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RETOURNER LES SOUMISSIONS PAR COURRIEL À:

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REQUEST FOR PROPOSAL/ DEMANDE DE PROPOSITION

Proposal To: Shared 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 thereof.

Proposition aux: Services partagés 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-annexées, au(x) prix indiqué(s)

Comments - Commentaires

Issuing Office – Bureau de distribution

SSC | SPC
 Procurement and Vendor Relations | Achats et relations avec les fournisseurs
 180 Kent Street, 13th floor | 180, rue Kent, 13ième étage
 Ottawa, Ontario K1P 0B6

Title – Sujet 36 Month Printer Lease for the Royal Canadian Mounted Police	
Solicitation No. – N° de l’invitation RFP 2BP1-90670	Date August 31, 2021
Client Reference No. – N° référence du client 202104098	
File No. – N° de dossier 2BP1-90670 - ITPRO#63743	
Preliminary Closing Date and Time (for Pre-Bid Submission): at 2:00 pm on September 7, 2021	Time Zone Fuseau horaire Eastern Daylight Time (EDT) / Heure avancée de l’Est (HAE)
Final Solicitation Closes: at 2:00 pm on September 14, 2021	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Jesse Squirrell	
Telephone No. – N° de téléphone : 613-791-6257	FAX No. – N° de FAX Not applicable
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : Royal Canadian Mounted Police Winnipeg, MB	

Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l’entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
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

BID SOLICITATION FOR A 36 MONTH PRINTER LEASE FOR THE ROYAL CANADIAN MOUNTED POLICE

TABLE OF CONTENTS

PART 1 GENERAL INFORMATION	5
1. Introduction	5
2. Summary	5
3. Pre-Bid Compliance Process (PCCP).....	5
4. Debriefings	5
PART 2 BIDDER INSTRUCTIONS.....	6
1. Standard Instructions, Clauses and Conditions	6
2. Submission of Bids	6
3. Enquiries - Bid Solicitation	7
4. Pre-Bid Compliance Process Instructions	7
5. Applicable Laws	8
PART 3 BID PREPARATION INSTRUCTIONS.....	9
1. Bid Preparation Instructions	9
2. Joint Venture Experience:	9
3. Section I: Technical Bid	9
4. Section II: Financial Bid	10
5. Section III: Certifications.....	10
PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION	11
1. Evaluation Procedures	11
2. Technical Evaluation - Mandatory Technical	11
3. Financial Evaluation	12
4. Basis of Selection	12
PART 5 CERTIFICATIONS	13
1. Certification	13
2. Mandatory Certifications Required Precedent to Contract Award	13
3. Federal Contractors Program for Employment Equity – Bid Certification	13
4. Integrity Provisions – List of Names	13
5. OEM Certification.....	13
6. Code of Conduct Certifications – Certifications Required Precedent to Contract Award	14
7. Common Criteria Security Certification	14
PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS	15
1. Security Requirements	15
2. Supply Chain Integrity (SCI) Process.....	15
PART 7 RESULTING CONTRACT CLAUSES	19
1. Requirement	19

2.	Joint Venture Contractor	19
3.	Security Requirement	20
4.	On-going Supply Chain Integrity Process	20
5.	Condition of Material	25
6.	Applicable Laws	25
7.	Standard Clauses and Conditions	25
8.	General Conditions:	26
9.	Supplemental General Conditions:	26
10.	Contract Period	26
11.	Delivery	26
12.	Shipping Instructions	26
13.	Contracting Authority	26
14.	Client's Representative	27
15.	Contractor's Representative	27
16.	Basis of Payment	27
17.	Method of Payment - Monthly Payment	27
18.	Competitive Award	27
19.	Purpose of Estimates	28
20.	Limitation of Expenditure	28
21.	Price Protection - Most Favoured Customer	28
22.	Invoicing Instructions	29
23.	Certifications	29
24.	Insurance Requirements	29
25.	The following terms and conditions apply:	29
26.	Hardware	29
27.	Safeguarding Electronic Media	30
28.	Training	30
29.	Service Response Time During the Principal Period of Maintenance	30
30.	Remedies Following Unacceptable Levels of Service	31
31.	Preventive Maintenance	32
32.	Termination	33
33.	Limitation of Liability - Information Management/Information Technology	33
34.	Priority of Documents	34

List of Annexes to the Resulting Contract:

Annex A – Statement of Work

Annex B – Basis of Payment

Annex C – Security Requirements Check List (SRCL)

Forms:

Form 1 – Integrity Form

Form 2 – OEM Certification Form

Form 3 – Bid Submission Form

Form 4 – SCSI Vendor Submission Form

List of Attachments to Part 4:

Attachment 4.1 – Evaluation Criteria & Method of Selection

Attachment 4.2 – Substantiation of Technical Compliance

Attachment 4.3 – Compatibility Testing

PART 1 GENERAL INFORMATION

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, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications 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.

2. Summary

Royal Canadian Mounted Police, has a requirement for one (1) printer for a 36 month lease with the option to extend the lease for 2 additional years. This Contract is for the supply, delivery, and installation of the equipment, as well as the necessary training, to allow users to access all of the required features of the equipment.

The device must meet the mandatory technical specifications detailed in Annex A.

3. Pre-Bid Compliance Process (PCCP)

The current solicitation uses the Pre-Bid Compliance Check Process (PCCP). Details are provided in Part 2.

4. 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 of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

PART 2 BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

- (a) 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>) issued by Public Works and Government Services Canada.
- (b) 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.
- (c) The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to SSC, except for section 5(2)(d).
- (d) Section 3 of the Standard Instructions – Goods and Services – Competitive Requirements 2003 is amended as follows: delete “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c.16”
- (e) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - i) Delete: sixty (60) days
 - ii) Insert: one hundred and twenty (120) days

2. Submission of Bids

- (a) Bids must be submitted only to Shared Services Canada, Procurement Officer, Jesse Squirrell by e-mail only to jesse.squirrell@ssc-spc.gc.ca and ssc.wtdprintingproducts-produitsimpressionatmt.spc@ssc-spc.gc.ca by the date and time indicated on the cover page of the bid solicitation. For an offer to be considered, this RFP must be completed and submitted in its entirety. All queries concerning the RFP, whether before or after closing date, must be in writing by e-mail and addressed to Jesse Squirrell at jesse.squirrell@ssc-spc.gc.ca and ssc.wtdprintingproducts-produitsimpressionatmt.spc@ssc-spc.gc.ca.
- (b) Bidders may submit their bid in multiple emails, but all emails must arrive before the solicitation closing date and time to be evaluated as part of the bid. The maximum email size that can be received by SSC is 10 MB. Bidders should ensure that they submit their bid in multiple emails if their attachments will cause the email to exceed that size.
- (c) The time at which the bid is received by SSC will be determined by the “Sent Time” indicated in the email received by SSC at the Email Address for RFP Submission.
- (d) During the two hours leading up to the closing date and time, an SSC representative will monitor the Email Address for RFP Submission and will be available by telephone at the Contracting Authority’s telephone number). If the Bidder is experiencing difficulties transmitting the email, the Bidder should contact SSC immediately.
- (e) Canada will not be responsible for any technical problems experienced by the Bidder in submitting its bid, unless Canada’s systems are responsible for a delay in delivering the email to the SSC Email Address for RFP Submission.
- (f) In the case of emergency, SSC has the discretion to accept a hand delivered (in person by a representative of the Bidder or by courier) of a hard copy submission that includes the entire bid. However, the hand delivered bid must be received by the closing date and time. As indicated above, an SSC representative will be available at the Contracting Authority’s telephone number during the two hours before the solicitation closing date and time to receive bids submitted in this way. The only circumstances in which SSC will accept a delayed hand delivered bid is if the Bidder can show that the SSC representative was unavailable to receive the hand delivered bid, and attempts were made during the two hours before the solicitation closing date and time to make delivery.

- (g) Due to the nature of the bid solicitation, bids transmitted by facsimile to Shared Services Canada will not be accepted.

3. Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) 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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Pre-Bid Compliance Process Instructions

- (a) **Bidders are invited to submit a Pre-Bid:** Canada invites bidders to submit the following:
- (i) [draft technical bids/draft responses to the mandatory technical requirements]
This is referred to as a "Pre-Bid". The submission of a Pre-Bid by any bidder is **optional** and **is not a pre-condition** to submitting a bid on the closing date. Canada will not return Pre-Bids to bidders, but will treat Pre-Bids the same way it treats bids, in accordance with Section 1.8(j) of SSC's Standard Instructions.
- (b) **How to submit a Pre-Bid:** A bidder may submit a Pre-Bid:
- (i) by email to the Contracting Authority. When a Pre-Bid is received by email, the Contracting Authority will send an email acknowledgement back to the bidder. If the bidder does not receive an email acknowledgement, the bidder is encouraged to follow-up by telephone with the Contracting Authority.
- (c) **A Pre-Bid will only be reviewed if submitted by the Pre-Bid Deadline:** Canada will review only Pre-Bids submitted by no later than 2:00 p.m. September 7, 2021 (the "Pre-Bid Deadline"). Canada will review only one Pre-Bid from each bidder (i.e. after receiving feedback, the bidder cannot submit a new version of its Pre-Bid for review).
- (d) **Canada will provide Feedback on Pre-Bids:** The Contracting Authority will provide confidential feedback to each bidder that has submitted a Pre-Bid by the Pre-Bid Deadline. Canada will normally provide that feedback by email and the bidder is deemed to have received Canada's feedback at the time it is sent by Canada. Canada is not responsible for any technical delays in the receipt by the bidder of its feedback.
- (e) **Nature of Canada's Feedback where No Deficiencies identified:** If Canada does not note any deficiencies during its review of a Pre-Bid, Canada will provide the relevant bidder with a "nil" response.
- (f) **Nature of Canada's Feedback where Deficiencies identified:** If Canada notes deficiencies during its review of a Pre-Bid, Canada will provide written feedback to the bidder indicating any mandatory requirements that Canada has noted:
- (i) have not been addressed at all;
- (ii) have not been sufficiently addressed; and
- (iii) are addressed in such a way that the Pre-Bid would be declared non-compliant if submitted on the closing date.

While Canada will note the reason the Pre-Bid is deficient, Canada will not indicate to the bidder how the deficiency can be corrected. For example, the feedback might consist of statements such as the following:

- The OEM certification appears to have been signed by a representative of the bidder rather than the OEM.
- The Pre-Bid did not demonstrate that the bidder has 3 years of experience on the Pre-Bid closing date.
- The Pre-Bid did not demonstrate that proposed equipment meets the specifications set out in Annex B.
- The Pre-Bid did not demonstrate that the bidder has an existing portal for placing service orders.

Once Canada has indicated that a specific mandatory requirement has not been met, Canada is not required to breakdown each way in which the bidder has failed to meet the mandatory requirement. Canada will also not respond to questions about the feedback. If Canada determines that a Pre-Bid is substantially deficient (i.e., there are more than **[5]** deficiencies identified), Canada reserves the right not to conduct a full review, in which case Canada will identify to the bidder only those deficiencies noted by Canada before it ceased its review. In addressing Canada's feedback, bidders should ensure that the elements of the bid remain consistent following any changes made.

- (g) **Timing for Providing Feedback:** The time it takes for Canada to provide the feedback will depend on the number of Pre-Bids received and their quality. Canada does not commit to provide its feedback within a specific amount of time. If Canada has not provided feedback with respect to the Pre-Bids **at least 5 FGWDs before the scheduled closing date**, the closing date will be extended so that the last bidder to receive its confidential feedback has 5 full FGWDs (the day of receipt of the feedback is not counted) to finalize its bid prior to the closing date. For example, Canada sends the feedback to the last bidder on Monday at 10 a.m. Assuming there are no holidays during this period, the bidder will have Tuesday, Wednesday, Thursday, Friday, and the following Monday to refine its bid. The closing date will be no earlier than the following Tuesday.
- (h) **Bidder Solely Responsible for Submitting Compliant Bid at Closing:** Even if Canada provides feedback regarding a Pre-Bid, the bidder is solely responsible for ensuring that its bid submitted on the closing date is accurate, consistent, complete and fully compliant. Canada does not guarantee that it will identify every deficiency during its review of the Pre-Bid. By submitting a Pre-Bid, the bidder is agreeing that Canada's review is only preliminary and that Canada will not be responsible in any way for failing to identify any omission, deficiency or non-compliance during its review of the Pre-Bid.

No Financial Information: Canada requests that bidders not include any financial information in their Pre-Bid

5. Applicable Laws

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

A Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

PART 3 BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

(a) **Copies of Bid:** Canada requests that bidders provide their bid in separately bound sections as follows:

- i) Section I: Technical Bid (1 soft copy)
- ii) Section II: Financial Bid (1 soft copy)
- iii) Section III: Certifications (1 soft copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

(b) **Format for Bid:** Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- i) use a numbering system that corresponds to the bid solicitation;
- ii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
- iii) include a table of contents.

2. Joint Venture Experience:

Except where expressly provided otherwise, at least one member of a joint venture Bidder must meet any given mandatory requirement of this bid solicitation. Joint venture members cannot pool their abilities to satisfy any single mandatory requirement of this bid solicitation. Wherever substantiation of a mandatory requirement is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the solicitation period.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

3. Section I: Technical Bid

In their technical bid, Bidders must demonstrate their understanding of the requirements contained in the bid solicitation and must explain how they will meet these requirements. Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

Full technical specifications and descriptive materials must be submitted with the bid. Failure to provide these materials with the bid will result in the bid being declared non-compliant.

In order to demonstrate compliance to the technical requirements, the Bidder's Technical Bid must include at a minimum the following:

- (a) a completed Attachment 4.2, indicating compliance to the specifications, supplying equipment details, and providing reference locations to supporting documentation and technical brochures included in the bid;
- (b) technical brochures and supporting documents should be cross-referenced with Annex A and pertinent information demonstrating compliance should be clearly marked;
- (c) Information to be filled in by the Bidder are left blank, please fill-in spaces accordingly.
- (d) 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.

It is the Bidder's responsibility to provide a comprehensible and sufficiently detailed bid that will permit a complete evaluation in accordance with the criteria set out in the bid solicitation.

(e) The technical bid consists of the following:

- i) **Bid Submission Form:** Bidders must include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- ii) **Substantiation of Technical Compliance Form:** The technical bid must substantiate the compliance of the Bidder and its proposed products with the specific articles of Annex A (Statement of Work) identified in the Substantiation of Technical Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Technical Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Technical Compliance Form, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation. For substantiation and reference to technical documents in Attachment 4.2, links to websites for information will not be accepted, please provide PDF or screenshot forms of the information.

4. Section II: Financial Bid

- (a) Pricing: Bidders must submit their financial bid in accordance with Annex B – Basis of Payment. The total amount of Applicable Taxes must be shown separately, if applicable.
A completed Annex B, Basis of Payment, table must be submitted.
- (b) Blank Prices: Bidders are requested to insert "\$0.00" for any item for which it will not charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

5. Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) In addition to any other time periods established in the bid solicitation:
- (d) Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

2. Technical Evaluation - Mandatory Technical

- (a) Bids will be evaluated in accordance with the Technical Bid criteria detailed in Attachment 4.1. Any element of the bid solicitation identified with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified. Bids will be assessed to ensure compliance with all of the requirements of this solicitation as described at Annex A - Statement of Work.
- (b) **Consideration of Additional Software Use Terms included in Top-Ranked Bid (following financial evaluation):**
 - i) Acceptance of all the terms and conditions contained in Part 7 - Resulting Contract Clauses (including those relating to software licensing and those incorporated by reference) is a mandatory requirement of this bid solicitation.
 - ii) However, Bidders may, as part of their bid, submit additional software use terms. Whether or not those software use terms will be included in any resulting contract (as an Annex in accordance with the Article entitled "Priority of Documents" in the Resulting Contract Clauses) will be determined using the process described below. Whether or not any proposed additional software use terms are acceptable to Canada is a matter solely within the discretion of Canada.
 - iii) The process is as follows:

Bids may include additional software use terms that are proposed to supplement the terms of the Resulting Contract Clauses. Bidders should not submit a software publisher's full standard license terms (because full standard license terms generally contain provisions that deal with more than simply how the software can be used; for example, they frequently deal with issues such as limitation of liability or warranty, neither of which are software use terms);

In cases where the Bidder has submitted a software publisher's full standard license terms, Canada will require that the Bidder remove these terms and submit only the software use terms that the Bidder would like Canada to consider;

Canada will review the additional software use terms proposed by the top-ranked Bidder (identified after the financial evaluation) to determine if there are any provisions proposed by the Bidder that are unacceptable to Canada;

If Canada determines that any proposed software use term is unacceptable to Canada, Canada will notify the Bidder, in writing, and will provide the Bidder with an opportunity to remove that provision from its bid or to propose alternate language for consideration by Canada. Canada may set a time limit for the Bidder to respond; if the Bidder submits alternate language, if Canada does not find the alternate language acceptable, Canada is not required to allow the Bidder to submit further alternate language;

If the Bidder refuses to remove provisions unacceptable to Canada from its bid within the time limit set by Canada in its notice, the bid will be considered non-responsive and be disqualified; Canada may then proceed to the next-ranked bid; and

If the Bidder agrees to remove the provisions that are unacceptable to Canada and it is awarded any resulting contract, the proposed additional software use terms (as revised) will be incorporated as an annex to the contract, as set out in the Article entitled "Priority of Documents" in the Resulting Contract Clauses.

- iv) For greater certainty and to ensure that only additional software use terms that have been approved by both parties are incorporated into any resulting contract, unless the additional software use terms proposed by the Bidder are included as a separate annex to the Contract and initialed by both parties, they will not be considered part of any resulting contract (even if they are part of the bid that is incorporated by reference into the resulting contract). The fact that some additional terms and conditions or software use terms were included in the bid will not result in those terms applying to any resulting contract, regardless of whether or not Canada has objected to them under the procedures described above.

3. Financial Evaluation

(a) Mandatory Financial Criteria

- i) SACC Manual Clause A0220T (2014-06-26), Evaluation of Price.

Please refer to Attachment 4.1, and complete the Basis of Payment, Annex B.

4. Basis of Selection

- (a)** SACC Manual Clause A0031T (2010-08-16), Basis of Selection – Mandatory Technical Criteria

- (b)** A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

PART 5 CERTIFICATIONS

1. Certification

- (a) Bidders must provide the required certifications and documentation to be awarded a contract.
- (b) The certifications provided by bidders to Canada are subject to verification by Canada at all times. 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.
- (c) The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

2. Mandatory Certifications Required Precedent to Contract Award

- (a) Bidders must submit the following duly completed certifications as part of their bid:

- i) FORM 1: INTEGRITY FORM;
- ii) FORM 2: OEM CERTIFICATION FORM; and
- iii) FORM 3: BID SUBMISSION FORM

- (b) Code of Conduct and Certifications

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications – Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

3. Federal Contractors Program for Employment Equity – Bid Certification

- (a) 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 (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Human Resources and Skills Development Canada (HRSDC) – Labour's website
- (b) 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.

4. Integrity Provisions – List of Names

- (a) Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.
- (b) Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).
- (c) Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

5. OEM Certification

- (a) Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its bid must submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For

Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

- (b) If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.
- (c) For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware and on all accompanying documentation.

6. Code of Conduct Certifications – Certifications Required Precedent to Contract Award

- (a) Bidders should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.
- (b) The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form – PWGSC-TPSGC 229](#)) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

7. Common Criteria Security Certification

- (a) Bidders should provide with their bids the proposed multi-function devices Common Criteria Security Certification, brochure and configuration pages (aka white pages) for each model submitted for consideration.
- (b) If the Common Criteria Security Certification is unavailable due to the fact that the machine is currently in evaluation, Bidders should identify this and provide a verifiable link to the website which demonstrates this status.

PART 6 SECURITY AND OTHER REQUIREMENTS

1. Security Requirements

- (a) The bidder shall treat as confidential, during as well as after the performance of the services contracted for, any information of the affairs of Canada of a confidential nature to which its servants or agents become privy.
- (b) Bidder's personnel must be escorted by a RCMP employee at all times while on site.
- (c) See Annex C for Security Requirements Check List.

2. Supply Chain Security Information (SCSI)

2.1 Non-Disclosure Agreement

By submitting a bid, the Bidder agrees to the terms of the non-disclosure agreement below (the "**Non-Disclosure Agreement**"):

- (a) The Bidder agrees to keep confidential any information it receives from Canada regarding Canada's assessment of the Bidder's Supply Chain Security Information (the "Sensitive Information") including, but not limited to, which aspect of the Supply Chain Security Information is subject to concern, and the reasons for Canada's concerns.
- (b) Sensitive Information includes, but is not limited to, any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form or otherwise and whether or not that information is labeled as classified, proprietary or sensitive.
- (c) The Bidder agrees that it will not reproduce, copy, divulge, release or disclose, in whole or in part, in whatever way or form any Sensitive Information to any person other than a person employed by the Bidder who has a security clearance commensurate with the level of Sensitive Information being accessed, without the prior written consent of the Contracting Authority. The Bidder agrees to immediately notify the Contracting Authority if any person, other than those permitted by this Article, accesses the Sensitive Information at any time.
- (d) All Sensitive Information will remain the property of Canada and must be returned to the Contracting Authority or destroyed, at the option of the Contracting Authority, if requested by the Contracting Authority, within 30 days following that request.
- (e) The Bidder agrees that a breach of this Non-Disclosure Agreement may result in disqualification of the Bidder at RFP stage, or immediate termination of the resulting Contract. The Bidder also acknowledges that a breach of this Non-Disclosure Agreement may result in a review of the Bidder's security clearance and review of the Bidder's status as an eligible bidder for other requirements.
- (f) This Non-Disclosure Agreement remains in force indefinitely.

2.2 Supply Chain Integrity Process

Definitions: The following words and expressions used in this Supply Chain Integrity Process have the following meaning:

- (a) "**OEM Name**" means the name of the original equipment manufacturer (OEM) of the product that is being ordered.
- (b) "**OEM DUNS Number**" means the Data Universal Numbering System (DUNS). It is a unique nine-digit number assigned to each physical location of a business. It is a worldwide standard and is used to determine the credit score of a company. If the company does not have a DUNS number, or you are unable to find one, please fill out the requested information on "C - Ownership Information". Ownership information consists of the top 5, by percentage, investors and owners of

the company. The names provided for investors and owners should be those found in investment or ownership documents for the company in question.

- (c) **Product Name** means the OEM's name for the product.
- (d) **Model Number** means the OEM's model and/or version number of the product.
- (e) **Vulnerability Information** means the information concerning the last 5 security issues that were reported about the product. If the OEM posts this information to the CVE website, list the CVE numbers separated by semi-colons (;).
If the OEM does not post this information to the CVE website, you will need to ask the OEM directly for security vulnerability information and provide this information to the Canadian Centre for Cyber Security. If this is the case for a particular product, enter "see attached information" in the relevant field(s).
- (f) **Supplier Name** means the name of the supplier (i.e. sub-contractors, re-seller, distributor, sub-processors, etc.) of the product that is being ordered. This includes any business entity involved in producing products or services to help complete the bidding requirements.
- (g) **Supplier DUNS Number** is already explained.
- (h) **Supplier URL** means the URL of the supplier's webpage for the product.
- (i) **Ownership** means the top 5, by percentage, owners of the OEM or Supplier. The names provided for owners should be those found in ownership documents for the company in question.
- (j) **Investors** means the top 5, by percentage, investor in the OEM or Supplier. The names provided for owners should be those found in investment documents for the company in question.
- (k) **Executives** means the executives and members of the board of directors for the company in question.
- (l) **Country / Nationality** means the country which an individual listed has their primary nationality or the country in which a corporate entity is registered.
- (m) **Corporate website link** means for each of OEM or Supplier name, Ownership, Investors, and Executives listed above provide a URI / URL to the information that supports the claims listed in each of the fields.
- (n) **Supply Chain Security Information** means any information that Canada requires a Bidder or Contractor to submit to conduct a complete security assessment of the SCSi as a part of the SCSi Assessment process.

2.3 Mandatory Qualification Submission Requirements

Bidders must submit with their bid on the RFP closing date the following SCSi by completing the SCSi Vendor Submission Form:

- (a) **IT Product List:** Bidders must identify the Products over which Canada's Data would be transmitted and/or on which Canada's Data would be stored, or that would be used and/or installed by the Bidder or any of its subcontractors to perform any part of the Work, together with the following information regarding each Product:
 - i) **OEM Name;**
 - ii) **OEM DUNS Number;**
 - iii) **Product Name;**
 - iv) **Model Number; and**
 - v) **Vulnerability Information.**

Bidders are requested to provide the IT Product information for their proposed Solution on Tab C, in the SCSi Vendor Submission Form. Bidders are also requested to insert a separate row for each Product. Bidders are requested not to repeat multiple iterations of the same Product (e.g. if the

serial number and/or color is the only difference between two products, they are considered the same Product within the confines of the SCI Assessment Process).

- (b) **Ownership Information:** "It is only necessary to fill out entries in ""C- Ownership Information"" if a DUNS number cannot be supplied for the OEM and/or supplier.
- i) **Supplier Name**
 - ii) **Supplier DUNS Number;**
 - iii) **Supplier URL;**
 - iv) **Ownership;**
 - v) **Investors;**
 - vi) **Executives;**
 - vii) **Country / Nationality;**
 - viii) **Corporate website link.**

2.4 Assessment of Supply Chain Security Information

- (a) Canada will assess whether, in its opinion, the Supply Chain Security Information creates the possibility that the Bidder's solution could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information.
- (b) In conducting its assessment:
- i) Canada may request from the Bidder any additional information that Canada requires to conduct a complete security assessment of the Supply Chain Security Information. The Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being disqualified.
 - ii) Canada may use any government resources or consultants to conduct the assessment and may contact third parties to obtain further information. Canada may use any information, whether it is included in the response or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of the Supply Chain Security Information.
- (c) If, in Canada's opinion, any aspect of the Supply Chain Security Information, if used in a solution, creates the possibility that the Bidder's solution could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information:
- i) Canada will notify the Bidder in writing (sent by email) and identify which aspect(s) of the Supply Chain Security Information is subject to concern(s) or cannot be assessed (for example, proposed future releases of products cannot be assessed). Any further information that Canada might be able to provide to the Bidder regarding its concerns will be determined based on the nature of the concerns. In some situations, for reasons of national security, it may not be possible for Canada to provide further information to the Bidder; therefore, in some circumstances, the Bidder will not know the underlying reasons for Canada's concerns with respect to a product, subcontractor or other aspect of the Bidder's Supply Chain Security Information.
 - ii) The notice will provide the Bidder with one opportunity to submit revised Supply Chain Security Information within the 10 calendar days following the day on which Canada's written notification is sent to the Bidder, (or a longer period specified in writing by the Contracting Authority).
 - iii) If the Bidder submits revised Supply Chain Security Information within the allotted time, Canada will perform a second assessment. If Canada determines that any aspect of the Bidder's revised Supply Chain Security Information could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or

information, no further opportunities to revise the Supply Chain Security Information will be provided and the bid will be disqualified.

- (d)** By participating in this process, the Bidder acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified. Also, the Bidder acknowledges that Canada's security assessment does not involve the assessment of a proposed solution. As a result:
- i)** qualification pursuant to this RFP does not constitute an approval that the products or other information included as part of the Supply Chain Security Information will meet the requirements of the subsequent bid solicitation or any resulting contract or other instrument that may be awarded as a result of any subsequent bid solicitation;
 - ii)** qualification pursuant to this RFP does not mean that the same or similar Supply Chain Security Information will be assessed in the same way for future requirements;
 - iii)** at any time during the subsequent bid solicitation process, Canada may advise a Bidder that some aspect(s) of its Supply Chain Security Information has become the subject of security concerns. At that point, Canada will notify the Respondent and provide the Bidder with an opportunity to revise its Supply Chain Security Information, using the same process described above.
 - iv)** during the performance of a subsequent contract, if Canada has concerns regarding certain products, designs or subcontractors originally included in the Supply Chain Security Information, the terms and conditions of that contract will govern the process for addressing those concerns.
- (e)** All Bidders will be notified in writing regarding whether or not they have qualified under this RFP to proceed to the next stage of the procurement process.
- i)** Any Bidder that has qualified under this RFP will be required, when responding to any subsequent bid solicitation under this solicitation process, to propose a solution consistent with the final version of the Supply Chain Security Information it submitted with its response to this RFP (subject to revision only pursuant to the paragraph below). Except pursuant to the paragraph below, no alternative or additional Products or subcontractors may be proposed in the Bidder's solution. This is a mandatory requirement of this solicitation process. The proposed solution during any subsequent bid solicitation does not need to contain all the Products within the final Supply Chain Security Information.
 - ii)** Once a Bidder has been qualified in response to this RFP, no modifications are permitted to the Supply Chain Security Information except under exceptional circumstances, as determined by Canada. Given that not all the exceptional circumstances can be foreseen, whether changes may be made and the process governing those changes will be determined by Canada on a case-by-case basis.

PART 7 RESULTING CONTRACT CLAUSES

The following clauses apply to and form part of any contract resulting from the bid solicitation.

1. Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Work at Annex A, in accordance with, and at the prices set out in, the Contract. This includes supplying the leased hardware.
- i) supplying the Leased Hardware;
 - ii) providing the Hardware Documentation;
 - iii) providing maintenance and support services for the Hardware during the Hardware Maintenance Period;
 - iv) granting the license to use the Licensed Software described in the Contract;
 - v) providing the Software Documentation;
 - vi) providing maintenance and support for the Licensed Software during the Software Support Period; and
 - vii) providing training, as and when requested by Canada
- (b) **Client:** Under the Contract, the "**Client**" is Shared Services Canada ("SSC"), an organization with a mandate to provide shared services. This contract will be used by SSC to provide shared services to the Royal Canadian Mounted Police. This Contract will be used by SSC to provide shared services to its clients, which include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the Contract Period, and those other organizations for whom SSC's services are optional at any point during the Contract Period and that choose to use those services from time to time. SSC may choose to use this Contract for some or all of its clients and may use alternative means to provide the same or similar services.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **"Product"** means any hardware that operates at the data link layer of the OSI Model (layer 2) and above, any software and Workplace Technology Devices.
- "Workplace Technology Devices"** means desktops, mobile workstations such as laptops and tablets, smartphones, phones, and peripherals and accessories such as monitors, keyboards, computer mouse, audio devices and external and internal storage devices such as USB flash drives, memory cards, external hard drives and writable CD or DVD.
- "Canada's Data"** means any data originating from the Work, any data received in contribution to the Work or that is generated as a result of the delivery of security, configuration, operations, administration and management services, and any data that is transported or stored by the contractor or any subcontractor as a result of performing the Work.
- "Work"** means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the resulting contract.

2. Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: [list all the joint venture members named in the Contractor's original bid].
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

- i) _____ has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
 - (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
 - (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
 - (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: This Article will be deleted if the bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

3. Security Requirement

- (a) The Contractor shall treat as confidential, during as well as after the performance of the services contracted for, any information of the affairs of Canada of a confidential nature to which its servants or agents become privy;
- (b) The Contractor’s personnel must be escorted by a RCMP employee at all times while on site; and
- (c) See Annex C for SRCL.

4. On-going Supply Chain Integrity Process

- (a) **Supply Chain Integrity Process:** The Parties acknowledge that a Supply Chain Integrity Process assessment was a key component of the procurement process that resulted in the award of this Contract. In connection with that assessment process, Canada assessed the Contractor’s Supply Chain Security Information (SCSI) without identifying any security concerns. The following SCSI was submitted:

- i) an IT Product List; and
- ii) Ownership Information.

This SCSI is included as Form 4. The Parties also acknowledge that security is a critical consideration for Canada with respect to this Contract and that on-going assessment of SCSI will be required throughout the Contract Period. This Article governs that process.

- (b) **Assessment of New SCSI:** During the Contract Period, the Contractor may need to modify the SCSI information. In that regard:
 - i) The Contractor, starting at contract award, must revise its SCSI at least once a month to show all changes made, as well as all deletions and additions to the SCSI that affect the services under the Contract (including Products deployed by its subcontractors) during that period; the list must be marked to show the changes made during the applicable period. If no changes have been made during the reporting month, the Contractor must advise the Contracting Authority in writing that the existing list is unchanged. Changes made to the IT Product List must be accompanied with revised Network Diagram(s) when applicable.

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- ii) The Contractor agrees that, during the Contract Period, it will periodically (at least once a year) provide the Contracting Authority with updates regarding upcoming new Products that it anticipates deploying in the Work (for example, as it develops its “technology roadmap” or similar plans). This will allow Canada to assess those Products in advance so that any security concerns can be identified prior to the Products being deployed in connection with the services being delivered under the Contract. Canada will endeavour to assess proposed new Products within 30 calendar days, although lengthier lists of Products may take additional time.
- iii) Canada reserves the right to conduct a complete, independent security assessment of all new SCSIs. The Contractor must, if requested by the Contracting Authority, provide any information that Canada requires to perform its assessment.
- iv) Canada may use any government resources or consultants to conduct the assessment and may contact third parties to obtain further information. Canada may use any information, whether it is provided by the Contractor or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of any proposed new SCSIs.
- (c) Identification of New Security Vulnerabilities in SCSIs already assessed by Canada:**
- i) The Contractor must provide to Canada timely information about any vulnerabilities of which it becomes aware in performing the Work, including any weakness, or design deficiency, identified in any Product used to deliver services that would allow an unauthorized individual to compromise the integrity, confidentiality, access controls, availability, consistency or audit mechanism of the system or the data and applications it hosts.
- ii) The Contractor acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified and, that being the case, new security vulnerabilities may be identified in SCSIs that have already been the subject of an SCSIs assessment and assessed without security concerns by Canada, either during the procurement process or later during the Contract Period.
- (d) Addressing Security Concerns:**
- i) If Canada notifies the Contractor of security concerns regarding a Product that has not yet been deployed, the Contractor agrees not to deploy it in connection with this Contract without the consent of the Contracting Authority.
- ii) At any time during the Contract Period, if Canada notifies the Contractor that, in Canada’s opinion, there is a Product that is being used in the Contractor’s solution (including use by a subcontractor) that has been assessed as having the potential to compromise or be used to compromise the security of Canada’s equipment, firmware, software, systems or information, then the Contractor must:
- provide Canada with any further information requested by the Contracting Authority so that Canada may perform a complete assessment;
 - if requested by the Contracting Authority, propose a mitigation plan (including a schedule), within 10 business days, such as migration to an alternative Product. The Contracting Authority will notify the Contractor in writing if Canada approves the mitigation plan, or will otherwise provide comments about concerns or deficiencies with the mitigation plan; and
 - implement the mitigation plan approved by Canada.
- This process applies both to new Products and to Products that were already assessed pursuant to the Supply Chain Integrity Process assessment by Canada, but for which new security vulnerabilities have since been identified.
- iii) Despite the previous Sub-article, if Canada determines in its discretion that the identified security concern represents a threat to national security that is both serious and imminent, the Contracting Authority may require that the Contractor immediately cease deploying the identified Product(s) in the Work. For Products that have already been deployed, the Contractor must identify and/or remove (as required by the Contracting Authority) the

Product(s) from the Work according to a schedule determined by Canada. However, prior to making a final determination in this regard, Canada will provide the Contractor with the opportunity to make representations within 48 hours of receiving notice from the Contracting Authority. The Contractor may propose, for example, mitigation measures for Canada's consideration. Canada will then make a final determination.

(e) Cost Implications:

- i)** Any cost implications related to a demand by Canada to cease deploying or to remove a particular Product or Products will be considered and negotiated in good faith by the Parties on a case-by-case basis and may be the subject of a Contract Amendment. However, despite any such negotiations, the Contractor must cease deploying and/or remove the Product(s) as required by Canada. The negotiations will then continue separately. The Parties agree that, at a minimum, the following factors will be considered in their negotiations, as applicable:
- with respect to Products already assessed without security concerns by Canada pursuant to an SCSI assessment, evidence from the Contractor of how long it has owned the Product;
 - with respect to new Products, whether or not the Contractor was reasonably able to provide advance notice to Canada regarding the use of the new Product in connection with the Work;
 - evidence from the Contractor of how much it paid for the Product, together with any amount that the Contractor has pre-paid or committed to pay with respect to maintenance and support of that Product;
 - the normal useful life of the Product;
 - any "end of life" or other announcements from the manufacturer of the Product indicating that the Product is or will no longer be supported;
 - the normal useful life of the proposed replacement Product;
 - the time remaining in the Contract Period;
 - whether or not the existing Product or the replacement Product is or will be used exclusively for Canada or whether the Product is also used to provide services to other customers of the Contractor or its subcontractors;
 - whether or not the Product being replaced can be redeployed to other customers;
 - any training required for Contractor personnel with respect to the installation, configuration and maintenance of the replacement Products, provided the Contractor can demonstrate that its personnel would not otherwise require that training;
 - any development costs required for the Contractor to integrate the replacement Products into the Service Portal, operations, administration and management systems, if the replacement Products are Products not otherwise deployed anywhere in connection with the Work; and
 - the impact of the change on Canada, including the number and type of resources required and the time involved in the migration.
- ii)** Additionally, if requested by the Contracting Authority, the Contractor must submit a detailed cost breakdown, once any work to address a security concern identified under this Article has been completed. The cost breakdown must contain an itemized list of all applicable cost elements related to the work required by the Contracting Authority and must be signed and certified as accurate by the Contractor's most senior financial officer, unless stated otherwise in writing by the Contracting Authority. Canada must consider the supporting information to be sufficiently detailed for each cost element to allow for a complete audit. In no case will any reimbursement of any expenses of the Contractor (or any of its

subcontractors) exceed the demonstrated out-of-pocket expenses directly attributable to Canada's requirement to cease deploying or to remove a particular Product or Products.

- iii) Despite the other provisions of this Article, if the Contractor or any of its subcontractors deploys new Products that Canada has already indicated to the Contractor are the subject of security concerns in the context of the Work, Canada may require that the Contractor or any of its subcontractors immediately cease deploying or remove that Product. In such cases, any costs associated with complying with Canada's requirement will be borne by the Contractor and/or subcontractor, as negotiated between them. Canada will not be responsible for any such costs.

(f) General:

- i) The process described in this Article may apply to a single Product, to a set of Products, or to all Products manufactured or distributed by a particular supplier.
- ii) The process described in this Article also applies to subcontractors. With respect to cost implications, Canada acknowledges that the cost considerations with respect to concerns about subcontractors (as opposed to Products) may be different and may include factors such as the availability of other subcontractors to complete the work.
- iii) Any service levels that are not met due to a transition to a new Product or subcontractor required by Canada pursuant to this Article will not trigger a Service Credit, nor will a failure in this regard be taken into consideration for overall metric calculations, provided that the Contractor implements the necessary changes in accordance with the migration plan approved by Canada or proceeds immediately to implement Canada's requirements if Canada has determined that the threat to national security is both serious and imminent.
- iv) If the Contractor becomes aware that any subcontractor is deploying Products subject to security concerns in relation to the Work, the Contractor must immediately notify both the Contracting Authority and the Technical Authority and the Contractor must enforce the terms of its contract with its subcontractor. The Contractor acknowledges its obligations pursuant to General Conditions 2035, Subsection 8(3).
- v) Any determination made by Canada will constitute a decision with respect to a specific Product or subcontractor and its proposed use under this Contract, and does not mean that the same Product or subcontractor would necessarily be assessed in the same way if proposed to be used for another purpose or in another context.

(g) Subcontracting

- i) Despite the General Conditions, none of the Work may be subcontracted (even to an affiliate of the Contractor) unless the Contracting Authority has first consented in writing. In order to seek the Contracting Authority's consent, the Contractor must provide the following information:
- the name of the subcontractor;
 - the portion of the Work to be performed by the subcontractor;
 - the Designated Organization Screening or the Facility Security Clearance (FSC) level of the subcontractor;
 - the date of birth, the full name and the security clearance status of individuals employed by the subcontractor who will require access to Canada's facilities;
 - completed sub-SRCL signed by the Contractor's Company Security Officer for CISD completion; and
 - any other information required by the Contracting Authority.
- ii) For the purposes of this Article, a "subcontractor" does not include a supplier who deals with the Contractor at arm's length whose only role is to provide telecommunications or other equipment or software that will be used by the Contractor to provide services, including if the equipment will be installed in the backbone or infrastructure of the Contractor.

(h) Change of Control

- i)** At any time during the Contract Period, if requested by the Contracting Authority, the Contractor must provide to Canada:
- an organization chart for the Contractor showing all related corporations and partnerships; for the purposes of this Sub-article, a corporation or partnership will be considered related to another entity if:
 - a. they are “related persons” or “affiliated persons” according to the Canada Income Tax Act;
 - b. the entities have now or in the two years before the request for the information had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - c. the entities otherwise do not deal with one another at arm’s length, or each of them does not deal at arm’s length with the same third party.
 - a list of all the Contractor’s shareholders; if the Contractor is a subsidiary, this information must be provided for each parent corporation or parent partnership, up to the ultimate owner; with respect to any publicly traded corporation, Canada anticipates that the circumstances in which it would require a complete list of shareholders would be unusual and that any request from Canada for a list of a publicly traded corporation’s shareholders would normally be limited to a list of those shareholders who hold at least 1% of the voting shares;
 - a list of all the Contractor’s directors and officers, together with each individual’s home address, date of birth, birthplace and citizenship(s); if the Contractor is a subsidiary, this information must be provided for each parent corporation or parent partnership, up to the ultimate owner; and
 - any other information related to ownership and control that may be requested by Canada.

If requested by the Contracting Authority, the Contractor must provide this information regarding its subcontractors as well. However, if a subcontractor considers this information to be confidential, the Contractor may meet its obligation by having the subcontractor submit the information directly to the Contracting Authority. Regardless of whether the information is submitted by the Contractor or a subcontractor, Canada agrees to handle this information in accordance with Subsection 22(3) of General Conditions 2035 (General Conditions – Higher Complexity – Services), provided the information has been marked as either confidential or proprietary.

- ii)** The Contractor must notify the Contracting Authority in writing of:
- any change of control in the Contractor itself;
 - any change of control in any parent corporation or parent partnership of the Contractor, up to the ultimate owner; and
 - any change of control in any subcontractor performing any part of the Work (including any change of control in any parent corporation or parent partnership of the subcontractor, up to the ultimate owner).

The Contractor must provide this notice by no later than 10 FGWDs after any change of control takes place (or, in the case of a subcontractor, within 15 FGWDs after any change of control takes place). Where possible, Canada requests that the Contractor provide advance notice of any proposed change of control transaction.

- iii)** In this Article, a “change of control” includes but is not limited to a direct or indirect change in the effective control of the corporation or partnership, whether resulting from a sale, encumbrance, or other disposition of the shares (or any form of partnership units) by any

other means. In the case of a joint venture Contractor or subcontractor, this applies to a change of control of any of the joint venture's corporate or partnership members. In the case of a Contractor or subcontractor that is a partnership or limited partnership, this requirement also applies to any corporation or limited partnership that is a partner.

- iv) If Canada determines in its sole discretion that a change of control affecting the Contractor (either in the Contractor itself or any of its parents, up to the ultimate owner) may be injurious to national security, Canada may terminate the Contract on a "no-fault" basis by providing notice to the Contractor within 90 days of receiving the notice from the Contractor regarding the change of control. Canada will not be required to provide its reasons for terminating the Contract in relation to the change of control, if Canada determines in its discretion that the disclosure of those reasons could itself be injurious to national security.
- v) If Canada determines in its sole discretion that a change of control affecting a subcontractor (either in the subcontractor itself or any of its parents, up to the ultimate owner) may be injurious to national security, Canada will notify the Contractor in writing of its determination. Canada will not be required to provide the reasons for its determination, if Canada determines in its discretion that the disclosure of those reasons could itself be injurious to national security. The Contractor must, within 90 days of receiving Canada's determination, arrange for another subcontractor, acceptable to Canada, to perform the portion of the Work being performed by the existing subcontractor (or the Contractor must perform this portion of the Work itself). If the Contractor fails to do so within this time period, Canada will be entitled to terminate the Contract on a "no-fault" basis by providing notice to the Contractor within 180 days of receiving the original notice from the Contractor regarding the change of control.
- vi) In this Article, termination on a "no-fault" basis means that neither party will be liable to the other in connection with the change of control or the resulting termination, and Canada will only be responsible for paying for those services received up to the effective date of the termination.
- vii) Despite the foregoing, Canada's right to terminate on a "no-fault" basis will not apply to circumstances in which there is an internal reorganization that does not affect the ownership of the ultimate parent corporation or parent partnership of the Contractor or subcontractor, as the case may be; that is, Canada does not have a right to terminate the Contract pursuant to this Article where the Contractor or subcontractor continues, at all times, to be controlled, directly or indirectly, by the same ultimate owner. However, in any such case, the notice requirements of this Article still apply.

5. Condition of Material

Material supplied shall be new and conform to the latest issue of the applicable drawing, specification and/or part number that is in effect on the solicitation closing date.

6. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7. Standard Clauses and Conditions

- (a) All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada. All references contained within the General Conditions or Supplementary General Conditions to the Minister of Public Works and Government Services will be interpreted as a reference to the minister presiding over Shared Services Canada and all references to the Department of Public Works and Government Services will be interpreted as Shared Services Canada.
- (b) For purposes of this contract the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.

8. General Conditions:

2010A (2020-05-28), General Conditions – Medium Complexity - Goods, apply to and form part of the Contract. These General Conditions are amended as follows:

Section 2 of the General Conditions is amended as follows: delete "Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16"

9. Supplemental General Conditions:

4001 (2015-04-01), Hardware Purchase, Lease and Maintenance; and

4003 (2010-08-16), Licensed Software; and

4004 (2013-04-25), Maintenance and Support Services for Licensed Software apply to and form part of the contract.

10. Contract Period

(a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends three years later;
- ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

(b) **Option to Extend the Contract:**

- i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one-year 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 set out in the Basis of Payment.
- ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least 5 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.

11. Delivery

All the deliverables must be received within 15 business days of Contract Award to the following address: Winnipeg, MB R3G 0S6.

Precise addresses to be provided upon Contract Award.

12. Shipping Instructions

Goods must be consigned and delivered to the destination specified in the contract Incoterms 2000 "DDP Delivered Duty Paid".

13. Contracting Authority

The **Contracting Authority** is named below and is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority.

Name: Jesse Squirrell
Department: Shared Services Canada
Address: 180 Kent Street, Floor 13, Ottawa, ON, K1P 0B6
Telephone: 613-791-6257
E-mail address: jesse.squirrell@ssc-spc.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.

14. Client's Representative

The **Client's Representative** for the Contract is (Contact information TBD at contract award):

Department: Royal Canadian Mounted Police

15. Contractor's Representative

The Contractor's Representative for the Contract is (Please fill in):

Name _____
 Title _____
 Company _____
 Address _____
 Telephone _____
 Facsimile _____
 Email address _____

16. Basis of Payment

For providing the Hardware, Software and Maintenance and Support in accordance with the Contract, Canada will pay the Contractor the firm prices set out in Annex B, FOB destination, including all customs duties, applicable taxes extra (if applicable).

- (a) The Contractor will be paid firm monthly rates for the lease of the equipment and firm rates per specified number of prints/copies for maintenance (covering all parts, labour, preventive and remedial maintenance, and imaging consumables), payable each month in arrears, in accordance with Annex B, Basis of Payment. Delivery, installation, and Provincial Electronic Disposal Surcharges are included and all applicable taxes are extra.
- (b) For the copies described in the Annex B, Basis of Payment, the Contractor will be reimbursed for copies made to a ceiling price (to be determined upon contract award) over the 36 month lease. Customs duties are excluded and Applicable Taxes are extra.
- (c) The ceiling price is subject to downward adjustment so as not to exceed the actual costs of copies made, computed in accordance with the Basis of Payment. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

17. Method of Payment - Monthly Payment

H1008C (2008-05-12), Monthly Payment.

18. Competitive Award

The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

19. Purpose of Estimates

All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

20. Limitation of Expenditure

- (a) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included, if applicable and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (b) No increase in the total liability of Canada or in the price of the Work 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 approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:
 - i) it is 75 percent committed, or
 - ii) 4 months before the Contract expiry date, or
 - iii) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
 - iv) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

21. Price Protection - Most Favoured Customer

- (a) To the best of the Contractor's knowledge, the prices it is charging to Canada under the Contract are not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of goods and services in the year before the Contract was awarded.
- (b) The Contractor also agrees that, if after the date the Contract is issued it reduces the prices it charges to other customers for a similar quality and quantity of goods and services, it will reduce the prices for all remaining deliveries under the Contract (with notice to the Contracting Authority).
- (c) At any time during the 6 years after making the final payment under the Contract or until all claims and disputes then outstanding are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) these prices. Canada will give at least 2 weeks of notice before the audit.
- (d) During this audit, the Contractor must produce invoices and contracts for similar quality or quantity of goods or services sold to other customers from one year before the Contract was awarded until the end of the Contract Period. If the Contractor is required by law or by contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Chief Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and number and location of service locations).
- (e) In determining whether the goods and services sold to another customer were of similar quality, the terms and conditions of the contract under which those goods and services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.
- (f) If Canada's audit reveals that the Contractor charged lower prices for a similar quality and quantity of goods and services under any contract where deliveries were made in the year before the Contract was awarded, or that the Contractor delivered additional goods or services under the Contract after reducing its prices for other customers but without reducing the prices under the Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of the Contract.

- (g) Canada acknowledges that this commitment does not apply to prices charged by any affiliates of the Contractor.

22. Invoicing Instructions

The Contractor must submit invoices in accordance with the information required in section 06, Invoice Submission, of the 2010A (2020-05-28) General Conditions - Goods or Services.

By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

23. Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

24. Insurance Requirements

SACC Manual clause G1005C (2016-01-28) Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

25. The following terms and conditions apply:

SACC Manual clause A9068C (2010-01-11) Government Site Regulations

SACC Manual clause A9117C (2007-11-30), Direct Request by Customer Department.

SACC Manual clause B7500C (2006-06-16) Excess Goods

SACC Manual clause B1501C (2018-06-21) Electrical Equipment

SACC Manual clause D0018C (2007-11-30) Delivery and Unloading

26. Hardware

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

Part III of 4001 applies to the Contract (Additional Conditions: Lease)	Yes
Part III of 4001 applies to the Contract (Additional Conditions: Maintenance)	Yes
Delivery Location	Refer to Part 7 Resulting Contract Clauses, Section 11 Delivery
Delivery Date	Refer to Part 7 Resulting Contract Clauses, Section 11 Delivery
Contractor must deliver Hardware Documentation	Yes
Contractor must update Hardware Documentation throughout Contract Period	No - Section 7(5) of 4001 does not apply to the Contract.
Hardware Documentation must include maintenance documentation	No
Contractor must install Hardware at time of Delivery	Yes
Hardware is part of a System	Yes
Lease Period	36 months
Option to Extend Lease Period	The Contractor grants to Canada an irrevocable option to extend the Lease Period by 2 one-year periods. These option(s) may only be exercised by the

	Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment
Delivery of Leased Hardware	The Leased Hardware must be delivered by no later than 15 business days of contract award
Principal Period of Maintenance (PPM)	PPM is defined as the consecutive hour period per day between the hours of 08:00 to 17:00 (ET) Monday through Friday, excluding statutory holidays.
4001 08 - Level of Service	Contractor must ensure 95% availability in a normal user month.
4001 25 (7) Hardware Maintenance Service Report	In addition to the information required for the Hardware Maintenance Service report, the following information is required: (a) Contract number; (b) client's name, telephone number and location; (c) date and time of receipt of request for service; (d) dispatch date and time; (e) site arrival/departure date and time; (f) total down time; (g) reason for call; (h) equipment type and serial number; (i) action taken/service performed, including list of parts replaced/installed; (j) technician's name and signature; and (k) remarks. Copies of these reports must be made available to the Contracting Authority within thirty (30) days of request.
4001 26 Class of Maintenance Service	On-Site Maintenance Service included in the firm monthly rate (FMR).
4001 26 (3).a.(i) Service Response Time	See 7.17 Service Response Time during PPM
Toll-free Telephone Number for Maintenance Service	[to be completed with information from the Contractor at the time of award]
Website for Maintenance Service	[to be completed with information from the Contractor at the time of award]

27. Safeguarding Electronic Media

Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

28. Training

At the request of the client, the Contractor must provide on-site adequate user and/or Key Operator training, to allow the client's employees to efficiently and effectively operate the equipment, at no extra cost. Any required training facilities or space will be provided by the client. The client may engage the Contractor to provide additional or more in-depth training at an additional cost to be negotiated outside this Contract.

29. Service Response Time During the Principal Period of Maintenance

(a) The Contractor must provide the following level of support in the event of equipment malfunction:

- i) 1 hour to respond to a service call back;
- ii) 4 hours from time of service call to have a technician at the print site if required; and
- iii) 8 hours to resolve problem allowing IRB to continue operations at minimum 80% capacity, except on written agreement by the Identified User.

(b) Service Response Time measurements do not include Saturdays, Sundays or statutory holidays. Response time is calculated from the time the Contractor has been notified by the Identified User to

the arrival of the contractor's maintenance personnel on site. When the Total Unscheduled Equipment Outage (as per the definition in Article 7.16.3) exceeds four (4) hours, the client may claim a Remedy (as described in Article 7.16.2).

- (c) Upon commencing any maintenance services, the Contractor must work continuously in performing the maintenance until the printer being serviced is operative or until the client notifies the Contractor to suspend work.
- (d) If after arrival by the Contractor's maintenance personnel on-site, it is determined that the Contractor cannot repair the defective equipment within two (2) working days and the equipment is in operational, the Contractor must provide loaner parts or equipment to permit the client to provide an equal or better level of service while the equipment being repaired, at no charge, within twenty-four (24) hours of such determination by the Contractor's maintenance personnel. The client will keep the loaner equipment until the original defective equipment is repaired and returned in working condition.

30. Remedies Following Unacceptable Levels of Service

To ensure a continuing acceptable level of service for the client's workload, the Contractor agrees that Canada may exercise the following remedial actions.

- (a) The failure of Canada to exercise any or all of the following remedies does not mean that the service received conforms with the applicable mandatory requirements, nor will that failure lower the level of service acceptable for any portion of the Contract.
- (b) The Contractor will not be responsible for any deficiencies arising from any use of the equipment by the client that is inconsistent with practices or procedures published by the OEM or any other procedure previously published by the Contractor and accepted by the client.
- (c) It is not the intention of Canada to enforce the following remedies for situations resulting from acts of God, civil insurrection, or in general, factors beyond the reasonable control of the Contractor.
- (d) Application of any of the remedies detailed below in one or more instances shall not prevent Canada from terminating for default in any instance of nonconformity with the terms of the Contract.
- (e) The application of any remedy shall not result in any increase in liability to Canada.
- (f) Process to Claim Remedy:
 - i) The client must claim the applicable of any remedy, in writing, within 30 days from the time that the failure resulting in the application of the remedy could reasonably be noted by the Identified User.
 - ii) Any such claim for a remedy must include reasonable documentation to support such claim.
 - iii) Where the application of any remedy results in a financial benefit in favour of Canada, then such financial benefit must be applied as a credit to the applicable invoice for the billing period following the billing period in which the claim was received by the Contractor.
 - iv) Where the application of any remedy results in the requirement of the Contractor to replace parts of modular equipment, then such replacement equipment must be installed within 24 hours of receipt of the claim, by the Contractor. Should it be required that the Contractor replace the print system or print systems, as within the context of the Total Satisfaction Guarantee, the replacement equipment will be installed within two weeks of a request, unless a written extension is given by the client.
 - v) Where the application of any remedy results in the requirement of the Contractor to provide additional reports or other documentation, then such reports or other written documentation must be provided within 30 days of receipt of the claim, by the Contractor.
- (g) Definitions:
 - i) **"Remedial Equipment Failure"** means any equipment malfunction that requires remedial maintenance to be provided by the Contractor in order to make the equipment operational.
 - ii) **"Unscheduled Equipment Outage"** means the period of time that equipment is unavailable to the client where such unavailability is caused by a Remedial Equipment Failure such period

must commence when the Contractor is informed of the Remedial Equipment Failure in accordance with the Contract.

(h) Actual Remedies:

- i) Excessive Equipment Failure:** In the event the printer supplied has 3 or more Remedial Equipment Failures in a 30 day period, then the Contractor must replace such printer with same or like equipment, if requested by the client. The replacement equipment shall be installed within two weeks of a request, unless a written extension is given by the client.
- ii) Failure to Repair Equipment:** In the event that any single Unscheduled Equipment Outage exceeds 48 hours then the Contractor must replace the equipment.
- iii) Excessive Outage:** In the event that the Total Unscheduled Equipment Outage exceeds four (4) hours during the PPM, in any given call, for either print system, the charges associated with that print system shall be reduced in accordance with the following formula:

$$(TUEO/8) \times .1 \times \text{Total FMR} + \text{Fixed Monthly Service Rate}$$
 where TUEO is the Total Unscheduled Equipment Outage in hours during the PPM within the applicable month. This remedy must not exceed 2 times the Total FMR for any given monthly period.
- iv) Failure to Respond to Remedial Equipment Failures:** In the event that the Contractor fails to provide trained technicians to undertake remedial maintenance, within the response times specified in the Contract, in more than 10% of occurrences measured over a 30 day period of the number of times such services were required in accordance with the individual Contract; then, the Contractor must provide a Remedial Action Plan to the client to identify what steps will be taken by the Contractor to remedy the situation. In the event that the client is unable to negotiate a suitable course of action with the Contractor, the Contracting Authority will determine if there is cause for Termination for Default.
- v) Spoilage of Copies:** One hundred percent (100%) credit must be given for spoiled prints or copies due to machine malfunction or quality of supplies provided by the Contractor.

(i) Additional client requirements:

- i) Preventive maintenance and engineering changes must be scheduled at times consistent with the client's operational and security requirements.**
- ii) Commencing on Date of Acceptance, the printer must meet a minimum availability level of 95% of the client's operational hours, on a monthly basis, commencing on the first day of each month and ending on the last day of each month; over the duration of the contract.**
- iii) During a reported equipment malfunction repair period, the Contractor must issue a verbal progress report to the client's site authority as requested until such time as the problem is resolved and provide a written report of the issue, the total downtime, and steps taken to resolve the issue to the client's Technical Authority at the time the issue is resolved.**

31. Preventive Maintenance

On-site preventive maintenance (required to inspect, lubricate and adjust the equipment) must be performed during the Principal Period of Maintenance (PPM). This service must be performed in accordance with the OEM specifications or as otherwise agreed between the Identified User and the Contractor. The cost of this maintenance is included in the Base Firm Monthly Rate (FMR) associated with any printer/copier including any leased Additional Equipment. The Contractor must keep a log of all preventive maintenance performed for each printer/copier and ensure that it is available to the Contracting Authority and/or the Administrative Authority.

32. Termination

- (a) Canada may at its option, with two weeks notice, terminate the use of any installed Hardware, and/or additional features and add-ons under the lease at anytime where such termination would take effect at the end of the month following the two week notice period subject to the following conditions:**

- (b) Termination Fee**

The Termination Fee in the initial lease period will be equal to the remaining value of the Fixed Monthly Rate payments, excluding Option Periods.

If terminated during an Option Period, Canada will be responsible for paying the balance of the FMR that would have been paid for the complete Option Period.

In no event will the Termination Fee exceed the amount that would have been due had the lease not been terminated.

33. Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this section, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
- i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) Physical injury, including death.
 - ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
 - iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
 - iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) above.
 - v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and;
 - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.5 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.

- vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) Third Party Claims:

- i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (i), with respect to special, indirect, and consequential damages of third parties covered by this section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- iii) The Parties are only liable to one another for damages to third parties to the extent described in this subparagraph (c).

34. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) General Conditions 2010A (2020-05-28), Medium Complexity – Goods;
- (c) Supplemental General Conditions, in the following order:
 - i) 4001; (2015-04-01) Supplemental General Conditions - Hardware Purchase, Lease and Maintenance; and
 - ii) 4003; (2010-08-16) Licensed Software; and
 - iii) 4004; (2013-04-25) Maintenance and Support Services or Licensed Software.
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, SRCL; and
- (g) The Contractor's bid dated _____.

ANNEX A**STATEMENT OF WORK****1. Requirement**

The RCMP has a requirement to lease one (1) high capacity professional quality printer for their D Division Print Shop for a period of 3 years (36 months) with the option to extend for 2 additional years (24 months).

2. MANDATORY TECHNICAL REQUIREMENT**A1. Printer**

The printer must meet the following mandatory technical requirements:

A1.1	Monochrome and colour printing and copying on letter, legal and tabloid (11"x17") paper sizes from the plate and the document feeder;
A1.2	Ability to print in monochrome or colour, on request;
A1.3	A printing output speed minimum: 65 pages per minute in full colour;
A1.4	Colour Consistency and Accuracy: image quality adjustment tools producing a minimum 256 graduations of shade by colour;
A1.5	A minimum of a four colour system process: cyan, magenta, yellow, black (CMYK), and must be capable of accepting toner replenishment on an individual colour basis;
A1.6	Enhanced media handling and versatility: ability to print with professional quality on specialty media such as polyester/linen never tear paper, coated and uncoated stock, and heavier weight stocks (up to 280 GSM);
A1.7	The ability to print a minimum 10.5"x16.5" full page graphic in both landscape and portrait modes;
A1.8	Duplex printing;
A1.9	Tab printing;
A1.10	Zoom capacity of minimum 25% to 400% for walk-up copying;
A1.11	Originals document feeder with a minimum capacity of 50 pages;
A1.12	A USB drive, to allow for loading of print jobs from memory stick;
A1.13	Ethernet connection port (10/100 or 100 Base T);
A1.14	Network scanning, to allow for scanning from the unit to either USB drive or computer on the same network;
A1.15	Bypass or manual feed tray with alignment feature and a minimum 50 sheet capacity;
A1.16	Output capacity of minimum 1000 sheets, separated through either offset stacking or sorting;
A1.17	Minimum 4 paper sources, one of which can be the bypass, with automatic switching and a total capacity of minimum 2000 sheets, with at least one offering letter size media;
A1.18	Single Pass Colour Scanner with duplex scanning: minimum 200 images per minute;
A1.19	Minimum resolution of 1200 DPI for printing in 4 bit colour;
A1.20	Interface Module: for heavier weight stock;
A1.21	Hole punch and auto-stapler capability (minimum 50 sheet capacity);
A1.22	Booklet Maker;
A1.23	Punch for coil binding;
A1.24	Surge protector;
A1.25	External or embedded print controller with a CPU speed of minimum 1 GHz, or dual 500 MHz controllers;
A1.26	Minimum 1GB RAM and 80 GB hard drive capacity;
A1.27	Method of memory compression;

A1.28	Floor standing model (not desktop);
A1.29	A print production software program, compatible with Windows 7, required for editing, storing and complete print management. Software updates and licensing for this program must be included;
A1.30	Printer lease will be included on-site maintenance, repairs, parts, labour, consumable, on-site training, materials, hot swap service, upgrades, and related software.

A2. Delivery and Installation Requirement

The following requirements must be met:

A2.1	The Contractor must provide the printer and applicable hardware/software within 15 business days of being awarded the Contract.
A2.2	Hardware, parts or device installation support must be completed within one (1) business day upon arrival to the delivery point. <ul style="list-style-type: none"> a) The delivery and installation site is <i>RCMP D Div. Print Shop, Winnipeg, MB R3G 0S6</i> b) The Contractor must promote recycling through an established and ongoing recycling program as per the following: <ul style="list-style-type: none"> i) All materials in which the hardware is packaged and shipped must be recyclable; ii) The Contractor must take back all packaging which cannot be recycled at the delivery point at the time of the hardware installation; and iii) The Contractor must reuse, recycle or dispose of all packaging materials removed from the delivered hardware in an environmentally sensitive manner.
A2.3	Hardware and its supply, delivery, configuration, installation, integration and implementation, including the maintenance services, software support services, Imaging Consumable and associated documentation is subject to inspection and acceptance by the RCMP.

A3. Maintenance Requirement

The following requirements must be met:

A3.1	The Contractor's authorized technician will render on-site repairs within 1 business day following the RCMP notification for on-site repairs.
A3.2	For repairs requiring parts to be shipped, the repair must be completed within 3 business days once parts are received.
A3.3	The authorized technician must reply to a service call within 4 hours between the hours of 8:00am to 3:00pm CST, Monday to Friday.
A3.4	All deliveries and installation for the device(s) and spare parts as well as on-site maintenance service will be arranged by a scheduled appointment from a RCMP representative. Unscheduled deliveries of the device(s) or parts may be denied on site at the RCMP facility to be rescheduled by the RCMP representative. All delivery costs are the responsibility of the Contractor.

A4. Training Requirement

The following requirements must be met:

A4.1	Provide a four hour (minimum) on-site instructor/technician led training session for the use of the high-capacity printer. The training must contain at minimum: <ul style="list-style-type: none"> a) Basic operating procedures; and b) Basic hardware and software troubleshooting procedures for machine
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	maintenance and repair.
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A5. Other Requirements

The following requirements must be met:

A5.1	Pick-up and remove used toner cartridges or other parts for recycling purposes.
A5.2	Provide consumables that meet the quality standards and published manufacturer's yields.
A5.3	Provide a 1-800 number and, if possible, a website for the RCMP to make arrangements for the acquisition of consumables.
A5.4	Ensure that the smallest unit container of Imaging Consumable supplies are labelled to show the Contractor's name, that batch number and any other information which may be required in order to identify quality related problems and to ensure expedient resolution of quality complaints.
A5.5	Provide the manual in hard copy or electronic format in the English language at the start of the lease period.

Product Replacement Service

If the printer and/or any consumable fails to perform in accordance with the Technical Specification and/or functional descriptions contained or references in this Contract and/or requires maintenance service three or more times for the same issue during the lease period, the Contractor must, upon the RCMP's request, replace the printer at no cost meeting the specifications of the Contract. The replacement printer must be delivered no later than 15 calendar days after the request is received. The Contractor must provide Operating System restoration, and hardware specific configuration on the replacement printer, at no charge.

The Contractor's Authorized Agents and Subcontractors

The Contractor will provide a list of any Authorized Agents authorized to act on its behalf as its agent for the purposes of performing the Work under the Contract. The Contractor agrees and understands that it is solely responsible for ensuring that all of its Authorized Agents and Service Outlets complete all work in accordance with the Terms and Conditions of this Contract, and that if the Authorized Agent fails to fulfill the Contract obligations, the Contractor must, upon written notification, complete and fulfill those obligations directly at no cost to Canada.

The Contractor agrees to inform the RCMP of any changes in the list of its Authorized Agents during the lease period, and to remove any Authorized Agents if requested to do so by the RCMP.

RFP 2BP1-90670

ITPRO#63743

ANNEX B**BASIS OF PAYMENT****B1. DEVICE**

For the lease, delivery, configuration and installation of the monochrome device the Contractor will be paid the following firm rates:

Device: _____ (insert device model)

Equipment Offered List the mainframe and all added optional equipment required to meet the Specifications as detailed in Annex A.	Part Number	FIRM MONTHLY RATES (FMR)	Optional Periods	
		36 months	Option 1 12 months	Option 2 12 Months
Base Unit Model Name:		\$_____/per month	\$_____/per month	\$_____/per month

B2. Cost Per Copy/Print (CPC)

The fixed (or firm) rate per print or copy including related supplies or consumables (i.e. toner, developer, etc.) and preventive and remedial maintenance.

	Cost per Copy/print (Initial lease period)	Cost per Copy/print (Option Year 1)	Cost per Copy/print (Option Year 2)
Colour Cost per Copy/Print (CPC) (Estimated usage* is 30,000 copies per month)	\$ _____	\$ _____	\$ _____
	Cost per Copy/print (Initial lease period)	Cost per Copy/print (Option Year 1)	Cost per Copy/print (Option Year 2)
Monochrome Cost per Copy/Print (CPC) for Colour device (Estimated usage* is 30,000 copies per month)	\$ _____	\$ _____	\$ _____

* **Note:** The number of prints per month is an estimate for evaluation purposes only; the actual usage may be higher or lower than this number. The estimates will not constrain the Department to use this many pages per month.

The Full Service Maintenance agreement will be on a cost per page rate basis. Firm ceiling rates will be established for the entire contract period including all option years, but may be reduced at any time by the Contractor, by notifying the Contracting Authority and requesting a downward amendment.

All prices must include delivery, training, custom duties and provincial electronic disposal surcharges; GST/HST extra if applicable.

ANNEX C

SECURITY REQUIREMENTS CHECK LIST (SRCL)

(Attached as a separate document)

**FORM 1
INTEGRITY FORM**

Adresse de courriel /E-mail Address:

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Ministère/Department:

Shared Services Canada

--

Dénomination sociale complète du soumissionnaire / Complete Legal Name of Bidder

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Adresse du soumissionnaire / Bidder Address

--

NEA du soumissionnaire / Bidder PBN

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FORM 2
OEM CERTIFICATION FORM

This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.

Name of OEM _____

Signature of authorized signatory of OEM _____

Print Name of authorized signatory of OEM _____

Print Title of authorized signatory of OEM _____

Address for authorized signatory of OEM _____

Telephone no. for authorized signatory of OEM _____

Fax no. for authorized signatory of OEM _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

RFP 2BP1-90670

ITPRO#63743

FORM 3

BID SUBMISSION FORM

BID SUBMISSION FORM	
Bidder's full legal name [Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]	
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant Certification"
	Is the Bidder a FPS who received a lump sum payment under the terms of the work force adjustment directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant Certification"
Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]	
Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]	
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation ; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.	
Signature of Authorized Representative of Bidder	

FORM 4

SCSI Vendor Submission Form

(Attached as a separate document)

ATTACHMENT 4.1**EVALUATION CRITERIA & METHOD OF SELECTION****C1. TECHNICAL EVALUATION**

Bidders must complete Attachment 4.2 - Substantiation of Technical Compliance.

Bidders must demonstrate how they meet each criteria specified in Attachment 4.2.

Bidders must meet all mandatory technical specification requirements listed in Annex A, in order to be considered further during the evaluation stage.

C2. FINANCIAL EVALUATION

Canada will use the Bidders price from Annex B, to complete the financial evaluation.

Items	FMR & CPC	Evaluated Price
1	FMR x 36 months x x 1 unit	\$ _____
2	FMR Option 1 x Additional 12 months x 1 unit	\$ _____
3	FMR Option 2 x Additional 12 months x 1 unit	\$ _____
4	Monochrome CPC initial lease period x 30,000 pages/month x 36 months x 1 unit	\$ _____
5	Monochrome CPC option year one x 30,000 pages/month x 12 months x 1 unit	\$ _____
6	Monochrome CPC option year two x 30,000 pages/month x 12 months x 1 unit	\$ _____
7	Colour CPC initial lease period x 30,000 pages/month x 36 months x 1 unit	\$ _____
8	Colour CPC option year one x 30,000 pages/month x 12 months x 1 unit	\$ _____
9	Colour CPC option year two x 30,000 pages/month x 12 months x 1 unit	\$ _____

TOTAL EVALUATED PRICE (Sum of the Evaluated Price of Items 1 to 9) =

\$ _____

C3. BASIS OF SELECTION

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest TOTAL EVALUATED PRICE will be recommended for award of a contract.

ATTACHMENT 4.2**SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM****EQUIPMENT REQUIREMENT**

The printer must meet the following mandatory requirements:

A1. Device: _____ *(insert model name)*

MANDATORY CRITERIA

Bidders must fill out table completely.

A1.	Device Specifications	Comply (Yes/No)	Substantiation Simply repeating the statement contained in the bid solicitation is not sufficient. Bidders please describe how the devices meet the mandatory criteria.	Reference Bidders please clearly indicate where supporting documentation can be found in the bid.
A1.1	Monochrome and colour printing and copying on letter, legal and tabloid (11"x17") paper sizes from the plate and the document feeder;	Y/N		
A1.2	Ability to print in monochrome or colour, on request;	Y/N		
A1.3	A printing output speed minimum: 65 pages per minute in full colour;	Y/N		
A1.4	Colour Consistency and Accuracy: image quality adjustment tools producing a minimum 256 graduations of shade by colour;	Y/N		
A1.5	A minimum of a four colour system process: cyan, magenta, yellow, black (CMYK), and must be capable of accepting toner replenishment on an individual colour basis;	Y/N		

A1.6	Enhanced media handling and versatility: ability to print with professional quality on specialty media such as polyester/linen never tear paper, coated and uncoated stock, and heavier weight stocks (up to 280 GSM);	Y/N		
A1.7	The ability to print a minimum 10.5"x16.5" full page graphic in both landscape and portrait modes;	Y/N		
A1.8	Duplex printing;	Y/N		
A1.9	Tab printing;	Y/N		
A1.10	Zoom capacity of minimum 25% to 400% for walk-up copying;	Y/N		
A1.11	Originals document feeder with a minimum capacity of 50 pages;	Y/N		
A1.12	A USB drive, to allow for loading of print jobs from memory stick;	Y/N		
A1.13	Ethernet connection port (10/100 or 100 Base T);	Y/N		
A1.14	Network scanning, to allow for scanning from the unit to either USB drive or computer on the same network;	Y/N		
A1.15	Bypass or manual feed tray with alignment feature and a minimum 50 sheet capacity;	Y/N		
A1.16	Output capacity of minimum 1000 sheets, separated through either offset stacking or sorting;	Y/N		
A1.17	Minimum 4 paper sources, one of which can be the bypass, with automatic switching and a total capacity of minimum 2000 sheets, with at least one offering letter size media;	Y/N		
A1.18	Single Pass Colour Scanner with duplex scanning: minimum 200 images per minute;	Y/N		

RFP 2BP1-90670

ITPRO#63743

A1.19	Minimum resolution of 1200 DPI for printing in 4 bit colour;	Y/N		
A1.20	Interface Module: for heavier weight stock;	Y/N		
A1.21	Hole punch and auto-stapler capability (minimum 50 sheet capacity);	Y/N		
A1.22	Booklet Maker;	Y/N		
A1.23	Punch for coil binding;	Y/N		
A1.24	Surge protector;	Y/N		
A1.25	External or embedded print controller with a CPU speed of minimum 1 GHz, or dual 500 MHz controllers;	Y/N		
A1.26	Minimum 1GB RAM and 80 GB hard drive capacity;	Y/N		
A1.27	Method of memory compression;	Y/N		
A1.28	Floor standing model (not desktop);	Y/N		
A1.29	A print production software program, compatible with Windows 7, required for editing, storing and complete print management. Software updates and licensing for this program must be included;	Y/N		
A1.30	Printer lease will be included on-site maintenance, repairs, parts, labour, consumable, on-site training, materials, hot swap service, upgrades, and related software.	Y/N		

A2.	Delivery and Installation Requirement	Comply (Yes/No)	Substantiation Simply repeating the statement contained in the bid solicitation is not sufficient. Bidders please describe how the following mandatory criteria will be met.	Reference Bidders please clearly indicate where supporting documentation can be found in the bid.
A2.1	Unless otherwise specified in the Contract or in writing by the RCMP, the Contractor will provide the printer and	Y/N		

	applicable hardware/software within 15 business days of being awarded the Contract.			
A2.2	<p>Hardware, parts or device installation support will be provided within one (1) business day upon arrival to the delivery point.</p> <ul style="list-style-type: none"> a) The delivery and installation site is <i>RCMP D Div. Print Shop, Winnipeg, MB R3G 0S6</i> b) The Contractor must promote recycling through an established and ongoing recycling program as per the following <ul style="list-style-type: none"> i) All materials in which the hardware is packaged and shipped must be recyclable; ii) The Contractor must take back all packaging which cannot be recycled at the Delivery point at the time of the hardware installation; and iii) The Contractor must reuse, recycle or dispose of all packaging materials removed from the delivered hardware in an environmentally sensitive manner. 	Y/N		
A2.3	Hardware and its supply, delivery, configuration, installation, integration and implementation, including the maintenance services, software support services, Imaging Consumable and associated documentation is subject to	Y/N		

	inspection and acceptance by the RCMP.			
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A3.	Maintenance Requirement	Comply (Yes/No)	Substantiation Simply repeating the statement contained in the bid solicitation is not sufficient. Bidders please describe how the following mandatory criteria will be met.	Reference Bidders please clearly indicate where supporting documentation can be found in the bid.
A3.1	The Contractor's authorized technician will render on-site repairs within 1 business day following the RCMP notification for on-site repairs;	Y/N		
A3.2	For repairs requiring parts to be shipped, the repair will be fully completed within 3 business days once parts are received;	Y/N		
A3.3	The authorized technician must reply to a service call within 4 hours between the hours of 8:00am to 3:00pm CST, Monday to Friday;	Y/N		
A3.4	All deliveries and installation for the device(s) and spare parts as well as on-site maintenance service will be arranged by a scheduled appointment from a RCMP representative. Unscheduled deliveries of the device(s) or parts may be denied on site at the RCMP facility to be rescheduled by the RCMP representative. All delivery costs are the responsibility of the Contractor.	Y/N		

A4.	Training Requirement	Comply (Yes/No)	Substantiation Simply repeating the statement contained in the bid solicitation is not sufficient. Bidders please describe how the following mandatory criteria will be met.	Reference Bidders please clearly indicate where supporting documentation can be found in the bid.
A4.1	Provide a four hour (minimum) on-site instructor/technician led training	Y/N		

	session for the use of the high-capacity printer; The training must contain at minimum: a) Basic operating procedures b) Basic hardware and software troubleshooting procedures for machine maintenance and repair.			
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A5.	Other Requirement	Comply (Yes/No)	Substantiation Simply repeating the statement contained in the bid solicitation is not sufficient. Bidders please describe how the following mandatory criteria will be met.	Reference Bidders please clearly indicate where supporting documentation can be found in the bid.
A5.1	Pick-up and remove used toner cartridges or other parts for recycling purposes;	Y/N		
A5.2	Provide consumables that meet the quality standards and published manufacturer's yields;	Y/N		
A5.3	Provide a 1-800 number and, if possible, a website for the RCMP to make arrangements for the acquisition of consumables;	Y/N		
A5.4	Ensure that the smallest unit container of Imaging Consumable supplies are labelled to show the Contractor's name, that batch number and any other information which may be required in order to identify quality related problems and to ensure expedient resolution of quality complaints;	Y/N		
A5.5	Provide the manual in hard copy or electronic format in the English language at the start of the lease period.	Y/N		

ATTACHMENT 4.3**COMPATIBILITY TESTING**

If requested by Canada, the Bidder with the best value technically compliant bid must make available the test printer, in the configurations specified in the RFP, for a compatibility test by Canada prior to the award of Contract to determine whether the proposed printer will meet Canada's requirements.

To complete these tests, the Bidder must make the test printer available for testing in the **National Capital Region** of Canada either at the Bidder's site or at an existing installation site in a different client's environment within 10 days of notification of such test by SSC.

The product for testing must:

- (a) be configured and identical to the equipment proposed in the RFP and be in accordance with the Mandatory Technical Specifications;
- (b) be loaded with all necessary drivers; and
- (c) be compatible with the specific hardware, network or software requirements identified by the Project Authority and/or the Contracting Authority at the time notice of testing is given to the Bidder.

Compliance Verification and Compatibility Testing

Failure of the proposed printer to meet the technical specifications of the RFP and any subsequent clarifications thereto may result in elimination of the printer without further consideration.

In the event that the test printer does not function in accordance with the technical requirements of the bid solicitation or is not able to function in the Royal Canadian Mounted Police's environment with Royal Canadian Mounted Police's applications, the Bidder will be required to rectify the incompatibility within 48 hours of notification. The resulting fault will be deemed a technical fault. A maximum of 2 technical faults will be allowed.

If the test printer, or its replacement, exhibits a third technical fault or if the Bidder fails to meet the 48 hour deadline (on the first OR second technical fault) the test device will be deemed non-compliant.

If the testing indicates that some upgrades/changes (for example, to the drivers or firmware) are required, Canada will work with the Bidder to resolve these issues provided that they are reasonable and can be resolved within a reasonable amount of time.

If the test printer provided is new and is to be delivered to the end-user's location, and if it is agreed upon with Canada, the test printer may be considered as the unit of sale.