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**11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776**

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

Regional Master Standing Offer (RMSO)

Offre à commandes maître régionale (OCMR)

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

Material Traffic Division /Division du transport du matériel
11 Laurier St. / 11, rue Laurier
7B3, Place du Portage, Phase III
Gatineau, Québec K1A0S5

Title - Sujet RSO - VAR. DOCUMENT STORAGE & SERV.		
Solicitation No. - N° de l'invitation E60LM-140024/A	Date 2016-03-04	
Client Reference No. - N° de référence du client E60LM-140024	Amendment No. - N° modif. 001	
File No. - N° de dossier lm002.E60LM-140024	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$SLM-002-70386		
Date of Original Request for Standing Offer		2016-02-24
Date de la demande de l'offre à commandes originale		
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-03-09		Time Zone Fuseau horaire Eastern Standard Time EST
Address Enquiries to: - Adresser toutes questions à: St-Cyr, Marc-André		Buyer Id - Id de l'acheteur lm002
Telephone No. - N° de téléphone (819) 420-2976 ()	FAX No. - N° de FAX (819) 956-4944	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
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	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<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		

Solicitation Amendment 001

Amendment 001 is to provide the following change and to provide response to questions received in regards to this solicitation. The French version of this solicitation amendment is to follow.

1. Under Annex "B" - Basis of Payment

DELETE:

(MS-EXCEL Annex B) – "Basis of Payment.xlsx" in its entirety

INSERT:

(MS-EXCEL Annex B) – "Basis of Payment Revision 1.xlsx"

NOTE:

- 1- In worksheets "Western", "Central" and "Atlantic" in the NOTES section, footnote #3 has been revised.
- 2- Section 12. Certified Destruction has been revised to add "per Media item" and Minimum charge for media".
- 3- In worksheets "Western", "Central" and "Atlantic", rectified failure error message of entering rates under column "D" in Section 13.

2. Under Annex "A" - Statement of Work:

DELETE:

3.15.6 Disposition / Delocation - Services and actions performed to permanently remove from storage records or containers of records from inventory;

- Removal from storage systems and provide the following services;
- Return to client as final disposition, inventory holding report to reflect permanent withdrawal and return to client
- Secure certified destruction is the final disposition, inventory holding report to reflect permanent withdrawal and certified destruction
- The Offeror must possess as a minimum capability, the ability to accurately remove from storage, update inventory, palletize and shrink wrap the inventory material for transportation in a quantities of 4,000 containers daily per warehouse location. Processing of more than 4,000 containers daily may require scheduling negotiations between the offeror and the Identified User.

INSERT:

3.15.6 Disposition / Delocation - Services and actions performed to permanently remove from storage records or containers of records from inventory;

- Removal from storage systems and provide the following services;
- Return to client as final disposition, inventory holding report to reflect permanent withdrawal and return to client
- Secure certified destruction is the final disposition, inventory holding report to reflect permanent withdrawal and certified destruction
- The Offeror must possess as a minimum capability, the ability to accurately remove from storage, update inventory, palletize and shrink wrap the inventory material for transportation in a quantities of 1,000 containers daily per warehouse location.

Processing of more than 1,000 containers daily may require scheduling negotiations between the offeror and the Identified User.

DELETE:

3.15.7 Destruction Services

- Provide secure on-site or mobile paper document shredding services using Type IIIB shredding equipment approved by the Royal Canadian Mounted Police (RCMP) for the bulk destruction of paper documents up to and including Confidential, as described in the RCMP Security Equipment Guide. The Offeror will provide a Certificate of Destruction and update the inventory holdings report to reflect the permanent withdrawal and certified destruction.
- Maximum shred size: 6 mm x 50mm
- The Offeror will provide a closed loop destruction service (unbroken chain of custody from storage to certified confidential destruction)
- The same levels of security and protection of information must be provided in the destruction facilities as is required for storage facilities
- The Offeror must provide plant and/or mobile paper document destruction services.

NOTE: A complete list of approved equipment can be found at Appendix "1"

INSERT:

3.15.7 Destruction Services

- Provide secure on-site or mobile paper document shredding services using High Volume / Commercial Destruction (HVCD) Equipment as approved by the Royal Canadian Mounted Police (RCMP) for the bulk destruction of paper documents up to and including Confidential, as described in the RCMP Security Equipment Guide.
- The Offeror will provide a Certificate of Destruction and update the inventory holdings report to reflect the permanent withdrawal and certified destruction.
- The Offeror will provide a closed loop destruction service (unbroken chain of custody from storage to certified confidential destruction)
- The same levels of security and protection of information must be provided in the destruction facilities as is required for storage facilities
- The Offeror must provide at the minimum plant paper document destruction services. Mobile paper destruction service is optional.

DELETE:

**Appendix "1"
Shredding Equipment**

The following equipment is approved for the bulk destruction of paper documents up to and including the level of Confidential.

Maximum shred size: 6mm x 50mm

Paper Shredders - Type III B
Item:

Dahle 30414
Pitney Bowes SH-76
MS Secure ID431 CPCC (ID431DFCC)
GBC Shredmaster 5570M

GBC Shredmaster 3870M
Fellowes C480C
Fellowes C-380C
Fellowes C-320C
Destroyit 4107CC
HSM 412.2 CC
EBA 6040C
EBA 1121C
Destroyit 4002 CC
Intimus 852 CC
Intimus 702 CC

Please note that the list approved shredding equipment can change subject to RCMP authorized shredders.

INSERT:

**Appendix "1"
Shredding Equipment**

The Offeror must ensure that it is in compliance with RCMP Security Equipment Guide.

Please refer to RCMP Security Equipment Guide for High Volume / Commercial Destruction (HVCD) Equipment for Protected "B" at the following link: http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page_0004_e.htm.

Please note that the list approved shredding equipment can change subject to RCMP authorized shredders.

4. Questions and Answers

Q1:

How do vendors that have existing Standing Offers in place, transition existing Departments to a newly awarded RMSO? Given that the present Standing Offer expires on March 31, 2016, should all clients on that Standing Offer be automatically placed on the newly assigned Standing Offer?

A1:

No. The period identified in the call-up against Standing Offer 5Z011-090278 provides the contract period for the services required. Once the period of the call-up has expired, the Identified Users who requires services must issue a new call-up against the new Standing Offer.

Q2:

The RFP indicates on the Security Requirements Check List (SRCL) that the standards for the services described within the RFP are to Protected B. The shred specifications (3.15.7: Destruction Services page 33 of 48) indicates a shred specification (6mm x 50mm) that is associated with Confidential Security

Standards according to RCMP standards. Will this shred specification be adjusted to match the recommendations of the RCMP for Protected B materials?

A2:

The SOW has been revised. Destruction equipment used by destruction service providers is essentially subject to the same size requirements as RCMP approved office equipment. There are exceptions for commercial destruction.. For shredding size, the Offeror must comply with the RCMP Security guide at the following link: http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page_0004_e.htm.

Q3:

The shred equipment listed within the RFP on Appendix "1" Shredding Equipment, lists machinery that is associated to personal shredders to be used within the office environment. These are not pieces of equipment for Commercial Destruction Service Providers. The equipment and methodology of shredding may change during the duration of the RMSO, should the expectation be that the people, process and shred specification be to Protected B?

A3:

Appendix I of the RFSO has been revised.

Q4:

Section 4.1.3 indicates that "Offerors must provide prices as per Annex "B" – Basis of Payment, on a per region basis." If a vendor cannot supply a Basis of Payment for each line item because they do not supply the services, will they be disqualified?

A4:

The Offeror must provide all services in accordance with the Statement of Work. Also, as indicated in the Worksheet "Information to BoP", when a rate is not identified, it means \$0 for this service.

Q5:

In the pricing sheet, does the respondent only have to enter pricing information in columns D?

A5:

Yes

Q6:

Within the pricing sheet, Section 11: Disposition / Delocation, there is a rate per media, permitting the vendor to destroy media – does PWGSC wish to add this line item within Section 12: Certified Destruction (i.e. a line item for media destruction)? If so can a minimum price for media destruction be added?

A6:

Annex "B" Basis of Payment has been revised. Please refer to attachment "Basis of Payment Revision 1.xlsx"

Q7:

Part 5: Certifications and Additional Information, states: "Offerors must provide the required certifications and additional information to be issued a standing offer." "5.1 Certifications required with the Offer, Offerors must submit the following duly completed certifications as part of their offer." Does a vendor have to hold all appropriate Security Clearances at the time of RMSO award? If they do not hold the proper clearances will they be disqualified?

A7:

Certifications under PART 5 and Security Requirements under PART 6 of the RFSO are two different requirements. For security requirements, please refer to PART 6 – 6.1 Security Requirements.

Q8:

Is it mandatory that a vendor selected for a Regional Master Standing Offer (RMSO) provide all service lines within the RFP?

A8:

The Offeror must provide all the services in accordance with Annex "A" - Statement of Work and provide rates accordingly in Annex "B"- Basis of Payment.

Q9:

Section 3.15.6 Disposition / Delocation of Annex "A" – Statement of Work states the following: "The Offeror must possess as a minimum capability, the ability to accurately remove from storage, update inventory, palletize and shrink wrap the inventory material for transportation in a quantities of 4,000 containers daily per warehouse location." Should this read to a "maximum" of 4,000 containers daily? Or could it read per "region" location? Or perhaps read per "market" location? The volume of 4,000 containers per day per warehouse is not a volume in line with market standards. This is a dramatically inflated volume. Would 1,000 units be appropriate?

A9:

The SOW has been revised. The Offeror must possess a minimum capability, the ability to accurately remove from storage, update inventor, palletize and shrink wrap the inventory material for transportation in quantities of 1000 containers daily per warehouse location.

Q10:

Is subcontracting permissible to a wholly owned subsidiary of a company (i.e. direct subcontracting to a company that you own – this is not in reference to subcontracting to an independent contractor)? As an example the shred division of your organization has a separate legal operating name to the entity that will be awarded the RMSO.

A10:

Yes. For additional information, please refer to the following link for General Conditions 2035 (2015-07-03): <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3/2035/15#subcontracts>.

Q11:

In Item 1.1 of Annex "B" - Basis of Payment, row 9# has a request for pricing per lineal foot per month. Would PWGSC be able to provide more details regarding what this refers to? Is this simply referring to open file storage/management services or to some other type of storage? To clarify the reasoning behind the question, all our warehouse space is based on volume and the lineal foot price would depend on the overall volume of usable warehouse that would be taken up by the stored items. If it is something other than open file storage we would need a better idea of what sort of items would be stored and their volume to give an accurate competitive quote for this line item.

A11:

The rate requested for Record Centre Storage per lineal foot per month is for open file storage/management services. The majority of storage is per cubic foot per month (containers).

Q12:

In Annex B – Basis of Payment Item 1.2 row #11 requests a price per media item per month. Would it be possible for PWGSC provide some clarification regarding what is being sought here? Is this a fee in addition to the volume based rate which is requested on the row below (i.e. a flat fee per item plus the volume charge) or a separate alternative pricing to the per cubic foot price. If it is an alternate to the cubic foot pricing what sort of media items would be included and what would the volume (or range of volume) of each item be? Would the definition of media be consistent throughout the rest of the spreadsheet? In the RFSO there is a very large range of items that have been identified as "media" and storage and transportation rates would be potentially quite different for a roll of microfilm vs a large map.

A12:

Both items are required. The rate requested for "Per Media item per month" is alternate to the cubic foot pricing depending of the type of media of Vault Storage required for electronic media (i.e. back-up tapes, hard drives etc.).

Q13:

In regards to pricing for transportation (spreadsheet items 9.1, 9.2 and 9.3) we would normally provide several sub-tiers within the 90km radius with substantially lower pricing for closer deliveries. Is it permissible to provide PWGSC with a pricing structure that would reflect this finer granularity or does the price need to be presented as a blended rate? If more granular pricing is permissible, how and where in the offer should that information be presented?

A13:

Items 9.1, 9.2 and 9.3 in the Annex "B" – Basis of Payment will not be changed.

Q14:

For Annex B, item 9.4 Transportation, the table does not provide for different rates for different items as in the other sections regarding transportation. Should we provide pricing just for a single container?

A14:

NOTE #3 has been revised in the Basis of Payment. Item 9.4 is a per kilometre rate calculated for distances over and above the 90km radius and added to the per item pricing found in other items.

Example:

Client pick-up: 100 containers
Distance: 110km

Item description

1 - 9.1 Transportation – pick-up/delivery -Regular Service within 90km	
a. Per Container-first	\$ 20.00
b. Per Container – each additional (99 containers @\$2.00 each):	\$198.00
2- 9.4 Transportation – Pick-up-Delivery – Regular Service (110km – 90km = 20km @ \$2.00/km)	\$ 40.00
Total	\$258.00

Q15:

The RFSO indicates that either plant or mobile destruction services are to be provided by the proponent yet the wording in the spreadsheet would seem to indicate that both services are required. Would PWGSC please confirm whether providing only one of the destruction services is acceptable? If plant based only is acceptable should that price be included in the mobile rows of Item 12 on the spreadsheet to address locations within the 90 km radius?

A15:

The Offeror must provide at the minimum destruction services, mobile destruction services is optional and can be provided if service is available.

Q16:

In regard to Annex "B" – Basis of Payment under item #12 - Certified Destruction on the spreadsheet, footnote #3 states: "For Certified Destruction, 12.b. cubic foot - mobile price will apply within a 90 km radius of warehouse locations. For Certified Destruction outside a 90 km radius of warehouse locations, the 12.b. cubic foot- mobile price will apply plus 9.2 - Delivery kilometre price for all kilometres over and above 180 kilometres. The Contractor must pro-rate transportation costs when multiple pick- up/delivery stops take place.

Should the part that reads "9.2 - Delivery kilometer price" actually be "9.4 Delivery Kilometer price" If that is the case would it be permissible to include a "per kilogram" or "per pound" component to the rate in 9.4 or to stipulate a maximum weight the shipment (It currently reads: "Rate per Kilometre, per shipment, per round trip. Travel distance to be determined using Web based resources or, if unavailable, actual kilometres driven whichever is less" with no definition of what a shipment might be.

A16:

Annex "B" – Basis of Payment has been revised and it should read 9.4 and not 9.2. Please refer to Q14 for additional information.

Q17:

Does PWGSC wish for a completed Annex "C-2" - Contractor Information System Connectivity Criteria to be included with the submission or should the proponent simply declare that it will comply with its conditions?

A17:

The Offeror must declare before the issuance of a Standing Offer that it will comply with the criteria and provide the current IS topology of their system to the (client department) Project Information System Security Offer (ISSO), and to the Canadian Industrial Security Directorate (CISD) at PWGSC.

3 /3

Q18:

Annex "A" - Statement of Work – Requirement 3.15.7 Destruction Services – Type IIIB Shredding Equipment approved by the RCMP specify low volume machines that are primarily used by the departments internally. Most, if not all, of the vendors use industrial shredders where the shredding size is covered by the RCMP 'High Volume Destruction Guidelines'. For example, the High Volume / Commercial Destruction: Protected B (HVCD-PB) guideline specifies a 16 mm x 100mm shred size. Please confirm if the intent is to use the RCMP HVCD-PB guideline or the standard PWGSC low volume guideline of 6 mm x 50 mm as stated.

A18:

The SOW has been revised. For shredding size, the Offeror must comply with the RCMP Security guide at the following link: http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page_0004_e.htm.

Q19:

ANNEX B – Basis of Payment Part 12 – Certified Destruction: Should NOTE 3 refer to Part 9.4 instead of Part 9.2 on the delivery rate per kilometre?

A19:

Yes. The Basis of Payment has been revised.

Q20:

In ANNEX "B" – Basis of Payment Part 13 – Accession Volume: The pricing column is restricted and will not allow a value to be entered.

A20:

Please refer to item #1 of this solicitation amendment.

Q21:

ANNEX B – Basis of Payment Part 13 - TOTAL EVALUATED OFFER PRICE FOR XXXXXX REGION: Is the lowest price noted on this line going to be the basis of the award(s)? What overall RFSSO weighting will be put on this number?

A21:

Offerors meeting the Mandatory Technical and Financial Criteria with the "lowest Total evaluated Offer Price" (TOTAL EVALUATED PRICE FOR each geographic region) in each geographical region will be recommended for issuance of a Regional Master Standing Offer (RMSO). Each weighted subtotals are added to provide the "Total Evaluated Offer Price" per geographic region.

Q22:

Is it the preference of PWGSC to award the SO to only one (successful) bidder or may there be more than one successful bidders for each region?

A22:

The intent is to issue multiple Standing Offers covering one (1), two (2), or all three (3) geographic regions. An Offeror may be awarded more than one (1) RMSO.

Q23:

If a national bid is offered for all three regions, will the bids be evaluated by region? In other words, if a national bid is offered, is it possible that the bids included therein for one or two regions may be unsuccessful?

A23:

Bids are evaluated by geographic region, please refer to answers provided for Q21 and Q22.

Q24:

Annex "X" of the RSFO outlines the volume per monthly average for Record Centre Storage, Vault Storage, Retrievals, Refiles, Disposition/Delocation and Certified Destruction, but can you please provide a comprehensive breakdown for the Western Region of what the volume would be per province (Mainly BC, Alberta and Saskatchewan) and a list of existing addresses/locations for the Western region?

A24:

Volumes for each item description is not available per province.

Province	Approximate number of containers
Manitoba	34500
Saskatchewan	55200
Alberta	41500
British-Columbia	42000

All other terms and conditions remain the same.