



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St./11, rue Laurier

Gatineau, Québec K1A 0S5

Bid Fax: (613) 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**

Health Services Project Division (XF)/Division des  
projets de services de santé (XF)  
Terrasses de la Chaudière 5th Floor  
10 Wellington Street  
Gatineau  
Gatineau  
K1A 0S5

<b>Title - Sujet</b> PSHCP ASO Retender	
<b>Solicitation No. - N° de l'invitation</b> 24062-180558/D	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 24062-180558	<b>Date</b> 2020-09-15
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XF-002-38428	
<b>File No. - N° de dossier</b> 002xf.24062-180558	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-11-02</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> You, Soun	<b>Buyer Id - Id de l'acheteur</b> 002xf
<b>Telephone No. - N° de téléphone</b> (613) 408-6402 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

Instructions: See Herein

Instructions: Voir aux présentes

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

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## SOLICITATION AMENDMENT 001

This amendment is raised to answer questions received from Industry and to update the RFP where applicable.

### QUESTIONS & ANSWERS

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- Q1:** Is it possible for Canada to provide solicitation documents in their native format?
- A1:** Yes. Upon request, Canada may provide specific solicitation documents in their native format to the requesting supplier via e-mail. Should there be any discrepancies between the shared native format documents and the respective versions posted on Buy&Sell, the latter documents will take precedent.
- Q2:** All of the attachments to Appendix 3 to Annex A – Standard Report Categories and Examples don't seem to be attached. Can Canada provide them?
- A2:** The referenced documents are included in the RFP package though the titles may appear to be unclear or difficult to identify. The Reporting Templates (Attachments 1 - 6 to Appendix 3 to Annex A) are available in native MS Excel format upon request. See answer #1 above.
- Q3:** In Appendix 1 to Attachment 3.1 to Part 3 – Mandatory Technical Evaluation Criteria, the required format for MS Project is 2019. However, in Appendix 2 to Attachment 3.1 to Part 3 – Point-Rated Technical Evaluation Criteria, the required format is 2013. Can Canada confirm which version is required?
- A3:** MS Project 2019 is the required version for both evaluation criteria. Refer to RFP Revision 1 below.
- Q4:** Will Canada consider allowing for the experiences of a Bidder's subcontractor(s) to be accepted as part of the RFP response, including the bidder's corporate experience? It is common in the industry for bidders to subcontract for certain services required under the SOW, so bidders may not have had direct experience providing specific services themselves.
- A4:** As per Attachment 3.1 to Part 3 - Technical Bid Requirements and Bidder Instructions, a Customer Reference Contract is defined as a contract that the Bidder held to deliver services to a customer and is used to demonstrate the Bidder's experience. To clarify, these Customer Reference Contract(s) are not limited to contracts where the Bidder performed all required services themselves; the Bidder may have subcontracted the delivery of some or all services, under the cited Customer Reference Contract, to a subcontractor(s) while still remaining responsible for the management of the overall contract.
- Further, the subcontractor(s) that were utilized to deliver services under the cited Customer Reference Contract(s) may be different than those proposed in response to M-2.1 Subcontractor Plan to deliver Work for this requirement.
- Q5:** In order for Canada to benefit from innovative and cost-saving opportunities, it is recommended that Canada ensures that Point-Rated Evaluation Criteria R-3.1 and R-3.2 consider cost-savings to the Crown. Savings should be at the program level.
- A5:** The recommendation has been reviewed. However, the requirement remains as is.
- Q6:** Given that the incumbent contractor was eligible to be paid the Performance Incentive Fee (PIF) for the current contract, and given that they have presumably all participants and providers registered, why would they be eligible for a PIF under this contract? The PIF should be a one-time opportunity for any provider and should not be repeated on a procurement by procurement basis as it represents a windfall to an incumbent contractor.

**A6:** This requirement is separate from any other requirement, including the previous solicitation, and will be treated as such. The requirement remains as is.

**Q7:** If two companies form a joint venture to submit a bid, do both parties have to meet the Insurance Requirements stipulated in Annex D?

**A7:** If both parties have completely separate insurance programs from one another upon which each will rely for its insurable interest, the answer is yes, both sets of policies will each need to meet the Insurance Requirements.

There are two other insurance options available to a joint venture as follows:

- a) standalone insurance policies solely for the joint venture, with both parties as Named Insured; or
- b) one party who meets the Insurance Requirement adds the other party as Named Insured to its insurance policies with respect to the ASO contract.

**Q8:** To account for the complexity of the requirement, the level of effort required to submit a bid, and the restrictions resulting from the COVID-19 pandemic, will Canada provide a one-month extension to the solicitation period.

**A8:** The RFP issuance date was already delayed several months to alleviate stress on suppliers as they attempt to meet the challenges presented by the ongoing pandemic. Additionally, the current solicitation period is 3 weeks longer than usual to account for the complexity of this requirement. Finally, a near complete draft version of the RFP was shared with registered participants during the industry engagement phase. As such, an extension of the RFP closing date will not be considered at this time.

**Q9:** SOW Article 4.14.5 - Can the Canada explain why FSC to a Protected B level is a requirement? Our understanding is FSC clearance is intended for classified information (Confidential, Secret, Top Secret). Is a Designated Organization Screening (DOS) and Document Safeguarding Capability (DSC) sufficient for Protected B information? Can you please confirm.

**A9:** Yes, a Designated Organization Screening (DOS) facility security clearance of the type Document Safeguarding Capability (DSC) to the level of Protected B is acceptable. Refer to RFP Revision 2 below.

## RFP REVISIONS

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1. At Appendix 2 to Attachment 3.1 – Point-Rated Technical Evaluation Criteria, requirement R-1.1 Integrated Schedule for Start-Up Phase (under column 'A'),

**DELETE:** Microsoft (MS) Project 2013; and

**INSERT:** Microsoft (MS) Project 2019

2. At Annex A, SOW,

**DELETE:** Article 4.14.5 in its entirety; and

**INSERT:** **Designated Organization Screening (DOS)**

The Contractor must, at all times during the performance of the Work, hold a valid Designated Organization Screening (DOS) facility security clearance of the type Document Safeguarding Capability (DSC) to the level of Protected B as per <https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/chap3-part1-eng.html> for all primary and secondary and Disaster Recovery sites hosting, storing or processing PSHCP data, in

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accordance with the Government of Canada Directive on Security Management: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32611>.

3. At Annex A, SOW, Article 3.15 Security Set-Up

- DELETE:** During the Start-Up Phase, the Contractor must put in place all Security requirements, including obtaining necessary Security Clearances: 1) Personnel Security Screening Division (PSSD) and 2) Industrial Personnel Security Services Directorate (formerly combined in forming the CISD) of PSPC Certification.
- INSERT:** During the Start-Up Phase, the Contractor must put in place all Security requirements, including obtaining necessary Personnel and Organization Security Clearances, through PSPC's Contract Security Program (CSP).

4. At Annex A, SOW

- DELETE:** Article 3.15.4 in its entirety; and
- INSERT:** **Designated Organization Screening (DOS)**
- i. The Contractor must obtain, prior to the Systems Ready Date or in accordance with the approved Start-Up Phase Work Plan and Integrated Schedule, Designated Organization Screening (DOS) facility security clearance of the type Document Safeguarding Capability (DSC) to a Protected B level as per <https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/chap3-part1-eng.html> for all primary and secondary and Disaster Recovery sites hosting, storing or processing PSHCP data, in accordance with the Government of Canada Directive on Security Management: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32611>
  - ii. The Contractor must provide all necessary information and access to PSPC's Contract Security Program (CSP) to approve all primary and secondary and Disaster Recovery Sites to obtain the required facility clearances.
  - iii. The CSP will identify any deficiencies requiring remedial action and the Contractor must make necessary adjustments until such time as the Contractor has satisfactorily met the requirements for Protected B for all sites.

5. At Annex A, SOW, Article 3.12.3 vi.

- DELETE:** Industrial Personnel Security Services Directorate (formerly Canadian Industrial Security Directorate (CISD))
- INSERT:** CSP

6. At Annex A, SOW, Article 3.12.5 ii.

- DELETE:** Industrial Personnel Security Services Directorate (formerly CISD)
- INSERT:** CSP

7. At Annex A, SOW, Article 3.12.5 iii.

**DELETE:** Industrial Personnel Security Services Directorate (formerly CISC)  
**INSERT:** The CSP

8. At Annex A, SOW, Article 3.15.24 ii.

**DELETE:** PSSD (formerly CISC)  
**INSERT:** PSC's CSP

9. At Annex A, SOW, Article 3.15.24 iii.

**DELETE:** PSSD (formerly CISC)  
**INSERT:** PSC's CSP

10. At Annex A, SOW, Article 4.8.9 vii.

**DELETE:** the Industrial Personnel Security Services Directorate and the Personnel Security Screening Division (both formerly referred to as CISC)  
**INSERT:** PSC's Contract Security Program (CSP)

11. At Annex A, SOW, Article 4.8.10 vii.

**DELETE:** the Industrial Personnel Security Services Directorate and the Personnel Security Screening Division (both formerly referred to as CISC)  
**INSERT:** PSC's CSP

12. At Annex A, SOW, Article 4.14.6 iii.

**DELETE:** Industrial Personnel Security Services Directorate (formerly CISC)  
**INSERT:** CSP

13. At Annex A, SOW, Article 4.14.16 iii.

**DELETE:** Personnel Security Screening Division (PSSD) (formerly CISC)  
**INSERT:** CSP

14. At Annex A, SOW, Article 4.14.29 ii.

**DELETE:** PSSD (formerly CISC)  
**INSERT:** the CSP

15. At Appendix 5 to Annex A, Acronyms and Glossary of Terms, page 1

**DELETE:** CISC

Solicitation No. - N° de l'invitation  
24062-180558//D  
Client Ref. No. - N° de réf. du client  
24062-180558

Amd. No. - N° de la modif.  
File No. - N° du dossier  
002xf 24062-180558

Buyer ID - Id de l'acheteur  
002xf  
CCC No./N° CCC - FMS No./N° VME

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**INSERT:** Canadian Industrial Security Directorate (now known as Industrial Organization Security Services Directorate and the Personnel Securities Screening Division)  
**CISD**  
Canadian Industrial Security Directorate (now known as PSPC's Contract Security Program).

**INSERT:** **CSP**  
Contract Security Program

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.**