



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

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

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

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

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Business Management and Consulting Services
Division / Division des services de gestion des
affaires et de consultation
Terrasses de la Chaudière 5th Floor
Terrasses de la Chaudière 5e étage
10 Wellington Street
10, rue Wellington
Gatineau
Québec
K1A 0S5

Title - Sujet Services d'enquête	
Solicitation No. - N° de l'invitation E60ZG-220399/B	Date 2022-01-12
Client Reference No. - N° de référence du client 20220399	Amendment No. - N° modif. 003
File No. - N° de dossier 411zg.E60ZG-220399	CCC No./N° CCC - FMS No./N° VME
GETS Reference No. - N° de référence de SEAG PW-\$\$ZG-411-40410	
Date of Original Request for Standing Offer	2021-12-29
Date de la demande de l'offre à commandes originale	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Standard Time EST on - le 2022-01-24 Heure Normale du l'Est HNE	
Address Enquiries to: - Adresser toutes questions à: Baker(411zg), Roxane	Buyer Id - Id de l'acheteur 411zg
Telephone No. - N° de téléphone (613) 858-8291 ()	FAX No. - N° de FAX () -
Delivery Required - Livraison exigée	
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	
Security - Sécurité This revision does change the security requirements of the Offer. Cette révision change les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

Solicitation No. - N° de l'invitation
E60ZG-220399/B
Client Ref. No. - N° de réf. du client
E60ZG-220399

Amd. No. - N° de la modif.
003
File No. - N° du dossier
411zg, E60ZG-220399

Buyer ID - Id de l'acheteur
411zg
CCC No./N° CCC - FMS No./N° VME

Amendment #003

Request for Standing Offers (RFSO), Investigative Services, Work Place Harassment and Violence and Disclosures of Wrongdoing

The purpose of this amendment is to provide answer to **Question 023** and amend the solicitation as follows.

PART A - QUESTIONS AND ANSWERS

QUESTION 001

As stated: any Offeror who has already properly submitted an offer under E60ZG-220399/A before November 24, 2021 at 2 PM (EST) can simply sign the form at ANNEX F, and submit it by following the procedures as set out at Section 2.2 Submission of Offers. Is there some way for me to confirm that my original offer was properly submitted before November 24th, 2021? I believe it was.

ANSWER 001

For previous offerors/bidders under E60ZG-220399/A who wish to determine what PSPC had received, they may contact the Standing Offer Authority and they will be provided with a screenshot listing the files that PSPC received, if any, from that offeror/bidder. However, if PSPC provides this information, it does not necessarily mean that PSPC is confirming:

- that Canada can open any of the documents;
- that the content of those documents actually meets the RFSO requirements; or
- that the offer package is complete.

In case of any doubts, offerors/bidders are welcome to re-submit their entire offer before E60ZG-220399/B closes.

QUESTION 002

To clarify can you find out if my previous offer was “properly submitted” and if it was, can you sign the form for me and submit: any Offeror who has already properly submitted an offer under E60ZG-220399/A before November 24, 2021 at 2 PM (EST) can simply sign the form at ANNEX F.

ANSWER 002

Please refer to Q&A 001. If an offeror/bidder wishes to resubmit their previous bid using Annex F, the form at Annex F must be signed by the Offeror's representative. The Standing Offer Authority cannot sign this form on behalf of anyone. To be precise, when completing the form at Annex F, please insert the name of the Offeror at “(Offeror Name)”, and insert the name of the Offeror's representative at “PRINT NAME”. The Offeror's representative is to sign at “SIGNATURE”.

QUESTION 003

Can you confirm that I don't need to get all the proposed resources to sign Annex F - that just myself is sufficient? I ask because there is no spot to identify the company on the form. Please let me know if I need to address this question through the inquiry process of the RFP.

ANSWER 003

If an Offeror wishes to confirm that its offer submitted under E60ZG-220399/A is made as a valid offer for this RFSO E60ZG-220399/B, a representative of the Offeror must sign the form at Annex F to attest that the offer submitted under E60ZG-220399/A is submitted **as-is** to E60ZG-220399/B. The proposed resources do not need to sign the form at Annex F. Please refer to Q&A 001 and 002.

QUESTION 004

Can you tell me whether the fact that you have re-opened the Tender in E6)ZG-220399B allows me to submit a new investigation report submitted written since Nov. 24? What is the closing date for this new tender B? I would have to pay again to acquire documents through MERX, in order to get the new form F with a COVID attestation, even though I submitted my application before Nov. 24. That will cost me at least \$50. Can you please just send me the new form F. As well, Can you send me a link by which I can get into the Post Office e-connect site again, to submit the new Form F and also to submit the a new or substitute investigation report, if that is allowed?

ANSWER 004

In order to access the documents, an offeror can go on BuyandSell.gc.ca or by clicking on this link: <https://buyandsell.gc.ca/procurement-data/tender-notice/PW-ZG-411-40410>. This a Government of Canada (GoC) website where a bidder can see all open opportunities to do business with the GoC free of charge. An offeror will then be able to download documents, including the re-issued RFSO, Form – Annex F and COVID-19 attestation. The current closing date is January 24, 2022 at 2PM (EST) and a new method of submission has also been included.

As mentioned in solicitation B, an offeror may submit a new offer should it wish to do so by following instructions as set out in Part 2 – Offeror instructions of the RFSO, Section 2.2 – Submission of offers. Alternatively, a previous bidder may submit its previous offer from E60ZG-220399/A **as-is** by signing Annex F (see Q&A 001 and 002).

If you wish to change your previous offer, including by sending a new or substitute report, you must submit a new offer before E60ZG-220399/B closes. Canada has decided against allowing partial changes to previous offers, as this risks creating clerical problems that would undermine the integrity of the procurement process. Therefore, if a bidder wishes to change a previous offer, they must do so by the typical process, which is to submit a new bid.

QUESTION 005

Two questions:

1/ Can you please confirm the due date is 2022/01/24 1400hrs EST for the above RFSO. I found this date on the Tender notice on the Buy and Sell. The RFSO solicitation, page one does not have a date & time as indicated below in the RFSO:

2.2 Submission of Offers

Offers must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit via e-post Connect or facsimile by the date and time indicated on page one of the bid solicitation.

2/ In addition, the RFSO is titled: **Title - *Sujet Investigative services NMSO renewal***

My understanding is that this is not an NMSO renewal. Is that still the case?

ANSWER 005

1) The current closing date is January 24, 2022 at 2PM (EST). The information is on page 1 of the RFSO.

2) The title should read: "Investigative services". See Modification 003.

This is not a renewal. It is a replacement. As specified in RFSO E60ZG-220399/A amendment 001, question 001 – The new Work Place Harassment and Violence Prevention Regulations bill C-65 came into force on January 1, 2021. This means that Canada needs to start a new tender process to become compliant with the new law. In order to do so, Canada needs to replace existing Standing Offer E60ZG-180493 with a new one.

QUESTION 006

We respectfully request that the closing date be set for February 15. We have 13 bids to submit.

ANSWER 006

Because the substantive requirements remain unchanged from E60ZG-220399/A, Canada is satisfied that suppliers have sufficient time to review the requirements and prepare their offers.

Please refer to the sections highlighted in yellow in the RFSO for the reasons Canada decided to reissue this request. If you have previously submitted an offer under E60ZG-220399/A, you may submit that offer **as-is** to E60ZG-220399/B., To do this, you must complete Annex F and submit it according to the instructions in section 2.2. of the RFSO (see Q&A 001 and 002).

As a result, Canada will not be providing an extension at this time.

QUESTION 007

If I wish to submit an investigation report that I wrote after the previous deadline of Nov. 24, before the new Jan. 24 deadline for tender B, can I just send in the new report with a letter saying this is in substitution, or do I have to replace the entire previous package. It was very difficult for me to send the previous package is since it was complex and had so many parts. Therefore, I would prefer this time to simply send one new report, and indicate I would like it to be substituted for a report that I sent before. Is that possible?

ANSWER 007

If you wish to change your previous offer, including by sending a new or different report, you must submit a new offer before E60ZG-220399/B closes. Canada has decided against allowing partial changes to previous offers, as this risks creating clerical problems that would undermine the integrity of the procurement process. Therefore, if a bidder wishes to change a previous offer, they must do so by the typical process, which is to submit a new bid.

If you wish to submit your previous offer under E60ZG-220399/A **as-is** to E60ZG-220399/B, you must complete Annex F and submit it according to the instructions in section 2.2. of the RFSO (see Q&A 001 and 002).

In terms of the submission process, please note there is now a choice of 2 methods for offer submission.

Please refer to section 2.2 Submission of offers.

QUESTION 008

Having properly submitted my initial Proposal Document complete with COVID-19 attestation, I wish to submit Annex F in order that Canada may use my original submission to be considered for this reissuance.

As per instruction:

“As there are only a limited number of changes in this RFSO E60ZG220399/B compared to RFSO E60ZG-220399/A, any Offeror who has already properly submitted an offer under E60ZG-220399/A before November 24, 2021 at 2 PM (EST) can simply sign the form at **ANNEX F, and submit it by following the procedures as set out at Section 2.2 Submission** of Offers. This form will confirm that the previously submitted offer under E60ZG-220399/A is made as an valid Offer for this RFSO E60ZG-220399/B.”

Question: If I understand correctly, all I need to do is **date and sign the first page of the RFSO document and attach Annex F. I may then submit the two pages via e-Post or via FAX at 418 566-6161.**

ANSWER 008

Correct. Please see Q&A 001 and 002.

QUESTION 009

If I understand correctly, the changes are:

- We can send by Fax, this is not the case in our situation we had already used EPOST.
- Covid certificate to be signed (this one has been done several times for customers, I even send a list of my investigators with dates and vaccines.
- for titles and others, I believe that our documents already contained all this information.

I have a quick question, can we add more resources now that everything needs to be resubmitted?

ANSWER 009

All changes from E60ZG-220399/A to E60ZG-220399/B are highlighted in yellow in the RFSO document.

If you wish to submit your previous offer under E60ZG-220399/A **as-is** to E60ZG-220399/B, you must complete Annex F and submit it according to the instructions in section 2.2. of the RFSO (see Q&A 001 and 002).

If you wish to change your previous offer, including by proposing additional resources, you must submit a new offer before E60ZG-220399/B closes. Canada has decided against allowing partial changes to previous offers, as this risks creating clerical problems that would undermine the integrity of the procurement process. Therefore, if a bidder wishes to change a previous offer, they must do so by the typical process, which is to submit a new bid.

QUESTION 010

Your email makes to reference to the following: “**..any Offeror who has already properly submitted an offer under E60ZG-220399/A before November 24, 2021, at 2 PM (EST) can simply sign the form at ANNEX F, and submit it by following the procedures as set out at Section 2.2 Submission of Offers**”. How do we know if we had indeed properly submitted our response? We have the information from the epost connect but other than that we have no indication that our submission was properly

Solicitation No. - N° de l'invitation
E60ZG-220399/B
Client Ref. No. - N° de réf. du client
E60ZG-220399

Amd. No. - N° de la modif.
003
File No. - N° du dossier
411zg, E60ZG-220399

Buyer ID - Id de l'acheteur
411zg
CCC No./N° CCC - FMS No./N° VME

received.

ANSWER 010

Please refer to Q&A 001 and 002.

QUESTION 011

Has the evaluation process already commenced for those submissions that were received under the initial RFP? If so, will those results be posted as soon as the review is completed?

ANSWER 011

No. The evaluation process will start sometime after E60ZG-220399/B is closed.

QUESTION 012

If a bidder has already properly submitted a response under the initial RFSO, can they just change the pricing schedule and submit only that portion without changing the other sections of the RFSO?

ANSWER 012

If you submitted a previous offer E60ZG-220399/A and wish to change it in any way, including by changing the pricing schedule, you must submit a new offer before E60ZG-220399/B closes. Canada has decided against allowing partial changes to previous offers, as this risks creating clerical problems that would undermine the integrity of the procurement process. Therefore, if a bidder wishes to change a previous offer, they must do so by the typical process, which is to submit a new bid.

Otherwise, if you wish to submit your previous offer under E60ZG-220399/A **as-is** to E60ZG-220399/B, you must complete Annex F and submit it according to the instructions in section 2.2. of the RFSO (see Q&A 001 and 002).

QUESTION 013

Would the Crown consider completing Solicitation E60ZG-220399/A as a standalone process and awarding Standing Offers and running E60ZG-220399/B as a different process? In effect, having two sets of Standing Offers for Investigative Services? In our opinion, AFTER the initial RFP closed on November 24th, several firms would have discussed pricing. This new process is allowing an unfair advantage to those who were not able to meet the initial deadline.

ANSWER 013

No. Canada has cancelled E60ZG-220399/A and re-issued the RFSO as E60ZG-220399/B with minor corrections. In accordance with the 2006 (2020-05-28) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, Canada reserves the right to cancel the RFSO at any time and to reissue the RFSO.

QUESTION 014

When is the anticipated SO award date for the new RFP process?

ANSWER 014

Canada does not have this information at the moment.

QUESTION 015

Would the Crown consider eliminating the pricing element from the RFP Process? Pricing for individual investigations could be provided when a call-up is being negotiated between the Government Department and the Supplier.

ANSWER 015

No. The intent of having a Standing Offer is to obtain the best value for Canada.

QUESTION 016

My question is how can I confirm that my entire package was received through e-post? We submitted our material, which was quite lengthy, and got a confirmation that it was then sent to the correct email, but received a disclaimer to the effect that there were no guarantees that all the material that we submitted was transmitted. We do see that all documents are noted as sent, but I would hate to find out that there was a glitch in using e-post. Short of confirmation that all of our material was received by PSPC, we believe that we should re-send by fax, which seems inefficient.

We understand that we have to complete the new Annex F, but is there any way to ensure that all of our material was received by PSPC through e-post?

ANSWER 016

Please refer to Q&A 001 and 002.

QUESTION 017

I believe I submitted our package for the standing offer /A properly, through epost and I did get acknowledgement of receipt, but I was looking to put my mind at ease and confirm that it was properly submitted before the /B opportunity closes, so that if it was not, I can take action. Can you confirm that it was properly submitted? I understand I will need to submit the annex stating that my first submission is what we would use for /B.

Also, in the /A submission I included the vaccination requirements, do I need to do the updated form at this time as well/are there differences?

ANSWER 017

Please refer to Q&A 001 and 002.

Among the changes highlighted in the RFSO, E60ZG-220399/B changes the COVID-19 vaccination requirement certification (Attachment 2 to Part 5) to add a paragraph concerning partially vaccinated personnel. In effect, this relaxes the requirement as compared to E60ZG-220399/A. Therefore, if your original offer under E60ZG-220399/A already included the required COVID-19 certification, there is no need to submit it again, as it should continue to meet the requirements in this reissued RFSO.

However, in the unlikely event that the changes in this reissued RFSO cause your COVID-19 certification to require revision, you must submit a new offer before E60ZG-220399/B closes with the revisions to your

certification.

QUESTION 018

We confirm receipt of your email; I am examining the changes now and determining our next steps. Given that there does not seem to be any changes to the criteria itself, I'll prepare the Annex F and send that along.

Can you please confirm that you do not need us to resubmit Section III: Certifications?

ANSWER 018

Please refer to Q&A 001, 002 and 017.

QUESTION 019

There are some worries in regards of the dates of some of the examples that resources have used in their package, which may now be over the 10-year mark. Is this taken into consideration when applying for the amended RFSO? As it was submitted before the 10-year deadline of November 24, 2021.

ANSWER 019

For the Request for Standing Offers, for any experience that says "within the last ten (10) years", Canada will accept experiences calculated back from November 24, 2021, or in other words from November 25, 2011 onwards.

Once the RFSO is closed and after the standing offers are awarded, offerors may propose additional resources (see e.g. section 7.16). At that point, the 10-year experience period will be calculated from the date on which the additional resources are proposed.

QUESTION 020

If we did not submit an offer through the E60ZG-220399/A process, are we allowed to submit through E60ZG-220399/B?

ANSWER 020

The RFSO E60ZG-220399/B is open to all interested bidders.

QUESTION 021

1. How will Offerors who submitted an offer under E60ZG-220399/A before November 24, 2021 at 2 PM (EST) know if they have "properly submitted an offer"?
2. Why are Offerors being invited to "submit a new offer in its entirety to this RFSO"?
3. Is the RFSO open to new bidders or was the link in your December 30, 2021 only sent to bidders that had submitted a bid by Nov 24th?
4. If the RFSO has been opened to new bidders, please explain what led Canada to state that opening the RFSO to new bidders was done to "ensure fairness to all bidders and protect the integrity of the procurement process".
5. Why was it decided to accept bids via facsimile at this late stage in the process?

ANSWER 021

1. Please refer to Q&A 001 and 002.
2. Please refer to Modification 004 below, which modifies the NOTE above Part 1 of the RFSO.
3. The RFSO is open to all interested bidders.
4. Canada has retendered this RFSO to correct ambiguities that Canada discovered after E60ZG-220399/A closed. As E60ZG-220399/A was open to all interested suppliers, Canada has determined that the reissuance of this RFSO, with minor corrections, should also be open to all interested suppliers. This is in keeping with Canada's obligations to ensure fairness to all bidders and protect the integrity of the procurement process.
5. Canada reassessed the administrative requirements associated with facsimile transmission and determined that it can accept this transmission method for this RFSO.

QUESTION 022

Canada would like to clarify the transmission method through ePost connect.

ANSWER 022

For an ePost connect submission of documents/package, it is important that an offeror opens a **NEW** conversation for E60ZG-220399/B. E60ZG-220399/A is closed. Therefore, anything submitted towards E60ZG-220399/A will be rejected and the offeror will receive a late letter as a result.

QUESTION 023

Would procurement kindly please allow vendors to a) drop off physical hard copies of the NMSO to the bid receiving unit, b) submit copies via USB stick, and/or c) allow the submission of offers via direct email? The issue with ePost is that procurement can only confirm the receipt of files in ePost Connect - procurement will not verify that the submission can be downloaded or opened. Our submission is more than 5,000 pages; to not be able to confidently confirm with the procurement team that the submission is accessible is a serious risk to our business and the related services we provide to our Federal Clients. Faxing more than 5,000 pages is not possible and also not a secure means of transport. Given that fax and ePost connect are the only options, what mechanisms does PSPC have in place to protect vendors who 'did everything right' and whose files are not accessible? Will procurement allow vendors an alternative means of submission (not fax) if ePost Connect fails?

ANSWER 023

Due to the COVID-19 restrictions, Canada cannot accept physical hard copies or USB stick drop off for this RFSO. Therefore, an offeror must submit an offer using one of the 2 methods as specified in the RFSO which are either by facsimile or ePost connect. As per section 08 of the Standard Instructions [2006](#) (2020-05-28) Transmission by facsimile or by epost Connect Canada will not be responsible for any failure attributable to the transmission or receipt of the offer.

PART B – MODIFICATIONS TO RFSO

MODIFICATION 001: At the footer of Annex F:

DELETE:

“Annex E – Geographic and Language”

INSERT:

“Annex F – Statement of Confirmation on previously submitted offer”

MODIFICATION 002: The title on page 4 should read:

PREVIOUS REQUEST FOR STANDING OFFERS E60ZG-220399/A IS CANCELLED AND IS REPLACED BY THIS REQUEST FOR STANDING OFFER E60ZG-220399/B HEREIN

MODIFICATION 003: At the Title on page 1 of the RFSO:

**Only the English version had the wrong title*

DELETE:

Investigative services NMSO renewal

INSERT:

Investigative Services

MODIFICATION 004:

DELETE:

NOTE: The purpose of this retender is to A) add an alternate bid submission method and, B) to adjust the language associated with COVID-19 attestations. Canada has made these changes to correct ambiguities that Canada discovered after RFSO E60ZG-220399/A closed. Therefore, Canada has decided to retender this requirement with corrections to ensure fairness to all bidders and protect the integrity of the procurement process. As there are only a limited number of changes in this RFSO E60ZG-220399/B compared to RFSO E60ZG-220399/A, any Offeror who has already properly submitted an offer under E60ZG-220399/A before November 24, 2021 at 2 PM (EST) can simply sign the form at ANNEX F, and submit it by following the procedures as set out at Section 2.2 Submission of Offers. This form will confirm that the previously submitted offer under E60ZG-220399/A is made as a valid Offer for this RFSO E60ZG-220399/B. Alternatively, Offerors can submit a new offer in its entirety to this RFSO.

Solicitation No. - N° de l'invitation
E60ZG-220399/B
Client Ref. No. - N° de réf. du client
E60ZG-220399

Amd. No. - N° de la modif.
003
File No. - N° du dossier
411zg, E60ZG-220399

Buyer ID - Id de l'acheteur
411zg
CCC No./N° CCC - FMS No./N° VME

INSERT:

NOTE: The purpose of this retender is to A) add an alternate bid submission method and, B) to adjust the language associated with COVID-19 attestations. Canada has made these changes to correct ambiguities that Canada discovered after RFSO E60ZG-220399/A closed. Therefore, Canada has decided to retender this requirement with corrections to ensure fairness to all bidders and protect the integrity of the procurement process. As there are only a limited number of changes in this RFSO E60ZG-220399/B compared to RFSO E60ZG-220399/A, any Offeror who has already properly submitted an offer under E60ZG-220399/A before November 24, 2021 at 2 PM (EST) **and want to use the previously submitted offer must** sign the form at ANNEX F, and submit it by following the procedures as set out at Section 2.2 Submission of Offers. This form will confirm that the previously submitted offer under E60ZG-220399/A is made as a valid Offer for this RFSO E60ZG-220399/B. **Alternatively, Offerors who wish to bid on this RFSO E60ZG-220399/B must submit a new offer in its entirety.**