



National Defence

Défense nationale

National Defence Headquarters
Ottawa, Ontario
K1A 0K2

Quartier général de la Défense nationale
Ottawa (Ontario)
K1A 0K2

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Director Services Contracting 4
(D Svcs C 4)
Attention: Tatyana Vasilchuk
By e-mail to:
[DSvcsC4Contracting-
DCSvcs4Contrats@forces.gc.ca](mailto:DSvcsC4Contracting-DCSvcs4Contrats@forces.gc.ca)

Proposal To: National Defence Canada

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

Proposition à: Défense nationale Canada

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

Comments – Commentaires

**THIS DOCUMENT CONTAINS A
SECURITY REQUIREMENT / CE
DOCUMENT CONTIENT DES
EXIGENCES RELATIVES À LA
SÉCURITÉ.**

Title – Titre Two (2) Identity Laser Engravers	
Solicitation No. – N° de l'invitation W6369-24-X036	Amendment No. / No de la Modification 01
Date of Amendment – Date de la modification 08 April 2024	
Address Enquiries to: – Adresser toutes questions à: Tatyana Vasilchuk by email at tatyana.vasilchuk@forces.gc.ca	
Telephone No. – N° de téléphone	FAX No. – N° de fax
Destination National Defence Headquarters 101 Colonel By Drive Ottawa, Ontario K1A 0K2	

Instructions: Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

Instructions : Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.

Delivery Required – Livraison exigée	Delivery Offered – Livraison proposée
Vendor Name and Address – Raison sociale et adresse du fournisseur	
Name and title of person authorized to sign on behalf of vendor (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)	
Name – Nom _____ Title – Titre _____	
Signature Date _____	

<p>Solicitation Closes – L'invitation prend fin</p> <p>At – à:</p> <p>02:00 PM Eastern Daylight Time (EDT)</p> <p>On – le :</p> <p>22 April 2024</p>
--

AMENDMENT 01 TO SOLICITATION NUMBER W6369-24-X036 IS RAISED TO:

1. Extend the solicitation closing date from 12 April 2024 to 22 April 2024 at 2:00 PM EDT;
2. Answer questions from suppliers;
3. Update Annex "A" Statement of Requirement , and
4. Update Annex "B" Basis of Payment.

QUESTIONS AND ANSWERS

Q&A Number	Questions/Answers
Question 1:	Can you please confirm the dimensions of the discs and what is the material?
Answer 1:	Please see Amendment 01, Annex A, below.
Question 2:	If the Operating Software enables the setup of admin accounts, and user accounts with specific permissions but does not monitor and create a log of sign ins. Would it be acceptable?
Answer 2:	Yes
Question 3:	Would Canada grant extension to the deadline to allow all interested suppliers prepare a proposal?
Answer 3:	Please see Amendment 01 below.
Question 4:	If an Engraver stand can be moved around but cannot be height adjusted. Would that be acceptable?
Answer 4:	Yes
Question 5:	Please advise if the customer is looking for a floor-standing solution or a Desktop / Benchtop solution
Answer 5:	Yes, Canada will accept both solutions.
Question 6:	Please advise if the bidders can offer their best delivery date and if 10-week lead time would be acceptable.
Answer 6:	Please see Amendment 01, Annex A, below.
Question 7:	Is "a 2 times a year visits for a period of 5 years" requirement to be built into the laser price, or is to be separately quoted.

Answer 7:	Please see Amendment 01, Annex B, below.
-----------	--

SOLICITATION NUMBER W6369-24-X036 IS HEREBY AMENDED AS FOLLOWS:

1. **DELETE** from page 1, "12 April 2024" and **REPLACE** with "22 April 2024".
2. **DELETE** Annex A in its entirety and **REPLACE** with the following:

ANNEX "A" STATEMENT OF REQUIREMENT

1. TITLE

Purchase of Two (2) Identity Disc Laser Engravers

2. BACKGROUND

The NDIS section of the CAF issues identification (ID) discs to all its military members. These discs are made of stainless steel and contain vital information of the member. NDIS produces approximately 35,000 discs per year.

Currently the engraver used is very old and often times is in disrepair halting production. In order to ensure production remains at the highest level possible, two (2) new engravers are required.

3. ACRONYMS

DRDC Defence Research and Development Canada
SOR Statement of Requirement
TA Technical Authority
CAF Canadian Armed Forces
NDIS National Defence Identification Services

4. APPLICABLE DOCUMENTS & REFERENCES

ID Disk Dimensions : Length – 1.7625", Width – 1.7625", Thickness – 0.0365". Material: Stainless Steel 304 #4 20ga.

ID Disc Front & Back :



FRONT

BACK

5. REQUIREMENTS

The Department of National Defence requires the supply, delivery, installation, demonstration, training, and software orientation of two (2) Laser Engravers and accessories as described below:

5.1 Laser Engraver

Required quantity: 2

Minimum Mandatory Performance Specifications:

Specifications	Value
Engraver Yearly Output	40,000 Identity Discs/Year
Engraving Capability Criteria (Capacity)	Engrave 8 lines of data (4 lines/half) Engrave 20 characters/line Able to Indent by 2 characters/line Will require information to be printed on both sides Ref 4. ID Disc Front & Back
Engraving Capability (Criteria Character Length)	Twenty characters per line, except the first line which must be indented 2 characters
Engraving Capability (Character specifications)	MS Word Symbol Library. Font to be decided between NDIS and vendor during on-site demonstration

Engraving Capability (Character specifications)	Block Style Uppercase. Font to be decided between NDIS and vendor during on-site demonstration
Maximum Sound Produced (decibels) dB	75 dB
Output	100 Identity discs / hour
Engraving Capability (data reception format /compatibility)	CSV files
Engraving Capability (Job Production)	Batch Job production based on data submissions of at least 500 Identity Discs / job
Engraving Capability (Focus)	Auto Focus Capability
Engraver Settings	Multiple exhaust settings controlling output, sleep mode and auto shut down
Software and Hardware Management	Job management software must be targeted to the Laser Engraver's operating program and be provided during Laser Engraver delivery/setup, via online download for use with a USB flash drive, or on CD/DVD. Any subsequent job management software upgrades, fixes or updates must be provided via online download for use with a USB flash drive, or on CD/DVD.
Operating Software of Engraver	Software must be preloaded and compatible with MS Office Suite 2021 or later. Also require the OS to allow data retention of logs and ability to create user accounts. We want to be able to monitor who signs in when and require a super user (or admin account) to apply Group Policy Settings that can be retained.
Auxiliary Cooling Mechanism	Allow for 100% efficiency operations as per the specifications of this table and provide sufficient cooling power.
Center for Devices and Radiological Health (CDRH) Rating	Class 1 or 2

5.2 Accessories

The Contractor must provide the following accessories for requirement 5.1:

Description	Required quantity
Adjustable Laser Engraver Stand with locking wheels allowing for accessibility of user	2
Fume Extractor and Filter Technology for safe user use	1

5.3 Installation, On-Site Demonstration, Training and Software Orientation

The Contractor must provide on-site installation service for the requirement as described in item 5.1. The Contractor must ensure that the installed items are correctly adjusted, calibrated, and serviced such that the equipment is ready for operational use.

The Contractor must provide on-site training for 3 NDIS participants for item 5.1. The language of the training must be provided in English or French. Training must include the following topics:

- Item overview and all functionality;
- Filter Replacement;
- Provide software orientation training on the use of the engraver software;
- Training on creating new user accounts and proper removal of accounts. Creation of an admin account to manage said accounts;
- Basic Troubleshooting ;
- Use of accents and symbols;
- Safety Considerations.

The Contractor must provide training material for all participants. The training material must be written in English and French. The Contractor will provide any safety materials, training aids, manuals and documentation (paper and/or electronic format) used during the training session in both official languages (French and English) to the Technical Authority.

The training must be provided in English or French, must be for up to three (3) NDIS employees and must last no longer than 1 business day. The exact date of the training will be determined by the Technical Authority and must occur the same or business day after installation of requirements 5.1 and 5.2 delivery date. The Contractor will be notified at least 2 weeks in advance of this date.

5.4 Technical Support

The Contractor must provide for requirement 5.1, a five (5) year technical support service from the date of contract award.

The technical support must include:

- a) Coverage Period & Time: 5 days per week (Monday to Friday excluding statutory holidays in the Province of Ontario); 10 hours / Day (7:00-17:00 Eastern Standard Time)
- b) Provision of a 1-800 support phone line and email address
- c) In the event a phone message is left with the Contractor's contact line or an email is sent, a call back or responding email from a Contractor must be made within 2 hours
- d) If corrective action cannot be made over the phone or via email after 1 day of troubleshooting, a technician must be dispatched to the DND site to affix basic repairs within 2 business days.
- e) In the event of an emergency or crisis, the technician must be on site within 72 hours to conduct repairs. Emergency/crisis situation is defined as any and all issue with the machine

resulting in troubleshooting from NDIS onsite staff that is unsuccessful and also correspondence with the contractor not solving the issue and the machine remains not operational.

f) The Contractor must provide information and advice to users in either English or French.

5.5 Annual Diagnostic Assessment and Routine On-Site Preventative Maintenance Calls

The Contractor must provide for requirement 5.1, a five (5)-year preventative maintenance plan/service comprising of the below:

a) Two (2) On site Maintenance Calls/calendar year during which the contractor examines and diagnoses the basic operational functions of the machines. A standard routine diagnosis of key functions in line with the diagnosis required for the particular laser engraver is required. Such functions include the below at a minimum and may include more functions and features depending on the features of the particular engraver.:

1. Benchmark the mark, test engraving function and test the laser strength
2. Adjust, lubricate and test metal tag transport cycle
3. Clean marking chamber and laser lens
4. Replace filter media
5. Examine logic boards and firmware
6. Replace any worn out parts such as belts, guides, and bearing clamps
7. Software Upgrade Service

b) The Contractor must contact client to coordinate and arrange the timing of each call.

6.0 DELIVERABLES

Number	Description of the Deliverables	Quantity and Format
6.1	Laser Engravers as described in Section 5.1 above.	2
6.2	Accessories as described in Section 5.2 above.	1
6.3	Installation and training services as described in Section 5.3 above.	1
6.4	Technical Support as described in Section 5.4 above	1
6.5	Annual Diagnostic Assessment and Routine Preventative Maintenance Call Service as described in Section 5.5 above	1

7.0 CONSTRAINTS

7.1 The Work will have to be completed during normal working hours from 0700hrs to 1700hrs Monday to Friday (excluding statutory holidays);

7.2 The Contractor must adhere to all applicable federal and provincial safety regulations while performing the work.

8.0 DATE OF DELIVERY

The laser engravers and all materials must be received by the Department of National Defence – VCDS no later than 10 (ten) weeks after contract award.

9.0 LANGUAGE OF WORK

English will be the first language used for communication during training. Training materials including manuals must be available in both official languages.

10.0 DELIVERY LOCATION

The equipment must be delivered to the following address:

Department of National Defence
Pearkes Building Loading Dock
101 Colonel by Drive
Ottawa, Ontario
K1A 0K2
Canada

Delivery arrangements must be coordinated with the technical authority no later than one (1) week prior to the mandatory delivery date. Delivery will be made to 101 Colonel By Drive (Pearkes Building) via the loading dock. Unpacking, setup and training will take place within NDIS lines located in the basement of the same building.

1. **DELETE** Annex B in its entirety and **REPLACE** with the following:

ANNEX "B" BASIS OF PAYMENT

When completed, Annex B will be considered as the Bidder's Financial Bid.

1.0 General

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices, as specified below.

2.0 Standard Goods and Services

The Firm Unit Price(s) include(s) associated specifications and Deliverables as per Annex "A", FOB or DDP destination, including all delivery charges. Canadian customs duties and excise taxes included and Applicable Taxes extra. Applicable Taxes are not included in the pricing and are to be shown separately on invoices, if applicable.

If discrepancies are found between the unit price and the extended totals, firm unit price will prevail.

Item Number	Item	Quantity (A)	Firm Unit Price (B)	Extended Total (AxB=C)
1	Laser Engraver as detailed in Section 5.1 and Section 5.5 of Annex A – Statement of Requirement	2		
2	Adjustable Laser Engraver Stand with locking wheels allowing for accessibility of user	2		
3	Fume Extractor and Filter Technology for safe user use	1		
4	Laser Engravers Installation and Training Services as detailed in Section 5.3 of Annex A – Statement of Requirement	1		
Total Firm Price:				

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.