

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

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Special Projects/Projets Spéciaux
11 Laurier St./11, rue Laurier
Place du Portage/, Phase III
Floor 10C1/Étage 10C1
Gatineau
Québec
K1A 0S5

Title - Sujet INSURANCE CLAIM SERVICES	
Solicitation No. - N° de l'invitation 08209-130150/A	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 08209-130150	Date 2013-11-26
GETS Reference No. - N° de référence de SEAG PW-\$\$ZL-100-26583	
File No. - N° de dossier 100zl.08209-130150	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-12-06	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Landreville, Vincent	Buyer Id - Id de l'acheteur 100zl
Telephone No. - N° de téléphone (819) 956-3907 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

This amendment is to correct discrepancies.

Remove:

1.2. Mandatory Technical Criteria

Criteria Number	Evaluation Criteria	Bid Preparation Instructions
MT1	<p>The bidder must demonstrate it has experience in implementing, administering and handling of at least three (3) claims administration projects for *external clients, from September 1, 2003 to September 1, 2008 years.</p> <p>*External client refers to a client that is external to the Supplier's own organization. Parent companies, affiliates, and subsidiaries are considered internal)</p>	<p>In order to demonstrate the acquired experience for each of the four (4) projects, the Bidder <u>must</u> provide the following information:</p> <ul style="list-style-type: none"> i. the name of client organization to whom the services were rendered; ii. the description of the work performed; iii. the period (month/year to month/year) from which the services were provided. <p>The following information <u>should</u> be provided:</p> <p>A substantiation reference: An acceptable substantiation reference is defined as a client reference who may be contacted, at Canada's discretion, to confirm the Bidder has previously provided the services identified. For each substantiation reference, the bidder should provide the following information: Contact Name, Contact Telephone number and contact e-mail address (if available). Where Canada determines that the bidder has not provided the contact information for the substantiation reference as requested, Canada will provide Bidder with 48 hours within which to submit information acceptable to Canada.</p>
MT2	<p>The bidder must demonstrate the following for <u>each</u> of the three (3) projects listed in M1 within a 12 month period:</p> <ul style="list-style-type: none"> (a) a minimum of 200 claims (b) minimum loss adjusted settlement value of \$200,000.00. 	<p>In order to demonstrate the acquired experience, the bidder <u>must</u> provide the following for <u>each</u> claims project:</p> <ul style="list-style-type: none"> i. the number of claims processed ii. the aggregate settlement value of the claims.
MT3	<p>The bidder must demonstrate it has processed a minimum total of 50 storage claims concerning the loss of personal or household effects.</p> <p>*The 50 claims must be from one of the projects listed in M1 either</p>	<p>In order to demonstrate the acquired experience, the bidder <u>must</u> provide the following:</p> <ul style="list-style-type: none"> i. the total number claims processed for the applicable project(s)

	combined or considered individually	
MT4	The Bidder must demonstrate it has experience in two (2) of the following types of claims for at least two (2) of the four (4) projects list in M1: (a) storage; or (b) air transportation; or (c) marine transportation, or (d) road transportation claims.	In order to demonstrate the acquired experience, the bidder must provide the following: i. The type(s) of claims provided for each applicable project
MT5	The Bidder must demonstrate it has issued at least 200 cheques within a twelve (12) month period for the settlement and payment of claims for at least one (1) of the three (3) projects listed in M1.	In order to demonstrate the acquired experience, the bidder must provide the following: i. The number cheques issued for the applicable project(s)
MT6	The Bidder must demonstrate it has involved the services of an insurance adjuster for at least one (1) of the three (3) projects listed in M1.	In order to demonstrate the acquired experience, the bidder must provide the following: i. A detailed description of the role and responsibilities of the insurance loss adjuster in regards to the applicable claims project ii.
MT7	The bidder must demonstrate it has experience in the handling of the repair and/or restoration of damaged items in at least three (3) of following categories: (a) Furnishings (b) electronics (c) appliances (d) artwork (e) vehicles (f) major catastrophe restoration.	In order to demonstrate the acquired experience, the bidder must provide the following: i. the item's category and description of the repair or restoration;

Replace:

1.2. Mandatory Technical Criteria

Criteria Number	Evaluation Criteria	Bid Preparation Instructions
-----------------	---------------------	------------------------------

MT1	<p>The bidder must demonstrate it has experience in implementing, administering and handling of at least four (3) claims administration projects for *external clients, from September 1, 2008 to September 1, 2013 years.</p> <p>*External client refers to a client that is external to the Supplier's own organization. Parent companies, affiliates, and subsidiaries are considered internal)</p>	<p>In order to demonstrate the acquired experience for each of the four (4) projects, the Bidder <u>must</u> provide the following information:</p> <ul style="list-style-type: none"> iv. the name of client organization to whom the services were rendered; v. the description of the work performed; vi. the period (month/year to month/year) from which the services were provided. <p>The following information <u>should</u> be provided:</p> <p>A substantiation reference: An acceptable substantiation reference is defined as a client reference who may be contacted, at Canada's discretion, to confirm the Bidder has previously provided the services identified. For each substantiation reference, the bidder should provide the following information: Contact Name, Contact Telephone number and contact e-mail address (if available). Where Canada determines that the bidder has not provided the contact information for the substantiation reference as requested, Canada will provide Bidder with 48 hours within which to submit information acceptable to Canada.</p>
MT2	<p>The bidder must demonstrate the following for <u>each</u> of the four (4) projects listed in M1 within a 12 month period:</p> <ul style="list-style-type: none"> (a) a minimum of 200 claims (b) minimum loss adjusted settlement value of \$200,000.00. 	<p>In order to demonstrate the acquired experience, the bidder <u>must</u> provide the following for <u>each</u> claims project:</p> <ul style="list-style-type: none"> iii. the number of claims processed iv. the aggregate settlement value of the claims.
MT3	<p>The bidder must demonstrate it has processed a minimum total of 50 storage claims concerning the loss of personal or household effects.</p> <p>*The 50 claims must be from one of the projects listed in M1 either combined or considered individually</p>	<p>In order to demonstrate the acquired experience, the bidder <u>must</u> provide the following:</p> <ul style="list-style-type: none"> ii. the total number claims processed for the applicable project(s)
MT4	<p>The Bidder must demonstrate it has experience in two (2) of the following types of claims for at least two (2) of the four (4) projects list in M1:</p>	<p>In order to demonstrate the acquired experience, the bidder <u>must</u> provide the following:</p> <ul style="list-style-type: none"> ii. The type(s) of claims provided for each applicable project

	(a) storage; or (b) air transportation; or (c) marine transportation, or (d) road transportation claims.	
MT5	The Bidder must demonstrate it has issued at least 200 cheques within a twelve (12) month period for the settlement and payment of claims for at least one (1) of the four (4) projects listed in M1.	In order to demonstrate the acquired experience, the bidder must provide the following: ii. The number cheques issued for the applicable project(s)
MT6	The Bidder must demonstrate it has involved the services of an insurance adjuster for at least one (1) of the four (4) projects listed in M1.	In order to demonstrate the acquired experience, the bidder must provide the following: iii. A detailed description of the role and responsibilities of the insurance loss adjuster in regards to the applicable claims project iv.
MT7	The bidder must demonstrate it has experience in the handling of the repair and/or restoration of damaged items in at least three (3) of following categories: (a) Furnishings (b) electronics (c) appliances (d) artwork (e) vehicles (f) major catastrophe restoration.	In order to demonstrate the acquired experience, the bidder must provide the following: ii. the item's category and description of the repair or restoration;

The changes are applicable to Attachment 1 of Part 3 as well.

All other sections of the solicitation remain unchanged.