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Travaux publics et Services gouvernementaux
Canada

Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage

Montréal

Québec

H5A 1L6

FAX pour soumissions: (514) 496-3822

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

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

Travaux publics et Services gouvernementaux Canada
Place Bonaventure, portail Sud-Est
800, rue de La Gauchetière Ouest
7^{ème} étage
Montréal
Québec
H5A 1L6

Title - Sujet RISO: OPTICAL SERVICES		
Solicitation No. - N° de l'invitation W3380-14K029/B		Date 2015-12-01
Client Reference No. - N° de référence du client W3380-14-K029		Amendment No. - N° modif. 002
File No. - N° de dossier MTA-4-37394 (309)	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$MTA-309-13550		
Date of Original Request for Standing Offer Date de la demande de l'offre à commandes originale		2015-11-06
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-12-11		Time Zone Fuseau horaire Heure Normale du l'Est HNE
Address Enquiries to: - Adresser toutes questions à: Paradis, Mary		Buyer Id - Id de l'acheteur mta309
Telephone No. - N° de téléphone (514) 496-3874 ()		FAX No. - N° de FAX (514) 496-3822
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: MINISTÈRE DE LA DEFENSE NATIONALE 41e Centre des services de Santé des Forces Canadiennes C.P. 100 Succ. Bureau-chef Richelain Québec J0J 1R0 Canada		
Security - Sécurité 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

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

THE FOLLOWING QUESTIONS WERE SENT TO US DURING THE POSTING OF THIS TENDER DOCUMENTS TO WHICH WE HAVE PROVIDED ANSWERS BELOW :

QUESTION No. 1

This Request for Standing offer has no reference made to any eye exams.

We would like to know how the military personnel will obtain their prescriptions and has it been foreseen that an external clinic will provide the eye exams ?

ANSWER No. 1

Eye exams **are not required** for this Request for Standing offer. **It will be done by DND.** Moreover, it has been clearly stated at Annex A – Statement of requirements, under section : 1 Requirements . Need.

‘ All orders for lenses and ballistic eyewear will be through issuance of a signed DND 1615 form (annex F) which will be provided directly by the CF member to the Offeror . Benefit code 602100, for single vision, and benefit code 602099, for flat top bifocals, are to be used on the form. DND 1615 will be the only authorization form accepted for transactions ‘.

QUESTION No.2

In the Request for Standing Offer , the hours for the ‘on-site’ could be requested from 07h00 until 22h00 which adds up to 15 hours per day, and with the weekends from 07h00 until 16h00 that adds up to 9 hours per day. This gives a total of $15 \times 5 = 9 \times 2 = 93$ hours for 7 complete days. When calculating 15 minutes per client, (4 clients per hour), the clinic ‘On-site’ has a capacity to receive 372 persons per 7 days. For one year it will be $372 \times 52 = 19344$ persons.

According to Annex ‘B’ – Basis of payment, the quantity of the frames per year is $2200 + 100 = 2300$ which is 8,4 times less than the hours requested in your tender.

Having presented these calculations to you, could you please explain the rationale behind the need for the ‘Off-site’ option, especially as regards the 20-minute travel time conditions, if indeed one specific provider is not being favoured.

ANSWER No. 2

N° de l'invitation - Sollicitation No.
W3380-14K029/B
N° de réf. du client - Client Ref. No.
W3380-14K029

N° de la modif - Amd. No.
02
File No. - N° du dossier
MTA 4-37394

Id de l'acheteur - Buyer ID
MTA309
N° CCC / CCC No./ N° VME - FMS

The listed hours may vary depending on the platoons of recruits received (i.e., 60-70 recruits at a time). The schedule will be discussed in more detail with the on-site technical authority.

We do not require 15 hours a day, but rather that there is flexibility between those hours to provide services since we do not control the arrival of recruits or their schedules.

There are not platoons every day, so when there are no platoons, we ask for normal working hours from 7:30 a.m. to 4:00 p.m. or from 8:00 a.m. to 4:30 p.m.

For the days with recruits, the provider must have flexibility between the hours listed in the contract between 7:00 a.m. and 10:00 p.m. (10 p.m. being among the exceptions, but that should be planned for).

For example, when there are platoons, the on-site providers will mainly be in business from Monday to Friday from noon to 8:00 p.m., but platoons may occasionally arrive later, which is why we have indicated those hours.

A maximum of roughly 40 hours is required per week, but needs could change when there are a lot of platoons.

Regarding off-site services, this will serve to cover the hours when there are no [on-site] services, for example, in the mornings when there are platoons in the evening, or to have glasses repaired or for emergencies outside regular hours. Recruits do not have any means of transportation to go into the city, but if they must travel, 20 minutes is the maximum travel time allowed to avoid missing too much training and being expelled from their courses.

The amount listed is an approximation and may be higher or lower depending on the recruits we have on the base. Nevertheless, we do not control the clientele that enters the base each year.

In general, between 4000 and 6000 recruits are received and approximately half of them need glasses.

QUESTION No. 3

The Request for a Standing Offer (RSO) was issued on Friday November 6, 2015, but was not accessible until the next working day, i.e., Monday November 9, 2015. Given that the bid solicitation period ends on November 24, 2015, at 2:00 p.m., this leaves only 11 working days to respond to the RSO. That is CLEARLY not enough time to meet the many requirements of this RSO in particular. We therefore request an extension with a fair and reasonable time limit.

N° de l'invitation - Solicitation No.
W3380-14K029/B
N° de réf. du client - Client Ref. No.
W3380-14K029

N° de la modif - Amd. No.
02
File No. - N° du dossier
MTA 4-37394

Id de l'acheteur - Buyer ID
MTA309
N° CCC / CCC No./ N° VME - FMS

RESPONSE No. 3

DELETE:

Solicitation closes:

AT: 14H00

ON: 2015-12-04

INSERT:

Solicitation closes:

AT: 14H00

ON: **2015-12-11**

QUESTION No. 4

Are the frames to be shipped on or after the bid closing date?

ANSWER No. 4

Offerors who meet all of the mandatory criteria will be subject to the point-rated evaluation criteria for the frames. **THIS STEP WILL TAKE PLACE AFTER THE BID CLOSING DATE.**

At the request of the PWGSC contractor, compliant Offerors must send us 25 pairs of frames as set out in Part 4 – Evaluation procedures and basis of selection , Section 4.1.1.2 Evaluation method for mandatory technical criteria.

QUESTION No. 5

- a. At Part 4 Evaluation procedures and basis of selection , Section 4.1.1.3, Component 2: Evaluation of the mandatory technical criteria (Evaluation of frames) , how can the people [on the committee] evaluate the sturdiness and especially the durability of a frame?
- b. What is meant by the “esthetics” evaluation criteria? How will the 15 representatives be able to evaluate the esthetics?

ANSWERS No. 5

- a. Based on their several years of experience wearing glasses as well as the lessons they have learned from poor quality products in the past.
- b. This will be evaluated according to the people's tastes and whether they like the glasses, depending on each person's choice.

QUESTION No. 6

At Part 4 - At Part 4 Evaluation procedures and basis of selection , Section 4.1.1.3, Component 2: Evaluation of the mandatory technical criteria (Evaluation of frames),

- a. Who will oversee these Selection Committee people?
- b. Will the person in charge of the selection committee have an influence on or potentially direct the committee towards a positive assessment of a particular frame?
- c. Can committee members communicate among themselves during the assessment process?
- d. How will these volunteers be selected?
- e. In previous years, the committee leader shared his or her assessments with the rest of the group of people inexperienced with optical prostheses, which eliminated any impartial evaluation.

ANSWERS No.6

- a. This will be done by the DND Technical Authority with PWGSC as an observer.
- b. No, because each person will make his/her own assessment. There will be no instructions given aside from an explanation of how the committee works.
- c. Each person will make his/her own assessment.
- d. They are a pool of male and female volunteers of various ages, from several different units, with various optical needs.

-
- e. We cannot comment on the previous competition process. We were not involved in the previous committee's work because it was done at the national level. There is no committee leader; instead, there are a variety of people who will make their own evaluation, and each person's ratings will be added up to arrive at a total. There will be no outside influence or instructions.

QUESTION No. 7

At Part 4 - At Part 4 Evaluation procedures and basis of selection , Section 4.1.1.3, Component 2: Evaluation of the mandatory technical criteria (Evaluation of frames), we consider it excessive that an offeror can be eliminated solely as a result of one frame out of 25 not meeting the minimum score of 3/5, especially since the criteria are neither scientifically nor technically measureable, but instead are based on abstract aspects (e.g., comfort, esthetics). Moreover, they are evaluated by individuals with no experience with optical prostheses.

ANSWER No. 7

The 3/5 minimum score per frame applies only to the "sturdiness/durability" sub-criterion.

We need all frame models to be sturdy.

QUESTION No. 8

Why is it not possible to substitute one frame that did not meet the minimum score for another frame? (As in previous years – selection of extra frames)?

ANSWER No. 8

For the same reason that offerors cannot change their prices after their file has been closed if they do not win the competition.

Our requirement is for recruits to be absent as little as possible from their training. Repeated breakage and replacement of fragile frames are unacceptable.

The individual minimum score applies only to the 'Sturdiness/Durability' sub-criterion.

Frames are not eliminated based on the other point-rated sub-criteria alone.

QUESTION No. 9

At Annex 'A' – Statement of requirement, Section 2b) , The following are not acceptable:

What are all the unacceptable bright colours? Red, orange and neon colours are some examples, but what are the other specific colours?

ANSWER No. 9

These are some examples of and guidelines for colours that are preferably avoided when members are wearing uniforms. We prefer neutral colours when uniforms are worn, but there will be no assessment of colours when the frames are being evaluated.

Colour is not a criterion for the purposes of the evaluation, but rather a contractual requirement.

QUESTION No. 10

Can an offeror be completely eliminated from the call for tenders because of a single frame whose colour (for example) is considered bright?

ANSWER No. 10

No, a bidder will not be eliminated from the evaluation for a colour considered bright. Each person who evaluates the glasses will do so according to the three criteria (sturdiness/durability, comfort and esthetics). Colour is not a criterion for the purposes of the evaluation, but rather a contractual requirement.

QUESTION No. 11

Is a frame with a small section in red or bright colours acceptable to DND?

ANSWER No. 11

No.

QUESTION No. 12

What is meant by a multi-coloured frame? Is a brown and silver coloured frame considered to be “multi-coloured”?

ANSWER No. 12

Multi-coloured frames will not be accepted as stipulated at Annexe ‘A’ – Statement of requirements , Section 2b) , The following are not acceptable:

QUESTION No. 13

What is the definition of a rectangular frame? And, of an oval frame? Who will be the judge of that?

ANSWER No. 13

This is a guide. The committee will determine whether or not it complies with the description provided.

QUESTION No. 14

Will it be a person in charge who has the power to decide whether or not a frame is rectangular based on his or her personal judgment, which would allow bidders to be eliminated as was done in previous calls for tenders?

In previous years, bidders have been eliminated on the basis of this abstract criterion.

ANSWER No. 14

We were not involved in the past, but we are taking note of this comment. Our goal is not to be excessively strict regarding the shape, but we will not accept any exaggerated interpretations of shapes.

QUESTION No. 15

What about a frame that is between oval and rectangular? Who will be the judge of that?

ANSWER No. 15

It is up to the Offeror to choose the frames that he or she wishes to propose.

We are aware that the shapes of frames on the market do not meet strict geometrical definitions. We are seeking a variety of shapes and would not accept that a single frame between oval and rectangular be proposed for all definitions.

QUESTION No. 16

In Canada, under the CSA Z94.3 standards, lenses for safety frames must be produced by a CSA-CERTIFIED laboratory. There is no such mention in the call for tenders. An attestation from a certified laboratory is the standard in this regard.

ANSWER No. 16

We have already addressed this point at Annex 'A' – Statement of requirement, section 2a) Frames.

QUESTION No. 17

In Canada, according to the CSA Z94.3 standards, it is prohibited to have CR-39 safety glasses with an anti-reflective coating. Only polycarbonate lenses may have an anti-reflective coating. The call for tenders requires CR-39 lenses with an anti-reflective coating, but that goes against CSA rules.

ANSWER No. 17

Regular CR-39 lenses will be anti-reflective.

Safety glasses must comply with CSA standards. Therefore, no anti-reflection as that is the standard.

QUESTION No. 18

The time limit of 20 minutes by motor vehicle is abstract and meaningless. How will DND evaluate this criterion? Will DND take a vehicle and time how long it takes in rush-hour traffic? We find this criterion to be meaningless. The number of kilometres (km) would be an exact piece of information not open to biased interpretation.

ANSWER No. 18

Although it appears less subjective, the number of KM as the crow flies results in a greater variation in travel time.

It will be based on theoretical time: The distance on each section multiplied by maximum speed allowed on each section without weather or traffic conditions taken into consideration.

Our requirement is for recruits to be absent from their training as little as possible.

QUESTION No. 19

At Annex 'G' – Mandatory Technical Evaluation criteria, Section a) , the letter from the provincial body certifying that the member is in good standing, and dated no later than six months from the bid closing date, could take two to three weeks to obtain. Unless bidders were informed of this requirement prior to the release of this call for tenders, they would be unable to guarantee that these letters can be obtained before the time limit of 12 working days! We therefore request an extension for these purposes.

ANSWER No. 19

INSERT:

At Annex 'G' , the words in bold lettering in the sections below:

- a. A letter or certification from the order of optometrists or opticians must be provided with a recent certification date that is no more than 60 days prior to the offer, and the original **OR proof that the Offeror requested this letter in a timely manner must be included with the offer. An identification card is not acceptable.**

b. For accreditation

A. Optician

The Offeror must provide a letter, dated no later than six months from the bid closing date, from the provincial association of professional opticians stating the following:

- i. that the member is a member in good standing; and
- ii. the certificate number and expiry date

**OR Proof that the Offeror requested this letter in a timely manner will be accepted.
An identification card is not acceptable.**

B. Optometrist

The Offeror must provide a letter, dated no more than six months from the bid closing date, from the provincial association of professional optometrists stating the following:

- i. that the member is a member in good standing; and
- ii. the certificate number and expiry date

**OR Proof that the Offeror requested this letter in a timely manner will be accepted.
An identification card is not acceptable.**

QUESTION No. 20

How can DND expect that a bidder will be able to recruit an eye care professional, in less than 12 working days, to work full-time at the Saint-Jean Garrison? We therefore request an extension in that regard.

ANSWER No. 20

If the Offeror already has a store and is in business, then this should not be a problem.

QUESTION No. 21

At Annex 'G' - At Annex 'G' – Mandatory Technical Evaluation criteria, References from two clients . Are these clients individuals or businesses for which the contracts were carried out? Why three years? A company in existence for two years can therefore not bid?

ANSWER No. 21

Interpretation: We will not accept references from persons for whom services were provided more than three years ago.

QUESTION No. 22

In the previous call for tenders issued by TPSGC , national region , the DND requirement for optical services was that Offerors had to have been actively practising their profession for the past two years. This meant that the bidders had to have at least two years of experience.

However, the requirement in this current call for tenders is that Offerors must have practised their profession for the past two years within a radius of 20 minutes. Why this new requirement? Why is DND now requiring that Offerors must have practised their profession for the past two years within a radius of 20 minutes from St-Jean-sur-Richelieu? Why would a bidder whose head office is in Montreal and who would like to open a branch office in St-Jean-sur-Richelieu to serve the military be eliminated from this bidding process?

ANSWER No. 22

We need to minimize the time that recruits are absent. Our experience shows that offices opened on an Ad Hoc basis to serve our requirements do not provide reliable service and cause our recruits to be absent for longer periods.

QUESTION No. 23

At Annex 'H' – Selection of frames, Frames 3 and 4 – Standard Frames for Men and Women. Are we to propose three models in various materials (plastic, metal and flexible) for Frame 3 and three models in various materials for Frame 4? There are three spaces to fill in for each frame.

N° de l'invitation - Solicitation No.
W3380-14K029/B
N° de réf. du client - Client Ref. No.
W3380-14K029

N° de la modif - Amd. No.
02
File No. - N° du dossier
MTA 4-37394

Id de l'acheteur - Buyer ID
MTA309
N° CCC / CCC No. / N° VME - FMS

ANSWER No. 23

As specified, you have to present us a frame in plastic or metal or flexible. Not all the 3 models. But one of the three. It is necessary to complete the information required in this table.

QUESTION No. 24

What is meant by "Canadian Content"?

ANSWER No. 24

Please consult the references provided in clauses 5.3.1 and 5.3.2 at Part 5 – Certifications and additional information.

QUESTION No. 25

Why is a bidder prevented from offering a price under \$75 as stipulated in this call for tenders? This component also contains the highest amount and could therefore result in a significant differentiation between the Offerors.

ANSWER No. 25

DELETE: Item No. 2

ANNEX "B"

BASIS OF PAYMENT

**LOCATION OF THE DEPARTMENT OF NATIONAL DEFENCE SITE -
The Department of National Defence , St. Jean (41 C Svc S CF)**

- A. For the lenses, the proposed prices contain two lenses and their insertion into the frame provided by the member or the Offeror.**

N° de l'invitation - Solicitation No.
W3380-14K029/B
 N° de réf. du client - Client Ref. No.
W3380-14K029

N° de la modif - Amd. No.
02
 File No. - N° du dossier
MTA 4-37394

Id de l'acheteur - Buyer ID
MTA309
 N° CCC / CCC No./ N° VME - FMS

Item number	Benefit code	Description	<u>Initial period of the Standing offer</u> (from the date of the Standing Offer to September 30, 2016)	<u>Option period- Year 1</u> (from October 1, 2016 to September 30, 2017)	<u>Option period - Year 2</u> (from October 1, 2017 to September 30, 2018)	Previsions of quantity per year	
			Firm unit price (Unit of distribution= each (ea)/pair (pr)	Firm unit price (Unit of distribution= each (ea)/pair (pr)	Firm unit price (Unit of distribution= each (ea)/pair (pr)	Quantity	Total for 3 years
1	602210	Security frames 1 to 2	_____ \$/ ea	_____ \$/ea	_____ \$/ea	100	
2	602200	Frames 3 à 25 (Fixed price)	75.00 \$/ea	75.00 \$/ea	75.00 \$/ea	2200	
3	602104	Regular lenses - Simple vision	_____ \$/pr	_____ \$/pr	_____ \$/pr	1200	
4	604144	Regular lenses - Bifocal	_____ \$/pr	_____ \$/pr	_____ \$/pr	50	

INSERT: Item No. 2

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N° de l'invitation - Solicitation No.
W3380-14K029/B
 N° de réf. du client - Client Ref. No.
W3380-14K029

N° de la modif - Amd. No.
02
 File No. - N° du dossier
MTA 4-37394

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1	602210	Security frames 1 to 2	_____ \$/ ea	_____ \$/ea	_____ \$/ea	100	
2	602200	Frames 3 à 25 (Maximum amount of \$75)	_____ \$/ea	_____ \$/ea	_____ \$/ea	2200	
3	602104	Regular lenses – Simple vision	_____ \$/pr	_____ \$/pr	_____ \$/pr	1200	
4	604144	Regular lenses - Bifocal	_____ \$/pr	_____ \$/pr	_____ \$/pr	50	

Important note: The rest of the items remain the same.

QUESTION No. 26

We do not understand the way the price evaluation is computed into points.

ANSWER No. 26

The evaluation grid of the technical and price evaluation is clearly defined in the tender document. The same applies with the evaluation and selection method. See Part 4 – Evaluation procedures and basis of selection.

QUESTION No. 27

It is little confusing for the final choice of the awarded supplier. How is he chosen ? Discretion of the Queen ?

N° de l'invitation - Solicitation No.
W3380-14K029/B
N° de réf. du client - Client Ref. No.
W3380-14K029

N° de la modif - Amd. No.
02
File No. - N° du dossier
MTA 4-37394

Id de l'acheteur - Buyer ID
MTA309
N° CCC / CCC No. / N° VME - FMS

ANSWER No. 27

The selection method is clearly defined in the tender document. See Part 4 – Evaluation procedures and basis of selection.

QUESTION No. 28

There are many many shapes of frames on the market. Most of them are between oval and rectangular. It is very subjective. Please provide examples and precisions.

ANSWER No. 28

A description is provided in order to help each provider in presenting a frame that are similar. It is explained in the tender document.

- All other terms and conditions remain the same.