



Request solicitation number 1000023905, Question and Answer

Q1. My question is “Firm Daily Pick ups” – if we pick up something at 10a.m. and it is “urgent within 2 hours” does that mean the serve that is required to be completed will be in the same City?

A1. Normally it’s in the same city.

Q2. Normally a successful serve is when the person is home and we serve it, having a 2 hour or 4 hour window or even 6 hour window may not allow for the person to be home? Or is the “service” court filing that is required to be done and not “serves”?

A2. A complete service is considered both serving and filing at the courts but some service requests may be just to file or just to serve.

Q3. If we pick up at 10 a.m. how many documents are we picking up generally?

A3. It’s not possible to say how many as it fluctuates.

Q4. If we serve something on Thursday evening, you have requested that the affidavit of service must be completed and handed in within 24 hours but that would take us to Friday evening? So I presume Monday is sufficient?

A4. No. Request will be made during business hours.

Q5. In addition, under “Basis of Payment” you indicate that there is a regular service amount “Per diem and additional attempts “per diem” I presume that means you have someone available to you all day?

A5. Yes, during business hours.

Q6. Annex A - Section 3.1a defines 2 locations (130 King Street West, Toronto and 7685 Hurontario Street, Brampton) as the regular pick up locations with firm pick up times of 10:00 and 14:00. Are these 2 locations not part of the “As and When” required stipulation, meaning that there will be no pick-ups at these 2 locations outside of the 2 pick-up times?

A6. These two locations may be part of the “as and when” but will always be firm pick up.



Q7. There are no service level requirements (regular/rush/urgent) attached to these 2 locations. Is there an expected turnaround time for completion of services in these cases?

A7. For firm pick-ups, the service level may be flagged/outlined when picked up by the Contractor and will adhere to the three levels of service outlined in the contract. Return document(s) must be returned to the requesting PPSC office the next business day with the exception of 130 King Street West, Suite 3400 which need to be returned no later than 10:00 am the next business day.

Q8. Annex A - Section 3.1b defines 4 locations for "As and When" pick-ups. Our understanding is that a GTA-only service provider would omit any pick-ups from Kitchener and London?

A8. As outlined in Annex A section 9, "For locations, outside the GTA excluding Waterloo and London, as per Annex G – Office Locations, not serviced directly by the Contractor, it is the responsibility of the Contractor to make arrangements with Process Service Providers, to have documents served and/or filed, if applicable." Also outlined in section 4, "The contractor must deliver... Make arrangements with Process Service Providers to serve and/or file documents outside the GTA."

Q9. Annex B, Basis of Payment – the pricing form lists prices on a "per diem" basis. Should these be listed on a "per transaction" basis"?

A9. As outlined in Annex B - FOR SERVICES **WITHIN** THE GREATER TORONTO AREA (includes the City of Toronto and the cities and towns in the following regional municipalities: Halton, Peel, York and Durham). FOR SERVICES **OUTSIDE** THE GREATER TORONTO AREA, for any destinations, directly served, by the Contractor, Treasury Board Travel and Living Expenses are applicable. The Contractor will be paid the following firm all-inclusive per diem rates for work performed pursuant to this Contract, in accordance with Annex A, during the Contract period. Applicable Taxes are extra. Administration fees, returning of documents to requesting office, transfer fees, and miscellaneous services are paid differently as outlined in the RFP Annex B items C.1 – C.4

Q10. You have requested a single price quote for regular service, though these regular services constitute multiple types transactions. These include serving, filing or serving and filing documents. Can you advise whether the price structure outlined in the RFP is correct?

A.10 It is up to the contractor to decide how to structure the pricing, but it must consist of the following as outlined in Annex A section 3.1a "The Contractor is required to pick-up, sort, issue, serve and file various legal documents, on a "firm daily" basis."



Q11. If we have already undergone this process and have been certified in accordance with the Protected B level. Is it sufficient to attach the letter instead of completing the various forms contained in Annex C?

A11. The aforementioned forms in annex C is the already completed SRCL, which outlines the security requirements the contractor would need to fulfil. If Bidders do fulfil these requirements, then yes proof would indeed be required.