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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

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11 Laurier St./11, rue Laurier

Place du Portage/, Phase III

Floor 10C1/Étage 10C1

Gatineau

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K1A 0S5

Title - Sujet RELOCATION ASSISTANCE - CAF	
Solicitation No. - N° de l'invitation W6369-150002/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client W6369-150002	Date 2016-03-15
GETS Reference No. - N° de référence de SEAG PW-\$\$ZL-106-29862	
File No. - N° de dossier 106zl.W6369-150002	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-04-15	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Sanford, Gordon	Buyer Id - Id de l'acheteur 106zl
Telephone No. - N° de téléphone (819) 956-4291 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

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Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
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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 W6369-150002/A

Amendment 002

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.

SECTION A: QUESTIONS AND ANSWERS

Number	Question	Number	Answer
Q55	We would like to request an extension on the deadline for the RFP, as some of the longer processes can only start when the CAF provides answers to the questions asked and the turn around time on getting those answers has been a little longer than expected. Bidders should have 4 weeks from the last question response to complete their bids.	A55	Following extensive industry engagement activities related to this RFP, which included sharing the draft RFP with industry, the current solicitation period (published February 16, closing April 15) is considered sufficiently long and very fair to all Bidders. The publication of Bidders' questions and answers is ongoing, and the vast majority of questions received have already been answered and published. For any remaining questions and answers, there will still be two to three weeks remaining in the solicitation period to modify your proposal, if applicable, and submit it. An extension to the RFP closing date is not granted.
Q56	Annex A SOR 5.1.10.b.xi Preliminary Relocation Assessment Form: Vehicle Information (page 88) The SOR requires the Contractor to build a PRA and include a field for "vehicle information" but does not specify what vehicle information must be collected. What vehicle information, or information related to vehicles, must be collected on the PRA?	A56	The PRA is an initial assessment to be used by the contractor in order to determine what information should be uploaded to members secure folder. Vehicle information could include: <ul style="list-style-type: none">• Number of vehicles• Number of vehicles to be shipped• Number for vehicles to be stored• Province of vehicle registration It will be the Contractor's discretion to determine what information is required to provide the appropriate information, advice and counsel as

			outlined in subsection 4.2.21 of the SOR.
Q57	<p>Annex A SOR 5.1.15.j Expenditure Tracking and Reporting (page 91) The SOR states, in part, that "The CAF will perform a post payment audit verification and reserves the right to challenge any transactions made." A - How many relocation files does Canada expect to audit per calendar year? B - What is the scope of these audits? C - Are there a minimum number of transactions required to be audited? D - Is the Contractor contacted to answer questions during the audit?</p>	A57	<p>The CAF will perform post payment verifications of the relocation files administered by the Contractor.</p> <p>A. Historically, the CAF has verified approximately 1200 files per year. B. To ensure that the contractor is compliant with the administration of the CF IRP Policy. C. Yes, historically, a minimum of 30 daily transactions have been verified. D. Yes. When there are observations of inconsistencies or incomplete information the contractor is contacted.</p>
Q58	<p>Annex A SOR 9 Contractor Liability for Erroneous Advice (page 104) SOR 9 states, in part, that "The Contractor will be administering the CAF RP Directive and as the service provider to the CAF members, it is financially responsible for erroneous advice or misinformation provided to the CAF members." A - Who determines what constitutes "erroneous advice"? B - What is the timeframe for Canada to identify that misinformation has been provided to a CAF Member? C - Is this liability unlimited?</p>	A58	<p>A. Erroneous advice will be determined to have been provided following the review of the record of discussion by the TA. B. The timeframe would be the duration of the contract and in accordance with File Destruction SOR 5.1.11. C. Liability is limited to the benefits within the CF IRP Policy that was administered by the Contractor.</p>
Q59	<p>Annex A SOR Appendix 2, Table 1 Expense Categories (page 110) There are several expense codes included in this table that do not correspond to any existing CF IRP 2009-2014 benefit; for example, Mortgage Default Insurance (CMHC fees). Will the authority to reimburse these expenses exist in the new CAF RP Contract?</p>	A59	There are no references to CMHC fees in the Expense Categories in the SOR.
Q60	Annex A SOR Appendix 2, Table 2 - ad hoc data elements Clarification of Terminology (page 115)	A60	The reference to reviewer will be replaced with the proper term, Relocation Consultant.

	The term “relocations reviewer” is used for the first and only time in this table. What is a "relocations reviewer"?		See Section B below for modifications to the bid solicitation.
Q61	Annex A SOR Appendix 2, Table 2 - ad hoc data elements Clarification of Terminology (page 116) The phrase “Dates RCL Initialization” is used for the first and only time in this table and seems to be referencing the previous IRP contract. Should Canada remove this requirement from the list?	A61	This ad hoc data element will be deleted. See Section B below for modifications to the bid solicitation.
Q62	Annex A SOR Appendix 2, Table 2 - ad hoc data elements Clarification of Terminology (page 116) The phrase “Situation at Origin” is used for the first and only time in this table. Please clarify what “Situation at Origin” is referring to.	A62	This refers to the member’s current situation at origin. Example: Home owner, renter, Crown Housing etc.
Q63	Annex A SOR Appendix 2, Table 2 - ad hoc data elements Clarification of Terminology (page 116) Regarding the phrase “Dates PRA”, we assume PRA refers to the Preliminary Relocation Assessment; however, the specific data that would be required in this category is not clear. Please clarify what specific ad hoc data elements would be required under the heading "Dates PRA".	A63	The ad hoc data elements that the CAF would be looking for are: Date PRA was sent Date PRA was returned
Q64	Annex A SOR Appendix 2, Table 2 - ad hoc data elements Clarification of Terminology (page 117) The term “SIV” is used for the first and only time in this table and might be a reference to RCMP/GOC relocations. Should Canada remove this requirement from the list?	A64	The term Storage in Van (SIV) is a required CAF ad hoc data element. SIV will be added to the Acronym list in Appendix 3. See Section B below for modifications to the bid
Q65	General Privacy Impact Assessment (PIA) (page N/A) The substantive change to the service delivery methodology for the Canadian Armed Forces Relocation Program has significant implications	A65	A/B: The PIA is one of the many internal government processes that will have no bearing on the requirements outlined in this SOR.

	for the collection and retention of personal information. A. Was a formal Privacy Impact Assessment (PIA), as per the Directive on Privacy Impact Assessment, (http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18308) conducted before the publication of this bid solicitation? B. If not, when will it be started?		
Q66	Annex A, 2.2 - Support to Regions and Work Locations. Is there requirement for specific location of Canadian office delivery? If not, what is CAF's preferred location?	A66	No, there is no specific location listed in the SOR. CAF has no preference; however, the PDM must be available to the TA as required in the SOR.
Q67	Annex A, 2.3- Hours of Operation Hours of Operation is 8am to 8pm ET; please confirm days of week Monday thru Friday? Weekends?	A67	The Hours of Operation will be updated to read: Relocation services: 0800 to 2000 Eastern Time Monday to Friday Online application: In service 24/7 See Section B below for modifications to the bid solicitation.
Q68	Annex A, 2.3- Hours of Operation • Re: 'live' discussions-counselling, does an audio recording of conversations meet the requirement or does the visual portion of a virtual meeting need to be recorded as well? • And do this apply to both "relocation Services counselling and IT support Phone Line" • Must all recordings be stored for 24/7 access by TA or is it only upon request for the recording?	A68	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. The recordings must be stored and be accessible by the member and the TA from within the member's secure electronic folder.
Q69	Annex A, 2.4- Contractor Management Team Program Delivery Manager (PDM): Where does CAF prefer the PDM be located? Can he/she be located in USA? If yes, is there any impact to evaluation score?	A69	There is no specific location listed in the SOR. CAF has no preference; however, the PDM must be available to the TA as required in the SOR.
Q70	Annex A, 5.1.2 g. - Declining Balance relocation Card (RC) It indicates that the contractor would pay all account fees and charges if the financial institution including	A70	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);

	overdraft and interest, is this correct? If so would these be billable back to CAF?		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. 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.
Q71	Can you please provide the number of policies per move type?	A71	It's one policy covering all move types Refer to section 1.6 of the SOR for the link to the CAF Policy.
Q72	If all parties to a new joint venture independently have the required security clearance, would the joint venture then qualify and is any further action necessary for the bid by the joint venture?	A72	It would depend on the nature of the joint venture: <ul style="list-style-type: none"> • If it is two or more legal entities then all entities need to meet the security requirements. • If two or more entities create a new entity then the new entity needs to be cleared. The key is that the legal entity or legal entities that are awarded the contract have to meet the security requirements. International clauses for a joint venture would be drafted specific to the country where the joint venture is based/registered. Depending on where that is (and what sort of agreement Canada has with the country in question), the process could be different.

SECTION B: MODIFICATIONS TO BID SOLICITATION

Modification #22:

At Annex A – Statement of Requirements, Appendix 2 Expense Categories, Table 2 Additional Ad Hoc Data Elements, delete the 2 instances of "Relocations Reviewer" and replace with "Relocation Consultant".

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Modification #23:

At Annex A – Statement of Requirements, Appendix 2 Expense Categories, Table 2 Additional Ad Hoc Data Elements, delete “Dates RCL Initialization”.

Modification #24:

Annex A - Statement of Requirements, Appendix 3 – Glossary, Part 1 – Acronyms, add under the ACRONYM column “SIV” and under the DEFINITION column “Storage in Van”.

Modification #25:

Annex A - Statement of Requirements, 2.3 Hours of Operations, delete in its entirety “On-line application: In service 24 / 7 Relocation Services: 0800 – 2000 Eastern Time IT Support phone line: 0600 – 2100 Eastern Time” and replace with “Relocation services: 0800 to 2000 Eastern Time Monday to Friday
Online application: In service 24/7”.

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED