

1. 1.2.1 ***This bid solicitation is being issued by SSC It is intended to result in the award of a contract for 2 years, plus 4 one-year irrevocable option allowing Canada to extend the term of the contract.*** We request the contract be for 2 years, plus 3 one-year irrevocable option allowing Canada to extend the term of the contract.

*Response: we keep 2+4, I'm not seeing a rationale justifying the change*

2. 1.2.1 ***This bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.*** Please provide more information regarding this statement.

*Response: SSC reserves the right to use Canada Post, Purolator, FedEx or another courier company at any time should the need arise. This also addresses the 'additional services' for specialty cartage services in section 7.4.2.1 bullet #7. Although the courier company may be asked to move boxes and chairs, SSC reserves the right to use larger moving companies as required.*

3. M10: ***The Bidder must demonstrate that the proposed supervisor resource has a valid secret clearance issued by CISD PWGSC at time of bid submission.*** For Security Reasons, please do not publish the following information: As a Crown Corporation Canada Post has the authority to do its own Secret Clearance certification that follows the CISD PWGSC processes, however the clearance is not issued directly by PWGSC. Our security classification process was approved by our existing clients including Public Safety organizations. For this reason I am requesting the following change to the requirement: *The Bidder must demonstrate that the proposed supervisor resource has a valid secret clearance issued by CISD PWGSC, or equivalent, at time of bid submission.*

*Response: The requested change is accepted. The Bidder must demonstrate that the proposed supervisor resource has a valid secret clearance issued by CISD PWGSC, or equivalent, at time of bid submission*

4. M11: ***Supervisor resource is fluent in both official languages:*** We request the wording be changed to ***Services must be available in both official languages.*** Annex A Statement of Work 3. Scope of Work 3.5 discusses *"a bilingual Supervisor or Assistant Supervisor as the Site Authority for the purposes of liaising with the Offsite SSC Project/Technical Authority (OSPTA) and for the provision of these services"*. We feel that as long as the capability of communicating with our clients in either official language is sufficient.

*Response: refused. Keep bilingual supervisor*

5. 7.4.1 ***The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of SECRET, with approved Document safeguarding at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).*** We request this requirement be deleted, items coming into the facility would already have gone

through none secure facilities therefore there is no benefit to having this facility designated as SECRET.

*Response: We will maintain the security requirement as originally stated in the RFP.*

6. Annex A 3.12 - **Provide bilingual personnel to provide the services associated with the Contract in both official languages (English and French). It is the responsibility of the Contractor to assess the linguistic capabilities of its personnel.** Please confirm this does mean that all personnel affiliated with the services are bilingual.

*Response: all services must be available in both languages. If we have an invoicing issue, we need to know that SSC can discuss and resolve the issue in the language of SSC's choice. Same goes for delivery, etc. all services.*

7. Annex A 4.1 Estimated Volumes – Does this include both inbound and outbound items?

*Response: both inbound and outbound. From SSC locations and Canada post central receiving.*

8. Section 6.1 page 28, 7<sup>th</sup> bullet, mentions **“timely by-hand pick-up and delivery of urgent items from SSC Headquarters without compromising the regular service”**. Can we get clarification if this service is to be included in the “Regular Delivery Services” in ANNEX B, or is that to be included as “Additional Special Deliver Services” in ANNEX B. Please confirm the week.ly/monthly/annual volume.

*Response: to be included as additional services, volume is about 5 pcs/week. Response time is expected to be same day, 24 hrs at the outside limit.*

9. Section 6.1 page 28, 9<sup>th</sup> bullet: **tracking the status of registered incoming and outgoing mail deliveries in transit;** please provide details of the information being tracked. i.e. date and time of arrival, tracking number and consignee, or are there additional requirements?

*Response:*

DATE	OUT AM	IN AM	OUT PM	IN PM	CANADA POST REGULAR MAIL OUT	EXPRESS POST	CURRENT # OF LOCATIONS	NOTES
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10. Section 6.1 page 28, 9<sup>th</sup> bullet: **“tracking the status of outgoing mail deliveries”;** please provide details of what outgoing information must be tracked.

*Response:*

*See above*

11. Section 7.4.2.1 the note listed under the 4<sup>th</sup> bullet mentions re-routing misdirected mail and confirming address information by searching GEDS. Please provide estimated volume of this material today.

*Response: volume is approx. 30 pieces/day*

12. Section 7.5.1, 1<sup>st</sup> bullet: please confirm process in use today for receiving, registering and processing incoming and outgoing registered mail.

*Response: no response required. Bidder can develop their own process.*

13. For the 58 locations to be serviced can we obtain addresses, confirmation if the mail is to be delivered to each facility to a single point, is that delivery point a person, or a mail room, is parking available at each facility/address.

*Response: it varies from location to location. Always a single point, never a specific person. Mailroom when available, if not a drop basket for in and out. No parking available through SSC.*

14. Is the service limited to Canada Post delivered items only? What about packages from other carriers? What is the volume of material from other carriers?

*Response: Canada Post only. All parcel will have the PO box as a destination.*

15. Format – the boxes are rather small with respect to some of the required answers in the Mandatory Corporate Requirements Section M1 through M20. Is it permissible to answer in the affirmative to the requirement and reference an attachment to demonstrate the proof of compliance?

*Response: Yes, the reference must be clear and easily found in your response.*

16. Is there a limit to number of words for each of our responses to the Mandatory Corporate Requirements Section?

*Response: No*

17. 7.6.2 Technical Authority: Are you looking for our Technical Authority or will this be populated with a Shared Services Resource upon award?

*Response: This Technical Authority is the client and the contact information will be supplied at contract award.*

18. 7.7.2 Limitation of Expenditure Limit: Will this blank be populated by the Contract Authority upon award?

*Response: This will filled at contract award.*