

The amendment to the bid solicitation is to address the enquiries received:

Question 1:

Regarding the Mandatory Criteria 2 (M2), which states that "The Bidder must demonstrate that its proposed Lead Auditor has led 3rd party ISO 9001 certification audits for two large* and complex multi-site** service provision-based organizations with a scientific and technological focus within the last 6 years as of date of bid closing." , can this requirement be met with one ISO 9001 and one or more relevant ISO 14001 certification organization(s), given the ISO standards (ISO 9001, 14001, 45001) clause requirements are aligned, have common criteria under Annex SL and our proposed Lead Auditor(s) and team members are certified to multiple standards (e.g., ISO 9001, 14001 etc.) and highly experienced with similar organizations?

Answer 1:

Although some of the ISO standards have some similarities, ISO 9001 has a different nature, focusing on the quality management system of an organization, putting emphasis on customer satisfaction, and addressing an entity's approach to quality. For these reasons, only ISO 9001 can satisfy this criterion.

Question 2:

Are there any ISO 9001 clauses that are excluded from the scope of your current certification?

Answer 2 :

There are no ISO 9001 clause exclusions, but the Meteorological Service of Canada Enterprise (MSC-E) Quality Management System (QMS) operates under the Government of Canada Management Accountability Framework and other Treasury Board Secretariat (TBS) policies and guidelines. Hence, the MSC-E QMS is a balance between ISO 9001 and TBS requirements and to avoid redundancies, aspects of some areas such as occupational health and safety, procurement and Human Resources, are out of scope for the MSC-E QMS.

Question 3:

Page 28 of your RFP indicates that there are 20 locations included in the scope of your ISO 9001 certification; however, the linked copy of your 9001 certificate only lists 19 locations. Can you please explain the discrepancy?

Answer 3:

As a large organization, and being part of the Federal Government, the number of offices and their associated locations from which we operate can vary in time. The current number of sites in scope to be certified is 19 as found under the current ISO 9001 certificate.

Question 4:

Page 28 of your RFP indicates that "The MSC Enterprise consists of approximately 1300 employees in 50 regional offices...", yet there are only 19 locations listed on your ISO 9001 certificate. Can you please explain the discrepancy between the 19 locations on your certificate and the 50 regional offices? Are there locations/sites/offices not currently in the scope of your ISO 9001 certification?

Answer 4:

Some of the regional offices are associated to field observation sites. The current number of sites in scope to be ISO 9001 certified is 19 as found under the current ISO 9001 certificate.

Question 5:

Page 28 of your RFP indicates that "The MSC Enterprise consists of approximately 1300 employees...", as per IAF MD 1 and IAF MD 5 multi-site requirements, the certification body needs to understand the multisite structure including the number of employees at the administrative location and other locations in scope. Can you please provide the approximate FTE for your management system administrative location (351 St Joseph Boulevard, 8th FL, Gatineau, Quebec) as well as the approximate FTE for each location/site in scope of the certification?

Answer 5:

Site Name	Site Address	Site Scope	# of Employees: Approximate
Place Vincent Massey	351 St. Joseph Boulevard, 8th FL, Gatineau, Québec, K1A 0H3, Canada	National Headquarters for the Weather Enterprise – Senior leadership: top management promotes sustained success through its QMS leadership, management of core business for continuous improvement, and developing and implementing effective policy and strategy.	131
Sir Leonard Tilley Building	719 Heron Road, Annex E, Ottawa, Ontario, K1V 9V1, Canada	Canadian Ice Services: production of ice warnings and forecasts in support of MSC's mandate.	75
305 René Lévesque (305RLO)	305 boulevard René Levesque Ouest, Montréal, Québec, H2Z 1A6, Canada	Québec Storm Prediction Centre: production of weather warnings and forecasts in support of MSC's mandate. Canadian Meteorological Aviation Centre East: production of aviation meteorological forecast products for Nav-Can (targeted client).	165
Canadian Meteorological Centre	2121 Trans Canada Highway, Dorval, Québec, H9P 1J3, Canada	SSC: high performance computing and enterprise command centre. Environmental Emergency Response: provision of trajectories and dispersion models. Numerical Prediction: operational support and implementation.	SSC: 75 MSC: 232
Varenes	29 rue de Varenes, Gatineau, Québec, J8T 8G7, Canada	National Equipment Distribution Centre (NEDC) – Hydrological Services: national warehouse and testing and evaluation facility for the hydrometric program.	3
Downsview:	4905 Dufferin Street, Toronto, Ontario, M3H 5T4, Canada	Ontario Storm Prediction Centre: production of weather warnings and forecasts in support of MSC's mandate. Atmospheric Monitoring: national headquarters for atmospheric monitoring.	200
Canadian Centre for Inland Waters	867 Lakeshore Road, Burlington, Ontario, L7R 4A6, Canada	Hydrological Services: water survey district office (Ontario). Atmospheric Monitoring: regional operations for atmospheric (Ontario).	68

Eastgate Offices	9250-49 th Street NW, Edmonton, Alberta, T6B 1K5, Canada	Prairie and Arctic Storm Prediction Centre – Edmonton: production of weather warnings and forecasts in support of MSC's mandate. Canadian Meteorological Aviation Centre West: production of aviation meteorological forecast products for Nav-Can (targeted client).	122
Michael J. Greenwood Centre	9345-49 th Street NW, Edmonton, Alberta, T6B 2L8, Canada	Atmospheric Monitoring: regional operations for atmospheric (Prairie and Northern). Hydrological Services: water survey district office (Alberta).	20
Douglas Jung Building	101-401 Burrard Street, Vancouver, British Columbia, V6C 3R2, Canada	Pacific Storm Prediction Centre: production of weather warnings and forecasts in support of MSC's mandate. Hydrological Services: water survey district office (West & North).	90
Monitoring Operations Centre	140-13160 Vanier Place, Richmond, British Columbia, V6V 2J2, Canada	Transformation, Innovation, and Engineering: national calibration lab for atmospheric. Atmospheric Monitoring: regional operations for atmospheric (Pacific and Yukon).	37
Meteorology & Oceanography Centre (MetOc Esquimalt) – MARPAC HQ/JTFP J36 – MetOc	Building D100, P.O. 17000 STN Forces, Victoria, British Columbia, V9A 7N2, Canada	Weather Services Centre: production of weather warnings and forecasts in support of MSC's mandate, and the Department of National Defense.	8
City Place Building	510-234 Donald Street, Winnipeg, Manitoba, R3C 1M8, Canada	Prairie and Arctic Storm Prediction Centre – Winnipeg: production of weather warnings and forecasts in support of MSC's mandate. Hydrological Services: water survey district office (Prairie). Atmospheric Monitoring: regional operations for atmospheric (Prairie and Northern).	79
Defense Weather Services	Building L37, CFB Gagetown, P.O. 17000 STN Forces, Oromocto, New Brunswick, E2V 4J5, Canada	Joint Meteorological Centre: production of weather warnings and forecasts in support of MSC's mandate, and the Department of National Defense.	31
Gander International Airport	1000 James Boulevard, P.O. 370, Gander, Newfoundland and Labrador, A1V 1W7, Canada	Newfoundland and Labrador Weather Office: production of weather warnings and forecasts in support of MSC's mandate.	23
Queen Square	45 Alderney Drive, Dartmouth, Nova Scotia, B2Y 2N6, Canada	Atlantic Storm Prediction Centre: production of weather warnings and forecasts in support of MSC's mandate. Hydrological Services: water survey district office (Atlantic). Atmospheric Monitoring: regional operations for atmospheric (Quebec and Atlantic).	80
Weather Services Centre Halifax (N35) – Maritime Forces Atlantic	HMC Dockyard, Building D201 – 5 th FL, P.O. 99000 Station Forces, Halifax, Nova Scotia, B3K 5X5, Canada	Weather Services Centre: production of weather warnings and forecasts in support of MSC's mandate, and the Department of National Defense.	13

National Hydrology Research Centre	11 Innovation Boulevard, Saskatoon, Saskatchewan, S7N 3H5, Canada	Hydrological Services: national hydrological services engineering services office. Atmospheric Monitoring: regional operations sub-office for atmospheric (Prairie and Northern).	15
Environment Canada Complex	91782 Alaska Highway, Whitehorse, Yukon, Y1A 5X7, Canada	Hydrological Services: water survey district office (North). Atmospheric Monitoring: regional operations sub-office for atmospheric (Pacific and Yukon).	12

Question 6:

1.3 Requirements – Remote and onsite methods: What are the expectations with respect to in-person versus remote audit days? Is there a minimum expectation for in-person audit activities?

Answer 6:

Remote audits have only been implemented recently within the MSC, following the restrictions associated with the COVID pandemic. The result was that the remote audits have been very productive for administrative activities. Other MSC activities and operations will entail some in-person audit regarding specialized operations which can include, but not limited to audits of warehouse activities, weather and hydrological stations from which data are collected, weather prediction desk etc.

At page 1, Bid Solicitation Closes:

Delete: January 11, 2024

Insert: January 25, 2024

All other terms and conditions of the Bid Solicitation remain the same.

