

**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 0B2 / Noyau 0B2  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for a Standing Offer**  
**Révision à une demande d'offre à commandes**  
National Master Standing Offer (NMSO)  
Offre à commandes principale et nationale (OCPN)

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**  
Services Procurement-Instruments Management  
Division/Approvisionnement de services-Gestion des instruments  
11 Laurier St. / 11, rue Laurier  
11C1, Place du Portage III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> Ergonomics NMSO Renewal	
<b>Solicitation No. - N° de l'invitation</b> E60ZQ-140001/B	<b>Date</b> 2015-07-08
<b>Client Reference No. - N° de référence du client</b> E60ZQ-140001	<b>Amendment No. - N° modif.</b> 006
<b>File No. - N° de dossier</b> 011zq.E60ZQ-140001	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZQ-011-28996	
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale 2015-06-12	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2015-07-16</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Harrison, Linda	<b>Buyer Id - Id de l'acheteur</b> 011zq
<b>Telephone No. - N° de téléphone</b> (819) 956-1074 ( )	<b>FAX No. - N° de FAX</b> (819) 997-2229
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> 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**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
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)		
<b>For the Minister - Pour le Ministre</b>		

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### Amendment 006

This amendment is raised to answer questions from bidders and to amend the RFSO.

- Q.34 In Annex A, Page 31, Section 12 b) Provided a minimum of 25 office ergonomic assessments within the last 2 years to outside clients:

Will resources who have been on maternity leave(s) within the last 2 years be required to count their time off work when determining if they have completed 25 assessments in the last 2 years or would this time away from work be added to the total?

- A.34 Based on the stated requirements, a resource would be expected to have completed slightly more than 1 assessment per month over the 2 year period, which does not appear to be an unreasonable expectation. Given the maximum possible Employment Insurance maternity and parental benefit of 50 weeks (source: [http://www.servicecanada.gc.ca/eng/ei/types/maternity\\_parental.shtml#maternity](http://www.servicecanada.gc.ca/eng/ei/types/maternity_parental.shtml#maternity)), a resource in those circumstances would be expected to have completed slightly more than 2 assessments per month, which still does not appear to be an unreasonable expectation. The requirement remains unchanged.

- Q.35 In Part 7 – Standing Offer and Resulting Contract Clauses, Page 21, Section 7A.8. (d) : Assessment of Proposed Resources: ..... The month(s) of experience listed for a project whose time frame overlaps that of another reference project will only be counted once.

The “Minimum Mandatory Qualifications” do not refer to a requisite number of months or years’ experience for proposed resources, rather a minimum number of assessments over the last two years. Considering the referenced requirement on Page 7, Section 7A.8. (d), when outlining the number of assessments completed over the last 2 years to demonstrate that a proposed resource meets the “Minimum Mandatory Qualifications” are we able to list projects that were completed concurrently?

- A.35 If two assessment are done during the same time period, they would count at two (2). See amendment to Part 7 of the RFSO - Standing Offer and Resulting Contract Clauses, below.

- Q.36 Section – Part 1 – 1.2.5 – page 4 - “There will be one (1) refresh solicitation approximately 18 months after the date of issuance of the SO. The refresh solicitation will allow new suppliers to provide offers to qualify and will allow existing SO holders to submit.....etc.” Can you please clarify if PWGSC will be accepted new suppliers during this specific NMSO even though they are are not an existing supplier from the previous NMSO? Based on the information in section 1.2.5 it implies new suppliers will be allowed to provide offers ONLY after 18 months of the renewal. We are requesting clarification.

- A.36 Yes, as stated in the RFSO, once the National Master Standing Offer (NMSO) is in place and new suppliers are qualified on the NMSO, PWGSC will be qualifying further new suppliers approximately 18 months after the date of issuance of the SO. The refresh will also allow SO holders to submit a revised basis of payment.

- Q.37 Section Attachment 1 to Part 2 Pricing Schedule – page 11 – Follow-up Ergonomic Assessment – Section 3.0. “The prices and rates specified in the pricing schedule.....” Will the supplier be paid the full hour for the follow-up even though the visit may be shorter than expected? We are requesting clarification.

- A.37 The Contractor will be paid for the actual hours worked at the firm hourly rates detailed below. The Contractor will be paid an initial half hour minimum charge calculated from the time the Contractor's technician arrives on-site. All additional chargeable time, over and above the first half hour, will be rounded to the nearest quarter hour.
- Q.38 Section 4.1.2 – Financial evaluation – Step 4(ii) – page 12 – An offer whose total evaluated price falls within or is equal to the upper or lower limit of the median price range determined in Step 3 will be declared responsive for the applicable.....” . Can PWGSC provide some examples of median price ranges and the calculations in determining a supplier responsive?
- A.38 As stated in Step 2 of Section 4.1.2, the median “is the middle offer in a set of offers whereby half of the offers are greater and half are lower. When an even number of technically responsive offers have been determined, an average of the middle 2 prices/rates will be used to calculate the median.” An example is as follows:  
 Five Offers for the NCR are submitted, with the Total Evaluated Price for each as follows: \$300, \$350, \$500, \$650 and \$900.  
 In accordance with Step 2, the median price would be \$500.  
 In accordance with Step 3, the median price range would be \$300 to \$700, determined as follows:  
 - the lower end of the median price range = median price - (median price x 40%)  
     = \$500 - (\$500 x 40%)  
     = \$500 - \$200  
     = \$300  
 - the upper end of the median price range = median price + (median price x 40%)  
     = \$500 + (\$500 x 40%)  
     = \$500 + \$200  
     = \$700  
 Therefore, based on the Total Evaluated Prices above, four of the five offers (\$300, \$350, \$500 and \$650) would fall within or are equal to the upper or lower limit of the median price range determined in Step 3 and would be declared responsive, while the one offer that fell outside of the median price range (\$900) would be declared non-responsive.
- Q.39 Section 6.1 (Security Requirement) / Section 6.2 (Insurance requirements) – page 18: Can you please clarify if the security requirements and insurance requirements for an approved supplier of the previous NMSO (E60ZH-10002) are required to submit the approved documents with the new submission or once the supplier has been approved with the new NMSO?
- A.39 All documents required to substantiate that an Offeror meets the requirements set out in Section 6.1, Security Requirement, and 6.2, Security Insurance, should be submitted with your Offer.
- Q.40 Section 7A.8.1 – Call up process for requirements less than \$25,000 – page 22 – 7A.8.1.1 – Option 1 – Right of First Refusal basis / 7A.8.1.2 – Option 2 – Directed requirements – “Regardless which option above is chosen, the supplier should be engaged as follows:” Based on our experiences with the previous NMSO there appeared to be some confusion within the various departments regarding the NMSO processes. We understand the NMSO is not mandatory, however based on the 2 OPTIONS available now, how will PWGSC communicate to all the departments, agencies and crown corporations to ensure consistency messaging to avoid confusion with Option 1 and Option 2 under section 7A.8.1?

- A.40 No confusion is anticipated since both options were available to all the departments, agencies and crown corporations under the previous (current) NMSO.
- Q.41 Section 7A.8.1 – Call up process for requirements less than \$25,000 – page 22, 23 – Step 2 – “If the offeror is available to conduct the work as requested, the offeror must propose which resource(s) it will use .....If the Offeror confirms in writing by e-mail it is unable to fulfill the requirement or does not submit a response within the above deadline(s), the identified user will issue the availability confirmation request to the next ranked offeror. Under no circumstances, however must the identified user skip over the highest ranked offerer during the process. If a positive reply is received by the highest ranked offer within the specified time, the client must proceed with this offerer and proceed to a call-up” Question: Step 2 of the call up process only refers to Option 1 – right of first refusal basis. However if identified user wishes to use Option 2 – Directed requirements, then Step 2 does not apply because it refers to “request to the next ranked offeror”. For example if the identified user wishes to use any of the offerors who are listed from Option 2, then Step 2 does not apply. Is this correct? We would like to recommend an amendment to Step 1, Step 2 and Step 3 to identify separate clear processes for both Option 1 and Option 2 to avoid any confusion by the supplier or identified user. With the current wording it refers and implies to Option 1.
- A. 41 All 3 steps of the Call-up process apply regardless of whether Option 1 (Right of first refusal) or Option 2 (Directed) is being used.
- For example, if a Client initially chooses to direct a call-up to an SO Holder that is not the highest-ranked (i.e. Option 2):
- The Client would confirm the chosen SO Holder’s availability (Step 1);
  - The chosen SO Holder would be required to provide a response (Step 2);
  - The Client would assess the proposed resources (Step 3).
- If the chosen SO Holder is not available to perform the assessment or any of the requirements are not met by the chosen SO Holder, Steps 1 to 3 of the Call-up process would need to be repeated with another SO Holder.
- Q.42 Section 7A.8.1 – Call up process for requirements less than \$25,000 – page 23 – Step 3 – Assessment of proposed resources : “The offeror proposed resources.....If the proposed new resource(s) do not meet the requirements set out in Annex A....and the identified user will issue the availability confirmation request to the next offeror. This process will be repeated until a call-up is issued or the availability confirmation request is withdrawn.” Question: In Step 3 it only refers to the identified user using Option 1 – right of first refusal and it is confusing because this section does not identify the specific processes for Option 2 – Directed requirements for the identified user. We would like to recommend an amendment to Step 3 to identify clear processes for both Option 1 and Option 2 to avoid confusion by the supplier or identified user. With the current wording in Step 3 is only applies to Option 1.
- A.42 Please refer to the response provided to Q41.
- Q.43 Is it possible to obtain the number of evaluation assessments and follow-up visits for each of the regions/metropolitan regions for the last few years?

A.43 Refer to Amendment 001 - A.9

Q.44 In review of Attachment 1 to Part 4 - A1.1 "Mandatory Technical Criteria" please advise as it relates to the table on page 14 of 39 ... Is the Offeror to indicate in writing under the heading "Meets Requirements Yes or No"? If Yes is applicable, in addition to completing Attachment 2 to Part 4 the "Suggested Response Template for MT1 and MT2" (page 15 of 39) do we include a written response under the heading of "Cross Reference to Response" and explain how the requirements are being met on page 14 of 39. Once completed does the written completion of the three tables satisfy the requirement to "explain and demonstrate how they propose to meet the requirements" as noted under item 3.2 Section 1: Page 9 or 39?

A.44 The Heading "Meets Requirements" and the "Cross Reference to Response" are for evaluation purposes only; No they do not need to be completed. What the Offeror needs to focus on is the Suggested Response Template for MT1 and MT2 in Attachment 2 to Part 4.

Q. 45 Appendix 1 – Measurement worksheet – Chair parameters – page 1 of 3: On page 1 of this appendix we see a chair parameter guideline with specific measurements from A to H with additional information with tilt. Are we to measure all the chairs to these specific requirements or is this more for the chair recommendations within the reports to be used for the purchasing departments? Please clarify? Also not all the chairs will meet those specifications because sometimes there are custom chairs due to medical conditions. So I am not clear to the purpose of the Pages 1 and 2 as it relates to the report and how it relates to Page 3. Page 3 identifies the key measurements required to be taken for the appendix, so how are those key measurements on Page 3 applied to Page 1 and Page 2?

A. 45 The purpose of pages 1 & 2 is to provide a guide to identify general chair specifications that may be able to be adjusted to meet the ergonomic needs of the majority of people.

Therefore Page 1 is not necessarily related to page 3 at all. Page 3 is meant as a data collection tool to record observations and measurements during the actual assessment. These latter measurements can be referred to as "user requirements" and should be used (by the employer) to find/purchase a chair that has features that can accommodate these defined user (employer) requirements.

#### The Solicitation is amended as follows:

##### 1) Part 7 Section 7A.8:

###### Section 7A.8. Call-up Procedures

###### (d) Assessment of Proposed Resources:

Delete: In its entirety

Insert: The following

(d) **Assessment of Proposed Resources:** The qualifications and experience of the proposed resource(s) will be assessed against the requirements set out in the section entitled "Minimum Mandatory Qualifications" in Annex A. The Identified User may request proof of successful completion of formal training, as well as reference

information. Canada reserves the right to request references from an Offeror and SO's proposed resources to conduct a reference check to verify the accuracy of the information provided.

Where the Offeror is requested to provide information regarding qualifications or experience of its proposed resources, Offerors should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained. Co-op terms are considered work experience provided they are related to the required services.

## 2) Annex B, Basis of Payment, Section 1.2

### Insert:

The Contractor will be paid for the actual hours worked at the fixed hourly rates detailed below. The Contractor will be paid an initial half hour minimum charge calculated from the time the Contractor's technician arrives on-site. All additional chargeable time, over and above the first half hour, will be rounded to the nearest quarter hour.

## 3) At Part 1 - General Information and Part 5 - Certifications

**Delete:** In its entirety Section 1.2.6 (in Summary)

## 4) At Part 2 - Offeror Instructions

### Section 2.1. Standard Instructions, Clauses and Conditions

**Delete:** The 2006 (2014-09-25) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

**Insert:** the following:

The 2006 (2015-07-03) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

## 5) Section 5.1.1 Integrity Provisions

Insert: the following:

### 5.1.1 Integrity Provisions – List of Names

Pursuant to subsection List of Names of section 01 of the Standard Instructions, Offerors who are incorporated or a sole proprietorship, including those submitting offers as a joint venture, must submit a complete list of names of all individuals who are currently directors of the Offeror, or the name of the owner, as applicable. Offerors submitting offers as societies, firms, or partnerships do not need to provide lists of names. Consult sections [4.21](#), [5.16](#) and [8.70.2](#) of the Supply Manual for additional information.

Offerors who are incorporated, including those submitting offers as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Offeror.

Solicitation No. - N° de l'invitation

E60ZQ-140001/B

Amd. No. - N° de la modif.

006

Buyer ID - Id de l'acheteur

011zq

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

E60ZQ-140001

File No. - N° du dossier

011zqE60ZQ-140001

CCC No./N° CCC - FMS No/ N° VME

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Offerors submitting offers as sole proprietorship, as well as those submitting offers as a joint venture, must provide the name of the owner(s).

Offerors submitting offers as societies, firms or partnerships do not need to provide lists of names.

## 6) Part 7A - Standing Offer and Resulting Contracting Clauses

### Section 7A.3.1 General Conditions

#### **Delete: the following**

2005 (2014-09-25) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

#### **Insert:**

2005 (2015-07-03) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

## 7) Part 7B - Resulting Contract Clauses

### 7B.2.1 General Conditions

#### **Delete:** the following

2035 (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

#### **Insert:**

2035 (2015-07-03), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**