



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. 004
Client Reference No. - N° de référence du client M7594-164574		Date 2016-05-26
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 004

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
Q51	<p>Attachment 1 to Part 4, No. R3, Management of Implementation Period, page 35.</p> <p>Issue: Bid Preparation Instructions state, in part, that "The Bidder should provide documentation describing up to two external relocation projects within the last ten years that required the Bidder to manage set-up and implementation of relocation services similar to the ones described in the Statement of Requirement (Annex A) section 4.0, for clients external to the bidder's organization (i.e. cannot be an affiliate)." (bolding added for clarity)</p> <p>However, under the Weighting column, this same requirement states, in part, "50 points: Have completed two or more relevant set-ups and implementation at least one of which included 250 or more relocations." (bolding added for clarity)</p> <p>Question: Please clarify whether Bidders can submit documentation on more than two relevant set-ups and implementations.</p>	<p>The bidder should not submit documentation on more than two relevant set-ups and implementations. If more than two are submitted, Canada reserves the right not to review the additional documentation.</p> <p>See Section B below for modifications to the bid solicitation.</p>
Q52	<p>Annex A - Contract TBS SOR 5.3.7, Expense Claim Verification > Additional DNC approvals required, page 86.</p> <p>Issue: SOR 5.3.7 states, in part, that the Contractor must obtain DNC approval for the following:</p> <ul style="list-style-type: none">• a.ii. personal statutory declarations• a.v. any amounts being claimed but not provided for• b.i.i expense claim prepared for final settlement once signed by the	<p>Specific requirements for departmental approvals are outlined in the National Joint Council Relocation Directive.</p>

	<p>Employee, but prior to claim reimbursement</p> <p>Question: In addition to the specific requirements outlined above for Departmental approval, in what other instances (if any), would the Contractor need to seek approvals from the Department in the course of the relocation process?</p>	
Q53	<p>SOR TBS. 5.3.7 iii. Please confirm that the delays to remit the funds to the employees are after the contractor has performed their internal verifications/audits and then obtaining DNC approval that the time clock starts then.</p>	<p>Yes the delays to remit the funds to the employees are after the contractor has performed their internal verifications/audits and obtained DNC approval. As indicated in section 5.3.8 f. Annex A – TBS statement of requirement, the Contractor must conduct the financial inspection and verifications of all financial transactions and send financial information to the DNC who will in turn authorize the closing of the file. As indicated in 5.3.7 b. iii), once the contractor receives DNC approval to proceed with the claim reimbursement, electronic funds transfer claims must be reimbursed within 3 business days and payments by cheque must be received by the employee within 10 business days.</p>
Q54	<p>7.10, Payment, page 33.</p> <p>Issue: As stated in A43, Canada cannot guarantee that all payments will be received within 30 days for the entire contract period. It is common practice for some organizations to leverage Accounts Receivable Securitization to secure loans from a financial institution to improve cash flow.</p> <p>Question: Will Canada accept that the contractor use outstanding receivables owed to the contractor as security against loans via AR Securitization?</p>	<p>A contractor may leverage Accounts Receivable Securitization if it does not require Canada's involvement or Canada issuing a cheque payable to a third party.</p>
Q55	<p>If there are TPSP's in the contractor's network willing to work for the quoted ceiling fees or less, but the employee wishes to use their own supplier who will not work for the ceiling rates, who will be responsible for the overage?</p>	<p>The member/employee is responsible to cover any additional costs beyond ceiling rates if they choose to use a third party service provider that is not on the contractor's list. Please refer to section 5.4.2 of the TBS SoR.</p>
Bidder Conference Question 1	<p>The first one was from one of the on line participants – Does the mandatory criteria apply to both the TBS and RCMP RFP as the SORs are different?</p>	<p>Yes, only one evaluation will be used for both contracts.</p>

Bidder Conference Question 1	How will the financial evaluation for proposal 1 (TBS/RCMP) be done as there are two separate contracts?	For proposal 1 the financial evaluation for the two contracts will be combined and two separate contracts awarded will be awarded to the same supplier.
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Note: Bidders Conference presentation is attached.

SECTION B: MODIFICATIONS TO BID SOLICITATION

Modification #24:

At Attachment 1 to Part 4, No R3, third column (i.e. Weighting), delete in the third column "Have completed two set-ups and implementations at least one of which included 250 or more relocations" and replace with "Have completed two relevant set-ups and implementations at least one of which included 250 or more relocations"

Modification #25:

At Attachment 1 to Part 3, Pricing Schedule at 4.1 add "for the TBS requirement" at the end of paragraph (H) and (J) and add "for the RCMP requirement" at the end of paragraph (E).

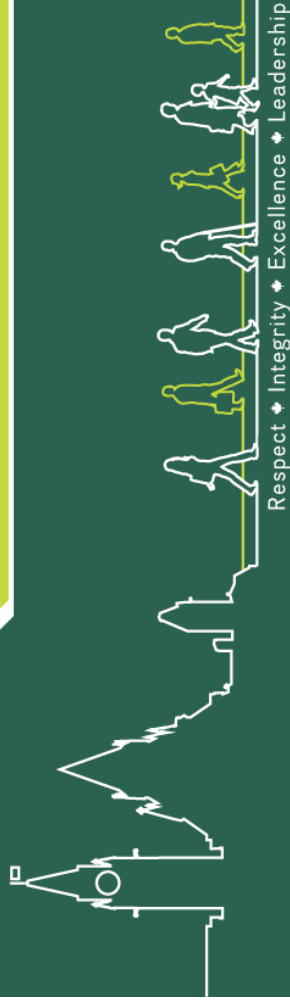
Modification #26:

Delete the previous version of the financial spreadsheets and replace with the modified Version 2 spreadsheet. The spreadsheets have been modified to remove International Rental Searches as per Canada's answer to Q3.

Modification #27:

At Annex A – Contract TBS Statement of Requirement, add at 5.3.6 d. "The Contractor will withhold 10% of the Personalized envelope. Once the DNC authorizes file closure as per 5.3.8 f., the Contractor may release the remainder of the Personalized fund to the Employee."

ALL OTHER TERMS AND CONDITIONS OF THE BID SOLICITATION REMAIN UNCHANGED



Serving
GOVERNMENT,
Serving
CANADIANS.

Bidders' Conference:

**ADMINISTRATION AND FINANCIAL MANAGEMENT OF THE
GOVERNMENT OF CANADA RELOCATION SUPPORT
SERVICES FOR THE TREASURY BOARD OF CANADA
SECRETARIAT AND THIRD-PARTY SERVICE PROVIDER
SERVICES FOR THE ROYAL CANADIAN MOUNTED POLICE**

May 3, 2016



Government
of Canada

Gouvernement
du Canada

Canada

Agenda

- Opening Comments and Objective (PSPC)
- Fairness Monitor (FM)
- Procurement Overview & RFP Schedule (PSPC)
- TBS Statement of Requirements Overview (TBS)
- RCMP Statement of Requirements (RCMP)
- Bid Preparation Instructions (PSPC)
- Communications and Enquiries (PSPC)
- Questions and Answers (TBS/RCMP/PSPC)

Opening Comments and Objective

- Introductions (Canada)
- Introductions (Suppliers)
- Purpose of this Bidders' Conference
 - To review the requirements for the submission of bids described in the RFP
 - Highlight bid submission requirements to help avoid inadvertent non-compliance
 - Answer questions regarding submission requirements
- **Bid conference protocols**

Fairness Monitor

- A Fairness Monitor (FM) is an independent third-party, holding a professional designation/accreditation, engaged to observe a Departmental activity, to render an impartial opinion and attest whether decisions taken by the Department are fair, open, and transparent.
- Specifically, the FM will:
- Observe activities undertaken during the engagement and provide an unbiased and impartial opinion on the fairness, openness, and transparency of that activity, including:
 - Assess activity documentation including, but not limited to Request for Qualification (RFQ),
 - Request for Proposals (RFP), site visit protocols, evaluation criteria, etc.
 - Attend meetings or events such as: information sessions, industry days, site visit(s), bidder conference(s), evaluation meeting(s), consensus meeting(s), debriefing session(s), etc.
 - Monitor communications with bidders, such as, but not limited to, bidders questions and responses, requests for clarification, e-mail exchanges, debriefings, one-on-one sessions etc.
 - Monitor the actions and decisions of the procurement team and determine if these are consistent with the principles of fairness, openness and transparency.
- Maintain an open dialogue with the Contracting Authority (CA).

Fairness Monitor continued

- Seek clarification from the Operational Integrity Sector (OIS), Departmental Oversight Branch (DOB) if unsure whether an activity is within the scope of the Fairness Monitoring engagement.
- Directly inform the CA of any concerns with the activities monitored, obtain mutual understanding of the situation, and seek a resolution to the matter in real time.
- Bring any unresolved potential fairness issue(s) to the attention of the OIS, DOB promptly, and in all cases while there is still opportunity to address the potential deficiency.
- Provide an attestation of assurance on the fairness, openness, and transparency of the monitored activities in written reports to the OIS, DOB.
- The FM Specialist will not offer subject matter expertise, advice or guidance.

Procurement Overview

Request for Proposal (RFP)

- RFP was posted April 22, 2016 on buyandsell.gc.ca.
- RFP will close June 2, 2016 14:00 Eastern Daylight Savings Time.
- Last day for bidders to submit questions that Canada is obligated to answer is May 24, 2016.
- Anticipated that evaluation will be completed and contract awarded July 2016.

Statement of Requirements (SoR) – High Level

- Annex A - Contract TBS SoR includes: advisory services (e.g. information on relocation benefits, relocation planning, etcetera), financial claims processing, and creation and on-going maintenance of a directory of third-party service providers (i.e. realtors, lawyers/notaries, home inspectors, appraisers and rental search agencies) that includes service standards and ceiling prices.
- Annex A - Contract RCMP SoR is for the creation and on-going maintenance of a list of third-party service providers (i.e. realtors, lawyers/notaries, home inspectors, and appraisers) that includes service standards and ceiling prices.
- Additional details will follow in the TBS and RCMP slide presentation.

TBS Statement of Requirements

Scope of Services (SoR 5.0)

- The Contractor must be able to provide a full range of services: provision of relocation information, counselling and planning services to employees, access and management of third-party service provider services, provision of advances and payments to individuals, processing of invoices for payment, provision of financial services including reconciliation of payments and production of reports as well as calculation and preparation of reports on taxable benefits.

Secure Website and Web-based Application (SoR 4.3, 4.4)

- The Contractor must develop a web-based application (IMETS) with user training tools and support. The IMETS must provide all administrative and financial management functions. The Contractor must also develop and provide a secure Website with separate portals for employees, departmental coordinators, the Technical Authority and the Contracting Authority.

TBS Statement of Requirements continued

Third-Party Service Provider (TPSP) Management (SoR 5.4, Basis of Payment)

- The Contractor is required to arrange and manage subcontracts with TPSPs. It must ensure that the fee charged by the service providers is no greater than the Contract's Ceiling Price. The Contractor must not collect commissions, referral fees, registration fees, or publication fees under any circumstance in connection with services provided under this contract from any realtors, agents, lawyers, notaries, or other service suppliers or employees. The Contractor is responsible to make payments to the TPSPs

Financial Management (SoR 5.3.6 - 5.3.8)

- The Contractor must account for all financial transactions. All transactions and expenditures must be recorded in the IMETS. Contractor must also conduct financial inspection and verification and recover overpayments.

TBS Statement of Requirements continued

Performance Measurement Plan (SoR 4.7 and 5.5)

- The Contractor must prepare a performance measurement plan, provide quarterly reports on performance measures, participate in performance review meetings and provide action plans to improve activities not meeting quality objectives.

Security Requirements

- The IMETS must be 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. This includes Canada's data and storage of databases. They must be protected in accordance with the security requirements.

RCMP Statement of Requirements

Key differences - Statement of Requirements and Basis of Payment

1. RCMP only requires a TPSP list – no other relocation services
2. Basis of Payment, BOP Annex B-1 1.1
 - Firm All-Inclusive Annual subscription fee
 - 12 equal monthly payments in arrears
3. Secure Website, SOR 4.3
 - House the TPSP list and associated information (rate, contact information, etc.)
 - TPSP list: searchable, includes Service Level Agreements (SLAs)

RCMP Statement of Requirements continued

4. TPSP Services, SOR 4.5
 - No CERC appraisal services
 - No rental search services
5. Invoicing of TPSP Services, SOR 4.5, BOP B-1 2.2
 - TPSP invoices member directly for services
 - Member remunerates TPSP, up to TPSP ceiling rates
 - RCMP reimburses member with invoice/receipt
 - Management of rates and invoicing of TPSP services



Canadian Content

- The requirement is subject to a preference for Canadian services.
- Bidders that are providing a Canadian service (as defined in SACC Manual Clause A3050T found at buyandsell.gc.ca) must complete the certification.
- The certification must be submitted prior to or at time of bid close.
- The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn in accordance with the process described below, and fewer than two responsive bids with a valid certification remain, Canada will continue evaluating only the bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.

Conditional Bids and Assumptions

- The bidder must not make conditions in any part of its bid.
- Conditional bids will be deemed non-responsive.
- Example of conditional bids:
 - qualifying or otherwise changing a provision of the RFP, (e.g. stating that the bid is valid for less than 365 days from date of bid close)
- Bidders should use the RFP question and answer process if unsure of how a requirement will impact its price and/or a contract deliverable.
- Any and all bidder assumptions are made at the bidder's own risk and must be included in the bidder's prices (i.e. the contractor will only be paid in accordance with the Basis of Payment described in the contract).

Bid Section Preparation

- Only one bid may be submitted by a bidder.
- Each bidder is requested to submit a total of four memory sticks.
- Two memory sticks each containing Sections I, III, and IV and two memory sticks each sticks containing Sections II.

Section Number	Title of Section	Paper Copies	Flash Drives (i.e. soft copies)
Section I	Technical Bid	5	2
Section II	Financial Bid	2	2
Section III	Certifications	2	2
Section IV	Additional Information	2	2

2-Phased Evaluation Process

- A 2-phased evaluation process will be followed as described in Part 4 – Evaluation Procedures and Basis of Selection.
- Phase 1 consists of a 2-step process involving a multi-step evaluation of the rated and mandatory criteria. Phase 2 consists of the financial evaluation.
- Phase 1 Step 1 will consist of a review of a bidder's bid and, if necessary, the release of a Preliminary Evaluation Report (PER) to all bidders.
- Phase 1 Step 2 will commence once responses to the PER are received and will include a final technical bid evaluation for all bids taking into account the additional or different information submitted by a bidder in response to the "Preliminary Evaluation Report".
- Bids that have demonstrated responsiveness at the conclusion of Phase 1 will continue to be evaluated at Phase 2 – Financial Bid Evaluation.

Mandatory Evaluation Requirements

- The mandatory technical evaluation criteria will be assessed on a pass/fail basis. A bid that fails to meet the mandatory technical evaluation criteria will be declared non-responsive.
- Mandatory technical evaluation criteria are found at Attachment 1 to Part 4 – Evaluation Procedures.
- The bidder should be complete when responding to each criterion even if it results in a duplication of information provided elsewhere in the bid.
- If the bidder claims experience it should also state how doing so meets the requirement.



Rated Evaluation Criteria

- The bidder is requested to fully address each element in the rated submission requirements. Note that evaluators will assess and assign scores to the bid based on the associated evaluation criteria and the corresponding scoring scale.
- A bid will be considered by Canada to be non-responsive if the bid fails to achieve the mandatory minimum pass standard.
- Mandatory technical evaluation are found at Attachment 1 to Part 4 – Evaluation Procedures.
- Bidders must obtain the minimum number of points required:
- R1 - 3 points of the available 15 points, R2 - for rated a. 40 points of the available 60 points; R3 - 20 points of the available 50 points; R4 - 20 points of the available 50 points.
- In addition to the minimum pass scores above, bidders must obtain an overall pass score of 100 of the available 205 points for R1 to R4.

Certifications and Forms

Bidders are required to submit certifications and forms.

- Required with bid:
 1. 5.1 (a) Form 2 - Declaration of Convicted Offences
 2. Insurance - letter with bid as per 6.3 (a)
 3. 5.1 (b) Form 5 - Canadian Content Certification

- Requested with bid:
 1. 2.4 Former Public Servant
 2. 3.2 (c) (i) Form 1 - Bid Submission Form
 3. 3.2 (c) (ii) Security
 4. 5.2 (a) Form 3 - List of Names Form
 5. 5.2 (b) Form 4 - Federal Contractors Program for Employment Equity – Bid Certification 6.2
Financial Capability (as requested by CA)

Financial Evaluation

- The Total Evaluated Bid Price will be calculated using the Pricing Tables completed by the bidders.
- The financial criteria are described in Part 3, Attachment 3.1, Pricing Schedule.
- The bidder must insert data in each of the spreadsheet locations that is highlighted or backfilled in with the colour turquoise. All calculations are imbedded in this workbook.
- For the purpose of this Evaluation and based on the availability of validated data at the time of release of this Request For Proposal, the Relocation Volumetric data for Fiscal Years April 1, 2010 to March 31, 2015 will be used as the basis for calculating the arithmetic average used to determine the Total Evaluated Bid Price, for all bids received.
- The relocation data has been provided to bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of relocation services will be consistent with this data. It is provided purely for information purposes.

Basis of Selection

- Best values will be determined on the basis of the bidder with the Lowest Evaluated Bid Price.
- To be declared responsive, a bid must:
 - i. Comply with all the requirements of the bid solicitation;
 - ii. Meet all the mandatory evaluation criteria; and
 - iii. Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
- Bids not meeting (i) and (ii) and (iii) will be declared non-responsive.
- Neither the responsive bid obtaining the highest number of rated points nor the one with the lowest evaluated price will necessarily be accepted.

Financial Proposals

- Bidders must submit 2 financial proposals:
 - Proposal 1 is for the TBS requirement and the RCMP requirement.
 - Proposal 2 is for the TBS requirement only.
- One contractor will be selected as the number 1 ranked bidder based on Proposal 1 – and will be awarded both contracts.
- If it is determined that the RCMP contract does not represent good value, the RCMP will withdraw from the RFP process.
- If the RCMP withdraws, a new number 1 ranked bidder will be determined for the TBS requirement based on Proposal 2 and, approval will be sought.
- Proposal 2 will only be considered if the RCMP withdraws from the process.

Security Requirements

- Canadian bidders must meet the security requirements described at section 7.6 of the Resulting Contract.
- Foreign bidders must meet the security requirements described at section 7.6 of the Resulting Contract.
- Contractors must have the security in place no later than 2 months prior to the Service Effective Date (SED).
- Bidders should start to address the security requirements as soon as they decide to bid.
- Any delays caused by the Contractor's failure or inability to obtain the required security clearance, within the stated times, would be grounds for termination by default as described in the Resulting Contract.
- All databases must meet all security requirements described in the RFP.

Communication and Enquiries

- Throughout the RFP stage, all enquiries must be submitted in writing to the Contracting Authority, the single point of contact, via e-mail at: SSRGC.GCRSSTPSGC/PWGGSC@tpsgc-pwgsc.gc.ca
- Communications with bidders will be via amendments to the RFP published on buyandsell.gc.ca.
- Bidders are requested to submit enquiries at least 10 calendar days before the Bid Closing Date and Time (i.e. June 2, 2016). Enquiries received after that time may not be answered.
- Overseen by the Fairness Monitor.





Questions and Answers

- Bidders have the opportunity to ask questions.
- Any clarifications or changes to the bid solicitation resulting from the Bidders' Conference will be included as an amendment to the bid solicitation.