



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Blank lines for bidder information

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder - Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Form fields for Name/Nom, Title/Titre, Signature, Date, Telephone No., Fax No., and E-mail address

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Main proposal form with fields for Title, Solicitation No., Amendment No., Contracting Authority, and a security requirement notice.



SOLICITATION AMENDMENT # 001

This solicitation amendment is raised to:

1. Address the following questions submitted during the solicitation period as per RFP; and
2. Amend the RFP.

1. QUESTIONS AND ANSWERS

Question 1.

On page 16 you provided historical data of ergonomic services provided in the 6 regions. In order to offer the best price possible it would be of great assistance to obtain the number of ergonomic assessments per city so that we know which ones we can cover through our own clinics (lower price) versus affiliate clinics (higher price). The HQ is a very limited area and therefore additional data would not be necessary.

If the CRA cannot provide the number of ergonomic assessments per each city, would it be possible to know at least, how many ergonomic assessments were done in the greater Toronto area (100 km radiant) since the Ontario region is where the number of assessments is the highest?

Answer 1.

Statistics per city are not available.

Question 2.

For the requirements related to the CRA Synergy Solution, can you provide a little more details on the process for payment to the suppliers?

Answer 2.

Please refer to Annex E: Requirements for CRA Synergy Solution. This article has detailed information on the Acquisition Card requirements and payment process, particularly these sections:

- 5. CRA Synergy Solution Communication flow
- 11. Acquisition Card Charges

Essentially, we are not using Ariba Invoicing. Suppliers will be required to charge a single CRA Acquisition Card (MasterCard) for all catalogue orders using a third party payment provider (i.e. Moneris). The charge must include level 2 transactional data (i.e. PCO number, actual tax amount, and total order amount including tax). Section 11. Acquisition Card Charges stipulates these requirements.

Question 3.

Sections MT1, MT2 and several of the rated requirements contain the following statement:

The bidder has provided ergonomic services as described in Annex A: Statement of Work (SOW), either directly or indirectly through subcontractor(s) or joint venture arrangements, to at least three (3) client organizations, in the past five (5) years from the date of bid closing. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.

Please clarify whether if the bidder was a Tier 2 supplier (Primary contractor (Tier 1) subcontracted to the bidder (Tier 2)) and the bidder provided the services using its internal resources, is the work eligible? And confirm that if the bidder was a Tier 2 supplier and provided the services using subcontractors (Tier 3 supplier) then the work is not eligible?

Answer 3.

To be considered compliant, the bidders must have been awarded at least three contracts by client organizations in the past five (5) years, regardless if the services were/are provided by the bidder directly, subcontracted to a third party, or through joint venture arrangements.

A bidder to this RFP that has only provided the services as a subcontractor will be considered non-compliant.



The CRA is looking for Bidders with experience in the provision of the services identified in the RFP. The CRA understands that not all Bidders may have direct experience providing some of the services identified in the RFP and as such, the CRA is willing to accept experience of a subcontractor as long as the Bidder was the primary Contractor responsible for the delivery of the services, as subcontractors are not ultimately responsible to the client, but rather to the primary Contractor. If the Bidder is a Joint Venture, the experience of each member of a joint venture will be acceptable only if each member of the joint venture was directly responsible for the provision of the services and directly accountable to the client, not to another Contractor.

Question 4.

Annex D: Insurance Requirements, Section D2. Medical Malpractice Liability, outlines the requirements for medical malpractice insurance. Ergonomic assessments and training are not “medical services” and this type of insurance is not needed. Professional colleges and associations such as the Canadian College for Certification of Professional Ergonomists, Association of Canadian Ergonomists, College of Kinesiologists of Ontario, Canadian Kinesiology Alliance, and Ontario Kinesiology Association do not require medical malpractice insurance for practitioners, these regulating bodies and associations require only Errors and omissions liability insurance and commercial general liability insurance.

Since medical malpractice liability insurance is not a requirement for practitioners of ergonomic services, will CRA remove the requirement for medical malpractice insurance?

Answer 4.

The requirement for Medical Malpractice Liability is removed from the RFP. Please see amendment below.

Question 5.

Will CRA consider extending the closing date for the solicitation? The solicitation is very large and will take a significant amount of time for bidders to write a quality proposal. With the solicitation being issued right before Christmas holidays, the amount of time available to create a response is limited. It would be greatly appreciated if the closing date could be extended by 3-4 weeks.

Answer 5.

The CRA must adhere to an aggressive timeline. As a result, the CRA is unable to consider a four (4) week extension, however a one (1) week extension to the closing date of this RFP has been granted.

Question 6.

Please provide an example/description of the type of job/work for which an industrial ergonomic assessment may be required?

Answer 6.

The possible scope of an industrial assessment is broad. Industrial assessments could be required in any of the following work environments: mail room; warehouse; loading dock, etc., with employees performing manual material handling techniques such as lifting, lowering, pushing or pulling, and/or using manual material handling equipment such as carts, racks, hand trucks, conveyors and manual pallet jacks. The Canada Revenue Agency has employees operating industrial machinery, such as industrial shredders; mail extraction machines; and mail sorter machines. Also, employees could be using hand and power tools. These assessments could be focused on one employee at one location, or it could be focused on a group of employees that perform similar work across the Agency in multiple locations.

Question 7.

In reference to your RFP Solicitation number: 1000320941 for Ergonomic Services, you have mentioned on page 21 of the RFP that a Bidder must hold a valid Designated Organizational Screening (DOS) granted by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada. Can you please provide additional details on how to initiate a security clearance to obtain this DOS?



Also, please confirm that whether we have to provide this DOS at the time of RFP submission or it is required at the time of the contract award.

Answer 7.

Prior to contract award, the CRA will request the Designated Organizational Screening (DOS) from the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada on behalf of the bidder.

Bidders are not required have this clearance at time of bid closing.

Question 8.

Part 7, 7.11 Protection and security of data stored in databases, states that all data related to the Work must be kept in Canada. Part 1, 1.2 states that Canada Revenue Agency's (CRA) e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as "Synergy". Ariba's servers are located outside Canada.

Since CRA is requiring the use of the Ariba network, which sends data related to requesting Work (which would contain information such as employee name, location, and contact information) through a system located outside Canada, does CRA consider this data as "not protected"/not needed to be covered by security requirements listed in Part 7, 7.11?

The data relating to the Work, which the successful bidder will be handling, does not have anything to do with CRA business (ie. tax returns, tax collection, etc.) or is already available to the public. Data such as employee names and phone numbers are listed publicly on the Government Electronic Directory (GEDS). Does CRA require data related to requests for ergonomic services, ergonomic assessments (eg. ergonomic hazards), and data relating to CRA's ergonomic reporting requirements (as stated in Annex A under 6.4 Statistical Report Requirements) to be "protected" and needs to be covered under Part 7, 7.11? If this data is not considered to be protected, is it acceptable for this data to be used in information management systems hosted outside Canada?

Answer 8.

No. the CRA requires that this data is hosted in Canada.

Question 9.

Can you provide a spreadsheet version of Table R2.1?

Answer 9.

An MS Word version of Table R2.1 has been added to the documents list on Buy and Sell.



2. AMENDMENTS TO THE RFP

1. On Page 1: Solicitation closes:

Delete: 2015-01-26

Insert: 2015-02-02

2. At article 2.2 Communications – Solicitation Period:

DELETE:

Second deadline for questions on RFP: (at Noon EST) *January 14, 2015*

RFP Amendment (Q&A) released (estimated) *January 16, 2015*

RFP closing date: *January 26, 2015*

INSERT:

Second deadline for questions on RFP: (at Noon EST) *January 20, 2015*

RFP Amendment (Q&A) released (estimated) *January 23, 2015*

RFP closing date: *February 2, 2015*

3. At Annex D: Insurance Requirements, article D.2 Medical Malpractice Liability:

Delete: In its entirety.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED