



**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**

<b>Title – Sujet</b> Computer and Telephone Headsets and Accessories	
<b>Solicitation No. – No de l'invitation</b> 1000413693	<b>Date (yyyy-mm-dd) (aaaa-mm-jj)</b> October 24, 2022
<b>Amendment No. - N° modif.</b> 004	
<b>Solicitation closes – L'invitation prend fin on – le November 4, 2022 (yyyy-mm-dd) (aaaa-mm-jj) at – à 2:00 P.M. / 14 h</b>	<b>Time zone – Fuseau horaire</b> EST / HNE Eastern Standard Time/ Heure Normale de l'Est
<b>Contracting Authority – Autorité contractante</b> Name – Nom Chelsea Fournier, Senior Supply Business Analyst	
E-mail address – Adresse de courriel <a href="mailto:Chelsea.fournier2@cra-arc.gc.ca">Chelsea.fournier2@cra-arc.gc.ca</a>	
<b>Telephone No. – No de téléphone</b> (343) 552-1398	
<b>Fax No. – No de télécopieur</b> NA	
<b>Destination - Destination</b> See herein / Voir dans ce document	



## SOLICITATION AMENDMENT # 004

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period;
2. Amend “Annex A – Statement of Work”;
3. Change references to “computer and telephone headsets” throughout the RFP;
4. Remove references to “wired headsets” throughout RFP;
5. Amend Section 4.2 Steps in the Evaluation Process;
6. Amend “Appendix 3: Financial Proposal”;
7. Amend Annex B – Basis of Payment;
8. Add products to the attachment “Attachment 3.1 FinancialProposal.xlsx”; and
9. Modify details of the attachment “Attachment 3.1 FinancialProposal.xlsx”.

## QUESTIONS AND ANSWERS

- Q1. Does CRA means the 3.5mm/QD cord and the USB-A/QD processor needs to be packaged and included with the QD Headset? Is CRA expecting one SKU for all 3 items?
- A1. Yes, this is correct and CRA is expecting one SKU for all 3 items.
- Q2. Given the level of late penalties CRA intends to levy, vendors will be required to stock products to ensure timelines are met. Can CRA please provide addition information on the volume of headsets required for this contract?
- A2. We cannot predict future usage of the resulting contract; however, based on transactional data available, the CRA issued approximately 391 headset orders, Canada-wide, per month between April 2021 to April 2022. This data is for informational purposes only.
- Q3. You have asked for a headset that connects to a telephone, a computer and a 3.5mm jack at “no additional cost.” Do you wish for us to bundle a traditional amplifier (M22 for phone), a USB amplifier (computer) and a 3.5 mm (cell phone) into each category?
- A3. No, the amplifier is not required to be included with all headsets. We have added rows in Table B of the attachment “Attachment 3.1 FinancialProposal.xlsx”, to account for amplifiers that are compatible with the new headsets.
- Q4. MSRP for the products being specified is only available in US dollars. Are we to convert the MSRP price to Canadian dollars? If so, at what exchange rate?
- A4. The MSRP can be proposed in USD, or other currencies if required. We have added a column to Table B of the attachment “Attachment 3.1 FinancialProposal.xlsx”, to request the currency in which the MSRP is being provided in. If the MSRP is any currency other than Canadian the currency exchange rate published by the Bank of Canada on the solicitation closing date will be used for the conversion. This conversion will be done upon the solicitation closing date and will be the conversion rate that is used in the evaluation of the financial proposal and the Basis of Payment in the contract.
- Q5. You have asked for a link to the published MSRP but no such link exists, especially for Canadian prices. Even in USD there is only a “starting at” price published that does not accurately reflect what is being asked for by the CRA.
- A5. This has been removed from the attachment “Attachment 3.1 FinancialProposal.xlsx”, CRA will reserve the right to request documentation on the published MSRP (manufacturer, model number, and MSRP) prior to contract award. See amendment to Section 2.2 Steps in the Evaluation Process.



- Q6. Is shipping to be included in the price? If yes, will these be ordered as single units and shipped to home addresses?
- A6. Yes, shipping must be included in the price and these will be ordered as single units and shipped to CRA office locations and home addresses.
- Q7. You have asked for a blanket discount off MSRP for the core products however each product asked for is priced using different formulas to the resellers. Is it possible to separate the discount by product? This would allow the resellers to give each product the best possible price without having to guess a “middle of the road” discount for all products.
- A7. We will not be separating the MSRP discount, the discount off of the MSRP must remain the same for all products.
- Q8. Does the CRA simply want the lowest cost compatible headset or will build quality, organizational standardization and call security be taken into account? At present, it seems like the CRA is at risk of standardizing on “knock-off” headsets. The CRA has standardized on Plantronics/Poly headsets for the past 30 years. Is it safe to assume you wish to remain with that manufacturer?
- A8. Please see Part 4 “Evaluation and Selection” of the RFP for details on the selection methodology of this RFP.



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## AMENDMENT TO RFP

### 1. At Section 3.1 of “Annex A – Statement of Work” of the RFP,

#### DELETE:

- 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.

#### INSERT:

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

### 2. 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).
- 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.

#### INSERT:

The monaural computer and 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).
- 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.

### 3. 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).
- 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.

**INSERT:**

The binaural computer and 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).
- 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.

**4. 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).
- 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.

**INSERT:**

The ear hook computer and 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).
- 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.

**5. 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).
- 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.

**INSERT:**

The single ear computer and 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).
- 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.

**6. DELETE Section 4.0 of “Annex A – Statement of Work” of the RFP in it’s entirety and REPLACE WITH:**

**4.0 ACCESSORIES FOR EXISTING CRA-OWNED HEADSETS**

The CRA has a requirement for the supply, package and delivery of telephone headset accessories, for the CRA’s existing inventory of headsets, to CRA locations across Canada on an “as and when requested” basis in accordance with the specifications outlined herein.

**Accessories Required:**

Part Number	Line Item Description
27019-03	Poly "Y" cord training or Supervisory cord allows 2 people on a call
813-43937-01	Headset H141 ear foam, Poly, package of 2
45671-01	Poly Power Supply for M22 Vista Amplifier
65116-02	Poly 65116-01 On Line Indicator



66735-01	Poly Uniband - replacement head band for CS55 wireless headset
813-26716-01	Poly coil cord to QD modular plug, for H-series headsets with quick-disconnect
40709-02	Poly ear cushions for H251N and H261N Supra Plus headsets (SET of 2)
86180-01	Poly Replacement Battery for CS540
86179-01	Poly Replacement Convertible Headset for CS540
86540-01	Poly Fit Kit: 2 Earbuds & 3 Earloops for CS540
71782-01	Poly Replacement Ear Cushion, Leatherette CS510/CS520
29961-01	Poly cord clip - keeps headset attached to shirt
64394-11	Poly ear hooks for CS55 wireless headset system
24316-01C	Poly foam windscreens - covers noise cancelling booms
84606-01	Poly Spare Headband (behind the head) for CS540 headset
60961-34	Poly HL10 Remote Handset Lifter compatible with CS540, CS510, CS530
15729-05	Poly Ear Cushion for Supra
43596	Poly M22 Vista Universal amplifier - requires H headset
64399-03	Poly Replacement Battery for CS55/CS510/CS520
66268-02	Poly A10 Direct Connect cord for H top headsets
14101-66	Mic Windfilter, 10PCS Biz 2300 & 2400 II
USB-C to A adapter	USB-C to A adapter
40845-01	Poly 3.5mm adapter cable

7. **DELETE Section 5.0 of “Annex A – Statement of Work” of the RFP in it’s entirety.**
8. **Throughout the RFP, DELETE any mention of “telephone headsets” and “telephone and computer headsets” and REPLACE WITH “computer and telephone headsets”.**
9. **Throughout the RFP, DELETE any mention of “wired headset” and REPLACE WITH “headset”.**
10. **DELETE “Section 4.2 Steps in the Evaluation Process” in it’s entirety and REPLACE with:**

The selection process to determine the successful Bidder will be carried out as follows:

Notwithstanding Steps 1 and 2 below, in order to expedite the evaluation process, CRA reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should CRA elect to conduct Step 3 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory and rated sections until the completion of Steps 1 and 2. However, if the Contracting Authority is able to ascertain that a proposal is non-responsive by virtue of incomplete information or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the proposal is not compliant and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Steps 1 and 2 despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3".





Bids will be ranked in accordance with the Selection Methodology.

### **Step 1 – Evaluation against Mandatory Criteria**

All bids will be evaluated to determine if the mandatory requirements detailed in Appendix 1: Mandatory Criteria have been met. Only those bids meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

### **Step 2 – Evaluation against Point-Rated Criteria**

Technical bids will be assessed separately against the evaluation criteria identified below. Point-rated criteria not addressed in the bid will result in a score of zero being assigned against that particular criterion.

### **Step 3 – Evaluation of Financial Proposals**

Only technically compliant bids meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Prices submitted will be evaluated to determine the bid evaluation score for each region as defined in Appendix 3: Financial Proposal. Once the bid evaluation scores for each region are determined under Step 3, the proposals will proceed to Step 4.

Bidders must provide a price, percentage, or weight, as applicable, for each item identified in the format specified in Appendix 3: Financial Proposal. Ranges (e.g., \$10-\$13) are not acceptable.

### **Step 4 – 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 Bidder with the highest ranked responsive bid in each Region and meeting all the requirements listed above will be recommended for award of a contract for that Region.

Each Region will be evaluated separately.

SACC Manual Clause [A0027T](#) (2012-07-16), Basis of Selection – Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria.

Bids not meeting (a) or (b) will be declared non-responsive.

2. The bids will be ranked by CRA based on the highest responsive combined rating of technical merit and price. The ratio will be 20% for the technical merit and 80% for the price.
3. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 20%.
4. To establish the pricing score, each responsive bid will be prorated against the lowest Final Bid Evaluation Score and multiplied by the ratio of 80%.





5. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating (Final Bid Evaluation Score).
6. Neither the responsive bid obtaining the highest technical score nor the one with the highest Bid Evaluation Score will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be considered the highest ranked responsive bid. The other bids will be ranked accordingly.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 20/80 ratio of technical merit and price, respectively. The total available points equals 135 and the highest Bid Evaluation Score is 45.

<b>Basis of Selection - Highest Combined Rating Technical Merit (20%) and Price (80%)</b>				
		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Final Bid Evaluation Score</b>		36.82	40.5	45
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Calculations</b>	<b>Technical Merit Score</b>	$115/135 \times 20 = 17.04$	$89/135 \times 20 = 13.18$	$92/135 \times 20 = 13.63$
	<b>Pricing Score</b>	$36.82/36.82 \times 80 = 80$	$36.82/40.5 \times 80 = 72.73$	$36.82/45 \times 80 = 65.46$
<b>Total Combined Rating (Final Bid Evaluation Score)</b>		97.04	85.91	79.09
<b>Overall Rating</b>		1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>

The Bidder with the highest total combined rating in each Region will be considered to be the highest ranked responsive bid for that Region and, subject to meeting the conditions precedent to Contract award outlined in Step 5, will be recommended for award of the Contract.

**Step 5 - Proof of Synergy 2.0 Compliance (PoSC)**

The highest-ranked responsive Bidder in each Region will undergo Proof of Synergy 2.0 Compliance testing (PoSC) prior to contract award, as described in section 5 of Appendix 1 to Annex C: Synergy Solution. The CRA reserves the right to test the proposed solution in whole or in part against all of the PoSC test requirements set out in Appendix 1 to Annex C: Synergy Solution.

Claims of future compliance with CRA’s Synergy 2.0 requirements in software or hardware releases will not be considered.

**Step 6 – Conditions Precedent to Contract Award**

The Bidder(s) recommended for award of a Contract must meet the requirements provided in Part 5 “Certifications and Additional Information” of this RFP.

**Product Certification and MSRP Validation**

The CRA may request that the Bidder provide all required supporting documentation to demonstrate compliance of the proposed products with the requirements outlined in Annex A. Supporting documentation



may include but is not limited to brochures, specification sheets, diagrams, product guides, and test reports. In the event that the CRA makes such a request, the Bidder must provide the Contracting Authority with the required documentation within five (5) business days.

The CRA may also request that the Bidder provide supporting documentation to demonstrate the MSRP pricing provided by the Bidder in their financial proposal. Supporting documentation may include but is not limited to a URL to the published MSRPs, brochures, product guides, or correspondence signed by the OEM. In the event that the CRA makes such a request, the Bidder must provide the Contracting Authority with the required documentation within five (5) business days.

Bidders are encouraged to submit their supporting documentation as soon as possible after the request by the Contracting Authority to provide every opportunity to ensure that all required information has been received by the end of the prescribed period. If desired, bidders may submit their supporting documentation with their bid at the time of bid closing.

Failure to provide the necessary supporting documentation within the specified timeline shall render the bid non-compliant, and the CRA will invite the Bidder with the next highest ranked responsive bid to participate in the Product Certification and MSRP phase of the evaluation.

Bidders are invited to include their supporting documentation within their bid.

#### **Step 7 – Contract Entry**

The Bidder(s) with the highest ranked responsive bid in each region and meeting all the requirements listed above will be recommended for award of a contract for that region.

In the event that a single Bidder is deemed the highest ranked responsive bid for two (2) or more regions, the CRA will award one (1) contract to this single Bidder for the regions in which they are the highest ranked responsive bidder.

### **11. DELETE “Appendix 3: Financial Proposal” in it's entirety and REPLACE with:**

#### **1. General Instructions**

Bidders must complete Attachment 3.1 FinancialProposal.xlsx provided as an electronic attachment to this requirement, in accordance with the instructions below. For each region in which the bidder chooses to submit a bid fill in the applicable tab in the spreadsheet.

Where a product is not available on the bidder's product offering list, the Bidder must propose a price for an alternate brand item that meets or exceeds the same specifications. The Bidder must provide any alternative items in accordance with Section 2.7 of the RFP.

#### **2. Electronic Processing of Financial Offer Template**

Attachment 3.1 FinancialProposal.xlsx will be processed for evaluation by CRA using electronic automation. As such, Bidders must not change the format or rename the attachment in any way. At the time of evaluation, if the completed attachment submitted by the Bidder has been reformatted or renamed in a way that prevents automated processing, the bidder may be found non-responsive.

#### **3. Field Color**

All pink coloured fields (Table A: Cells B7:11, Table B: Cells D18:G37, Table C: Cells D45:E67) must be populated by the Bidder in compliance with the instructions below.

#### **4. Prices**

The prices specified, when quoted by the Bidder, include all of the requirements defined in the “Statement of Work” in Annex A.



Shipments shall be consigned to the destinations specified in Annex A and Delivered Duty Paid (DDP) (all CRA locations listed at Annex A-1 of the Statement of Work and employee home addresses) Incoterms 2010 for shipments from a commercial supplier.

The Contractor will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

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

The Contractor will be paid firm all-inclusive unit prices, in Canadian Dollars, DDP Destination (address listed on individual task authorizations), Customs Duties and Excise Taxes included, where applicable, GST/HST extra, as applicable, including transportation, for the supply and delivery of computer and telephone headsets and accessories on an “as and when requested” basis. Shipments shall be consigned to the destinations specified in Annex A-1 and Delivered Duty Paid (DDP) (all CRA locations listed at Annex A-1 of the Statement of Work and employee home addresses) Incoterms 2010 for shipments from a commercial supplier.

The Contractor will be responsible for all delivery charges, administration, costs and risk of transport and customs clearance, including the payment of customs duties and taxes.

The firm all-inclusive unit prices will be established as follows:

1. For the items included in Appendix 3: Financial Proposal, the Minimum Discounted Prices calculated in accordance with Appendix 3: Financial Proposal; and
2. For any additional items added to the contract, the firm all-inclusive unit prices will be established by applying the minimum percentage discount to of the MSRP as offered by the Contractor within Appendix 3: Financial Proposal to the MSRP at the time of adding the additional item.

The minimum percentage discount to MSRP prices of \_\_\_\_\_% or better (% to be inserted at contract award) shall be valid for the entire contract period including any option periods exercised. The minimum percentage discount will be used to determined pricing for any new products added to the Contract throughout the contract period, including any option periods exercised.

**Table 1: Computer and Telephone Headsets and Accessories**

Item Description	Firm All-Inclusive Unit Price
<b>MONAURAL TELEPHONE HEADSET</b>	
Replacement Ear Cushions for Monaural Telephone Headset	
Amplifier	
AC Power Adaptors (for Amplifiers)	
Training / Supervisory “Y” Adaptor for Computer and Telephone Headset	
<b>BINAURAL TELEPHONE HEADSET</b>	
Replacement Ear Cushions for Binaural Telephone Headset	
Amplifier	
AC Power Adaptors (for Amplifiers)	
Training / Supervisory “Y” Adaptor for Computer and Telephone Headset	
<b>EAR HOOK TELEPHONE HEADSET</b>	
Replacement Ear Cushions for Ear Hook Telephone Set	
Amplifier	
AC Power Adaptors (for Amplifiers)	



Training / Supervisory “Y” Adaptor for Computer and Telephone Headset	
<b>SINGLE EAR TELEPHONE and COMPUTER HEADSET (Includes ear hook and headband options)</b>	
Replacement Ear Cushions for Single Ear Telephone Set	
Amplifier	
AC Power Adaptors (for Amplifiers)	
Training / Supervisory “Y” Adaptor for Computer and Telephone Headset	

**Table 2: Accessories for Existing CRA-Owned Headsets**

<b>Item Description</b>	<b>Firm All-Inclusive Unit Price</b>
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	
USB-C to A adapter	
Poly 3.5mm adapter cable	

13. In the attachment “Attachment 3.1 FinancialProposal.xlsx”, Table B has been modified by adding items number 1c, 2c, 3c, and 4c “Amplifier”; item 2d, 3d, 4d, and 5d “AC Power Adaptors (for Amplifiers)”, and items 1e, 2e, 3e, and 4e “Training / Supervisory “Y” Adaptor for Computer and Telephone Headset”.

14. In the attachment “Attachment 3.1 FinancialProposal.xlsx”, Table B modify column E to reflect the “MSRP” and column F to reflect the “MSRP Currency”.

15. In the attachment “Attachment 3.1 FinancialProposal.xlsx”, Table C to add the following products:



USB-C to A adapter  
Poly 3.5mm adapter cable

16. In the attachment “Attachment 3.1 FinancialProposal.xlsx”, DELETE Table D.
17. In the attachment “Attachment 3.1 FinancialProposal.xlsx”, Table E (now renamed Table D) to remove row “1.3 HEADSETS AND ACCESSORIES COMPATIBLE WITH CELLULAR PHONES”.
18. In the attachment “Attachment 3.1 FinancialProposal.xlsx”, INSERT three additional tabs and relabel each tab to reflect the region in which the bidder intends to bid upon: Ontario, Quebec, Atlantic, and Western.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**