Canadian dollars, delivered duty paid (DDP). All applicable taxes will be extra, Custom Duties and Excise Taxes included. All prices include travel and living expenses unless otherwise specified.

Contract Years in this contract are defined as follows:

Contract Year 1: Contract Award – February 28th 2022

Contract Year 2: March 1st 2022 – February 28th 2023

Contract Year 3: March 1st 2023 – February 29th 2024

Option Year 1: March 1st 2024 – February 28th 2025

Option Yea 2: March 1st 2025 – February 28th 2026

Option Year 3: March 1st 2026 – February 28th 2027

1.1 Monthly Fee

For the Work described in Annex A – SOW, Paragraph 13 (Technical Support – Telephone Answering Service) the Contractor will be paid a **firm monthly fee of:**

Year 1	\$
Year 2	\$
Year 3	\$
Option Year 1	\$
Option Year 2	\$
Option Year 3	\$

2 Task Authorizations: Repair of Radio Equipment and Accessories

For the work described in Annex A – SOW, Paragraph 11 (Repair of Radio Equipment and Accessories) the Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment detailed below.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties included, and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

Firm Hourly rates and Firm Daily Rates by labour category:

Labour Category	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Depot Service Technician (hourly)	\$	\$	\$	\$	\$	\$
Depot Service Technician (daily – 7.5hrs)	\$	\$	\$	\$	\$	\$

3 Task Authorizations: Repair of Fixed Equipment

For the work described in Annex A – SOW, Paragraph 14 (Repair of Fixed Equipment) the Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment detailed below.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties included, and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

Firm Hourly rates and Firm Daily Rates by labour category:

Labour Category	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Field Service Technician (hourly)	\$	\$	\$	\$	\$	\$
Field Service Technician (daily – 7.5hrs)	\$	\$	\$	\$	\$	\$

3 Task Authorizations: Additional Work Arisings and Engineering Support Services

For the work described in Annex A – SOW, Paragraph 14 (Repair of Fixed Equipment) the Contractor will be paid for the Work specified in the authorized task authorization, in accordance with the Basis of payment detailed below.

Canada's liability to the Contractor under the authorized task authorization must not exceed the limitation of expenditure specified in the authorized task authorization. Custom duties included, and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized task authorization resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

Firm Hourly rates and Firm Daily Rates by labour category:

Labour Category	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Engineer (hourly)	\$	\$				
Engineer (daily – 7.5hrs)	\$	\$				
Depot Service Technician (hourly)						
Depot Service Technician (daily – 7.5hrs)						
Field Service Technician (hourly)						
Field Service Technician (daily – 7.5hrs)						

3. Travel and Living Expenses

The Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, in accordance with Contract Cost Principles 1031-2, with no allowance for profit and/or administrative overhead. All payments are subject to government audit.

4. Hardware

4.1 For all Hardware ordered under a Task Authorization that is **not** listed in the table below the Contractor shall be paid its Laid Down Cost*, claimable upon receipt and acceptance by the Contractor.

* Laid-down cost is defined as the Contractor's invoice price (less any trade discounts) plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage, exclusive of Applicable Taxes.

4.2 Commonly Required Hardware

For all Hardware required as part of a Task Authorization that is listed below the Contractor shall be paid, a **Firm Unit Price of:**

Note – it is the contractor's responsibility to submit a full list of commonly required hardware needed to maintain the equipment covered within the scope of this contract.

ITEM	Part Number	Firm Fixed Price					
		Year 1	Year 2	Year 3	Option Year 1	Option Year 2	Option Year 3
UPS backup battery							
UPS unit							
Power supply							
Tait-TP8120 case +loop							
Tait-TP8120 volume knob							
Tait-TP8120 channel knob							
Tait-TP8120 antenna							
Tait-TP8120 speaker mic							
Tait-TP8120 I.S. battery							
Tait-TP8120 single charger							
Tait TM8100 - Alarm RX line interface board							
Kenwood-TK3180 case+ loop							
Kenwood-TK3180 volume knob							
Kenwood-TK3180 channel knob							
Kenwood-TK3180 antenna							
Kenwood-TK3180 speaker mic							
Kenwood-TK3180 battery							
Kenwood_ TK3180 single charger							
Mag mount							
Mobile antenna - No gain							
Mobile antenna - High gain							
"BNC" connector for RG58							
"N" connector for RG58							
"N" connector for RG213							

"N" connector for LMR400							
"PL59" connector for RG58							
"PL59" connector for RG213							
"PL59" connector for LMR400							
Coaxial cable - RG58							
Coaxial cable - R213							
Coaxial cable - LMR400							
Cat5 Ethernet cable							
Cat5 connector							
RG11 wire							
Telco box							
Charge guard							
Repeater antenna							
Public Safety Bi-Directional Amplifer tuned for specific UHF freq.							
Public Safety Bi-Directional Amplifer tuned for specific 700/800 freq.							
Public Safety Bi-Directional Amplifer tuned for specific VHF freq.							
WIDE BAND IN-BUILDING UNITY GAIN, N-FEM							
ULTRA WIDE BAND IN-BUILDING ANTENNA 130-1000MHZ							
YAGI 7 ELEMENTS N-FEMALE							
2 WAY POWER SPLITTER: 3dB							
10dB POWER TAPPER							
Hytera PD782G Portable antenna							
Hytera PD782G Portable volume knob							
Hytera PD782G Portable channel knob							
Hytera PD782G Portable battery							
Hytera PD782G Portable carry case							
Hytera PD782G Portable speaker microphone							
BDA System							
BDA antenna cable							
BDA cable power splitter							
BDA cable power end connector							
DVRS system							
Combiner-VHF							

Combiner -400 MHz							
Combiner -7/800 MHz							
Antenna VHF filter							
Antenna UHF filter							
Antenna 7/800 MHz filter							
CW Identifier ID/SM-700							

5 Sub-contract Services

For sub-contract services for Additional Work Arisings or Engineering Support Services, the Contractor agrees to be paid at Laid Down Cost*, claimable upon receipt and acceptance by the Contractor, plus a firm mark-up of:

Contract Year 1	xx%
Contract Year 2	xx%
Contract Year 3	xx%
Contract Year 4	xx%
Contract Year 5	xx%
Contract Year 6	xx%

6 Taxes

- (a) All prices and amounts of money in the contract are exclusive of Harmonized Sales Tax (HST) or Goods and Services Tax (GST) unless otherwise indicated. The HST/GST is extra to the price herein and will be paid by Canada.
- (b) HST/GST, to the extent applicable, will be incorporated into all invoices and shown as a separate item on invoices. All items that are zero-rated, exempt, or to which the HST/GST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of HST/GST paid or due.
- (c) All deliverables are DDP and Canadian Customs Duty included, where applicable.



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000347197
Security Classification / Classification de sécurité

**SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

PART A - CONTRACT INFORMATION / PARTIE A - INFO CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine CBSA	2. Branch or Directorate / Direction générale ou Direction	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail <i>National pay per service contract for CBSA Personal Alarm Security System (PASS). This contract consists of corrective and preventive maintenance on CBSA legacy two-way radio system. It will be for two years and two option years - from March 2020 - Feb 2024</i>		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité:

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document:

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux: Access to CBSA offices behind counters and non public areas
Always escorted by CBSA staff.

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF A LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT-systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000347197
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Mubarak Mutter	Title - Titre Radio technical support	Signature 	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Ke...	Title - Titre Sr. Sec Advisor	Signature 	
Telephone No. - N° de téléphone 343-8...	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Radio.lob@dcsc.gc.ca	Date April 25/19
15. Are there additional instructions (Security Guide, Security Classification Guide) attached? / Des instructions supplémentaires (Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
16. Procurement Contract Security Officer / Responsable de la sécurité de l'achat			
Name (print) - Nom (en lettres moulées) Lyndsay Clark	Title - Titre Contract Security Officer	Signature 	
Telephone No. - N° de téléphone 613-957-9388	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Lyndsay.clark@tpsc-pwsc.gc.ca	Date
17. Contracting Security Officer / Responsable de la sécurité de la passation de marchés			
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

ANNEX D - BID EVALUATION

MANDATORY TECHNICAL CRITERIA

Item	Mandatory Criteria	Compliant (Y/N)	Reference in contractor's proposal
1	The Contractor must have a minimum of four (4) years experience providing two-way radio Corrective Maintenance		
2	The contractor must provide -when requested- a Corrective Maintenance (CM) services and must repair the CBSA's two-way radio equipment		
3	The contractor must repair portable radios (also referred to as portables)		
4	The contractor must repair mobile radios (also referred to as mobiles)		
5	The contractor must repair desktop radios (also referred to as desktops)		
6	The contractor must repair radio repeaters (also referred to as repeaters)		
7	The contractor must provide Corrective Maintenance (CM) services to -By Directional Amplifier (also referred to as BDA),		
8	The contractor must provide Corrective Maintenance (CM) services to fixed extenders and mobile vehicle extenders (MVE)		
9	The contractor must provide Corrective Maintenance (CM) services to Alarm Decoders (CatCom and Pantel RTI) and alarm receivers,		
10	The contractor must provide Corrective Maintenance (CM) services to power supplies and related two-way radio components and accessories.		
11	The contractor must provide Corrective Maintenance (CM) services to antenna systems, combiners, frequency isolator-multicouplers (filters) and duplexers,		

12	The contractor must provide Corrective Maintenance (CM) services to Digital vehicular radio systems (also referred to as DVRS).		
13	The contractor must provide Interference Investigations across Canada		
14	The contractor must have the ability to remove or install –on site- any part of the PASS system		
15	The contractor must provide full mobile radio installation or removal		
16	The contractor must provide 24/7 service call with a toll-free phone number		
17	The contractor must have monitored ticket system		
18	The contractor must respond to the service call within two hours, and proceed with the service within 24 hours		
19	The contractor must inform Technical Authority on scheduled work and provide report when completed		
20	The contractor must provide date stamped pictures of the existing radio system equipment when work is completed		
21	The contractor must provide Professional Services including basic health measurements of the fixed infrastructure,		
22	The Contractor must supply quotation on required hardware		
23	The Contractor must develop and provide initial codeplug based on the CBSA Fleetmap document		
24	The Contractor must modify codeplugs as per CBSA recommendations		
25	The contractor must provide Firmware update as and when requested		
26	The Contractor must provide any additional services requested related to development and modification of codeplugs		

27	The Contractor must develop and provide initial serialized codeplug for selected CBSA radio equipment based on the CBSA Fleetmap documents		
28	The Contractor must develop serialized codeplugs for all CBSA radio equipment as indicated in the Fleetmap document provided after contract award		
29	The contractor must provide any additional services related to development and modifications of serialized codeplugs		
30	The Contractor must provide services related to assessment of the system radio communication coverage		
31	The contractor must provide coverage test and heat map for indoor and outdoor radio system coverage		
32	The Contractor must provide services and equipment required to improve radio communication coverage as required by CBSA Operations		
33	The contractor must provide CM to the component level of the PASS 2-way radio system		
34	The contractor must provide CM to module level of PASS Pantel Alarm Decoder		
35	The contractor must provide CM to all DMR and P25 radio communication equipment systems;		
36	The contractor must provide CM on CBSA radio equipment sites and locations		
37	The contractor must provide radio interference investigation and report services		
38	The contractor must provide radio coverage testing services		
39	The contractor must provide radio equipment removal and installation when requested		
40	The contractor must advise the CBSA- Technical Authority (TA) of equipment that is beyond economic useful equipment life		
41	The contractor must understand that the manufacturer of any newly added equipment may not be the same as what is already deployed		

42	The contractor must have a repair facility for the repair and tune of the portable radio equipment and accessories	
43	The contractor must use original equipment manufacturer (OEM) parts unless aftermarket equivalents have been approved by the OEM	
44	the contractor must ship repaired equipment back to the point of origin at the contractor's costs	
45	The contractor must repair radios and their accessories in less than thirty (30) working days from the time the equipment is delivered to the contractor. Or as agreed with TA	
46	The contractor must complete CBSA 129 form and return it with the repaired portable	
47	The contractor must send monthly report to CBSA-TA indicating the radio equipment model, serial number and the performed repairs that have been taken	
48	The contractor must have technical support telephone answering service center seven-days-a-week, twenty-four-hours a day	
49	The contractor must provide Canada-wide toll-free phone number to answer service calls	
50	The contractor must provide North American-based answering service in full bilingual services (English and French)	
51	The contractor must provide answering service to contact the on Duty Technician within one hour of the trouble call	
52	The contractor's technician must telephone the trouble-reporting site within one hour of receiving the call	
53	The contractor must notify TA prior to proceed with any repair	
54	The contractor must update the TA by email with findings, the fix of the radio problem and any recommendations	
55	The contractor's technician must be dispatched to visit the trouble-reporting site and repair the equipment within six hours after the required travel time	
56	Contractor must report and update TA with findings and problem repair	

57	The contractor's personnel must wear an identification badge while visiting any CBSA location		
58	The contractor must provide a list of the names of the service technicians with each individual's security clearance		
59	The contractor must apprise the TA of any change of the contractor's personnel		
60	The contractor's technician must contact the trouble reporting Border Office in advance of his/her arrival		
61	The contractor's technician must present himself/herself to the duty-Superintendent or senior officer upon arriving at the trouble-reporting site, prior to commencement of any equipment repair		
62	The contractor's technician must perform a full system test before leaving the site and insure all system components are functioning		
63	The contractor must send to TA a copy of the full system test report and recommendations		
64	The contractor must wear safety equipment when required. All health and safety rules must be followed in each site		
65	The contractor must provide Additional Work Arising on an "as and when requested basis" through issuance of a task authorization		
66	The contractor must provide a quote with labor and materials that required to complete the AWA		
67	The Contractor must provide support services on an "as and when requested basis" during the term of the contract		
68	The contractor must provide Equipment removal		
69	The contractor must provide Equipment packing and shipping		
70	The contractor must provide Equipment installation		
71	The contractor must provide Equipment relocation		

72	The contractor must provide Equipment Retrofit		
73	The contractor must provide Equipment programming and tuning		
74	The Contractor must provide qualified technical personnel to perform the support services		
75	The contractor must remove equipment from CBSA buildings, vehicles, towers or non-owned CBSA radio sites		
76	The contractor must ship equipment that was removed back to the Technical Authority (TA)		
77	The contractor must use suitable packing material to protect the equipment when shipping		
78	The contractor must ship equipment for installation and material to the site where the installation is happening		
79	The contractor must install mobile radios		
80	The contractor must install desktop radios		
81	The contractor must install antennas		
82	The contractor must install fixed infrastructure, BDAs and DVRSeS		
83	The contractor must install alarm systems (RTI) with its components including rerouting RTI phone lines, installing klaxons (sirens) and strobe lights		
84	The contractor must perform a full equipment testing after each installation job		
85	The contractor must provide digital date stamp pictures after each installation		
86	The contractor must provide suitable packing material and pack the equipment for moving/shipping		

87	The contractor must arrange moving/shipping with freight company		
88	The contractor must provide retrofit services		
89	The contractor must provide on-site radio equipment programming		
90	The contractor must provide all antenna system tuning on site		
91	The contractor must have laptop computer that have the latest software and firmware version to perform the work		
92	The Contractor must be able to provide quotations and supply hardware on an "As and When requested" basis		
93	The Contractor must replace or repair antennas, feed lines, lightning arrestors or any antenna supporting structures		
94	The contractor must replace or repair tower obstruction lights		
95	The contractor must identify parts or components declared "too costly to repair"		
96	The contractor must identify parts or components past the end of their lifecycle		
97	The contractor must identify parts or components damaged beyond repair		
98	The contractor must be able to swap PANTEL RTI modules		
99	The contractor must maintain Electro-static discharge rules when replacing PANTEL RTI modules		
100	The contractor must repair the CatCom alarm decoder to component level		

ANNEX D - BID EVALUATION
TECHNICAL SUPPORT - MONTHLY TELEPHONE ANSWERING FEE

Item	Contract Year 1 <i>Monthly Fee</i>	Contract Year 2 <i>Monthly Fee</i>	Contract Year 3 <i>Monthly Fee</i>	Option Year 1 <i>Monthly Fee</i>	Option Year 2 <i>Monthly Fee</i>
Telephone Answering Service					

Total of all periods:	\$0.00
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Solicitation #: 47197-217197/A

Buyer: 0389qd

Option Year 3 <i>Monthly Fee</i>
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ANNEX D - BID EVALUATION HARDWARE

Note – it is the contractor’s responsibility to submit a full list of commonly required hardware needed to maintain the equipment covered within the scope of this contract.

Part #	Description	3 Year Period - Unit Price			Total Price For The Evaluated Quantities	Option Year Period - Unit					
		Y1 2021-2022	Y2 2022-2023	Y3 2023-2024		Y1 2024-2025	Y2 2025-2026	Y3 2026-2027	Evaluated Quantities (1 per year)		
PG-12V120-FR					\$0.00						1
12V-30Amp					\$0.00						1
SEC-40BRM					\$0.00						1
ICT22012-20BCR					\$0.00						1
Newer model					\$0.00						1
SEC1212					\$0.00						1
T03-00133-ABCA					\$0.00						1
TP8120 Volume knob					\$0.00						1
TP8120 Channel knob					\$0.00						1
TPA-AN-013					\$0.00						1
T03-00045-BFAA					\$0.00						1
TPK-BA-121					\$0.00						1
TPK-CH-100					\$0.00						1
TM8100					\$0.00						1
70-070357					\$0.00						1
klh76c-sw					\$0.00						1
TK3180 volume knob					\$0.00						1
TK3180 channel knob					\$0.00						1
KRA-23M3					\$0.00						1
V2-10372					\$0.00						1
KNB-41NC					\$0.00						1
KSC-32					\$0.00						1
RGBN					\$0.00						1
MFT120					\$0.00						1
5/8 - 3db gain					\$0.00						1
Crimp male BNC for RG58					\$0.00						1
Crimp male N for RG58					\$0.00						1
Crimp male N for RG213					\$0.00						1

ANNEX D - BID EVALUATION PER HOUR LABOUR RATES FOR ENGINEERING & INSTALLATION SERVICES

Labour hours of 50/100 hours is being used for bid price evaluation purposes only. This does not constitute an obligation of work on behalf of the Government of Canada

Labour Categories	Contract Year 1		Contract Year 2		Contract Year 3		Option Year 1		Option Year 2		Option Year 3	
	Hourly Labour (Rate)	Estimated Labour (Hours)										
Engineer		50		50		50		50		50		50
<i>Engineer Total Labour</i>	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Depot Service Technician		100		100		100		100		100		100
<i>Depot Technician Total Labour</i>	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Field Service Technician		100		100		100		100		100		100
<i>Field Technician Total Labour</i>	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	
Sub Total Period Labour	\$0.00											

Total of Engineer Labour	\$0.00
Total of Depot Service Technician Labour	\$0.00
Total of Field Service Technician Labour	\$0.00
Total of all periods:	\$0.00

ANNEX D - BID EVALUATION SUB-CONTRACT SERVICES

Dollar amount of \$20,000 is being used for bid price evaluation purposes only. This does not constitute an obligation of work on behalf of the Government of Canada

	Contract Year 1		Contract Year 2		Contract Year 3		Option Year 1		Option Year 2		Option Year 3	
	% Mark-up	Estimated Sub- contract Services	% Mark-up	Estimated Sub- contract Services	% Mark-up	Estimated Sub- contract Services	% Mark-up	Estimated Sub- contract Services	% Mark-up	Estimated Sub- contract Services	% Mark-up	Estimated Sub- contract Services
Sub-contract Services		\$20,000.00		\$20,000.00		\$20,000.00		\$20,000.00		\$20,000.00		\$20,000.00
Total for each period	\$0.00		\$0.00		\$0.00		\$0.00		\$0.00		\$0.00	

Total of all periods:	\$0.00
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ANNEX D - BID EVALUATION CRITERIA

Criteria - LOWEST EVALUATED PRICE

ITEM No.	Description	Compliant (Y/N)	Total Corrective Maintenance Cost for the Contract Period	Total Evaluated Hardware Cost	Total Evaluated Labour Rates	Total Evaluated Sub-contract Services
1	Technical Compliance					
2	Corrective Maintenance		\$0.00			
3	Hardware			\$0.00		
4	Labour Rates				\$0.00	
5	Sub-contract Services					\$0.00

Total Evaluated Contract Costs	\$0.00
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