



**RETURN BID TO / RETOURNER LES SOUMISSIONS À :**

Canada Border Services Agency (CBSA)  
Agence des services frontaliers du Canada (ASFC)

Email / courriel:

[CBSA-ASFC\\_Solicitations-Demandes\\_de\\_soumissions@cbsa-asfc.gc.ca](mailto:CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca)

**SOLICITATION AMENDMENT  
MODIFICATION DE L'INVITATION**

**Proposal to: Canada Border Services Agency (CBSA)**

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

**Proposition à : l'Agence des services frontaliers du Canada (ASFC)**

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

**Comments – Commentaires :**

**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT – LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ**

Issuing Office - Bureau de distribution

CBSA / ASFC  
355 Ch. North River Road, 17<sup>th</sup> Floor - 17<sup>ième</sup> étage  
Ottawa ON K1A 0L8

|  |              |
|--|--------------|
| Title – Sujet :  |              |
| <b>MRR- Medical Requirement For Removal</b>                        |              |
| Solicitation No. – N° de l'invitation                              |              |
| <b>100056877</b>   |              |
| Solicitation Amendment No. – N° de la modification de l'invitation | Date:        |
| 001  | July 7, 2022 |

|  |  |
|--|--|
| Solicitation Closes – L'invitation prend fin | Time Zone – Fuseau horaire   |
| At /à: 02 :00 pm (hours/heures)              | <input type="checkbox"/> EST (Eastern Standard Time)/ HNE (heure normale de l'Est)                   |
| On/le : <b>July 15, 2022</b>                 | <input checked="" type="checkbox"/> EDT (Eastern Daylight Saving Time)/ HAE (heure avancée de l'Est) |

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|--|
| F.O.B. – F.A.B.  |
| Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other – Autre: <input checked="" type="checkbox"/> |

Address Enquiries to – Adresser toutes questions à:

**All communications related to this solicitation must be sent to:**

EMAIL: [CBSA-ASFC\\_Solicitations-Demandes\\_de\\_soumissions@cbsa-asfc.gc.ca](mailto:CBSA-ASFC_Solicitations-Demandes_de_soumissions@cbsa-asfc.gc.ca)

Attn: Glenn Tucker

|                                  |                               |
|----------------------------------|-------------------------------|
| Telephone No. - No de téléphone: | FAX No. - No de télécopieur : |
| 343-551-6791                     |                               |

Destination - of Goods and or Services:  
Destination - des biens et ou services :  
Canada Border Services Agency (CBSA) –  
Agence des services frontaliers du Canada (ASFC)

**Instructions:** See Herein – Voir aux présentes

|                                      |                                       |
|--------------------------------------|---------------------------------------|
| Delivery Required – Livraison exigée | Delivery Offered – Livraison proposée |
| See herein – voir aux présentes      |                                       |

Vendor/Firm Name and Address – Raison sociale et adresse du fournisseur/de l'entrepreneur:

|                                  |                               |
|----------------------------------|-------------------------------|
| Telephone No. - No de téléphone: | FAX No. - No 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 |
|           |      |



## AMENDMENTS:

### AMENDMENT 001:

To amend the solicitation closing date to **July 15, 2022 at 2:00pm EDT**

To answer questions one (1) to ten (10) below.

## QUESTIONS AND ANSWERS:

**QUESTION 1:** Can the documents be submitted electronically by email for this bid ?

**ANSWER 1:** Bids should be submitted electronically to the following email address:

CBSA-ASFC\_Solicitations-Demandes\_de\_soumissions@cbsa-asfc.gc.ca

**QUESTION 2:** According to the statistics you have been able to compile from the hour log of the prior physician on the contract, what is the average number of hours per case ?

**ANSWER 2:** One (1) hour is the established benchmark/baseline per case.

**QUESTION 3:** Since the basis of payment for this contract is case based, how are the hour logs being used and for what purpose ?

**ANSWER 3:** The hour logs are used for invoicing reconciliation/verification purposes.

**QUESTION 4:** Who currently has the contract?

**ANSWER 4:** Calian Ltd currently has the contract.



**QUESTION 5:** Annex A: Statement of Work, item 7.1.f – Please confirm if this is 48 business hours. i.e., if a file is received at 5pm on a Friday, please confirm that the contractor will have until EOD Tuesday to complete the assessment.?

**ANSWER 5:** : Confirmed. The Processing timelines include regular business days (Monday to Friday) and regular hours of operation only (9am-5pm or 8am-4pm).

**QUESTION 6:** Annex A: Statement of Work, item 7.2 – Over the past 6 years, CBSA has completed less than 100 assessments annually, do these volumes expect to increase to the stated 200?

**ANSWER 6:** The Contractor must be prepared to process approximately 200 Medical Requirements for Removal (MRR) assessment requests per year, which is based on the anticipated program needs. The number of assessments is an estimate only and does not represent a commitment on the part of Canada to purchase services in these amounts.

**QUESTION 7:** Annex A: Statement of Work, item 7.3 – Please confirm the 24 hours turnaround time for detained cases is also based on standard working hours. If a file is received at 5pm on a Friday, please confirm that the contractor will have until EOD Monday to complete the assessment.

**ANSWER 7:** Confirmed. The Processing timelines include regular business days (Monday to Friday) and regular hours of operation only (9am-5pm or 8am-4pm).

**QUESTION 8:** Annex A: Statement of Work, item 7.3 – Can the contractor propose different pricing for detained cases (within 24 hours) separately from standard cases where the service agreement will be within 48 hours based on standard working hours?

**ANSWER 8:** For the provision of Medical Services for Medical Requirements for Removal as described in Annex A, Statement of Work, the Contractor shall be paid Firm Unit Price, per the Basis of Payment, in the performance of this Contract. As the established benchmark/baseline remains one (1) hour per case, urgent/detained requests require prioritization only.



**QUESTION 9:** Annex B: Basis of Payment – Historically, some files have been submitted and have proved to be lengthy (i.e., over 100 pages of medical notes). Can the basis of payment be amended to include complex file fee? For evaluation purposes, you could estimate 10 complex cases for every 100 assessments.

**ANSWER 9:** : For the provision of Medical Services for Medical Requirements for Removal as described in Annex A, Statement of Work, the Contractor shall be paid Firm Unit Price below in the performance of this Contract. Additional processing requirements for complex cases have been factored – the established baseline/benchmark is one (1) hour per case, some cases require less time for evaluation, some require more.

**QUESTION 10:** Part 3 – Bid Preparation Instructions: The RFP currently requests bidders deliver their bid in hard copy. Given the current remote work environment that many people are in due to the global pandemic, please confirm that bids will be accepted electronically (via ePost Connect or email) to limit unnecessary contact.

**ANSWER 10:** Please see answer one (1) above.