



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

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

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

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

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

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

Title - Sujet AudioVideo Maintenance and Support AudioVideo Maintenance and Support	
Solicitation No. - N° de l'invitation 9F030-200407/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 9F030-200407	Date 2021-04-29
GETS Reference No. - N° de référence de SEAG PW-\$\$HN-331-79960	
File No. - N° de dossier hn331.9F030-200407	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-05-05 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Turner, Louie	Buyer Id - Id de l'acheteur hn331
Telephone No. - N° de téléphone (613) 297-3769 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Amendment #2 is issued to answer a potential bidder's questions

Regarding **Annex A. Statement of Work**

Section 10) The contractor will supply hourly rates for Monday to Friday 08:00-17:00 , Week-End & Emergency call rates outside of normal working hours as per Annex pricing.

Question 1) Is it the expectation that the contractor will be required to provide 24/7/365 ON CALL access to the client to support Emergency Call Outs?

Answer 1) client will not expect the supplier to be on 24hr call, nor will the client pay any on-call fee premiums

Question 2) If the answer is YES to Q1 Section 10, In order to provide this service the contractor will incur cost to ensure Week-End and Emergency On Call support and as such it cannot be quantified in an hourly rate. Would it be acceptable to the client to pay an annual fee to have access to these specific Week-End & Emergency call On Call service support?

Answer 2) See Answer 1

Section 11) The service supplier will make every effort to respond onsite for client emergencies within a 2hr window.

Question 3) 2hr onsite is not realistically an achievable goal given the geographic distance, traffic and general time to place a technical resource onsite. Would CSA accept 4hr onsite window?

Answer 3) The client will maintain a 2hr expectation, but will be flexible and is aware of travel/traffic delays to the work site

All other terms and conditions remain the same