



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions
- TPSGC

11 Laurier St./11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

SOLICITATION AMENDMENT

MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Special Projects/Projets Spéciaux

11 Laurier St./11, rue Laurier

Place du Portage/, Phase III

Floor 10C1/Étage 10C1

Gatineau

Québec

K1A 0S5

Title - Sujet GOVT OF CANADA RELOCATION SUPP SVCS	
Solicitation No. - N° de l'invitation M7594-164574/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client M7594-164574	Date 2016-05-15
GETS Reference No. - N° de référence de SEAG PW-\$\$ZL-106-30139	
File No. - N° de dossier 106zl.M7594-164574	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-06-02	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Sanford, Gordon	Buyer Id - Id de l'acheteur 106zl
Telephone No. - N° de téléphone (873) 469-4633 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation M7594-164574/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

	Question	Answer
Q3	Attachment 1 to Part 3 Pricing Schedule, International Rental Search Fees, page 20 Issue: At 3.x, Bidders are asked to provide pricing for International Rental Search fees in the financial bid. Current relocation policies for the TBS and RCMP do not cover international relocations. Question: Does Canada require Bidders to provide pricing for international rental search fees?	Canada does not require bidders to provide pricing for International Rental Search fees in the financial bid. The financial evaluation tables will be updated in a future amendment to address this change.
Q4	Attachment 1 to Part 4, No. M1 and No. R1, Calendar Years, page 31 33. Issue: For M1 and R1, the last 3 calendar years are identified 2012, 2013 and 2014. Question: Please confirm that the last 3 Calendar Years should read 2013, 2014 and 2015.	Yes, the last 3 calendar years should read 2013, 2014 and 2015 in M1 and R1. See Section B below for modifications to the bid solicitation.
Q5	Attachment 1 to Part 4, No. R1, Providing Documentation, page 33. Issue: Bid Preparation Instructions state, in part, that "The Bidder should provide documentation demonstrating the number of relocations performed per year ...". Question: The meaning of "documentation" is not clear. Given that Canada may be asking clients to verify volumes claimed, we respectfully suggest that the meaning of "documentation" be clarified.	For Attachment 1 to Part 4, No. R1, the Contractor will be required to provide the number of relocations per year and a list of client names and associated volumes to substantiate the experience claimed as indicated in the bid preparation instructions.
Q6	Attachment 1 to Part 4, No. R2, Providing Documentation, page 33. Issue: Bid Preparation Instructions state, in part, that "The Bidder should provide documentation, describing up to three relocation projects ...". Question: The meaning of "documentation" is not clear. If Canada does not require documentation beyond the information for each project as specified in sub	For Attachment 1 to Part 4, No. R2, the Contractor will determine the documentation to provide in order to support the requirement. The documentation must include a client reference for each external project as indicated in the bid preparation instructions.

	paragraphs a) through c), we respectfully suggest that the meaning of "documentation" be clarified.	
Q7	<p>Attachment 1 to Part 4, No. R3, Providing Documentation, page 35.</p> <p>Issue: Bid Preparation Instructions state, in part, that "The Bidder should provide documentation describing up to two external relocation projects ..." Question: The meaning of "documentation" is not clear. Given that Canada may contact references to substantiate the experience claimed, we respectfully suggest clarifying the meaning of "documentation" and outline what type of documentation is being requested.</p>	For Attachment 1 to Part 4, No. R3, the Contractor will determine the documentation to provide in order to support the requirement. The documentation must include a client reference for each external project as indicated in the bid preparation instructions.
Q8	<p>Annex B - Basis of Payment, 3.1, TPSP Overages, page 122.</p> <p>Issue: 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."</p> <p>Question: Who is responsible for paying supplier fees when no participating TPSP can be located in an area of service despite the Contractor's best efforts?</p>	<p>If there are no participating TPSP in the directory for the employee to choose from, then the Contractor will be responsible to arrange for a TPSP to provide the service to the employee and the Contractor will be responsible for any amount exceeding the Contractor's established ceiling fee/rate.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q9	<p>Annex A-1 - Contract RCMP SOR 4.5 c., Third Party Service Providers (TPSP)> TPSP Travel Costs, page 153.</p> <p>Issue: SOR 4.5 states, in part, that "Where travel is required for the TPSP in remote locations, the travel costs must be included in the maximum rates. No additional travel costs above the ceiling rates will be permitted;"</p> <p>In some remote locations, there are no TPSP available. During the winter, many isolated northern communities are not accessible by land. Flying into these towns is costly and cannot reasonably be expected to be absorbed by the TPSP or considered covered by the all-inclusive supplier fee.</p> <p>Question: Will Canada authorize the reimbursement of TPSP travel costs from Core in exceptional circumstances?</p>	<p>As indicated in section 4.5 of the RCMP Annex A-1 - Statement of Requirement, TPSP services are required in locations within Canada where RCMP members are likely to be relocated. Note that in isolated locations where RCMP members occupy Crown-owned housing, TPSP may not be required. Please refer to Financial Proposal Tables 12 to 18 for RCMP historical relocation data.</p> <p>As indicated in section 4.5 of the RCMP Statement of Requirement, where travel is required for the TPSP in remote locations, the travel costs must be included in the maximum rates. No additional travel costs above the maximum rates will be permitted.</p>
Q10	<p>Annex B-1 - Contract RCMP Basis of Payment, TPSP Overages, page 171.</p> <p>Issue: Paragraph 2.1 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."</p>	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 member and the Contractor will be responsible for any amount exceeding the Contractor's established ceiling fee/rate.

	<p>Question: Who is responsible for paying supplier fees when no participating TPSP can be located in an area of service despite the Contractor's best efforts?</p>	<p>As indicated in section 2.1 of Annex B-1, Basis of Payment on p. 171, the Contractor must make every effort to locate and make available to the member TPSP services at less than the ceiling fee so that the average billed, to Canada, over the life of the Contract is less than the ceiling fee indicated.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q11	<p>Issue: The cover page of the RFP document has Solicitation No. M7594-164574; however, the header on each page refers to Solicitation No. 24062-140087/H.</p> <p>Question: Please confirm which solicitation number is correct.</p>	<p>See Canada's response to bidder question #2.</p>
Q12	<p>Attachment 1 to Part 4, No. R2, Relocation Services Client References, pages 33 and 34.</p> <p>Issue: The Weighting column states, in part, that "Bidders may be awarded up to 60 points and must obtain a minimum of 35 points" but also states "PASS MARK 40/60."</p> <p>Question: Please clarify whether the minimum score is 35/60 or 40/60.</p>	<p>The minimum score is 40/60.</p> <p>Attachment 1 to Part 4, No. R2 (third column), Relocation Services Client References, will be amended to read:</p> <p>Scope of services – Bidders may be awarded up to 60 points and must obtain a minimum of 40 points:</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q13	<p>Attachment 1 to Part 4, No. R4, Program Delivery Manager (PDM), page 36</p> <p>Issue: The Rating Guide column refers to "service offerings" 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"> • CAF Members • Initial Appointees • GOC Employees • RCMP Members <p>Question: Please confirm that the current IRP contract is four "service offerings" for the purposes of R4; and, by extension to non-IRP experience, that the defining characteristics of "service offerings" are a distinct policy document and transferee group.</p>	<p>For the purpose of R4 the current IRP contract would be considered one service offering as all clients are under the same contract.</p> <p>Each valid relocation contract will count as one service offering.</p> <p>See Section B below for modifications to the bid solicitation.</p>

Q14	<p>6.3, Insurance Requirements, page 42.</p> <p>Issue: RFP 6.3 requests inclusion of an Insurance Letter with the bid; however, we do not see any direction as to where this letter should be included. Information from the Bidders Conference suggests that it should be included with the Forms and Certifications.</p> <p>Question: Please clarify whether Bidders submitting the Insurance Letter per RFP 6.3 should include it with Forms and Certifications.</p>	<p>Bidders may include the required insurance letter with Section IV: Additional Information.</p>
Q15	<p>7.6, Security Requirements, page 45.</p> <p>Issue: The substantive change to IMETS security requirements for the GCRSS Contract has significant implications for the collection and retention of personal information; for example: changing the information from Protected B to Protected A status; allowing data to be located in any country with which Canada has an International bilateral industrial security instrument.</p> <p>Questions:</p> <p>A - Was a formal Privacy Impact Assessment (PIA) conducted before the publication of this bid solicitation as per the Directive on Privacy Impact Assessment (http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18308)?</p> <p>B - If not, when will the PIA be started?</p>	<p>A. Canada has identified the privacy, security and data requirements in the bid solicitation. Canada is in the process of having a PIA done.</p> <p>B. See above.</p>
Q16	<p>7.8.c, Authorities, page 53.</p> <p>Issue: Section 7.8.c states, in part, that each department or agency will have one or more Departmental National Coordinator(s) (DNCs).</p> <p>Questions:</p> <p>A. How many DNCs are there currently?</p> <p>B. Is the number of DNCs expected to increase or decrease?</p> <p>C. Are DNCs the only point of contact, or is the Contractor expected to deal with coordinators and billing contacts? If yes, how many people?</p>	<p>A. Each department/organization has one DNC. The definition of the term DNC is provided in the Annex A - Statement of Requirement, Part 2 - Definitions.</p> <p>B. The number of DNCs can be subject to increase or decrease as a result of government reorganizations (such as creation of new departments/ organizations or amalgamation of departments/organizations).</p> <p>C. DNCs from departments/organizations described in 1.4.1 of the National Joint Council Relocation Directive will be responsible for advising the Contractor of the authorized point of contacts for their respective department/organization. Some departments/organizations have additional regional coordinators.</p>
Q17	<p>7.24, In-House Services, page 60.</p> <p>Issue: To implement the GCRSS for Canada for 5-7 years, the Contractor must commit millions of dollars</p>	<p>The terms of the 2009 contract were honoured as the minimum work guarantee was realized. Therefore, no compensation was due to the</p>

	<p>(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 take their services in-house, and no compensation was offered to the incumbent Contractor.</p> <p>Question: Is it possible that TBS will take their services in-house during the Contract term, with no compensation to the Contractor?</p>	<p>Contractor upon the RCMP's announcement of its intention to bring their services in-house.</p> <p>TBS has no plans to take their services in-house during the Contract term at this time.</p>
Q18	<p>Annex A - Contract TBS SOR 1.7.3, Policy Updates, page 69.</p> <p>Issue: SOR 1.7.3 states, in part, that "The Contractor must implement all policy or provision changes immediately upon receipt of notification of the change, or upon their effective date, whichever is later at no additional charge."</p> <p>Question: Will the Contractor be required to administer benefits retroactively? For example, if a policy change is announced on May 15th, will the Contractor have to revisit files?</p>	<p>Section 1.7.3 of Annex A – Statement of Requirement provides clarification to the question. Also section 7.0 b. of the Statement of Requirement indicates that anticipated additional work requirements could be to "re-calculate and issue any retroactive claim allowance adjustments as a result of policy provision changes or salary adjustments".</p>
Q19	<p>Annex A - Contract TBS SOR 1.7.3, Policy Updates, page 69.</p> <p>Issue: TBS will be reviewing the NJC relocation directive and it is anticipated that the new relocation directive will be published after the Service Effective Date of the new Contract. However, Bidders must submit a Financial Bid based on the current NJC relocation directive.</p> <p>Questions:</p> <p>A - How will Canada compensate the Contractor for additional work incurred due to a revised relocation directive?</p> <p>B - If the revised relocation directive reduces work for the Contractor, how will Canada deal with this situation?</p>	<p>A. There will be no additional financial compensation provided to the Contractor for implementing policy or provision changes. These changes are ongoing and are considered part of the Firm All Inclusive Administration Fee.</p> <p>Section 1.7.3 of the SOR states that the Contractor must implement changes within 60 days of notification of the change.</p> <p>B. If the revised relocation directive reduces work for the Contractor, it is anticipated that Canada would honour the contract.</p>
Q20	<p>Annex A - Contract TBS SOR 2.4.a, Hours of Operation, page 60.</p> <p>Issue: SOR 2.4.a states, in part, that the Contractor will be required to provide services in each Canadian time zone from 0800 to 1700 hours local time. Question: Does this include weekends and statutory holidays?</p>	<p>The Contractor will be required to provide services in each Canadian time zone from 0800 to 1700 hours local time from Monday to Friday.</p> <p>During weekdays before or after 0800 to 1700 hours local time, and during weekends and statutory holidays (24 hours), limited access will be required defined as direct access to an alternate person or a voice mail box in order to provide opportunity for shift workers or access due to an emergency.</p>

		See Section B below for modifications to the bid solicitation
Q21	<p>Annex A - Contract TBS SOR 4.4.1.a, IMETS Requirements, Page 74.</p> <p>Issue: SOR 4.4.1.a stipulates that "IMETS must [b]e located in Canada or in a country within the North Atlantic Treaty Organization (NATO), the European Union (EU) or in a country with which Canada has an International bilateral industrial security instrument." However, there is a high risk of information and security breaches of databases located in the USA. The Privacy Commissioner of Canada and the Information & Privacy Commissioner of British Columbia have both found that Canadian personal information held in the USA, or by USA-based entities, is at risk of seizure by USA law enforcement agencies under the USA FREEDOM Act (formerly the Patriot Act), USA Executive Order 12333, the 2008 FISA (Foreign Intelligence Surveillance Act) Amendments Act, and FISA Court rulings, among others.</p> <p>Moreover, this requirement is at odds with existing provincial privacy legislation; for example:</p> <ul style="list-style-type: none"> • British Columbia's FIPPA and Nova Scotia's PIIDP prohibit public bodies from storing personal information in their custody outside Canada. • Alberta's Personal Information Protection Act prohibits willfully disclosing personal information in response to a subpoena, warrant or order issued or made by a court, person or body having no jurisdiction in Alberta to compel the production of information or pursuant to a rule of court that is not binding in Alberta. <p>The sensitive personal information relating to Canadian Government Employees and their families must be safeguarded. We believe that Canada is placing the Contractor at high risk of violating provincial privacy legislation and being subject to privacy challenges by Government Employees who reside in these jurisdictions, if this requirement is not changed.</p> <p>Question: To protect the Contractor's and Canada's employees, would Canada modify the requirement as follows: "Canada's data must be stored in databases located within Canada?"</p>	<p>Canada has determined that the data residency requirements described in the bid solicitation will not be changed.</p>

Q22	<p>Annex A - Contract TBS SOR 4.4.3, Website and IMETS Disaster Recovery and Business Continuity Plan, page 76.</p> <p>Issue: SOR 4.4.3 states, in part, that the Contractor must develop a Disaster Recovery and Business Continuity Plan. The article goes on to refer to "the Plan." Typically, these are two separate plans.</p> <p>Question: Does Canada want one plan, as described above, or two separate plans: a Disaster Recovery Plan and a Business Continuity Plan?</p>	To meet this requirement it is at the Bidders' discretion to provide a combined plan or two separate plans.
Q23	<p>Annex A - Contract TBS SOR 5.2.a, Employee Relocation Authorization Process, page 81.</p> <p>Issue: SOR 5.2.a states that the Contractor must "Ensure that the appropriate authorization has been provided before commencing Relocation Services".</p> <p>Questions:</p> <p>A - What information will be provided in the Employee relocations online authorization from TBS?</p> <p>B - Please provide Bidders with a detailed overview of how they are expected to ensure that appropriate authorizations have been provided.</p>	<p>A. Departments/organizations provide online authorization not TBS. As indicated in Annex A - Statement of Requirement section 4.3, the contractor is responsible to develop and provide access to a portal which, among other things, includes employee authorization capability. The information will be that necessary for the Contractor to meet the requirements in the SOR.</p> <p>B. The contractor will have to ensure that it has been authorized to open a file by the DNC.</p>
Q24	<p>Annex A - Contract TBS SOR 5.3.2, Relocation Planning Consultation > Cross-reference, page 82.</p> <p>Issue: This requirement refers to SOR 5.2.1.e, which does not exist.</p> <p>Question: Please confirm that the reference should be 5.3.1.e.</p>	<p>Canada confirms that the reference in 5.3.2 of the SOR should be 5.3.1e instead of 5.2.1 e).</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q25	<p>Annex A - Contract TBS SOR 5.3.7, Expense Claim Verification > Cross-reference, page 86.</p> <p>Issue: This requirement refers to SOR 5.2.7.a, which does not exist.</p> <p>Question: Please confirm that the reference should be 5.3.7.a.</p>	<p>Canada confirms that the reference in 5.3.7 b) should be 5.3.7 a) and not 5.2.7 a).</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q26	<p>Annex A - Contract TBS SOR 5.4.1, On-Going Management of TPSP > Realtor requirements, page 88.</p> <p>Issue: SOR 5.4.1 states, in part, that Realtors must (unless otherwise requested by the employee) provide these services: ix. Attendance at visit; xii. Presence at the closing. Realtors do not usually attend showings by other Realtors. Further, the Realtor normally is not present at closing, except sometimes in the Province of Québec. Including these requirements in service level agreements could discourage some TPSP from participating in the program.</p>	<p>Canada will remove the requirement for the realtor to attend visits but will require the realtor to provide feedback after visits and open houses.</p> <p>Canada will not require the realtor's presence at the closing.</p> <p>See Section B below for modifications to the bid solicitation.</p>

	Question: Will Canada remove or amend these two requirements so they are in line with generally accepted service standards?	
Q27	<p>Annex A - Contract TBS SOR 5.3.8, Financial Management, page 88.</p> <p>Issue: Annex A, 5.3.8.d states that the Contractor must:</p> <p><i>Determine for each employee the taxable nature of and the total amount of taxable benefits for all GCRSS provisions adhering to Federal and Provincial Income Tax Acts for each calendar year from 1 January to 31 December. Provide a report to each DNC which outlines the detail of how taxable benefits were calculated for each employee;</i></p> <p>Question: Will Canada provide the Contractor with updated details of relocation taxable and non-taxable benefits on a yearly basis?</p>	No, Canada will not provide the Contractor with updated details of relocation taxable and non-taxable benefits as these are available from the Canada Revenue Agency.
Q28	<p>Annex A - Contract TBS SOR 5.4.1, On-Going Management of TPSP >Certification Forms, page 89.</p> <p>Issue: SOR 5.4.1.b.iii speaks to the requirement for the Contractor to obtain "Certification Forms" from Employees prior to authorizing payment of TPSP invoices.</p> <p>Questions:</p> <p>A. Please explain what a "Certification Form" is and why it is required.</p> <p>B. Is each TPSP required to submit a Certification Form?</p>	A/B: Please refer to the definition of the term "Certification" in Part 2 - Definitions of Annex A - Statement of Requirement.
Q29	<p>Appendix 4 – Table 1, Data Elements, page 111.</p> <p>Issue: Employee SIN is included as a required data element.</p> <p>Question: Please confirm that the Contractor must collect the SIN on all relocation files.</p>	Canada confirms that the Contractor is not required to collect the SIN on any relocation file.
Q30	<p>Appendix 4 – Table 1, Data Elements, page 111.</p> <p>Issue: "Destination counsellor name (first & last)" is included as a required data element. However, with a single point-of-contact, there will be no origin or destination counsellor, just one counsellor per file.</p> <p>Question: Please confirm that the Contractor is not required to assign an origin and a destination counsellor.</p>	<p>The requirement is not for a single counsellor. If more than one counsellor is assigned to a file, the names should be recorded in the data elements Table 1- Data Element.</p> <p>The Contractor is not required nor prevented from assigning an origin and a destination counsellor.</p>
Q31	<p>Appendix 4 – Table 3, Expense Categories, page 118.</p> <p>Issue: RRSP Contributions are included in Table 3 as an expense category subtype; however we did not identify processing RRSP contributions in the SOR.</p> <p>Question: Please confirm that this subtype was included in error and should be removed.</p>	<p>Canada confirms that the processing of RRSP contributions will not be done by the Contractor. This data element will be removed in Table 3.</p> <p>See Section B below for modifications to the bid solicitation.</p>

Q32	<p>Appendix 4 – Table 3, Expense Categories, page 118. Issue: There are several administrative expense subtypes in Table 3 that will not be required as the Contractor will not be preparing tax slips for this Contract:</p> <ul style="list-style-type: none"> • Federal tax withheld • Provincial tax withheld • Canada Pension Plan/Quebec Pension Plan Withheld • Employment Insurance Withheld • Employment Insurance Employer's Portion • Provincial Payroll Tax • Quebec Parent Insurance Plan (Quebec Parental Insurance Plan) • Quebec Parent Insurance Plan Employer's deduction • GST Paid • GST Withheld <p>Question: Please confirm that these subtypes were included in error and should be removed.</p>	<p>Canada confirms that the Contractor will not be preparing tax slips however the subtypes listed in Table 3 are to be retained in the event they are needed.</p>
Q33	<p>Annex C - Contract TBS Security Requirements Check List, Security Requirements, page 130. Issue: The RFP indicates that the personal information to be collected is considered Protected A. There are indications that a breach of the Confidentiality, Integrity or Availability of the information could result in impacts beyond that of Protected A information, based on the following factors:</p> <ul style="list-style-type: none"> • Personal information to be collected includes multiple unique identifiers: Name, banking details etc. • Personal information is to be collected on non-Government employees, spouse and dependants, which could include minors. • Meta-data could reveal details of the GC Employee's personal life, relationships and finances. • Data aggregation could increase the risks associated with a breach. • The Government of Canada Risk Assessment methodology (HTRA) provides for an increase in risk when there is a potential for widespread impacts. Since the Contractor is to process information for over 2,000 GC Employees, a breach could constitute a widespread impact. 	<p>Canada confirms that the personal information to be collected is Protected A. Therefore Canada will not consider a modification of the RFP to require the ability to process, store, and safeguard Protected B information.</p>

	Question: Would Canada consider a modification of the RFP to require the ability to process, store, and safeguard Protected B information?	
Q34	<p>Annex A-1 - Contract RCMP SOR 1.1, Objective, page 149.</p> <p>Issue: Paragraph 1.1 states that the objective of the RCMP Contract is to ensure that "all relocating RCMP members are provided with access to Third Party Service Providers (TPSP) for the services of realtors, agents, lawyers, notaries, home inspectors and appraisers." There is no supplier type listed as "agent" under Annex A-1, 4.5.d.</p> <p>Question: Please clarify what type of supplier is an agent.</p>	<p>The term agent refers to a real estate agent. It is synonymous to realtor and the services offered are the same as a realtor.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q35	4.2 a (i) Evaluation Procedures: When does the GOV advise the bidders of their passing or failing status of the Phase 1 step 2 stage.	As described in Part 4 - Evaluation Procedures and Basis of Selection, 4.3.5 Preliminary Evaluation Report after the initial review, if any bid is determined to be non-responsive in accordance with the review parameters, all bidders will be sent a Preliminary Evaluation Report (PER). The PER will either list bid deficiencies or state that the bid is responsive to the mandatory requirements evaluated.
Q36	If the RMC does not provide/respond to the RCMP RFP section- providing a TPSP, does this disqualify the contractor for the TBS RFP?	Yes. It is a mandatory requirement of the solicitation that a bidder provide pricing for both the TBS requirement and the RCMP requirement.
Q37	What is the turnaround expectation for the cost estimate described in 5.3.2.e	The cost estimate is prepared during the planning consultation phase. It could be done before the contractor contacts the employee if the employee's information is complete on the on-line authorization form, during the consultation teleconference or immediately after the teleconference once the employee has provided all the information to the relocation advisor assigned to the file.
Q38	Are original receipts required for 5.3.7.i	No original receipts are not required. See the definition of the term "receipt" in Part 2- Definitions.
Q39	4.2 TBS SOR Implementation progress/performance review meetings (PRM). Please confirm that the bi-weekly meetings can be done via conference calls.	Canada will determine if any of the bi-weekly meetings can be done via conference calls or if there is a need to meet the Contractor in person as indicated in the third paragraph in 4.2.
Q40	Contract RCMP/ Annex B-1, Basis payment. (page 171) f What happens if the contractor is unable to find a supplier at the ceiling price for the RCMP contract.	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 member and the Contractor will be responsible for any amount

		<p>exceeding the Contractor's established ceiling fee/rate.</p> <p>As indicated in section 2.1 of Annex B-1, Basis of payment on p. 171, the Contractor must make every effort to locate and make available to the member TPSP services at less than the ceiling fee so that the average billed, to Canada, over the life of the Contract is less than the ceiling fee indicated.</p> <p>See Section B below for modifications to the bid solicitation.</p>
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SECTION B: MODIFICATIONS TO BID SOLICITATION

Modification #3:

At Attachment 1 to Part 4 – Evaluation Procedures, at M1 and R1, delete (2012, 2013 and 2014) and replace with (2013, 2014 and 2015).

Modification #4:

At Annex A – Contract TBS Statement of Requirement, Section 4.5 a), add the following after paragraph 1:

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

Modification #5:

At Attachment 1 to Part 4 - Evaluation Procedures, R2 a., third column (i.e. Weighting), delete 35 points and replace with 40 points.

Modification #6:

At Attachment 1 to Part 4 - Evaluation Procedures, R3 third column (i.e. Weighting), delete "50 points: Have completed two set-ups and implementations at least one of which included 250 or more relocations." and replace with "50 points: Have completed two set-ups and implementations at least one of which included 250 or more relocations."

Modification #7:

At Attachment 1 to Part 4 Evaluation Procedures, R4 third column (i.e. Weighting) add, before the first paragraph, "Definition of service offerings: Each valid relocation contract will count as one service offering."

Modification #8:

At Annex A - Contract TBS Statement of Requirement, 2.4, delete a. and b. in their entirety and replace with:

a. Direct access to the Contractor's Program Delivery Manager in the case of access by the Departmental National Coordinators (DNCs) or TA, and to the Employee-designated relocation counsellor in the case of

access by the Employee, in each Canadian time zone from 0800 to 1700 hours local time from Monday to Friday; and;

b. In order to provide opportunity for shift workers or access due to an emergency, limited access on week days before or after 0800 to 1700 hours local time and during weekends (24 hours) and statutory holidays (24 hours). Limited access is defined as direct access to an alternate person or a voice mail box with return call within 1 hour.

Modification #9:

At Annex A - Contract TBS Statement of Requirement, 5.3.2, paragraph 1, delete 5.2.1 e. and replace with 5.3.1 e.

Modification #10:

At Annex A – Contract TBS Statement of Requirement, 5.3.7 b. delete 5.2.7 a) and replace with 5.3.7 a).

Modification #11:

At Annex A - Contract TBS Statement of Requirement, 5.4.1 ix) delete “Attendance at visits” and replace with “Provision of feedback after visits and open houses”.

Modification #12:

At Annex A - Contract TBS Statement of Requirement, 5.4.1, delete xii) in its entirety.

Modification #13:

At Annex A - Contract TBS Statement of Requirement, Appendix 4 – Table 3, Expense Categories, delete “RRSP contributions”.

Modification #14:

At Annex A-1 - Contract RCMP Statement of Requirement, delete 5.2. c) in its entirety and replace with:

c. the fee charged must not be greater than the TPSP ceiling rate. 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 member and the Contractor will be responsible for any amount exceeding the Contractor's established ceiling fee/rate; and.

Modification #15:

At Annex A-1 – Statement of Requirement, 1.1 Objective, delete the word “agents” from the first paragraph.

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED