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**K1A 0S5**

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**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**

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.

**Vendor/Firm Name and Address**

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Special Projects/Projets Spéciaux

11 Laurier St./11, rue Laurier

Place du Portage/, Phase III

Floor 10C1/Étage 10C1

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> RELOCATION ASSISTANCE - CAF	
<b>Solicitation No. - N° de l'invitation</b> W6369-150002/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> W6369-150002	<b>Date</b> 2016-03-11
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZL-106-29862	
<b>File No. - N° de dossier</b> 106zl.W6369-150002	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2016-04-15</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Sanford, Gordon	<b>Buyer Id - Id de l'acheteur</b> 106zl
<b>Telephone No. - N° de téléphone</b> (819) 956-4291 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
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<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

**Solicitation W6369-150002/A**

**Amendment 001**

This solicitation amendment is raised to:

1. Respond to questions relating to this bid solicitation as detailed in Section A; and
2. Modify the bid solicitation as detailed in Sections B.

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**SECTION A: QUESTIONS AND ANSWERS**

#	Question	#	Answer
Q1	Part 4 (pages 33, 34 and 36) Attachment 1, paragraph 1.2, No. R8, R9 and R15 Question: R8 and R9 refer to “relocation consultants” and R15 refers to “Advisors.” Please confirm that these terms refer to the same position.	A1	The reference to Advisor will be replaced with the proper term, Relocation Consultants.  See Section B below for modifications to the bid solicitation.
Q2	7.7 (f) (page 49) Question: RFP 7.7 (f) references subsection 7.6 (g), which does not exist. Please confirm that the correct reference is 7.7 (g).	A2	The correct reference is 7.7 (g).  See Section B below for modifications to the bid solicitation.
Q3	7.8 (page 49) Question: The Contracting Authority for the CAF RP is shown as working for Public Services and Procurement Canada; however, the RFP frequently references Public Works and Government Services Canada. Please confirm that Bidders should use PSPC in their responses.	A3	Public Services and Procurement Canada (PSPC) is currently updating its template and documents to reflect that its name is no longer Public Works and Government Services Canada (PWGSC). Bidders can use PSPC and/or PWGSC in their responses.
Q4	Annex A 1.8 (page 65) Question: Paragraph 1.8 states, in part, that “The Contractor must implement all updates and amendments by a given date specified by CAF (anywhere between immediate and 3 months) to ensure that all Contractor-produced materials, deliverables and applications reflect the changes.” Will the Contractor be required to administer benefits retroactively? For example, if a policy change is announced on May 15th and that the Contractor will have to revisit files?	A4	Yes, there may be times where the Contract will be required to administer files retroactively.

<p>Q5</p>	<p>Annex A 5.1.2 (page 85) Question: The Current CF IRP Directive identifies several savings and incentives that the CAF Member may be entitled to claim; for example: - LTS Saving Incentive (9.1.07) - Shortened HHT savings incentive (4.2.04) - Incentive not to ship or store PMV (12.8.04) A - How will these funds be paid to the CAF Member if they do not have any relocation expenses to claim or do not wish to use these funds in this way? Will the funds be paid via the Relocation Card? B - At what point in the relocation can the CAF Member claim reimbursement of these savings and incentives?</p>	<p>A5</p>	<p>A: Reimbursements of all eligible benefits are to be loaded onto CAF Members Relocation Card.  B: Reimbursement of eligible expenses can be claimed and loaded onto the Relocation Card at the time of eligibility in accordance with CF IRP Policy.</p>
<p>Q6</p>	<p>Annex A 5.1.2 (page 85) Question: A sample scenario will provide context for the questions: A CAF Member sells their home less than 1 year prior to the COS date. In accordance with the current CF IRP Directive, article 8.1.03, the CAF Member is entitled to be reimbursed for sale expenses which they have paid themselves (e.g. real estate commission, legal fees and disbursements). The Member has now been posted and the relocation file has been authorized with the Contractor. The CAF Member asks to be reimbursed for their out-of-pocket expenses. A - If a CAF Member incurs relocation-related expenses before their relocation file is authorized, are they required to wait until the end of the relocation to be reimbursed for expenses paid out of pocket? B - If not, please expand on the process the Contractor must follow to advance funds on the CAF Member's Relocation Card.</p>	<p>A6</p>	<p>A&amp;B: Reimbursement of eligible expenses can be claimed and loaded onto the Relocation Card at the time of eligibility in accordance with CF IRP Policy.  It is imperative to read the applicable policies outline in Subsection 1.6 of the SOR to determine how benefits will be applied to each scenario.</p>
<p>Q7</p>	<p>Annex A 5.1.2.a (page 85)</p>	<p>A7</p>	<p>A: The CAF will not deposit funds in advance. The Contractor will not be out of pocket as all</p>

	<p>Question: Paragraph 5.1.2. a states that the relocation card service will be funded by the CAF in response to the Daily Relocation Card Load Report (DRCLR). Please clarify how this process will work.</p> <p>A - Will the CAF deposit funds in advance, to ensure that the Contractor is not out of pocket?</p> <p>B - Is it possible that the CAF will not fund the account each day, and that the Contractor will have to fund the Relocation Card loads for a day or more?</p> <p>C - What is the expected daily fund amount, during the busiest period?</p> <p>D - What is the maximum expected daily fund amount?</p>		<p>funds loaded onto Relocation Cards will be coming from a CAF funded account and not the Contractors own account.</p> <p>B: 5.1.2.a details the requirement for the Contractor to arrange with a Canadian financial institution to provide the Relocation Card service that will be funded by the CAF in response to the Daily Relocation Card Load report.</p> <p>The Contractor is to arrange for an account that the CAF will replenish directly. The Contractor will not be out of pocket as all funds loaded onto Relocation Cards will be coming from a CAF funded account and not the Contractors own account.</p> <p>C/D: Historically, the CAF relocation expense reimbursements average around \$15M monthly.</p>
Q8	<p>Annex A 5.1.2.c (page 85)</p> <p>Question: Paragraph 5.1.2. a states that the Contractor is to “Activate and load card with a starting balance limit as detailed in section 5.1.18, based on CAF Members relocation entitlement.”</p> <p>A - Does this mean the Contractor will load the entire Custom and Personalized funding envelope onto the Relocation Card?</p> <p>B - Is the load based on entitlements, or on intentions as stated in the complete PRA?</p>	A8	<p>A/B: The Relocation Card will be loaded with an estimate of the relocation entitlements in accordance with CF IRP Policy and not solely based on the PRA. The expenses would then be reconciled against the appropriate funding envelope.</p>
Q9	<p>Annex A 5.1.2.h (page 85)</p> <p>Question: Article 5.1.2.h states, “Pay interest charges for up to 2 business days.” Please clarify in which instances interest charges will be incurred on Relocation Cards. Specifically, if the CAF pre-funds the account and replenished it daily, why would interest charges be incurred and why would the account be in overdraft?</p>	A9	<p>As the Relocation Cards are pre-loaded, there will not be any interest charged to the individual cards. Interest charges may apply to the bank account if a payment is not made to the Financial Institution on a daily basis ex: a statutory holiday which falls on a Monday.</p> <p>It is the Contractor’s obligation to pay the interest for two days or negotiate with the financial institution to absorb up to two days of interest.</p>
Q10	<p>Annex A 5.1.17.c (page 85)</p>	A10	<p>A: The Contractor is to administer the file for the duration of eligibility in accordance with the</p>

	<p>Question: The current relocation policy (CF IRP 2009-2014, article 8.1.03) authorizes CAF Members up to 2 years to purchase at destination.</p> <p>A - Does the relocation file remain active until potential purchase is complete/the timeline has expired?</p> <p>B - If yes, how does this impact the Relocation Card?</p>		<p>CF IRP Policy. There are exceptions in the CF IRP Policy that could apply to extend the eligibility period.</p> <p>B: If a member decides to purchase at destination, then a Relocation Card would be loaded with the estimated costs associated with the purchase as provided by the CAF member.</p>
Q11	<p>Annex A 5.1.18 (page 92)</p> <p>Question: The RFP that TPSP invoices will be submitted and paid by the CAF Member. Since the CAF Member is expected to pay for their relocation expenses with a Relocation Card, this requirement implies that the CAF Member will use the relocation card to pay TPSPs. Will participating TPSPs be required to accept payment via the Relocation Card?</p>	A11	<p>In the event that the Relocation Card is not accepted by a participating TPSP, the funds loaded onto the Relocation Card can be transferred by the member to their personal account to which the member can then pay with alternative methods.</p>
Q12	<p>Annex A 5.1.17.d.ii (page 92)</p> <p>Relocation Card</p> <p>Question: Paragraph 5.1.17.d ii states, in part, that the Contractor must "Direct the CAF member to the appropriate financial institute to credit the RC." Please clarify how repayment will occur. Specifically, will the CAF Member have to send a cheque or transfer funds from their personal account to the financial institution, to reload the Relocation Card?</p>	A12	<p>In the event of an overpayment (funds remaining on the card) the member is to:</p> <ul style="list-style-type: none"> <li>- set up the Relocation Card as a payee on his/her personal banking account to which funds can be transferred from their personal account back to the Relocation Card; or</li> <li>- be directed to the Relocation Card financial institution to have personal funds added to the card to cover the amount of the repayment.</li> </ul>
Q13	<p>Annex A 5.1.18.c (page 92)</p> <p>Relevant Documentation</p> <p>Question: Bidders need to calculate the approximate size of electronic relocation files to accurately estimate costs. Please provide a list of this relevant documentation required to verify and substantiate relocation expenses.</p>	A13	<p>All relocation related documentation provided in accordance with the CF IRP Policy will be required to be electronically stored.</p> <p>This includes, but not limited to,:</p> <ul style="list-style-type: none"> <li>All receipts, travel itineraries, e-tickets, PRA form, HG&amp;E form, Travel Authorization forms, home sale documents, purchase related documents, appraisal documentation, all forms of expense substantiation.</li> </ul>
Q14	<p>Appendix 3, Part 2 (page 123)</p> <p>Posting Allowance or Relocation Allowance</p> <p>Question: The CAF relocation policy refers to a posting allowance as part of</p>	A14	<p>All benefits associated with the relocation, in accordance with policy, will be transferred to the member via the Relocation Card.</p>

	<p>the funding formula. It is unclear how the funding formula is paid out to the CAF Member.</p> <p>Will the posting allowance be paid to the CAF Member via the Relocation Card?</p>		
Q15	<p>3.2 (c) (iii) 4.3.5 (b) (pages 15 and 23) Compliance and responsiveness</p> <p>Question: These articles appear to be in conflict (bolding added for clarity):</p> <ul style="list-style-type: none"> <li>- RFP 3.2 (c) (iii) states, in part, that “Where Canada determines that the substantiation is not complete, the Bidder will be <b>declared non-responsive and disqualified.</b>”</li> <li>- RFP 4.3.5 (b) states that “<b>Bidders whose bids are considered to be non-responsive will be invited by the Contracting Authority to submit additional information</b> to demonstrate to Canada, in accordance with the solicitation, that the bid is compliant with the solicitation requirements.”</li> </ul> <p>Please clarify at what stage of the evaluation process RFP 3.2 (c) (iii) will apply, given RFP 4.3.5 (b). As an option, we respectfully suggest that removing the words “and disqualified” from RFP 3.2 (c) (iii) would align these two RFP articles.</p>	A15	<p>To eliminate any conflict, 3.2 (c) (iii) will be amended to remove the words “and disqualified”.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q16	<p>4.3.6 (b) 4.6.1 (a) and (b) (pages 24 and 26) Compliance and responsiveness</p> <p>Question: These articles appear to be in conflict (bolding added for clarity):</p> <ul style="list-style-type: none"> <li>- RFP 4.3.6 (b) states, in part, that “For point rated criteria having a minimum pass standard, if the additional or different information provided by a Bidder renders the criteria responsive, those criteria will be deemed a pass, <b>however the original score will remain unchanged.</b>”</li> </ul>	A16	<p>To remove the conflict, delete 4.6.1 (iii) in its entirety and replace with: “(iii) Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria or obtain a deemed pass, in accordance with 4.3.6 (b).</p> <p>See Section B below for modifications to the bid solicitation.</p>

	<ul style="list-style-type: none"> <li>- RFP 4.6.1 (b) states that “Bids not meeting (i) and (ii) and (iii) will be declared non-responsive,” the latter referring to RFP 4.6.1 (a) (iii) which states that bids must <b>“Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.”</b></li> </ul> <p>Please clarify how bids that achieve a “deemed” pass but that do not have their original scores changed (per RFP 4.3.6 (b)), can meet the RFP 4.6.1 (b) requirement to obtain the required minimum number of points.</p>		
Q17	<p>Part 4, Attachment 1, paragraph 1.2, No. R2 (page 29) Program Delivery Manager Question:</p> <p>The Rating Guide column refers to “accounts,” without defining the term. The current IRP requires service delivery in compliance with four distinct policy documents to administer relocations for four distinct groups of transferees:</p> <ul style="list-style-type: none"> <li>- CAF Members</li> <li>- Initial Appointees</li> <li>- GOC Employees</li> <li>- RCMP Members</li> </ul> <p>Please confirm that the current IRP contract is four “accounts” for the purposes of R2; and, by extension to non-IRP experience, that the defining characteristics of “account” are a distinct policy document and transferee group.</p>	A17	<p>Under the current IRP Contract, the four distinct groups would be considered one account as all clients are under the same contract.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q18	<p>Part 4, Attachment 1, paragraph 1.2, No. R3 (page 30) Management of the Implementation Phase Question:</p> <p>The Technical Criterion column references SOR 4.2.1, Implementation Plan. However, the tasks for Implementation are detailed in SOR 4.1. Please confirm or correct the SOR reference against which the experience of the proposed Manager of the Implementation Phase is to be shown.</p>	A18	<p>The Point-Rated Technical Criterion for R3 should read: “The ....in accordance with sub section 4.1 of the SOR.”</p> <p>See Section B below for modifications to the bid solicitation.</p>

Q19	<p>Part 4, Attachment 1, paragraph 1.2, No. R3 (page 30) Management of the Implementation Phase</p> <p>Question: The Rating Guide column refers to “set-ups” without defining the term. The current IRP contract required the set-up and transition of services to deliver services in compliance with four distinct policy documents to administer relocations for four distinct groups of transferees:</p> <ul style="list-style-type: none"> <li>- CAF Members</li> <li>- Initial Appointees</li> <li>- GOC Employees</li> <li>- RCMP Members</li> </ul> <p>Please confirm that the current IRP contract had four set-ups for the purposes of R3; and, by extension to non-IRP experience, that the defining characteristics of a “set-up” are a distinct policy document and transferee group.</p>	A19	<p>For the purpose of R3, the current IRP contract setup/implementation would be considered one setup/implementation as all clients are under the same contract.</p> <p>The word set-up will be changed to set-up/implementation.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q20	<p>Part 4, Attachment 1, paragraph 1.2, No. R5 (page 31) Relocation Card</p> <p>Question: The Technical Criterion states “The Bidder should demonstrate the capability of processing all authorized entitlements by means of a relocation card.” However, the Rating Guide allocates 20 points for a Plan. Please clarify the response requirement for this Plan and how it will be assessed as demonstrating the required capability.</p>	A20	<p>Bid Preparation Instruction for R5 will be amended to state:</p> <p>The Bidder should demonstrate the capability of processing all authorized entitlements by means of a Relocation Card in accordance with subsection 5.1.2, 5.1.15, 5.1.17, 5.1.18, and 5.2.5 of the SOR.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q21	<p>Part 4, Attachment 1, paragraph 1.2, No. R7 (page 33) Bid Preparation Instructions</p> <p>Question: Sub-paragraph “b” in the Bid Preparation Instructions column references Appendix 4 of the SOR for the location of Expense Categories and Cost elements found in Table 1. However, these requirements are detailed in Appendix 2. Please confirm that the reference should be to Appendix 2.</p>	A21	<p>This is to confirm that the reference should be to Appendix 2.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q22	<p>Part 4, Attachment 1, paragraph 1.2, No. R7 (page 33) Bid Preparation Instructions</p>	A22	<p>This is to confirm that the reference should be to Appendix 1.</p>

	<p>Question: Sub-paragraph “c” in the Bid Preparation Instructions column references Appendix 2 of the SOR for the location of user-defined reports. However, these requirements are detailed in Appendix 1. Please confirm that the reference should be to Appendix 1.</p>		<p>See Section B below for modifications to the bid solicitation.</p>
Q23	<p>Part 4, Attachment 1, paragraph 1.2, No. R9 (page 34) Performance Management Question: The requirement has 5 response points (“a” to “e”), each worth 40 points for a total of 200. However, the requirement also includes submission of a preliminary Performance Measurement Plan, but there appear to be no marks assigned to it. Please clarify whether this preliminary Plan will be assessed, and, if so, how.</p>	A23	<p>Yes, the Bidders Performance Management approach should be provided via a preliminary Performance Measurement Plan which will be assessed as described in a) to e) of R9 Bid Preparation Instructions.</p>
Q24	<p>Part 4, Attachment 4, paragraph 1.2, No. R15 (page 36) Advisor to CAF Member Ratio Question: The title of this response section does not seem to relate to the response requirement: “The Bidder should demonstrate how relocation files will be seamlessly handled between relocation consultants (e.g. the CAF member should not be required to provide relocation file details during each contact with a different relocation consultant).” Please clarify or confirm the response requirement.</p>	A24	<p>The response requirement is that the Bidder should demonstrate how the administration of the file particulars will be seamless to the member in the event the CAF member must deal with more than one relocation consultant.</p>
Q25	<p>7.2 (page 42) Minimum Work Guarantee Question: This clause appears to require the Contractor to stand in readiness throughout the contract period, with a minimum contract value of \$500,000. Can Canada cancel the CAF RP contract and only reimburse the contractor a maximum of \$500,000 irrespective of the millions of dollars expended (e.g. to establish an IMETS; to hire and, in this scenario, subsequently lay off staff; to</p>	A25	<p>The minimum work guarantee of \$500,000 would be paid to the Contractor if, during the period of the Contract, the Canadian Armed Forces does not authorize Work totalling more than that amount.</p>

	pay leases, utilities, and facilities costs to establish a relocation centre; and to pay cancellation costs for breaking sub-contracts)?		
Q26	Annex A 3.2.e (page 67) Travel Arrangements with STSI Question: Paragraph 3.2.e states that “The Contractor is required to make travel arrangements using the Shared Travel Services Initiative.” Must the Contractor hold a travel agent's license?	A26	5.1.13 a) will be amended to read: Facilitate travel arrangements by providing travel details, including a government-supplied TAN, to Canada’s Shared Travel Services Initiative (STSI) contractor who will execute the travel booking.  Therefore there is no need for the Contractor to hold a travel agent’s license.  See Section B below for modifications to the bid solicitation.
Q27	Annex A 4.1.8 (page 71) Relocation Office Question: Paragraph 4.1.8 states, in part, that “The Contractor must set up and have ready 10 business days prior to SED, a Relocation Office within Canada to control, allocate and manage all authorized relocation service requests following authorization notification.” Please confirm that the Contractor must locate all of their relocation advisors in Canada and must deliver relocation services from Canada.	A27	No, all the relocation advisors do not have to be located in Canada, however, all security measures must be met at all times.  Additionally, the PDM must be available to the TA as required in the SOR.  The reference to a Relocation Office within Canada will be removed.  See Section B below for modifications to the bid solicitation.
Q28	Annex B 3.1 (page 128) TPSP Overages Question: Paragraph 3.1 states, in part, that “The Contractor must make every effort to locate and make available to the Employee TPSP services at less than the ceiling fee/rate.” Who is responsible for paying TPSP overages when no participating supplier can be located in an area of service despite the Contractor's best efforts?	A28	Subsection 5.1.16 will be updated to read: “The Contractor must ensure that prior to reconciling TPSP invoices, if the invoice is from an established TPSP Directory service provider that the fee charged is in accordance with the Contract’s Ceiling Price. However, if the invoice is from a CAF member -selected service provider not in the TPSP Directory, and the fee charged exceeds the Contract’s Ceiling Price, the overage paid must be deducted from the CAF members’ finalized claim.  If there are no participating TPSP in the directory for the member to choose from, then the Contractor will be responsible to arrange for a TPSP to provide the service to the CAF member and the Contractor will be responsible

			<p>for any amount exceeding the Contractor's established ceiling fee/rate."</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q29	<p>Why has the Government as part of the review process required a Canada Content Certification? Would such a requirement not restrict the number of potential bidders who have experience in North America to participate in the Government RFP?</p>	A29	<p>The Canadian Content Policy is a Cabinet-mandated policy that encourages industrial development in Canada by limiting, in specific circumstances, competition for government procurement opportunities to suppliers of Canadian goods and services. By signing the Canadian Content Certification (i.e. Form 5) the Bidder is certifying that the service offered is a Canadian service as defined in paragraph 2 of Standard Acquisition Clauses and Conditions (SACC) Manual clause A3050T. The Canadian Content Certification does not restrict the number of potential bidders who have experience in North America.</p>
Q30	<p>Based on the Government's criteria for bid eligibility, how many Canadian companies do they estimate would be eligible potentially participate in the RFP that has now been issued by the Government?</p>	A30	<p>Following consultations with industry and third party advice, Canada believes that there are a number of companies that can potentially submit bids in response to the RFP.</p>
Q31	<p>Many companies from the US likely have more experience than many Canadian companies in dealing with relocations given the vast size and diversity of this market. The US market has many similarities to the Canadian market and we would like to seek clarification as to why the Government would penalize these potential service providers based on their point rated criteria.</p>	A31	<p>Canada believes that that the rated criteria are geographically neutral and do not penalize or advantage a Bidder from one geographical location over a bidder from another geographical location.</p>
Q32	<p>How did the Government determine in Attachment #1 that the minimum number of relocations to qualify needed to be 500 in order to qualify. How many Canadian companies does the Government feel would meet that criteria?</p>	A32	<p>Historically, the CAF has relocated an average of over 14,000 members. Based upon information received from Industry engagements, 500 was seen as a reasonable and attainable level.</p>
Q33	<p>Page 13. 3.1 e (ii), (iii) These constraints make meeting individual criterion very difficult for Joint Ventures to satisfy the CAF's requirements as those requirements have</p>	A33	<p>The minimum level stated in R1 is 501 not 5001</p> <p>The CAF will be awarding points for organizations with more experience as we see value in experienced companies.</p>

	<p>been set very high (example, Pg 29 R1, R2). The previous federal government relocation services contract represents a huge portion of the entire Canadian industry (likely greater than 50%), so setting constraints like "minimum of 5001" relocation files in R1 or minimum of 3 x 5000 relocation accounts in R2 heavily favours the incumbent. This could be addressed in 3 ways: 1 - allow JV bidders to combine volumes to meet a single criterion, 2 - reduce the volume requirements or 3 - allow the inclusion of similar types of files in the volume for each bidder (Vacant property management, non-relocation home disposal or acquisition, corporate or government move management, visa &amp; immigration services, etc). If the CAF requires an individual Joint Bidder to meet a very high volume in an industry where your contract represents more than half the total volume and will not include similar file types from other industries, that would create a situation that heavily favours the incumbent</p>		<p>R1 states: "A maximum of 15 points will be awarded for each calendar year 2013, 2014 and 2015 according to the following volumes:  5 points - 501 to 2,500; or 10 points - 2,501 to 5,000; or 15 Points – 5,001 or more."  Points will be awarded based on relocations executed by the Bidder – not specific to Government or Canadian relocations.  It is not stated that the volumes represented in R1 and R2 represent Canadian volumes only.</p>
<p>Q34</p>	<p>Pg. 29 R1 Canada is counting only relocation file volume which includes home disposal or acquisition. Given that there is only one the current Canada relocation service contract that does more than 5000 relocations in Canada each year, this heavily favours the incumbent. Provided that a contractor can prove that they have experience in the types of services that Canada requires under this procurement (relocation policy counselling, home disposal, home acquisition, relocation expense management), that contractor should be able to use volumes of similar file types to prove their capability of handling large accounts. File types could include: vacant property management, property appraisal or inspection, move management, non-relocation home sale,</p>	<p>A34</p>	<p>RI states: "For each of the last three calendar years (2013, 2014, 2015) the Bidder should provide the total number of relocations for which it provided Relocation Services for clients external to the Bidder's organization (cannot be a parent or affiliate) and which included, as a minimum, counselling on acquisition and disposal of primary residences".  There does not have to be any disposal or acquisition completed in order to count the file. The Bidder should provide the number of relocations for which it provided counselling services on acquisition and disposal of primary residence (Home/Apartment/Condo). The counselling services could include, but is not limited to, advice on Guaranteed Home Sale Plans, sale benefits, purchase benefits, lease breaking information, rental search, and rent in advance.</p>

	<p>visa &amp; immigration, etc (any file in which a proponent is delivering similar services under a corporate/government policy or directive)</p> <p>Should the volumes represented in R1 and R2 represent Canadian Volumes only?</p> <p>Regarding R1 and R2, why have the volumes more then tripled from the previous RFP in 2009 to meet the point rated criteria making the achievement of the maximum points only available to the incumbent and making this scenario very non competitive.</p>		<p>It is not stated that the volumes represented in R1 and R2 represent Canadian volumes only.</p> <p>As the procurement has significantly changed since the 2009 RFP, the ratings have changed as well. In fact, the rated volumes actually decreased from the previous RFP in 2009. Even though the CAF requirements are very complex with high volumes, Canada reduced barriers to allow for new potential bidders.</p>
Q35	<p>R2</p> <p>Only one account of more than 5000 relocations exists in Canada, which is the current Federal Government account (CAF, RCMP, TBS). The requirement being so high will favour the incumbent as your current contract is by far the largest in the Canadian industry.</p> <p>Does the PDM need to be a single individual? As Canada has stated that organizational design and staffing will be the responsibility of the contractor, we feel that Canada's interests would be better served by having the PDM reside in Ottawa, and report to a president who is located at the site of the relocation services operation. The PDM role as described by Canada is likely more efficiently accomplished by multiple individuals.</p> <p>Should the volumes represented in R1 and R2 represent Canadian Volumes only?</p> <p>Regarding R1 and R2, why have the volumes more then tripled from the previous RFP in 2009 to meet the point rated criteria making the achievement of the maximum points only available to the incumbent and making this scenario very non competitive.</p>	A35	<p>This Rated Criteria does not stipulate Canada only.</p> <p>The CAF is requesting a dedicated Program Delivery Manager (PDM) responsible for leading the Contractor Team which must provide all the required services identified in the SOR for the CAF.</p> <p>It is not stated that the volumes represented in R1 and R2 represent Canadian volumes only.</p> <p>As the procurement has significantly changed since the 2009 RFP, the ratings have changed as well. In fact, the rated volumes actually decreased from the previous RFP in 2009. Even though the CAF requirements are very complex and we have high volumes, Canada reduced barriers to allow for new potential bidders.</p>
Q36	<p>Pg. 37 5.1 (b)</p> <p>By Canadian Content Certification, is the CAF referring to the Canadian Program</p>	A36	<p>The Canadian Content Certification is a requirement of the Cabinet-mandated Canadian Content Policy. Information regarding the Policy</p>

	Certification for broadcasting ( <a href="http://www.crtc.gc.ca/eng/info_sht/tv11.htm">http://www.crtc.gc.ca/eng/info_sht/tv11.htm</a> )? If not, can the CAF provide more detail on this subject?		can be found at: <a href="https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/annex/3/6">https://buyandsell.gc.ca/policy-and-guidelines/supply-manual/annex/3/6</a>
Q37	<p>Pg. 40 6.1 (ii),(iii) A major scale-up would be required for any contractor other than the incumbent. How is the contractor supposed to provide the name of all individuals who would be working on the contract and commenced the security screening by bid close when 90% of those individuals would be recruited and hired after the award of the contract? (iv), (v) Again, other than the incumbent, every contractor would have to scale up which would likely include securing new premises. Would the CAF accept a warranties from the contractor that the site selected would meet the security requirements?</p>	A37	As per 7.5 – Security Requirements, the Contractor must meet all security requirements 2 months prior to the Service Effective date (SED). The Bidder should start the security process as early in the procurement process as possible so that the company obtains the required clearance as soon as possible reducing delays when individuals requiring security clearance are added at later dates.
Q38	<p>Pg. 42 7.1 (e) Does this apply only to the CAF or will it allow the contractor to reconfigure or reorganize as they wish as well?</p>	A38	Article 7.1 (e) applies to CAF only. The Contractor is free to reorganize as it wished as long as all terms and conditions of the Contract are fulfilled.
Q39	<p>Pg. 44 7.5 (b) (c) Can the CAF provide a thorough list of what types of information will qualify as "protected" as it pertains to this contract? this will have major impacts on IT system design and organizational structure/staff workflow</p>	A39	All information gathered should be stored and protected at a Protected A level. Subsection 5.1.10 of the SOR Preliminary Relocation Assessment highlights some examples of the protected information.
Q40	<p>Pg. 47 22 (a) Does this screening apply to Foreign subcontractors used by a Domestic contractor (ie. international assignments)? If so, does it take the place of reliability status screening for these subcontractors? Are these back checks processed by Canada, or is the contractor expected to use a third party service? If a third party service, are the fees charged by that service recoverable from Canada or is the contractor expected to absorb them?</p>	A40	<p>Yes, if the contract were to be awarded to a Canadian company that then wishes to subcontract internationally, the screening requirements described in 22 (a) would apply to the foreign subcontractor personnel who will be accessing Canada Protected information.</p> <p>Canada does not conduct checks on foreign supplier personnel therefore a third party service is required.</p> <p>The fees are not recoverable from Canada.</p>
Q41	Pg 48. 7.7 (b ii)	A41	Contract is the correct word. See Section 2 below for modifications to the bid solicitation.

	<p>This requirement references a "contact" period, is this meant to say "contract period"?</p> <p>If no RA's are to be accepted in the final year of the contract, how are that year's RA's processed - to the winning contractor of a subsequent procurement?</p>		<p>The final year is an Out-Going Transition Period and new files will be actioned by other methods (e.g. winning contractor of a subsequent procurement).</p>
Q42	<p>Pg. 50 7.10 (a ii)</p> <p>Does this still apply if Canada modifies the scope of services during the course of the contract?</p>	A42	<p>Clause 7.10 (a) (ii) would continue to apply during the term of the Contract and no additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.</p>
Q43	<p>Pg. 56 7.28</p> <p>Does this requirement apply to all personnel providing services to Canada under this contract, or only to the required resources (PDM and CSO)?</p> <p>If it applies to all personnel: For any contractor other than the incumbent, addition of personnel and replacement of underperforming personnel would likely occur at a much greater rate during the scale up period and for a time thereafter where underperforming employees are identified and replaced. This requirement presents a much greater challenge for non-incumbent bidders than it does to the incumbent who has an existing organizational structure and staff to service this contract.</p> <p>(ii) How are individual qualifications quantified for the purposes of measuring one individual against another?</p>	A43	<p>For the purposes of this RFP, the Program Delivery Manager (PDM) is the only specific individual identified in the Contract.</p>
Q44	<p>Pg 66 2.2</p> <p>Does the audio/video recordability function need to transpose to text, or just attach a copy of the audio/video file to the employee's relocation file?</p>	A44	<p>Subsection 4.1.9 details Canada's requirements in relation to the web-based service. The requirement includes the need for search capability of all interactions between the CAF members and the relocation consultants.</p>
Q45	<p>Pg 73 4.1.10 (c)</p> <p>The TPSP list is to be accesible by the CAF, presumably that means through the secure online portal. Would Canada want this TPSP list available to all members, or only account-side administrators? Could Canada provide a list of user types that it</p>	A45	<p>The full listing must be accessible to the member through the secure online portal broken down by Origin and Destination locations.</p>

	would like included in an IMETS system (ie. member (employee), client administrator, client manager, contract manager, etc). This will allow the contractor to plan the access by user type		
Q46	Pg. 82 4.2.18 Is Canada looking for these tools to interact with outside sources/platforms like the MLS, or are these self-contained tools (checklists, document repositories where custom research packages can be deposited for the member to access)?	A46	The Contractor provided tools would be accessible through the secure online portal to the member. These tools are not to interact with outside sources and should be Contractor developed based on details provided in 4.2.18.  See Section 2 below for modifications to the bid solicitation.
Q47	Pg. 83 4.2.19 Is Canada wanting the contractor to have this TPSP list publicly available through the website, or within the secure portal?	A47	This listing must be made available to the CAF members through the secure portal.
Q48	Pg. 85 5.1.2 (g), (h) Does Canada expect the contractor to absorb account fees, interest fees, etc, or are they recoverable from the CAF?	A48	Yes, as per 5.1.2 g & h, the Contractor is responsible to: g) Pay all account fees and charges of the financial institution (including overdraft and interest charges); h) Pay interest charges for up to 2 business days. Interest charges for payments made after invoice due date will be paid by the CAF.
Q49	We have identified the transactions that occur with suppliers (TPSPs and others) and with CAF Members, and have some questions related to each. For greater clarity, we have also provided a scenario, with specific questions to illustrate our concerns. Scenario Captain Smith is posted from Gagetown to Petawawa. He is selling at origin and purchasing at destination. Questions <b>Initial Card Load</b> - The Contractor will calculate funding entitlements, and estimate relocation expenses for the Core, Custom and Personalized funding based on the CAF file authorization and the CAF Member's completed PRA. Is the first relocation card load expected to include the full	A49	The Relocation Card will be loaded with an estimate of the relocation entitlements in accordance with CF IRP Policy. The expenses would then be reconciled against the appropriate funding envelope.  As per 5.1.17 b) of the SOR, "... but the funds must not be loaded more than 21 days prior to an HHT or Travel to New Location".  Canada envisions the Relocation Card as a conduit to facilitate the transfer of funds from Canada to the member as well as from the member back to Canada.  This could include transfers from the Relocation Card to members' personal account, payments from members accounts to the Relocation Card through online banking, ATM machine withdrawals, and direct payments.

<p>relocation entitlement for Core, Custom and Personalized funding (excluding travel expenses)?</p> <p><b>Cash withdrawal</b></p> <ul style="list-style-type: none"><li>- Does Canada envision relocation cards being used for cash withdrawals and, if so, how? For example, will Canada make arrangements with major banks to honour these cards?</li></ul> <p><b>Expenses</b></p> <ul style="list-style-type: none"><li>- Will Captain Smith be expected to pay for all of his travel costs, including hotel, gas, and meals with the relocation card?</li><li>- Will he be expected to pay for daycare expenses with the relocation card?</li><li>- If Canada envisions CAF Members having expenses for which they cannot use their relocation cards, how will they be reimbursed for these?</li><li>- How does Captain Smith get paid for incentives; for example, taking a short HHT or the incentive not to ship or store a PMV?</li><li>- Will Captain Smith's posting allowance be paid on the relocation card?</li></ul> <p><b>Expense tracking &amp; reimbursement</b></p> <ul style="list-style-type: none"><li>- When he returns from his house hunting trip, will he be expected to complete an expense claim?</li><li>- What will prevent Captain Smith from spending more on lodgings than his daily hotel allowance or for using the card to pay for non-authorized expenses such as movie rentals or resort fees?</li><li>- How will he obtain reimbursement for his sundry expenses such as disconnection and connection fees associated with his utilities?</li></ul>	<p>All benefits associated with the relocation, in accordance with CF IRP Policy, will be transferred to the member via the Relocation Card.</p> <p>In the event that the Relocation Card is not accepted by a participating TPSP, the funds loaded onto the Relocation Card can be transferred by the member to their personal account to which the member can then pay with alternative methods.</p> <p>All benefits claimed will be reconciled against funding envelopes and monies owed to the member will be loaded onto the card. All eligible benefits associated with the relocations, in accordance with CF IRP Policy, will be transferred to the member via the Relocation Card.</p> <p>The Contractor must perform invoice verification functions as outlined in subsection 5.1.18 of the SOR. This would include reconciling the amounts claimed against invoices uploaded by the member.</p> <p>If a member spends more on lodgings than entitled, the eligible amount would be reconciled against the card load with the balance going towards a future entitlement or in the case of a final claim; the remaining would be recovered from the member.</p> <p>Member's sundry expenses will be estimated and loaded on the Relocation Card and reconciled the same as any other relocation benefit.</p> <p>Subsection 5.1.18 of the SOR details what information is required to ensure that the expense claim verification process occurs.</p> <p>In the event of an overpayment (funds remaining on the card) the member is to:</p> <ul style="list-style-type: none"><li>- set up the Relocation Card as a payee on his/her personal banking account to which</li></ul>
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<ul style="list-style-type: none"> <li>- How will purchases be validated as allowable under Policy? That is, what information must be captured, and how, and/or supporting documentation provided, to allow Canada to validate the expense?</li> <li>- If Captain Smith overspent on his relocation, how will he repay the funds to the financial institution? Specifically, will he have to send a cheque or transfer funds to the financial institution?</li> <li>- If Captain Smith is owed money at the end of the relocation, and the Contractor loads the balance of funds remaining on the card, what will Captain Smith do with these funds since all his relocation expenses have already been paid for?</li> <li>- Does Canada expect Canadian relocation cards to work at all locations and in all countries outside Canada?</li> </ul> <p><b>TPSP Payments</b></p> <ul style="list-style-type: none"> <li>- Is it Canada’s intention that CAF Members use relocation cards to pay TPSP invoices? If so, what systems (hardware or software) does Canada envision TPSPs will require to accept such payments? How will they do it and how will they be reimbursed?</li> <li>- How will he pay his home inspector in Petawawa who will require payment for services rendered on site?</li> <li>- How will he pay his Gagetown lawyer for the sale of his home, which includes the real estate commission expenses?</li> </ul> <p><b>Card Management</b></p> <ul style="list-style-type: none"> <li>- Will the CAF deposit funds in advance, to ensure that the Contractor is not out of pocket?</li> </ul>	<p>funds can be transferred from their personal account back to the Relocation Card; or</p> <ul style="list-style-type: none"> <li>- be directed to the Relocation Card financial institution to have personal funds added to the card to cover the amount of the repayment.</li> </ul> <p>Subsection 5.1.17 C i. stipulates what should be done in the case of a repayment.</p> <p>Subsection 5.1.17 c ii stipulates what should be done in the case of a reimbursement.</p> <p>In the event that the Relocation Card is not accepted, the funds loaded onto the Relocation Card can be transferred by the member to their personal account to which the member can then pay with alternative methods.</p> <p>In the event that the Relocation Card is not accepted by a participating TPSP, the funds loaded onto the Relocation Card can be transferred by the member to their personal account to which the member can then pay with alternative methods.</p> <p>Subsection 5.1.2.a of the SOR is the requirement for the Contractor to arrange with a Canadian financial institution to provide the Relocation Card service that will be funded by the CAF in response to the Daily Relocation Card Load report.</p>
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	<p>- In what instances would interest charges be incurred on relocation cards?</p>		<p>The Contractor is to arrange for an account that the CAF will replenish directly. The Contractor will not be out of pocket as all funds loaded onto Relocation Cards will originate from a CAF funded account and not the Contractors own account.</p> <p>The amount being transferred from the CAF to the financial institution will be in accordance with the amount loaded onto all the Relocation Cards the previous day.</p> <p>Historically, the CAF relocation expense reimbursements average around \$15M monthly.</p> <p>As the Relocation Cards are pre-loaded, there will not be any interest charged to the individual cards. Interest charges may apply to the bank account if a payment is not made to the Financial Institution on a daily basis ex: a statutory holiday which falls on a Monday.</p>
<p>Q50</p>	<p>7.25 In-house Services (page 55) To implement the CAF RP for Canada for 5-7 years, the Contractor must commit millions of dollars (e.g. in technology, personnel, facilities, equipment, and training), yet it appears that Canada is not making any commensurate commitment to the contract term. The risk for the Contractor is real: in 2014, the RCMP announced that they intended to bring their services in-house, and no compensation was offered to the incumbent Contractor. Is it possible that the CAF will bring their services in-house during the CAF RP Contract term, with no compensation to the Contractor?</p>	<p>A50</p>	<p>The terms of the 2009 contract were honoured as the minimum work guarantee was realized. Therefore, no compensation was due to the Contractor upon the RCMP's announcement of its intention to bring their services in-house.</p> <p>The contracts minimum work guarantee will be honoured regardless of the CAF's future requirements.</p>
<p>Q51</p>	<p>Annex A SOR 2.2 Support to Regions and Work Locations (page 66) SOR 2.2 states, in part, that "No counselling will be done unless recorded, followed by an electronic record of discussion and available to the CAF Technical Authority (TA)."</p>	<p>A51</p>	<p>The electronic record of counselling sessions will become part of the member's electronic file and must be retained until the file is ready for destruction as per 5.1.11 of the SOR.</p>

	How long must the Contractor retain an electronic record of the counselling sessions?		
Q52	<p>Annex A SOR 4.1.10.d.vi CERC Appraisals (page 73) The SOR references only CERC appraisals in this section. However, Table 3E states that CERC appraisals are only applicable to relocations requiring Home Equity Assistance. Does Canada require the Contractor to capture timelines only for CERC appraisals, or do these timelines apply to both standard and CERC appraisal requests?</p>	A52	<p>Appraisers must be members in good standing of appraisal institutes such as AIC or CNAREA, visit the applicable property within 5 business days of the request from the CAF member or on the date requested by the CAF member if later, complete the CERC Residential Appraisal form and provide the completed report including exterior and interior photos to the CAF member within 10 business days of the visit to the property.</p> <p>The SOR will be amended to read Residential Appraisal /CERC Appraisal.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q53	<p>Annex A SOR 5.1.2.i Declining Balance Relocation Card (RC) (page 85) SOR 5.1.2.1 states that "No funds will be transferred from the RC account to Contractor bank accounts." However, in order to be non-taxable, a Mortgage Interest Subsidy payment must be processed directly to the CAF Member's mortgage lender and cannot touch the CAF Member's account. There are also Canada Revenue Agency reporting requirements for this benefit. A - How will the Contractor process the CF IRP benefit (8.3.14 - Interest on Home Relocation Loan (MIS)) if no transfers are authorized from the RC account to the Contractor's bank accounts? B - How will this affect CRA reporting requirements?</p>	A53	<p>A: All eligible benefits associated with the relocations, in accordance with CF IRP Policy, will be transferred to the member via the Relocation Card.</p> <p>B: In accordance with subsection 5.1.15 k of the SOR, the Contractor will determine the taxable nature of all provisions, adhering to Federal and Provincial Income Tax Acts, and provide the report to the TA for processing/reporting.</p>
Q54	<p>Annex A SOR 5.1.3 Verification of Authorization Process (page 86) The SOR does not detail what information will be provided to the Contractor when a relocation file is authorized. A - Please provide an exhaustive list of information that will be provided by the CAF during file authorization.</p>	A54	<p>The Contractor will receive a daily electronic document detailing the authorized relocations.</p> <p>A: The document will provide the following for each authorized relocation: Name, origin, destination, Change of Strength Date, Move Number, Marital status, move type, Date of upload, Move Completion Date.</p>

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	B - Please outline how the Contractor is expected to verify that the authorization is valid.		B. Once provided to the Contractor by the CAF TA, the file is authorized however, the Contractor must confirm that the authorization remains valid in accordance with the CF IRP Policy.
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## SECTION B: MODIFICATIONS TO BID SOLICITATION

### **Modification #1:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R15, delete the word “Advisor” and replace with “Relocation Consultant”.

### **Modification #2:**

At Part 7 - Resulting Contract Clauses, 7.7 (d) and (f) delete “7.6 (g)” and replace with “7.7 (g)”.

### **Modification #3:**

At Part 3 - Bid Preparation Instructions 3.2 (c) (iii), delete the words “and disqualified”.

### **Modification #4:**

At Part 4 - Evaluation Procedures and Basis of Selection, delete 4.6.1 (iii) in its entirety and replace with: “(iii) Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria or obtain a deemed pass, in accordance with 4.3.6 (b).”

### **Modification #5:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R2, Rating Guide, delete the 3 instances of the word “accounts” and replace with “accounts (i.e. contract)”.

### **Modification #6:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R3, delete “4.2.1” and replace with “4.2”.

### **Modification #7:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R3, delete the 9 instances of the word “set-up” and replace with “set-up/implementation”.

### **Modification #8:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R5, delete in its entirety “The Bidder should demonstrate the capability of processing all authorized entitlements by means of a relocation card.” and replace with “The Bidder should demonstrate the capability of processing all authorized entitlements by means of a Relocation Card in accordance with subsection 5.1.2, 5.1.15, 5.1.17, 5.1.18, and 5.2.5 of the SOR.”

### **Modification #9:**

At Annex A - Statement of Requirements, 4.1.8 Relocation Office, delete the words “in Canada”.

### **Modification #10:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R7 Bid Preparation Instructions delete “Appendix 4” and replace with “Appendix 2”.

### **Modification #11:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R7 Bid Preparation Instructions delete “Appendix 2” and insert “Appendix 1”.

### **Modification #12:**

At Annex A - Statement of Requirements 3.2, In-Service Delivery Phase e., delete in its entirety “Make travel arrangements in accordance with the TBS Travel Directive using the Shared Travel Services Initiative (STSI).” and replace with “Facilitate travel arrangements by providing travel details, including a government-supplied TAN, to Canada’s Shared Travel Services Initiative (STSI) contractor who will execute the travel booking.”

**Modification #13:**

At Annex A - Statement of Requirements 5.1.16 TPSP, delete in its entirety the second paragraph and replace with:

“The Contractor must ensure that prior to reconciling TPSP invoices, if the invoice is from an established TPSP Directory service provider that the fee charged is in accordance with the Contract’s Ceiling Price. However, if the invoice is from a CAF member -selected service provider not in the TPSP Directory, and the fee charged exceeds the Contract’s Ceiling Price, the overage paid must be deducted from the CAF members’ finalized claim.

If there are no participating TPSP in the directory for the member to choose from, then the Contractor will be responsible to arrange for a TPSP to provide the service to the CAF member and be responsible for any amount exceeding the established ceiling fee/rate the overage.”

**Modification #14:**

At Annex A - Statement of Requirements, 4.1.10 Arrange and manage Subcontracts, delete d. vi. in its entirety and replace with “Appraisers must be members in good standing of appraisal institutes such as AIC or CNAREA, visit the applicable property within 5 business days of the request from the CAF member or on the date requested by the CAF member if later, complete the Residential Appraisal /CERC Appraisal form and provide the completed report including exterior and interior photos to the CAF member within 10 business days of the visit to the property.”

**Modification #15:**

At Attachment 1 to Part 4 Technical Evaluation Procedures, 1.2 Point-Rated Technical Criteria No. R4, Bid Preparation Instructions, delete “5.18” and replace with “5.1.18”.

**Modification #16:**

At Part 7 - Resulting Contract Clauses, 7.7 Contract Period (b) (ii), delete the word “Contact” and replace with “Contract”.

**Modification #17:**

At Form 5 - Canadian Content Certification add the following after the last sentence.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6.(9), Example 2, of the Supply Manual.

**Modification #18:**

At Part 2 - Bidders Instructions, 2.5 Enquires – Bid Solicitation (a), delete the word “must” and replace with the word “should”.

**Modification #19:**

At Part 1 - General Information, 1.2 Summary, delete the words “United States” and replace with “United States of America”.

**Modification #20:**

At Part 7 - Resulting Contract Clauses, 7.1 Requirement, (b), delete the words “United States” and replace with “United States of America”.

**Modification #21:**

At 4.1.10 after the first sentence, add “TPSP subcontracts are to be between the Contractor and the TPSP. Note that Canada is not a party in these subcontracts.”

**ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED**