



Questions and Answers 001 TO THE REQUEST FOR PROPOSALS

Solicitation Number 1000017659

Quebec Justice Process Servers – Quebec Region

To all Bidders

Below are the Questions and Answers 001 in regards to the Quebec Justice Process Servers Request for Proposal:

- Q1. Page 6 Section II: Financial Bid:** it is mentioned that the Tariff of professional fees 2014 will be applicable. Should we instead apply the rate in 2015? Thereafter, should we assume that the applicable fare will be one that will be renewed every year?
- A1. Indeed, there is an update rate of professional fees (THP) bailiffs** (<https://www.huissiersquebec.qc.ca/Document/THP%202015.pdf>) and it should be applied. The applicable rate will be the one which will be renewed every year.
- Q2. Page 7:** What do you mean by daily rates? How do you expect that we include these rates in the financial offer? Does this section we shall apply as we have a rate to action governed by the government?
- A2. The rates in the act governed by the Québec government are to replace the term "daily rate" where it is applicable. The daily rate will apply in this case to fees for professional services not provided for by Article 8 of the Law on Bailiffs (THP) or extra-judicial acts that are not regulated by the government Quebec.**
- Q3. Page 11:** The officers of the room does not license the bailiffs firm (the company), but only to professional working within the firm. TO1 the criterion on page 11, reference is made to the copy of the license of the tenderer. Does a compliance letter from the Chamber of Bailiffs is enough?
- A3. Yes**
- Q4. Page 12 TO4 criterion:** is it possible to clarify if one seeks to know how the work is assigned, monitored and issues resolved with the hiring of new trainees or bailiffs? Do we know how work is assigned, monitored and issues resolved for all the ushers, even the most experienced?
- A4. It is not necessary to know how the work is assigned and / or monitored. However, Canada requests to know the steps to solve the problem or problems and their natures. For example, if the bailiff must take steps to obtain a new address, the proposal must demonstrate their approach.**



- Q5. Page 12, the TC1 criterion:** there seems to be a repetition "should demonstrate in their proposal that has over 5 years experience of at least five (5) years ...". Would it be possible to clarify what is covered please?
- A5. An amendment to the criteria is attached to correct repetition.**
- Q6. Page 12, the TC1 criterion:** how do you want the bidders to demonstrate that the company has more than 5, 10, 15, etc. years of experience? Is it enough to mention it? Do you want to get customer references with whom we do business for years? How do you want us to demonstrate our company experience? Does the experience of our bailiffs is also covered?
- A6. The answer should let understand that the solicitation gives great importance to the experience of the potential supplier because it is directly related to its ability to provide excellent service. The supplier must submit a certificate or a description that includes the number of years of service. The individual bailiffs' experience is not being evaluated in this criterion.**
- Q7. Section II - Financial Offer:** we would like clarification on the information provided in Annex C. In fact, we have difficulty understanding what information you expect in the Pricing Schedule (Schedule C). Is it possible to have examples?
- A7. Any rate proposed for fees for professional services not provided for by Article 8 of the Law on Bailiffs, any extra-judicial act that are not governed by the Quebec government could be charged. These must be included in the basis of payment; otherwise, they would be outside the scope of the contract.**
- Q8. Section II - Financial Offer:** in particular, we understand that we do not have to discuss in Appendix C all costs that can be charged for offenses under the Tariff of fees and transportation expenses of bailiffs (Rate) such as the service costs are already provided in the Tariff is that correct?
- A8. Only the rates regulated by the Quebec government are free of Annex C. The rates suggested (THP) are subject to price changes from one provider to another, thus subject to the financial evaluation in annex C.**
- Q9. Section II - Financial Offer:** Similarly, we understand that we do not have to include or detail in Appendix C, all the acts for which fees may be charged and are provided for in the Tariff of professional fees in 2015 (THP), (eg cost for issuing or production procedures to the court), even if the load is less than the suggested price in the THP? In other words, we understand that if the load is higher than the rate suggested by the THP we must declare it to you, but in



the event that the charge would be less than what is suggested in the THP, we should not mention it in the Appendix C?

- A9. The rates suggested (THP) are subject to price changes from one provider to another, thus subject to the financial evaluation of Appendix C. If the load is less than what is suggested in the THP, the evaluation will take into account and will be for the provider that offers services at the lowest prices.**
- Q10.** Should bidders join the entire resume of each bailiff or a brief description of each of them, in the experience of staff section, is sufficient? In a Request for Standing Offer in autumn 2014 the Ministry of Justice of Canada (20140081), that is what they had answered in regards to this question.
- A10. The Request for Proposal asks that for each proposed bailiff, the following must be included in the proposal:**
- The list for EACH proposed personnel member must include the following information:
- a. the name of the process server;
 - b. the date of the process server's admission to the profession.
- Q11.** Can you clarify item 6.2 ceiling price?
- A11. The ceiling price is the maximum contract value Canada will pay for the services under the awarded contract.**