



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

**Canada Revenue Agency
Agence du revenu du Canada**

Proposal to: Canada Revenue Agency

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 and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)

Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)

Telephone No. – No de téléphone

(____)

Fax No. – No de télécopieur

E-mail address – Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Title – Sujet Computer and Telephone Headsets and Accessories	
Solicitation No. – No de l'invitation 1000413693	Date (yyyy-mm-dd) (aaaa-mm-jj) September 30, 2022
Amendment No. - N° modif. 001	
Solicitation closes – L'invitation prend fin on – le October 17, 2022 (yyyy-mm-dd) (aaaa-mm-jj) at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EST / HNE Eastern Standard Time/ Heure Normale de l'Est
Contracting Authority – Autorité contractante Name – Nom Chelsea Fournier, Senior Supply Business Analyst	
E-mail address – Adresse de courriel Chelsea.fournier2@cra-arc.gc.ca	
Telephone No. – No de téléphone (343) 552-1398	
Fax No. – No de télécopieur NA	
Destination - Destination See herein / Voir dans ce document	



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period;
 2. Extend the solicitation period;
 3. Amend Appendix 1: Mandatory Criteria;
 4. Amend Annex A – Statement of Work of the RFP;
 5. Amend Annex B – Basis of Payment; and
 6. Amend “Attachment 3.1 FinancialProposal.xlsx”.
-

QUESTIONS AND ANSWERS

- Q1. For the Mandatory Criteria list below, can you clarify if our report is for a one-month period in the last twelve (12) months or a three-month period in the last twelve (12) months?
1. For each region being bid on, the Bidder must demonstrate they have experience supplying and delivering a minimum number of orders of telephone and computer headset orders in a given one-month period
 2. In order to demonstrate this experience, the Bidder must provide an activity report that demonstrates this volume, covering a three-month period within the last twelve (12) months as of the date of bid closing
- A1. Mandatory Criteria E1 is stating that the experience being demonstrated for the orders is for any given one-month period within the last twelve (12) months.
- For Mandatory Criteria E1, the one-month period is to be within the last (12) months as of the date of bid closing. The Mandatory Criteria in Appendix 1 of the RFP has been amended below to reflect this change.
- Q2. With regards to the following details “Connects directly to telephone and computer (adaptor), and also allows the use of an amplifier”, will the headsets be connected via an amplifier or use a direct connect cord?
- A2. The wired headset must connect to telephone and computers (USB Type A and 3.5mm jack). All necessary adaptors to facilitate these connections must be provided at no additional cost. This has been reflected in the amendments to the SOW below.
- Q3. If the connection is done via a direct connect cord, we would need to have all the phone models that CRA are using. Is the adapter for the computer connection purchased separately?
- A3. The direct connect cord must connect to telephone and computers (USB Type A and 3.5mm jack), irrespective of phone model. All necessary adaptors to facilitate these connections must be provided at no additional cost. This has been reflected in the amendments to the SOW below.
- Q4. Since the headset requirement is a Quick Disconnect, will the USB adapter that is being requested be purchased separately?
- A4. If a USB adapter is required, it must be provided with the headsets at no additional cost. This has been reflected in the amendments to the SOW below.
- Q5. With regards to the following statement “Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A” will the USB adapter be bought separately?



- A5. If a USB adapter is required, it must be provided with the headsets at no additional cost. This has been reflected in the amendments to the SOW below.
- Q6. Option for active noise cancellation: no Quick Disconnect headset have this capacity. Could CRA elaborate this requirement?
- A6. From our internal research we have found that there are headsets with both noise cancellation and quick disconnect, however, we do understand that no headset connected through an adaptor using 3.5mm jack will have noise cancellation capability. This has been reflected in the amendments to the SOW below.
- Q7. Where would a stand for the headsets need to be installed?
- A7. It should be a simple stand that would sit on top of any flat surface, and should not need to be mounted onto anything. Therefore, no installation should be required.
- Q8. Is the adaptor required to connect to a computer going to be purchased separately?
- A8. The wired headset must connect to telephone and computers (USB Type A and 3.5mm jack). All necessary adaptors to facilitate these connections must be provided at no additional cost. This has been reflected in the amendments to the SOW below.
- Q9. Will each Quick Disconnect headset need to come with a Y adapter?
- A9. The Y adapters would be purchased separately as a part of Section 4.0: Accessories for Existing CRA-Owned Headsets of "Annex A – Statement of Work".
- Q10. Will each Quick Disconnect headset need to come with the 3.3.2 amplifiers?
- A10. The Y adapters would be purchased separately as a part of Section 4.0: Accessories for Existing CRA-Owned Headsets of "Annex A – Statement of Work".



AMENDMENT TO RFP

1. On the RFP cover page amend the solicitation closure date,

DELETE: October 12, 2022

INSERT: October 17, 2022

2. At Appendix 1: Mandatory Criteria of the RFP DELETE the table in it’s entirety and REPLACE with:

Criteria #	Mandatory Requirement	Bid Page Reference or details (where applicable)
E1	<p>For each region being bid on, the Bidder must demonstrate they have experience supplying and delivering a minimum number of orders of telephone and computer headset orders in a given one-month period. The minimum number of orders for each region are as follows:</p> <ul style="list-style-type: none"> a) 25 orders for the Ontario region; b) 10 orders for the Quebec region; c) 15 orders for the Atlantic region (Nova Scotia, Prince Edward Island, New Brunswick, and Newfoundland and Labrador); and / or d) 20 orders for the Western region (Manitoba, Alberta, Saskatchewan, and British Columbia) <p>In order to demonstrate this experience, the Bidder must provide an activity report that demonstrates this volume, covering a one-month period within the last twelve (12) months as of the date of bid closing.</p> <p>This activity report must include:</p> <ul style="list-style-type: none"> a) the quantity of orders supplied and delivered within the bid region; b) the order dates; and c) province of delivery. <p>This report can include multiple clients serviced during this time period.</p> <p>A separate activity report demonstrating this experience must be provided for each region the Bidder is bidding on.</p>	

3. At section 3.1 of “Annex A – Statement of Work” of the RFP,

DELETE:

- All headsets for telephone and computers must be compatible with Microsoft Teams and have an available quick disconnect feature with mute buttons and volume controls.

INSERT:

- All headsets for telephones must be compatible with Microsoft Teams and have an available quick disconnect feature with mute buttons and volume controls.
- All headsets for computers must be certified for Microsoft Teams and have an available quick disconnect feature with mute buttons and volume controls.

4. At section 3.2.1 of “Annex A – Statement of Work” of the RFP,



DELETE:

The monaural telephone and computer headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Noise-cancelling microphone.
- Removable foam ear cushion.
- Flexible microphone boom arm.
- Adjustable click-stop headband.
- Connects directly to telephone and computer (with adaptor), and also allows the use of an amplifier.
- Comes with foam padding that covers the headset ear pieces.
- For use with a single ear.

INSERT:

The monaural telephone and computer headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Noise-cancelling microphone.
- Removable foam ear cushion.
- Flexible microphone boom arm.
- Adjustable click-stop headband.
- Connects directly to telephone and computer (USB Type A and 3.5mm jack), and also allows the use of an amplifier. All necessary adaptors to facilitate these connections must be provided at no additional cost.
- Comes with foam padding that covers the headset ear pieces.
- For use with a single ear.

5. At section 3.2.2 of “Annex A – Statement of Work” of the RFP,

DELETE:

The binaural telephone headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Noise-cancelling microphone.
- Option for active noise cancelling capability, which must include the option to go passive
- Removable foam ear cushions with full foam padding.
- Flexible microphone boom arm.
- A stand for the headsets.
- Connects directly to telephone and computer (adaptor), and also allows the use of an amplifier.
- Adjustable click-stop headband.
- Comes with foam padding that covers the headset ear pieces.



- For use with both ears.

INSERT:

The binaural telephone headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Noise-cancelling microphone.
- Option for active noise cancelling capability, which must include the option to go passive. when connected via USB.
- Removable foam ear cushions with full foam padding.
- Flexible microphone boom arm.
- A stand for the headsets.
- Connects directly to telephone and computer (USB type A and 3.5mm jack), and also allows the use of an amplifier. All necessary adaptors to facilitate these connections must be provided at no additional cost.
- Adjustable click-stop headband.
- Comes with foam padding that covers the headset ear pieces.
- For use with both ears.

6. At section 3.2.3 of “Annex A – Statement of Work” of the RFP,

DELETE:

The ear hook headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Ear hooks wearing option.
- Noise-cancelling microphone.
- Removable ear cushions.
- Flexible microphone boom arm.
- Wired with USB capability (adaptor to convert to USB-C).
- Connects directly to telephone and computer (with an adaptor), and also allows the use of an amplifier.

INSERT:

The ear hook headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Ear hooks wearing option.
- Noise-cancelling microphone.
- Removable ear cushions.
- Flexible microphone boom arm.
- Connects directly to telephone and computer (USB type A and 3.5mm jack), and also allows the use of an amplifier. All necessary adaptors to facilitate these connections must be provided at no additional cost.

7. At section 3.2.4 of “Annex A – Statement of Work” of the RFP,



DELETE:

Single ear telephone/computer headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Wired headset should connect to a computer by USB and must work with USB 2.0 and above with USB Type A.
- Ear hook and headband wearing options.
- Noise-cancelling microphone.
- Removable ear cushions.
- Flexible microphone boom arm.
- Wired with USB capability (adaptor).
- Connects directly to telephone and computer, and also allows the use of an amplifier.
- Comes with foam padding that covers the headset ear pieces.
- For use with a single ear.

INSERT:

Single ear telephone/computer headset must include the following features and functionality:

- Compatible with Microsoft Windows 10 64-bit v1909 and above without the installation of additional software, drivers or firmware upgrades (computers).
- Drivers, software and firmware must be provided at no additional cost, be available from the manufacturer's public website also preference will be given to units that leverage drivers built into Windows 10 64-bit v1909 and above (computers).
- Ear hook and headband wearing options.
- Noise-cancelling microphone.
- Removable ear cushions.
- Flexible microphone boom arm.
- Connects directly to telephone and computer (USB type A and 3.5mm jack), and also allows the use of an amplifier. All necessary adaptors to facilitate these connections must be provided at no additional cost.
- Comes with foam padding that covers the headset ear pieces.
- For use with a single ear.

8. At Annex B – Basis of Payment of the RFP, DELETE the table in it’s entirety and REPLACE with:

Item Description	Contract Price
MONAURAL TELEPHONE HEADSET	
Replacement Ear Cushions for Monaural Telephone Headset	
BINAURAL TELEPHONE HEADSET	
Replacement Ear Cushions for Binaural Telephone Headset	
EAR HOOK TELEPHONE HEADSET	
Replacement Ear Cushions for Ear Hook Telephone Set	
SINGLE EAR TELEPHONE and COMPUTER HEADSET (Includes ear hook and headband options)	
Replacement Ear Cushions for Single Ear Telephone Set	
Plantronics "Y" cord training or Supervisory cord allows 2 people on a call	
Headset H141 ear foam, Plantronics, package of 2	



Plantronics Power Supply for M22 Vista Amplifier	
Plantronics 65116-01 On Line Indicator	
Plantronics Uniband - replacement head band for CS55 wireless headset	
Plantronics coil cord to Quick Disconnect modular plug, for H-series headsets with quick-disconnect	
Plantronics ear cushions for H251N and H261N Supra Plus headsets (SET of 2)	
Plantronics Replacement Battery for CS540	
Plantronics Replacement Convertible Headset for CS540	
Plantronics Fit Kit: 2 Earbuds & 3 Earloops for CS540	
Plantronics Replacement Ear Cushion, Leatherette CS510/CS520	
Plantronics cord clip - keeps headset attached to shirt	
Plantronics ear hooks for CS55 wireless headset system	
Plantronics foam windscreens - covers noise cancelling booms	
Plantronics Spare Headband (behind the head) for CS540 headset	
Plantronics HL10 Remote Handset Lifter compatible with CS540, CS510, CS530	
Plantronics Ear Cushion for Supra	
Plantronics M22 Vista Universal amplifier - requires H headset	
Plantronics Replacement Battery for CS55/CS510/CS520	
Plantronics A10 Direct Connect cord for H top headsets	
Mic Windfilter, 10PCS Biz 2300 & 2400 II	
Poly Blackwire 5210 3.5mm monaural headset for cell phones (USB-A)	
Poly Blackwire 5210 3.5mm monaural headset for cell phones (USB-C)	
Poly Blackwire 5220 3.5mm binaural headset for cell phones (USB-A)	
Poly Blackwire 5220 3.5mm binaural headset for cell phones (USB-C)	
USB-C to A adapter	
Poly 3.5mm adapter cable	

9. In the attachment "Attachment 3.1 FinancialProposa.xlsx", Table B has been modified by removing items 1c, 2c, 3c, and 4c "Adaptor for USB".

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED