

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. 002
Client Reference No. - N° de référence du client 08209-130150	Date 2013-12-03
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 2013-12-13	
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

Summary:

- 1- Bid closing period is extended to Dec 13, 2013
- 2- Answer questions received from industry.
- 3- Minimum required Projects for Technical requirement is changed from 4 projects to 3 projects for evaluation purposes.

Q1: Could you please advise if the contractor is expected to self-fund the settlement checks to later be reimbursed on a monthly basis or will a trust be available in order to issue these checks from.

A1: The contractor is expected to self fund the settlement checks. There will NOT be any trust fund available.

Q2: Please confirm the word "files" is used to define "claims"

A2: In this document, the words "file" and "claim can be used interchangeably.

Re: PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

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 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 must provide the following information:</p> <ol 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 should be provided:</p> <p>A substantiation reference:</p> <p>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.</p> <p>For each substantiation reference, the bidder should provide the following information:</p>

		<p>Contact Name, Contact Telephone number and contact e-mail address (if available).</p> <p>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> <p>(a) a minimum of 200 claims</p> <p>(b) minimum loss adjusted settlement value of \$200,000.00.</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following for each claims project:</p> <p>i. the number of claims processed</p> <p>ii. the aggregate settlement value of the claims.</p>
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 must provide the following:</p> <p>i. the total number claims processed for the applicable project(s)</p>
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>(a) storage; or</p> <p>(b) air transportation; or</p> <p>(c) marine transportation, or</p> <p>(d) road transportation claims.</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following:</p> <p>i. The type(s) of claims provided for each applicable project</p>

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: 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 four (4) 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 with:

1.2. Mandatory Technical Criteria

Criteria Number	Evaluation Criteria	Bid Preparation Instructions
MT1	The bidder must demonstrate it has experience in implementing, administering and handling of at	In order to demonstrate the acquired experience

	<p>least three (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>for each of the three (3) projects, the Bidder must provide the following information:</p> <p>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> <p>The following information should be provided:</p> <p>A substantiation reference:</p> <p>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.</p> <p>For each substantiation reference, the bidder should provide the following information:</p> <p>Contact Name, Contact Telephone number and contact e-mail address (if available).</p> <p>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> <p>(a) a minimum of 200 claims</p> <p>(b) minimum loss adjusted settlement value of \$200,000.00.</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following for each claims project:</p> <p>iii. the number of claims processed iv. the aggregate settlement value of the claims.</p>
MT3	<p>The bidder must demonstrate it has processed a minimum total of 50 storage claims concerning the</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following:</p>

	<p>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>ii. the total number claims processed for the applicable project(s)</p>
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 three (3) projects list in M1:</p> <p>(a) storage; or</p> <p>(b) air transportation; or</p> <p>(c) marine transportation, or</p> <p>(d) road transportation claims.</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following:</p> <p>i. The type(s) of claims provided for each applicable project</p>
MT5	<p>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.</p>	<p>In order to demonstrate the acquired capability, the bidder must provide the following:</p> <p>i. The number of cheques issued for the applicable project(s)</p>
MT6	<p>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.</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following:</p> <p>iii. A detailed description of the role and responsibilities of the insurance loss adjuster in regards to the applicable claims project.</p>
MT7	<p>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:</p>	<p>In order to demonstrate the acquired experience, the bidder must provide the following:</p> <p>ii. the item's category and description of the repair or restoration;</p>

	<ul style="list-style-type: none"> (a) Furnishings (b) electronics (c) appliances (d) artwork (e) vehicles (f) major catastrophe restoration. 	
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Remove:

1.3. Financial Evaluation

- (a) For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.
- (b) Any estimated level of services specified in the pricing schedule detailed in Attachment 2 to Part 3 is provided for bid evaluated price determination purposes only. It is only an approximation of the requirements and is not to be considered as a contract guarantee.

Insert:

1.3. Financial Evaluation

- (a) For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 2 to Part 3.
- (b) Any estimated level of services specified in the pricing schedule detailed in Attachment 2 to Part 3 is provided for bid evaluated price determination purposes only. It is only an approximation of the requirements and is not to be considered as a contract guarantee.

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

Re: Annex B Basis of payment par 2

Remove:

2. Fee for Creation of Files & Claims

- (a) The contractor will be paid a fee for the creation of a file, in accordance with the table below, after it has completed the tasks detailed in C1 of the Statement of Work.
- (b) The contractor will be paid a fee for administering claim amounts, in accordance with the table below, after it has completed the tasks detailed in C3.01 of the Statement of Work.

Value	CONTRACT			OPTION	
	Year 1 April 2014 to March 31, 2015	Year 2 April 2015 to March 31, 2016	Year 3 April 2016 to March 31, 2017	Year 1 April 2017 to March 31, 2018	Year 2 April 2018 to March 31, 2019
Creation of Files	\$ Per creation	\$ Per creation	\$ Per creation	CPI	CPI
Claims \$0.01 to \$499.99	\$ Per claim	\$ Per claim	\$ Per claim	CPI	CPI
Claims \$500.00 to \$1999.99	\$ Per claim	\$ Per claim	\$ Per claim	CPI	CPI
Claims \$2000.00 to \$4999.99	\$ Per claim	\$ Per claim	\$ Per claim	CPI	CPI
Claims \$5,000.00 and over	\$ Per claim	\$ Per claim	\$ Per claim	CPI	CPI

Insert:

2. Fee for Creation of Files & Claims

- (a) The contractor will be paid a fee for the creation of a file, in accordance with the table below, after it has completed the tasks detailed in C1 of the Statement of Work.
- (b) The contractor will be paid a fee for administering claim amounts, in accordance with the table below, after it has completed the tasks detailed in C3.01 of the Statement of Work.

Value	CONTRACT		OPTION	
	Year 1 April 2014 to March 31, 2015	Year 2 April 2015 to March 31, 2016	Year 1 April 2016 to March 31, 2017	Year 2 April 2017 to March 31, 2018
Creation of Files	\$ Per creation	\$ Per creation	CPI	CPI
Claims \$0.01	\$ Per claim	\$ Per claim	CPI	CPI

Solicitation No. - N° de l'invitation

08209-130150/A

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

08209-130150

Amd. No. - N° de la modif.

002

File No. - N° du dossier

100z108209-130150

Buyer ID - Id de l'acheteur

100z1

CCC No./N° CCC - FMS No/ N° VME

to \$499.99				
Claims \$500.00 to \$1999.99	\$ Per claim	\$ Per claim	CPI	CPI
Claims \$2000.00 to \$4999.99	\$ Per claim	\$ Per claim	CPI	CPI
Claims \$5,000.00 and over	\$ Per claim	\$ Per claim	CPI	CPI