



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving
PWGSC
33 City Centre Drive
Suite 480C
Mississauga
Ontario
L5B 2N5
Bid Fax: (905) 615-2095**

**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
Public Works and Government Services Canada
Ontario Region
33 City Centre Drive
Suite 480
Mississauga
Ontario
L5B 2N5

Title - Sujet Registration Services	
Solicitation No. - N° de l'invitation K3A20-160458/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client K3A20-160458	Date 2016-01-26
GETS Reference No. - N° de référence de SEAG PW-\$TOR-015-7009	
File No. - N° de dossier TOR-5-38109 (015)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-02-12	
Time Zone Fuseau horaire Eastern Standard Time EST	
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: Abela, Aaron	Buyer Id - Id de l'acheteur tor015
Telephone No. - N° de téléphone (905) 615-2061 ()	FAX No. - N° de FAX (905) 615-2060
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See herein	

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

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Solicitation Amendment No. 003 is being issued to reflect the following changes:

- A) Closing Date Amendment**
- B) Amend Annex A – Statement of Work**
- C) Amend Annex B – Basis of Payment**
- D) Questions and Answers**

A) Closing Date Amendment

At Page 1 of the Request for Proposal, Solicitation Closes at (L'invitation prend fin à)

Delete: February 9, 2016, at 2:00 pm EST

Insert: February 12, 2016, at 2:00 pm EST

A) At Annex “A” – Statement of Work

Delete in its entirety;

Insert:

ANNEX "A"

STATEMENT OF WORK

TITLE: Registrar Services in Support of Environment Canada's Quality Management System ISO 9001:2008

1.0 REQUIREMENT/ STATEMENT OF WORK

1.1 Scope:

To provide ISO 9001:2015 (which is transitioning from ISO 9001:2008) registration services to Environment Canada (EC) for its Weather and Environmental Services (WES) program.

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For the firm requirement, the Contractor must provide to WES one (1) re-certification audit service to ISO:9001:2008 (in transition to 2015) standard and 2 surveillance audits as per the minimum requirement of the International standard ISO/IEC 17021-1 2015 for the period from April 01, 2016 to March 31, 2019. The current registration certificate is valid until September 30, 2016. The audit required to support re-certification must take place on or before the month of June 2016.

The Contractor must also provide to Canada the option to extend the contract for an additional three 1-year periods extending from April 1, 2019 to March 31, 2022 to purchase one (1) re-certification audit service to ISO-9001:2015 standard with the registration certificate to remain valid until September 30, 2022. The Contractor must also provide the option to purchase two (2) surveillance audits

The first surveillance audit must occur within 12 months of the re-certification audit and the second surveillance audit must occur within 12 months of the previous surveillance audit in accordance with ISO 17021-1-2015 and as directed by the Project Authority.

Registration includes the full scope of the WES organization. WES carries out its operations on a national basis with staff and facilities located in all provinces and territories.

The WES organization operates out of three national headquarters facilities located in:

1. Place Vincent Massey 351 St-Joseph Blvd, Gatineau, Québec, Canada.
2. 4905 Dufferin street, Toronto, Ontario, Canada.
3. 2121, route Transcanadienne, Dorval, Quebec, Canada.

The WES organization also operates 48 other satellite locations throughout Canada. A complete list of these locations can be referred under Annex A-2 –Office Site Locations List.

While the Contractor is not required to visit all 51 locations identified in Annex A-2, the contractor must perform the conformity assessment of our ISO 9001 based quality system in accordance with ISO/IEC 17021-1:2015. The Contractor must determine and identify the required amount of work process and office site visits required to complete the required level of effort to be in accordance with the ISO 9001:2015 certification standard.

1.2 Deliverables:

The Contractor must conduct one (1) Re-Certification audit and two (2) surveillance audits. Dates and times of the inspection will be mutually agreed upon after Contract Award.

Work associated to the first re-certification audit must begin immediately following contract award and conclude by June 23, 2016.

Work associated to the second re-certification audit, if the option to purchase is invoked, must begin immediately and conclude by June 23, 2019.

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The Contractor must provide each of the following:

- Year 1 of contract; 1 re-certification audit ending on or before June 23, 2016
- Year 2 of contract; 1 surveillance audit to occur within 12 months of the re-certification audit.
- Year 3 of contract; 1 surveillance audit to occur within 12 months of the previous surveillance audit.
- Option Year 1 – Contract Year 4: 1 re-certification audit ending on or before June 23, 2019, if option is invoked.
- Option Year 2 – Contract Year 5: 1 surveillance audit to occur within 12 months of the re-certification audit, if option is invoked.
- Option Year 3 – Contract Year 6: 1 surveillance audit to occur within 12 months of the previous surveillance audit, if option is invoked.

The Contractor must provide one certificate for each national headquarters facility site listed under Annex "A", Section 1.1 Requirement at the conclusion of the Re-Certification audit. The Contractor must provide additional site registration certificates requested by Canada within **30** days upon receipt of order notification from the Contracting Authority via a Contract Amendment. All registration certificates must be bilingual (French and English).

The Surveillance audits must be conducted on an annual basis within a prescribed calendar time frame to minimize operational disruption as per section 1.4.8.

1.3 Background:

The WES programs encompass the majority of services provided by the Meteorological Service of Canada (MSC). The MSC is Canada's source for meteorological information. EC monitors water quantities, provides information and conducts research on climate, atmospheric science, air quality, ice and other environmental issues, making it an important source of expertise in these areas. The MSC is a member of the World Meteorological Organization (WMO) and of the International Civil Aviation Organization (ICAO).

The WMO and ICAO are Specialized Agencies of the United Nations (UN). The WMO is the UN system's authoritative voice on the state and behavior of the Earth's atmosphere, its interaction with the oceans, the climate it produces and the resulting distribution of water resources. The International Civil Aviation Organization (ICAO) works with the Convention's 191 Member States and global aviation organizations to develop international Standards and Recommended Practices (SARPs) which States reference when developing their legally-enforceable national civil aviation regulations.

The WES activities function under the direction of the QMS Steering Committee Chair. The WES activities are provided by six directorates within three Branches of Environment Canada, each responsible for a set of functions or activities. The scope of the WES QMS also includes support partnerships from the department of Shared Services Canada. WES Programs are delivered cohesively from multiple locations in order to provide products and services to the public.

WES activities involve duties carried out by approximately 1700 employees at fifty-two (52) offices located in all Canadian provinces and territories (see Appendix A-1 for locations and an estimate of Full Time Employees by location). The MSC enterprise provides mission critical 24 hours a day, 7 days a week products and services. The Quality Management Office operates in Gatineau under the direction of the Quality Manager.

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Most operational components of WES were initially registered to the ISO 9001:2000 standard in 2007 – 2008 (an integrated multi-site umbrella registration).

The current WES registration expires on September 30, 2016. In preparation for the change to 2015 version, all internal audits are being carried out against the ISO 9001:2015 standard. Third-party audits must be conducted with the new standard 2015 from the start of the contract.

1.4 Requirements:

1.4.1 The contractor must perform the conformity assessment of our ISO 9001 based quality system in accordance with ISO/IEC 17021-1:2015 and be accredited by the SCC (Standards Council of Canada) or an equivalent national body that holds a MOU with SCC"

1.4.2 The Lead Auditor must lead all audits during the first year of the contract (April 1, 2016 to March 31, 2017). For subsequent years, each set of audits carried out under this requirement must be under the direction of a single lead auditor. Canada recognizes that human factors may arise following contract award that prevent the contractor from complying with these conditions and will consider exemption requests on a case-by-case basis. Canada reserves the right to approve any proposed changes to key personnel.

1.4.3 The contractor must provide the following audit schedules after discovery sessions are conducted and completed:

Within six (6) weeks following contract award, a plan and schedule indicating the proposed site locations to be visited, processes to be reviewed, and timing for the re-certification audit.

Within three (3) months following the contract award, a three-year schedule indicating the proposed site locations, processes to be reviewed, and approximate timing as prescribed by Canada for audits to be carried out under the agreement;

Regular updates to the three-year schedule (once per year on the anniversary of the contract);

No later than 60 days prior to the date for a planned audit, a detailed plan indicating the location, dates, timing, and processes to be audited;

A presentation in person of audit results to senior management on the final day of the round of audits or the day after and it must not straddle over a weekend.

1.4.4 The Lead Auditor must be fluent in both the Canadian French and English languages in writing, verbal and comprehension.

1.4.5 The Lead Auditor must be certified by a recognized national certification body, must have experience in leading audits of public sector organizations, must possess the Qualification-based Business Continuity Management Systems Auditor Certification Scheme and must have a Business Improvement Auditor in the Qualification based Quality Management System Auditor Scheme or equivalent experience.

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1.4.6 The language of work at Environment Canada offices may be French, English, or bilingual. All auditors assigned to a given office to carry out audit responsibilities must be fluent in the language(s) of work applicable to that office. Canada reserves the right to assess and determine if the auditor(s) language proficiency is acceptable, sixty days prior to each round of audits.

1.4.7 All audit reports must be provided in either French or English. Canada will assume responsibility for translation into the other official language.

1.4.8 The lead auditor must agree to travel to remote site locations across Canada, as listed in Appendix A-2 to Annex "A" – Summary of Site Locations unless otherwise directed by the Project Authority or other Environment Canada designated representative.

1.5 Task Authorizations

For work specifically required for audit planning and audit follow up activities.

1.5.1 Tasks:

The main tasks that must be executed and provided by the Contractor include each of the following:

- (a) Audit planning for upcoming year
- (b) Audit conclusion follow up activities on findings

1.5.2 Authorization of Work

1.5.2.1 Prior to the commencement of work, the Contractor resource must obtain written approval from the PA, or designated representative, of the Contractor's proposed work plan required to complete the deliverables before proceeding with any work on incurring any cost.

1.5.2.2 The Project Authority reserves the right to reject any work plan proposed by the Contractor resource, and the Contractor must work in consultation with the PA to establish a work plan that is acceptable to the PA. Any modifications to the work plan must first be discussed with the PA and must only be made with the PA's approval.

1.6 Travel and Living Expenses

Travel and living expenses can be incurred by the Contractor assigned lead auditor and, if required, one associate auditor only.

1.7 Definition of a day / Proration

Regular Working Hours are defined as Monday through Friday inclusive, excluding statutory holidays and weekends.

B) At Annex "B" – Basis of Payment

Delete in its entirety;

Insert:

ANNEX B

BASIS OF PAYMENT

Firm all-inclusive unit prices for primary and supplemental audit in Canadian funds including Canadian customs duties, excise taxes, and F.O.B. Destination. The total amount of applicable taxes must be shown separately.

Contract Years Defined:

Contract Year 1: Contract Award Date to March 31, 2017
 Contract Year 2: April 1, 2017 to March 31, 2018
 Contract Year 3: April 1, 2018 to March 31, 2019
 Option 1 - Year 4: April 1, 2019 to March 31, 2020
 Option 2 - Year 5: April 1, 2020 to March 31, 2021
 Option 3 - Year 6: April 1, 2021 to March 31, 2022

CATEGORY 1 – Re-Certification Audit in accordance with Statement of Work, Annex "A".

Section A – Firm Requirement Period

Contract Period	Firm Quantity	Firm All-Inclusive Unit Price (GST/HST extra)	Extended Price
Contract Year 1	1 complete re-certification audit	x \$ _____ / per audit	\$ _____

Section B – Optional Period			
Canada may purchase any or all of services at any time during the period of the contract.			
Contract Period	Maximum Optional Quantity	Firm All-Inclusive Unit Price (GST/HST extra)	Extended Price
Option 1 – Year 4	1 complete re-certification audit	x \$ _____ / per audit	\$ _____

CATEGORY 2 – Surveillance Audits in accordance with Statement of Work, Annex “A”.

Section A – Firm Requirement Period			
Contract Period	Firm Quantity	Firm All-Inclusive Unit Price (GST/HST extra)	Extended Price
Contract Year 2	1 audit	x \$ _____ / per audit	\$ _____
Contract Year 3	1 audit	x \$ _____ / per audit	\$ _____

Section B – Optional Period			
Canada may purchase any or all of services at any time during the period of the contract.			
Contract Period	Maximum Optional Quantity	Firm All-Inclusive Unit Price (GST/HST extra)	Extended Price
Option 2 - Year 5	1 audit	x \$ _____ / per audit	\$ _____
Option 3 - Year 6	1 audit	x \$ _____ / per audit	\$ _____

CATEGORY 3 – Task Authorization Service Calls in accordance with Section 1.6 Task Authorizations, Statement of Work, Annex "A".

Labour (remedial audit activities) associated to audit planning activities and audit conclusion follow up activities on findings when authorized by the Project Authority or representative. Will include onsite productive labour and other overhead costs.

Item	Description	Estimated Hours	Firm Unit Price Lead Auditor	Extended Price
1	Regular working hours (Monday to Friday)	96 hours	\$ _____ / hour	\$ _____

CATEGORY 4 Optional goods- Additional Registration Site Certificates in accordance with Statement of Work, Annex A. Canada may purchase any or all of the optional goods at any time during the period of the contract until March 31, 2022.

Canada reserves the right to advance or delay the delivery of the optional quantities during the contract period.

If option to purchase additional registration certificates is exercised, the pricing for the registration certificates will be the lesser of either:

- The firm prices detailed below; or
- The Contractor's published price list in effect at the time the option(s) is exercised, less any applicable quantity discounts; or
- Price to be negotiated with Canada at the time the option(s) is exercised.

- Environment Canada will commit to a minimum order size of 10 registration site certificates for each optional quantities order for Contract Years 1 through 3. The same will apply for each option year, if exercised.

Item	Description	Maximum Optional Quantities	Firm Unit Price	Extended Price
1	Supply and delivery of additional registration certificates issued for each successful re-certification audit, including as detailed in Annex A.	Up to 70 certificates	\$ _____ /each registration certificate purchased between April 1, 2016 to March 31, 2017.	\$ _____
		Up to 70 certificates	\$ _____ /each registration certificate purchased between April 1, 2017 to March 31, 2018.	\$ _____

	Up to 70 certificates	\$ /each registration certificate purchased between April 1, 2018 to March 31, 2019	\$ _____
	Up to 70 certificates	\$ /each registration certificate purchased between April 1, 2019 to March 31, 2020	\$ _____
	Up to 70 certificates	\$ /each registration certificate purchased between April 1, 2020 to March 31, 2021	\$ _____
	Up to 70 certificates	\$ /each registration certificate purchased between April 1, 2020 to March 31, 2022	\$ _____

CATEGORY 5 – Travel and Living Expenses in accordance with Statement of Work, Annex A.

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred during the performance of the Work, at cost, without any allowance for profit overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the Travel Directive and with the other provisions of the directive referring to “travelers”, rather than those referring to ‘employees’.

The Contractor will supply pricing for individual site visits and will give amalgamated pricing for groups of site visits, if Project Authority (PA) deems it advantageous to the Government of Canada

All travel must have the prior authorization of the Project Authority or Environment Canada approved representative.

All payments are subject to government audit.

The estimated travel and living expenses is: \$9,500.00 /per year for Contract Years: 1, 2 and 3.

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The estimated travel and living expenses is: \$10,000.00 /per year for Option Years: 1, 2 and 3.

Total Limitation of Expenditure for Travel and Living for the entire contract period, including option years, is: **\$58,500.00 (HSTI)**.

For Financial Evaluation Purpose:

TOTAL EVALUATED PRICE is the sum of the Extended Prices in Category 1 + Category 2 + Category 3 + Category 4 + Category 5 Total Limitation for Travel and Living

\$ _____ (applicable taxes extra)

C) Questions and Answers

Q1: Related to ANNEX "A", 1.2 Deliverables - "The Contractor must conduct one (1) Re-Certification audit and five (5) semi-annual surveillance audits". We request to if we may be exempt from this requirement and provide Weather and Environmental Services (WES) with a new plan to complete the re-certification and maintenance (surveillance) assessments based on a more efficient and effective approach?

A1: Annex A – Statement of Work, Section 1.5.1 of the requirement states that the contractor must perform the conformity assessment in accordance with ISO/IEC 17021-1-2015. The minimum requirement to meet the ISO standard governing this section is ISO 17021-1-2015 clause, which includes a minimum of 2 surveillance audits. We are amending the requirement scheme to the minimum requirement for audits.

Q2: Related to ANNEX "A", 1.5.4 - Lead Auditor Bilingual requirements Is it satisfactory that a bilingual certified QMS auditor work under the direction of a non-bilingual certified QMS Lead Auditor and Project Manager (i.e., is it acceptable that a Lead Auditor not be bilingual and that a member of the audit team be bilingual)? It is important to note that all auditors working on the file will be certified QMS Lead Auditors under a recognized certification body (e.g., IRCA, Exemplar Global).

A2: No the requirement remains firm.

Q3: Related to ANNEX "A", 1.5.1 - ISO/IEC 17021-1:2015 requirement. The SCC is allowing all accredited certification bodies two years to transition to the new standard. As such, the accredited certification body has until 2017-06-15 to demonstrate conformance to the revised

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standard. With regards to meeting the requirement in Annex A, Is it acceptable to follow the transition conformity requirements set out by the Standards Council of Canada (SCC) (i.e., having submitted a transition plan in by April 1, 2016; review of plan by SCC; and follow-up site visit to verify implementation) with final 17021-1:2015 certification on or before the 2017 SCC deadline? Note 17021-1:2011 is to be maintained.

A3: Yes

Q4: Clarification on the reporting structure of WES' QMS reporting structure. Based on information in Annex "A", "WES activities function under the direction of the QMS Steering Committee Chair. The WES activities are provided by six directorates within three Branches of Environment Canada....". Also, it was noted that the "Quality Management Office operates in Gatineau under the direction of the Quality Manager".

Please provide the following information:

a) What is the overall organizational structure of the WES sites. In other words, are the sites organized by business unit or region or other?

Response: WES is a complex functional matrix organization

b) Do the WES sites report up regionally or centrally?

Response: centrally

c) Where does the most Senior Manager and the Leadership Team responsible for WES reside? What are their positions/titles?

Response: Gatineau: 1 assistant Deputy Minister, 3 Directors General, Montreal 2 Directors General, Toronto 2 Directors General.

d) Where does the QMS representative for WES reside and do they have coordinators throughout the region?

Response: The QMS Manager works out of Gatineau, QMS Work Group members are across the country.

e) Is WES' QMS administered directly from Gatineau (i.e., HQ1 as noted in Appendix "A-2") ? If not where from?

Response: yes

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.