

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving - PWGSC / Réception des soumissions -
TPSGC
11 Laurier St. / 11 rue Laurier
Place du Portage, Phase III
Core 0A1/Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

Revision to a Request for a Standing Offer
Révision à une demande d'offre à commandes

Departmental Individual Standing Offer (DISO)
Offre à commandes individuelle du département(OCID)

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

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

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Consultant Services Division/Division des services
d'experts-conseils
11 Laurier St./11 Rue Laurier
3C2, Place du Portage
Phase III
Gatineau, Québec K1A 0S5

Title - Sujet Insurance Claim Adjuster Services	
Solicitation No. - N° de l'invitation EJ112-122852/A	Date 2012-06-21
Client Reference No. - N° de référence du client 20122852	Amendment No. - N° modif. 004
File No. - N° de dossier fe171.EJ112-122852	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$FE-171-60387	
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale	
2012-05-02	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-07-05	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
Address Enquiries to: - Adresser toutes questions à: Searchwell, Suzette	Buyer Id - Id de l'acheteur fe171
Telephone No. - N° de téléphone (819) 956-6645 ()	FAX No. - N° de FAX (819) 956-8335
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: To be determined/NCA	
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

The following change in the Request For Standing Offer document is effective immediately.

This amendment will form part of the contract documents.

- 1) The closing date for receipt of Standing Offers is hereby postponed from "Friday June 28, 2012 to Thursday July 5, 2012 at 2:00 p.m.

Delete the following

- 2) **SRE 3.2.3 PERSONNEL EXPERIENCE AND EXPERTISE**

Qualifications – Personnel should have at least ten (10) years of experience in analyzing incidents relevant to Real Property projects in the public sector (provincial or federal governments, municipal, school boards, etc.). The Offeror should demonstrate in-house personnel capability, capacity and expertise to provide the required work as per Annex "A", section RW 2.0.

1. What the Offeror should provide:

(a) A brief description of a maximum of three (3) significant examples where the Offeror was required to provide analysis of incidents over the last five (5) years by its principal or personnel;

(b) Offerors should demonstrate:

Knowledge and experience of the Insurance Claims Adjustment industry;

A proven history of experience as an Insurance Claims Adjuster including:

-undertaking incident investigations for floods, structural failures, and other types of incidents,

-conducting forensic research into cause and origin of incidents,

-conducting interviews to be used for substantiating claims,

-the compilation of damages and supporting documentation,

-Providing the required work on behalf of the Crown, including the preparation of "court-ready" documentation on behalf of the Crown.

(c) Submit a maximum of three (3) c.v.'s of personnel who will perform the majority of the work resulting from the individual Call-ups. These curricula vitae must clearly indicate the years of experience which each of the personnel has in the provision of the work specified in the Required Work (RW) section;

(d) Identify the personnel's years of experience, the number of years with the Offeror;

(e) Client references – Two (2) letters of reference. Contact information at the working level. Reference checks may be completed if deemed necessary;

REPLACE WITH:

3.2.3 OFFEROR'S EXPERIENCE

Qualifications

The offeror should demonstrate in-house personnel capability, capacity and expertise to provide the required services .

1. What the offeror should provide:

(a) A brief description of three (3) significant examples where the offeror was required to provide analysis of incidents over the last five (5) years.

(b) Offerors should demonstrate:

- Knowledge and experience of the Insurance Claims Adjustment industry;
- a proven history of experience as an Insurance Claims Adjuster including:
 - undertaking incident investigations for floods, structural failures, and other types of incidents,
 - conducting forensic research into cause and origin of incidents;
 - conducting interviews to be used for substantiating claims;
 - the compilation of damages and supporting documentation;
 - Providing the required services on behalf of the Crown, including the preparation of "court-ready" documentation on behalf of the Crown.

(c) Client references – Two (2) letters of reference. Reference checks may be completed if deemed necessary;

3.2.4 PERSONNEL EXPERTISE

Personnel should have at least ten (10) years of experience in analyzing incidents relevant to Real Property projects in the public sector (provincial or federal governments, municipal, school boards, etc.).

1. What we are looking for:

Indicate personnel capability, capacity, and expertise in each of the areas listed in RW 2.0 Scope of Work.

2. What the offeror should provide:

(a) Submit a maximum of three (3) c.v.'s of personnel who will perform the majority of the work resulting from the individual Call-ups. These curricula vitae must clearly indicate the years of experience which each of the personnel has in the provision of the services specified in the Required Work (RW) section;

(b) Identify the personnel's years of experience as an Insurance Claims Adjuster and the number of years working with the offeror.

Delete the following

3) 3.3 EVALUATION AND RATING

Offers that are responsive (i.e. which meet all the mandatory requirements set out in the Request For Standing Offer) will be reviewed, evaluated and rated by a PWGSC Evaluation Board. In the first instance, price envelopes will remain sealed and only the technical components of the offers will be evaluated in accordance with the following to establish Technical Ratings:

Criterion	Weight Factor	Rating	Weighted Rating
Comprehension of the Scope of Work	2.0	0-10	20
Approach and Methodology	2.5	0-10	25
Personnel Experience & Expertise	5.5	0-10	55
Total	10		0-100

To be considered further, offers must achieve a minimum weighted rating of sixty (60) out of the hundred (100) points available for the rated technical criteria specified above.

No further consideration will be given to offers not achieving the pass mark of sixty (60) points.

REPLACE WITH:

3.3 EVALUATION AND RATING

Offers that are responsive (i.e. which meet all the mandatory requirements set out in the Request For Standing Offer) will be reviewed, evaluated and rated by a PWGSC Evaluation Board. In the first instance, price envelopes will remain sealed and only the technical components of the offers will be evaluated in accordance with the following to establish Technical Ratings:

Criterion	Weight Factor	Rating	Weighted Rating
Comprehension of Scope of Work	2	0-10	20
Approach and Methodology	2.5	0-10	25
Offeror's Experience	3.5	0-10	35
Personnel Experience	2	0-10	20
Total	10		0-100

To be considered further, offers must achieve a minimum weighted rating of sixty (60) out of the hundred (100) points available for the rated technical criteria specified above.

No further consideration will be given to offers not achieving the pass mark of sixty (60) points.

DELETE:

4) Annex "D" - PROPOSED PRICE OFFER INSTRUCTIONS - item 5

Item 5. The hourly rate provided for the category of Administrative Support must not exceed the amount of \$40.00 for the first year, \$50.00 for the second year and \$60.00 for the third year.

REPLACE WITH:

Annex "D" - PROPOSED PRICE OFFER INSTRUCTIONS - item 5

Item 5. The hourly rate provided for the category of Administrative Support must not exceed the amount of \$40.00 for the first and second year and \$50.00 for the third year.

The following is in response to inquiries received in relation to this solicitation

Question #1:

Annex D, paragraph 5 states:

“5. The hourly rate provided for the category of Administrative Support must not exceed the amount of \$40.00 for the first year, \$50.00 for the second year and \$60.00 for the third year.” The chart in Annex D shows First and Second year as one value, so there is no opportunity to distinguish the rates as provided in para 5.

Can you provide instructions on how to distinguish these rates?

Answer#1:

Refer to number 4 above

Question #2:

- (a) Does 3.2.3, 1(a) require three examples in total for the Offeror, regardless of the number of adjuster CVs provided (maximum three (3) CVs per 1(c), of course)?
- (b) Or three examples per adjuster CV submitted? For example, if three CVs are provided, versus one, does that require nine (9) examples, versus three in 3.2.3, 1(a)?

Answer #2

- (a) Yes
- (b) No

Question#3 & 4

- 3) If an Offeror puts in a CV for ONE resource, does that Offeror get more or less evaluation points than an Offeror that puts in THREE?
- 4) If an Offeror proposes one strong resource, and a second Offeror proposed one equally strong resource plus two others who are relatively weak, will the Offeror proposing three resources be at a disadvantage (in terms of evaluation points achieved) over an Offeror who puts in only one strong resource; or vice versa?

Solicitation No. - N° de l'invitation

EJ112-122852/A

Client Ref. No. - N° de réf. du client

20122852

Amd. No. - N° de la modif.

004

File No. - N° du dossier

fe171EJ112-122852

Buyer ID - Id de l'acheteur

fe171

CCC No./N° CCC - FMS No/ N° VME

Answer #3 & 4

Although 1,2 or 3 C.Vs can be submitted, the Offeror's reponse to SRE 3.2.4 will be evaluated based on the personnel capability, capacity and expertise to provide the required work as per Annex A - Standing Offer Brief.

Question #5

In SRE 3.2.3, paragraph 3.3 shows that personnel account for 55% of the overall technical score. What characteristics in each CV will the evaluation team be looking for to assign points when evaluating an individual CV? (i.e. how will the 0-10 points be assigned).

Answer #5

Refer to number 3 Evaluation and Rating above