





Amendment 001 is raised to:

- Bring changes to the mandatory criteria
- Bring changes to the statement of work

**Delete 4.1.1.1 Mandatory technical criteria in its entirety and replace it by:**

**PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

**4.1.1.1 Mandatory Technical Criteria**

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder’s proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

**Mandatory Technical Criteria**

#	Component	Requirement	Met / not met	Proposal cross-reference
M1	Radio	The bidder must provide Ultra High Frequency (UHF) or 800 megahertz (MHz) , portable, two way digital radios with analog capability. The radio model must be recent (produced in 2021) and must not be a discontinued model.		
M2	Accessories	The bidder must provide the following accessories with their radios as per the amount specified in the SOW section 4.1: Base stations, single chargers with outlet plug, repeaters as required, radio belt clips, rechargeable batteries, earpieces.		
M3	Remote speaker microphone	The bidder must provide remote Push-to-Talk speaker/microphones with volume control and clip on the back.*		
M4	Charging unit	The bidder must provide a multi-unit charger. Said charger must be able to charge at least 6 batteries at once as well as provide a full charge to the rechargeable battery within three (3) hours. The multi-unit charger must indicate the charge progress to the user.		
M5	Technical support	The bidder must provide written confirmation that they can provide 24/7 technical support via a toll-free number.		
M6	Channels	The bidder must provide CIC unlimited airtime on four distinct pre-programmed channels dedicated to CIC use only. The channels must be inaccessible to external radios. Channels must not be blocked or have a busy signal at any time.		
M7	Services	The bidder must agree in writing to respond to any deficiencies (for example; loss of signal, dead zones, channel programming/synching and others as required) within 48 hours of complaint.		



M8	Experience	The Bidder must demonstrate that he has been contractually bound with a minimum of two (2) external clients (outside of the Bidder's own company) within the last three (3) years prior to the closing date of this RFP to provide airtime in a similar operational setting.		
M9	References	At the time of the bid, the bidder must provide 2 client references where the bidder provided services similar** to those required by CIC via this RFP.		

\*if the volume can be controlled gradually from the radio when the microphone is attached to the radio, the volume control button on the microphones is not required.

\*\* Similar operation setting is defined as having each of the following attributes:

- a. A radio system being used in an emergency response or security dispatch role.
- b. A service radius of a minimum of twenty-five (25) kilometres.
- c. Supporting a minimum of fifty five (55) radio unit system.

To demonstrate this experience, the Bidder must provide all of the following information in a one (1) page description of the contracts. Failure to provide any of the below information will render the bid non-compliant:

- 1. The Contract reference and client information.
- 2. The Contract dates and term of the Contract, and an unclassified scope of work
- 3. The service radius supported (in kilometres).
- 4. The number of radio units supported by the Bidder in the Contract.

Canada reserves the right to contact the clients of the contacts referenced to validate experiences outlined at a, b and c.

The following questions will be asked should Canada contact the referenced clients:

- i. Was the radio system for which (insert bidder's name) provided airtime as per the contract (insert contract number) used in an emergency response or security dispatch role?
- ii. Did the radio system for which (insert bidder's name) provided airtime as per the contract (insert contract number) have a service radius of a minimum of 25 kilometres?
- iii. Did the radio system for which (insert bidder's name) provided airtime as per the contract (insert contract number) support at least 55 radio units?

Delete Appendix "D", Statement of work in its entirety and replace it by:

**APPENDIX "D", STATEMENT OF WORK**

**D1. Title:** Leasing of 55 Portable Two-Way Digital Radios, associated accessories, and unlimited air time.

**D2. Objective**

Citizenship and Immigration Canada (CIC) requires fifty-five (55) portable two-way digital radios, associated accessories, unlimited airtime and 24/7 technical support to upkeep its operations in the National Capital Region (NCR).

CIC must upgrade the aged communication system to allow CIC security personnel in the NCR to communicate with each other effectively. To accomplish this goal, equipment and a broadcast/wireless support system must be in place, and maintained. The units would connect all elements of security and allow CIC Corporate Security to



coordinate with their front line guard force during emergencies providing 24/7 emergency management and response to CIC buildings in the NCR.

### **D3. Background**

Mandatory under the Canada Labour Code Part 2 and the Policy on Government Security (PGS), Departments must ensure security, protection, health and safety of its employees and visitors to its premises. In order to comply with legislations, CIC NHQ Corporate Security must continue to ensure its communication system is operational 24/7.

Due to the ever changing technology and wear and tear of equipment, purchasing of a complete two way radio system, including repeaters, base station, access fee and air time has proven to be costly. Renting of a digital two-way radio system which includes replacement of any broken or aging equipment is the most cost effective solution.

### **D4. Requirements**

#### **4.1 The Contractor must provide the following rental equipment & services:**

- 4.1.1 Fifty-five (55) portable two-way digital Ultra High Frequency (UHF) or 800 Megahertz (MHz) radios with analog capability and batteries.
- 4.1.2 Two (2) base stations
- 4.1.3 Four (4) multi-unit (six (6) units or more) chargers
- 4.1.4 Fifty-five (55) adapters (single unit charger with wall plug)
- 4.1.5 Repeaters as required at no extra cost to CIC
- 4.1.6 Fifty-five (55) belt clips compatible with the radios.
- 4.1.7 Ten (10) rechargeable spare\_batteries (All batteries provided must be new, unused and must not be a discontinued model)
- 4.1.8 Ten (10) earpieces (audio only)
- 4.1.9 Fifty-five (55) speaker microphones with a push-to-talk option
- 4.1.10 Unlimited airtime and access to all channels and lines dedicated to CIC
- 4.1.11 24/7 technical support via phone
- 4.1.12 Maintenance and repair services will be required on “as and when” requested basis during the life cycle of the equipment supplied throughout the contract period.

#### **4.2 Equipment requirement**

##### **4.2.1 Radio and battery**

- 4.2.1.1 The radio’s mode of operation must be digital and analog capable.
- 4.2.1.2 The radio must have a minimum of four (4) pre-programmed channels with one channel being an “All Call”. The requirement requires the radio’s to be able to switch through all the channels. Broken down as follows;
  - Cremazie – Channel 1
  - Ottawa – Channel 2
  - Corporate Security – Channel 3
  - All Call – Channel 4
- 4.2.1.3 The display must have a battery status indication to help the user anticipate when the battery is about to require recharging.
- 4.2.1.4 The battery’s functionality must not be compromised if removed from charger before being completely charged.
- 4.2.1.5 All radios must be newer (2021 at latest) and must not be a discontinued model.
- 4.2.1.6 All radios must offer clear communications capabilities between each unit in all environments, such as, but not limited to, basements, high-rise facilities (10 above-ground stories or more), stairwells, rain,



thunderstorms, and snow storms. This clear communication capability must extend to a minimum twenty-five (25) km radius of 365 Laurier West, Ottawa, Ontario and 70 Crémazie, Gatineau, Quebec

#### **4.2.2 Remote Speaker Microphone**

4.2.2.1 The remote speaker microphone must have a clip on the back.

4.2.2.2 The remote speaker microphone must have a volume control on the remote speaker microphone itself. **If the volume can be controlled gradually from the radio when the microphone is attached to the radio, the volume control button on the microphones is not required.**

#### **4.2.3 Multi-unit (six (6) units or more) Charger**

4.2.3.1 The multi-unit (six (6) units or more) charger must provide a full charge to the rechargeable battery within three (3) hours.

4.2.3.2 The multi-unit charger must indicate the charge progress to the user.

4.2.3.3 Must be functional, without and technical issues even if full charge wasn't complete.

4.2.3.4 Charging stations must be newer (2021 at latest) and must not be a discontinued model

### **4.3. Services requirement**

#### **4.3.1 Services**

The Contractor must provide the following:

4.3.1.1 Access to unlimited airtime (24/7) on four (4) distinct channels, including the "All Call", using the provided units without interruption or busy signal.

4.3.1.2 External radios (non-CIC) must not be able to access the four (4) distinct Channels dedicated to CIC use, providing CIC with a private system.

4.3.1.3 Provide services with 24-48 hours expected response time to resolve any deficiencies, for example, loss of signal, dead zones, channel programming/synching and others as required.

4.3.1.4 Provide a toll free Technical Help line available 24/7.

### **D5. Tasks and Deliverables**

The Contractor must:

5.1 Provide equipment and unlimited air time throughout the period of the contract;

5.2 Provide maintenance services on said equipment with 24-48 hours expected response time to resolve any deficiencies, for example, loss of signal, dead zones, channel programming/synching and others as required;

5.3 Provide a Technical Help line 1-800 number with 24/7 expected response time;

5.4 Inform CIC's Security Officer of the delivery of replacements and its associated parts, or service of defective equipment and upgrades;

5.5 Coordinate with the Security Officer at all times when on site.

5.6 Deliver the fifty-five (55) portable two-way digital radios and accessories at 365 Laurier Avenue, Ottawa, Ontario;



- 5.7 Install the equipment at 365 Laurier Avenue, Ottawa, Ontario, and at 70 Crémazie Street, Gatineau, Quebec; and
- 5.8 Perform a live test to verify the connectivity of the system (broadcast/wireless) signals before the installation is complete.

**D6. Limitations and Constraints**

- 6.1 All installation, and on-site servicing must be provided during business hours; and
- 6.2 Provide a quick turnaround for upgrades and replacement and delivery of defective units with 24-48 hours turn-around time to CIC's sites.
- 6.3 All equipment including accessories must be replaced if broken or malfunctioning and a contingency charge is to be added to the total for that purpose. Repairs or replacements not considered to have been caused by normal wear and tear – normal wear and tear being defined as the natural amount of deterioration, which can be expected over the term of the leasing of the products, - will be chargeable to CIC. Both parties, the vendor and CIC, will have to agree prior to the product being replaced and/or billed.
- 6.4 Personnel must be escorted at all time while on IRCC's restricted access area.

**D7. Availability of Personnel**

The Contractor certifies that he/she, its employees and subcontractors will be available to commence performance of the work from the Contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.

**D8. Diversity**

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values. More information can be found at: <https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**