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## AMENDMENT #1

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This amendment is raised to modify the following terms and conditions:

**A. In Annex A, Statement of Work is deleted in its entirety and replaced with the following:**

### 1. TITLE

Digital Signage Connectivity, Portal Access, Technical Support and Maintenance (InfoTV)

### 2. OBJECTIVE

Public Safety Canada (PS) currently has a requirement for a company to provide cellular connectivity, web based portal access, technical support and maintenance for the department's digital signage system (InfoTV).

### 3. BACKGROUND

Public Safety Canada is Canada's lead department with the mandate to keep Canadians safe from a range of risks such as natural disasters, crime and terrorism. Public Safety Canada works with other federal departments, other levels of government, first responders, community groups, the private sector and other countries to achieve its objectives. The Department plays a key role in developing policies, delivering programs and ensuring cohesion and integration on policy and program issues within the Public Safety Portfolio, which includes: national security, emergency management, law enforcement, border management, corrections, and crime prevention. Public Safety Canada has 11 regional offices which are located all across Canada.

InfoTV is the department's digital signage system and is one of the primary methods of communicating important information to employees in the national capital region (NCR) and across regional offices. The slides that appear on InfoTV provide basic information and direct employees to visit the department's intranet site to get full information on the initiatives being promoted.

Due to the Covid-19 pandemic, service ceased in 2021. The mandate of the project is to relaunch operation of the department's digital signage system.

Public Safety Canada owns all of the equipment that is part of the digital signage system.

### 4. REQUIREMENTS

The Contractor must provide services for the following requirements:

- 4.1**    Guaranteed connectivity, support and maintenance for 20 digital units across Canada. Cellular connectivity (3G/4G) must be tested and proven to be strong at each of the locations of the digital units before any contract is signed.
- 15 in Ottawa, Ontario
    - o 11 at 269 Laurier Ave West
    - o 3 at 340 Laurier Ave West
    - o 1 at 257 Slater St
  - 1 in Toronto, Ontario
    - o 425 Bloor St East
    - o 1 in Montreal, Quebec 800 Rue du Square-Victoria



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- 1 in Dartmouth, Nova Scotia
    - o 21 Mount Hope Avenue
  - 1 in Winnipeg, Manitoba
    - o 363 Broadway Street
  - 1 in Burnaby, British Columbia
    - o 3292 Production Way
- 4.2** System must be compatible with Public Safety Canada's existing digital signage equipment:
- 42" LG HD screens: Model 42WS50MS
- 4.3** Contractor must provide Media Player and Cellular Router.
- 4.4** Content must be housed in a cloud based system (i.e. conducted via a web based portal that is accessible from anywhere) that is external to the Public Safety Canada network. Access to a test account must be provided to allow Public Safety to test functionality of the web portal.
- 4.5** The online portal for content management must be completely compatible with Google Chrome or Microsoft Edge browsers.
- 4.6** 50 GB of download content bandwidth, per player/per month, with the option of increasing the limit and a bracket listing for data usage overages and/or a flexible package for data usage.
- 4.7** Content must be encrypted when uploaded to the portal and when transmitted to players.
- 4.8** System must be capable of displaying JPEG images, PNG images, HD video files and ticker tape content.
- 4.9** Any software, firmware or hardware upgrades required during the term of the contract shall be performed at no cost to the Government of Canada.
- 4.10** Prior to installing any software, firmware or hardware to the existing PS system, the Contractor must first seek approval from the PA/TA prior to undertaking this work. The contractor must provide these updates and offer a warranty that is consistent with the terms and conditions of the contract.
- 4.11** In the event of a breakdown, all aspects of equipment repair and/or replacement must be covered by the contract, at no cost to the Government of Canada. Repairs to equipment must be carried out within three (3) working days.
- 4.12** Capacity and scalability to add digital signage in locations throughout Canada during the term of the contract.
- 4.13** Dedicated technical support must be accessible during normal business hours from Monday to Friday, between the hours of 8:00am and 5:00pm (ET). This support must proactively monitor the system status (not content) of each endpoint. Should an issue arise, the team must identify and notify the client (Public Safety Canada) and work quickly and efficiently to solve any problems within a 24 hour period.
- 4.14** System must have an automated error reporting function that sends an email to any identified Public Safety system operators when a unit goes down, loses connectivity or experiences any technical issues.

All services provided by the Contractor under the Contract must, at the time of acceptance, be free from



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defects in workmanship and conform to the requirements of the Contract. If the Contractor must correct or replace the work or any part of the work, it will be at no cost to the Government of Canada.

### 5. LOCATION OF WORK

5.1 The Contractor will be expected to conduct the work at their own facilities; however the contractor's resources must be available to participate in meetings at Public Safety Canada's facilities in Ottawa, ON as required. These meetings may either be in person or via teleconference as determined by the PS Project/Technical Authority.

- and -

All maintenance work and repairs must be carried out at Public Safety Canada's facilities across Canada depending on which units require maintenance and must be carried out during normal business hours from Monday to Friday, between the hours of 8:00am and 5:00pm local time.

5.2 Public Safety Canada will not accept any travel and/or living expenses incurred by the Contractor as a consequence of any relocation required to satisfy the terms of the Contract.

### 6. LANGUAGE OF WORK

6.1 All communications with Public Safety Canada staff must be performed in one of the official languages of Canada (English or French) at the employee's discretion.

### 7. OWNERSHIP OF FOREGROUND INFORMATION

7.1 All foreground Intellectual Property (IP) will continue to be owned by the originator of the IP including (but not limited to): hardware; software and the cloud-based interface; and images, slides, and other content transmitted to the display network. The use and transmission of this IP is to be accepted, permitted and/or licensed by the originator in order for parties to satisfy the terms of this contract.

### 8. POLICY ON GREEN PROCUREMENT

In April 2006, and as revised on May 14, 2018, the Government of Canada issued the Policy on Green Procurement ([http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats/procurement/politique-policy\\_eng.html](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats/procurement/politique-policy_eng.html)) that directs federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. To assist Canada in reaching its objectives, the Contractor should undertake the following when performing the Work:

8.1 Provide and transmit draft and final deliverables in electronic format.

8.2 Print on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest such as: Canadian Standards Association (CSA), Forest Stewardship Council (FSC); Sustainable Forestry Initiative (SFI); Ecology certification, etc.

8.3 Print double sided in black and white format.

8.4 Recycle (shred) unneeded printed documents in accordance with Security Requirements of the Contract.

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.**