



## 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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ

### RETURN BIDS TO: RETOURNER LES SOUMISSIONS À :

By e-mail to: - Par courriel au :

[tanja.cantin@tc.gc.ca](mailto:tanja.cantin@tc.gc.ca)

Attention: - Attention :  
Tania Cantin

### Solicitation Closes - L'invitation prend fin

At - à:  
2:00 PM - 14:00

On - le:  
~~April 17, 2024 - Le 17 avril 2024~~  
**April 24, 2024 - Le 24 avril 2024**

Time Zone - Fuseau Horaire :  
Eastern Daylight Time (EDT)  
Heure avancée de l'Est (HAE)

<b>Title - Sujet</b> National Offsite Storage and Records Management Services		<b>Amendment No. - N° modif.</b>  002
<b>Solicitation No. N° de l'invitation</b> T8080-230536	<b>Date of Amendment Date de modification</b> April 12, 2024	
<b>Address enquiries to : - Adresser toute demande de renseignements à :</b> Tania Cantin <b>E-Mail Address - Courriel :</b> <a href="mailto:tanja.cantin@tc.gc.ca">tanja.cantin@tc.gc.ca</a>		
<b>Destination</b> TRANSPORT CANADA 330 SPARKS ST. PLACE DE VILLE, TOWER C. OTTAWA ON K1A 0N8		

**Instructions:** Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.

**Instructions :** Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.

<b>Delivery required Livraison exigée</b> See herein - Voir aux présentes	<b>Delivery offered Livraison proposée</b> Not applicable - Sans objet
<b>Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Person authorized to sign on behalf of Vendor/Firm (type or print):   La personne autorisée à signer au nom du fournisseur/de l'entrepreneur ( taper ou écrire en caractères d'imprimerie) :</b>	
<b>Name - Nom</b>	<b>Title - Titre</b>
<b>Signature</b>	<b>Date</b>

**THIS SOLICITATION AMENDMENT IS RAISED TO:**

1. Amend the solicitation closing date from April 17, 2024 to **April 24, 2024**.
2. Provide answers to questions from potential suppliers.
3. Modify the Bidders Instructions, ATTACHMENT 1 TO PART 3 – PRICING SCHEDULE and ATTACHMENT 1 TO PART 4 – EVALUATION CRITERIA.

**QUESTIONS AND ANSWERS:**

Question #	Qs and As T8080-230536
Question 2	In ATTACHMENT 2 TO PART 3 - ELECTRONIC PAYMENT INSTRUMENTS on page 21 of the RFP, should this information be included in the Financial Bid document submitted for the RFP?
Answer 2	Yes, as per section <b>3.5 Section II: Financial Bid</b> and <b>3.5.1 Electronic payment of invoices – Bid</b> on page 10 of the RFP, the Electronic Payment Instruments should be included with your Financial Bid.
Question 3	In ATTACHMENT 1 TO PART 5 - APPLICATION FOR REGISTRATION (AFR) on page 33 of the RFP, QA I, is there a cover sheet form to complete? If so, please provide this form to us. We could not find this on your website. We have the AFR form.
Answer 3	Yes, there is a Cover Sheet to complete. Please find the form at Annex A included in this Amendment 002 for your convenience.
Question 4	In PART 6 - SECURITY, FINANCIAL, AND OTHER REQUIREMENTS on page 35 of the RFP, should we provide our insurance letter in the Additional Information document submitted for the RFP?
Answer 4	Yes, your insurance letter is to be submitted as part of the additional information documents of your bid.
Question 5	In PART 6 - SECURITY, FINANCIAL, AND OTHER REQUIREMENTS on page 35 of the RFP and PART 7 Resulting Contract Clauses on pages 41, please confirm that you do not need responses to these two sections and Annexes A, C and D. Are they informational only?
Answer 5	Response to PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS are to be submitted as per PART 3 – BID PREPARATION INSTRUCTIONS of the RFP document. PART 7 – RESULTING CONTRACT CLAUSES starting on page 36, Annex A, C and D form part of the final contract document of the winning bidder.
Question 6	In Annex A - Statement of Work, Q4.2.1.7 on page 47, Pick-up - The MSP must pick up containers from TC for new and/or returning containers within a maximum of three (3) business days from the time of entry request into the MSP web portal.  Due to the multiple regions involved, some of our regions may not be able to meet this requirement, as they operate on a five business day turnaround. If we were to identify these locations/scenarios, can a revised SLA by location be acceptable?  What is the maximum volume you require for these pick ups?

Answer 6	TC confirms that the maximum of three (3) business days will remain as is. The maximum volume of boxes that would be requested for regular retrieval services would be 30.
Question 7	In Annex A - Statement of Work, Section 6.0 – Geographic Requirements (pages 51 and 52) indicates: "The MSP must ensure all information technology (including databases, data input, servers, processing, storage, accessing, and all electronic back ups) will be processed and housed within Canada at Protected B level."  Will Transport Canada accept a proven and compliant Protected B program?
Answer 7	Bidder compliance with the security requirements will be verified once bidders provide their completed proposal and the application for registration form as per ATTACHMENT 1 TO PART 5 – APPLICATION FOR REGISTRATION (AFR). Bidders will have until the date of contract award to obtain an organization security clearance.
Question 8	For item 8.0 Re-boxing Services, it is stated in the table that "Price Does not include cost of storage container. (See Note 3)". However, Note 3 states that "Re-boxing charge includes both the price of the replacement of a container and Labor". This appears to be contradictory/unclear. Should the pricing we provide for Re-boxing services include cost of storage container or exclude storage container cost?
Answer 8	TC confirms that Re-boxing services does NOT include the cost of a container. Please refer to item# 10.0 Storage containers for the cost of a storage container.
Question 9	I note that the vendor must complete the "Price per Unit of Measure" filed for each Description of Activity. Is the vendor also being asked to complete the "Price" field (including Estimated subtotals per region and Total Evaluating Price) for each Description of Activity – or will TC be calculating these upon evaluation of the RFP response?
Answer 9	Please submit your bid in accordance with the Pricing Schedule (ATTACHMENT 1 TO PART 3). Please fill the "Price field", the estimated subtotal of each region located at the end of each region's table and the total evaluating Price of ALL regions located at the bottom of page 18 of the RFP.

**1.0 THIS SOLICITATION IS HEREBY AMENDED AS FOLLOWS:**

**1.1 AT PART 3 – BID PREPARATION INSTRUCTIONS**

**1.1.1 DELETE section 3.5 in its entirety and REPLACE with the following:**

**3.5 Section II: Financial Bid**

- A. Bidders must submit their financial bid in accordance with the PRICING SCHEDULE (ATTACHMENT 1 TO PART 3)

**1.2 DELETE ATTACHMENT 1 TO PART 3 – PRICING SCHEDULE in its entirety and REPLACE with the following:**

**ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE - Revised April 12, 2024**

The Bidder must complete **Table A** below and include them in its financial bid.

**TABLE A:**

**\* This is an estimated quantity amount only and to be used for evaluation purposes and should not be construed as a commitment or expectation on part of Canada. The actual amount will be determined depending on services required during each month/region.**

				National Capital Region
Description of Activity	Estimated Quantity*	Unit of Measure	Price per Unit of Measure	Price
1.0 Accession - Initial Move A carton accession is a procedure by which the Managed Services Provider (MSP) acquires or takes physical custody of, or otherwise takes responsibility of a container.	20,554.40	a. Per cubic feet		
2.0 Storage - Records Centre	20,554.40	a. Per cubic feet		
3.0 Accession - Additional Containers	100	a. Per container		
4.1 Retrieval - Standard Service (See section 4.2.1.3 of the Statement of Work)	350	a. Per container		
	500	b. Per file		
4.2 Retrieval - Half Day Service (See section 4.2.1.3 of the Statement of Work)	10	a. Per container		
	10	b. Per File		
4.3 Retrieval - Rush Service (See section 4.2.1.3 of the Statement of Work)	10	a. Per container		
	10	b. Per file		
4.4 Retrieval - Outside Core Business Hours (See section 4.2.1.3 of the Statement of Work)	10	a. Per container		
	10	b. Per file		
5.0 Unsuccessful Retrievals	10	a. Per unsuccessful search		
6.0 Refile and Interfile Services	150	a. Per container		
	250	b. Per file		
7.1 Transportation - Standard Service (See Note 1)	250	a. Per container		
7.2 Transportation – Half day Service (See Note 1)	10	a. Per container		
7.3 Transportation - Rush Service (See Note 1)	10	a. Per container		
7.4 Transportation - Outside Core Business Hours	10	a. Per container		

(See <b>Note 1</b> )				
7.5 Transportation - Standard Service outside 90km Service Radius (See <b>Note 1</b> )	10	a. Per kilometers		
8.0 Re-boxing Services (Price Does not include cost of storage container. (See <b>Note 3</b> ))	10	a. Per container		
9.0 Barcode Labels	100	a. Per label		
10.0 Storage Containers	100	a. Per container		
11.0 Scan On Demand Services	10	a. Per page		
12.1 Destruction Services - Archival (Price includes all services necessary to complete destruction except for de-location)	300	a. Per container		
12.2 Destruction Services – Offsite (See <b>Note 1</b> )	100	a. Per container		
12.3 De-location – De-location is the one-time action and services performed to remove records from the MSP's custody in preparation for the records' final disposition.	350	a. Per container		
13.0 Termination and de-location refers to the phase when the contract for offsite physical records storage and management services has come to an end. De-location is the one-time action and services performed to remove records from the MSP's custody to return to TC or to transfer into the custody of a different MSP.	20,554.40	a. Per cubic feet		
<b>Estimated subtotal for the National Capital Region</b>				

				Ontario
Description of Activity	Estimated Quantity*	Unit of Measure	Price per Unit of Measure	Price
1.0 Accession - Initial Move A carton accession is a procedure by which the Managed Services Provider (MSP) acquires or takes physical custody of, or otherwise takes responsibility of a container.	6,460.40	a. Per cubic feet		
2.0 Storage - Records Centre	6,460.40	a. Per cubic feet		
3.0 Accession - Additional Containers	100	a. Per container		
4.1 Retrieval - Standard Service (See <b>section 4.2.1.3</b> of the Statement of Work)	200	a. Per container		
	10	b. Per file		
4.2 Retrieval - Half Day Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per File		

4.3 Retrieval - Rush Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
4.4 Retrieval - Outside Core Business Hours (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
5.0 Unsuccessful Retrievals	10	a. Per unsuccessful search		
6.0 Refile and Interfile Services	200	a. Per container		
	10	b. Per file		
7.1 Transportation - Standard Service (See <b>Note 1</b> )	250	a. Per container		
7.2 Transportation – Half day Service (See <b>Note 1</b> )	10	a. Per container		
7.3 Transportation - Rush Service (See <b>Note 1</b> )	10	a. Per container		
7.4 Transportation - Outside Core Business Hours (See <b>Note 1</b> )	10	a. Per container		
7.5 Transportation - Standard Service outside 90km Service Radius (See <b>Note 1</b> )	10	a. Per kilometers		
8.0 Re-boxing Services (Price Does not include cost of storage container. (See <b>Note 3</b> ))	10	a. Per container		
9.0 Barcode Labels	100	a. Per label		
10.0 Storage Containers	100	a. Per container		
11.0 Scan On Demand Services	10	a. Per page		
12.1 Destruction Services - Archival (Price includes all services necessary to complete destruction except for de-location)	800	a. Per container		
12.2 Destruction Services – Offsite (See <b>Note 1</b> )	100	a. Per container		
12.3 De-location – De-location is the one-time action and services performed to remove records from the MSP's custody in preparation for the records' final disposition.	900	a. Per container		
13.0 Termination and de-location refers to the phase when the contract for offsite physical records storage and management services has come to an end. De-location is the one-time action and services performed to remove records from the MSP's custody to return to TC or to transfer into the custody of a different MSP.	6,460.40	a. Per cubic feet		
<b>Estimated subtotal for the Ontario Region</b>				

				<b>Prairies and Northern Regions</b>
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				(Winnipeg)
Description of Activity	Estimated Quantity*	Unit of Measure	Price per Unit of Measure	Price
1.0 Accession - Initial Move A carton accession is a procedure by which the Managed Services Provider (MSP) acquires or takes physical custody of, or otherwise takes responsibility of a container.	3,092.40	a. Per cubic feet		
2.0 Storage - Records Centre	3,092.40	a. Per cubic feet		
3.0 Accession - Additional Containers	100	a. Per container		
4.1 Retrieval - Standard Service (See <b>section 4.2.1.3</b> of the Statement of Work)	20	a. Per container		
	10	b. Per file		
4.2 Retrieval - Half Day Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per File		
4.3 Retrieval - Rush Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
4.4 Retrieval - Outside Core Business Hours (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
5.0 Unsuccessful Retrievals	10	a. Per unsuccessful search		
6.0 Refile and Interfile Services	20	a. Per container		
	10	b. Per file		
7.1 Transportation - Standard Service (See <b>Note 1</b> )	50	a. Per container		
7.2 Transportation – Half day Service (See <b>Note 1</b> )	10	a. Per container		
7.3 Transportation - Rush Service (See <b>Note 1</b> )	10	a. Per container		
7.4 Transportation - Outside Core Business Hours (See <b>Note 1</b> )	10	a. Per container		
7.5 Transportation - Standard Service outside 90km Service Radius (See <b>Note 1</b> )	10	a. Per kilometers		
8.0 Re-boxing Services (Price Does not include cost of storage container. (See <b>Note 3</b> ))	30	a. Per container		
9.0 Barcode Labels	100	a. Per label		
10.0 Storage Containers	100	a. Per container		
11.0 Scan On Demand Services	10	a. Per page		

12.1 Destruction Services - Archival (Price includes all services necessary to complete destruction except for de-location)	50	a. Per container		
12.2 Destruction Services – Offsite (See <b>Note 1</b> )	30	a. Per container		
12.3 De-location – De-location is the one-time action and services performed to remove records from the MSP's custody in preparation for the records' final disposition.	50	a. Per container		
13.0 Termination and de-location refers to the phase when the contract for offsite physical records storage and management services has come to an end. De-location is the one-time action and services performed to remove records from the MSP's custody to return to TC or to transfer into the custody of a different MSP.	3,092.40	a. Per cubic feet		
<b>Estimated subtotal for the Prairies and Northern Regions (Winnipeg)</b>				

Description of Activity	Estimated Quantity*	Unit of Measure	Price per Unit of Measure	Prairies and Northern Regions (Edmonton)
				Price
1.0 Accession - Initial Move A carton accession is a procedure by which the Managed Services Provider (MSP) acquires or takes physical custody of, or otherwise takes responsibility of a container.	880.80	a. Per cubic feet		
2.0 Storage - Records Centre	880.80	a. Per cubic feet		
3.0 Accession - Additional Containers	100	a. Per container		
4.1 Retrieval - Standard Service (See <b>section 4.2.1.3</b> of the Statement of Work)	30	a. Per container		
	10	b. Per file		
4.2 Retrieval - Half Day Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per File		
4.3 Retrieval - Rush Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
4.4 Retrieval - Outside Core Business Hours (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
5.0 Unsuccessful Retrievals	10	a. Per unsuccessful search		
6.0 Refile and Interfile Services	30	a. Per container		
	10	b. Per file		
7.1 Transportation - Standard Service (See <b>Note 1</b> )	30	a. Per container		



7.2 Transportation – Half day Service (See <b>Note 1</b> )	10	a. Per container		
7.3 Transportation - Rush Service (See <b>Note 1</b> )	10	a. Per container		
7.4 Transportation - Outside Core Business Hours (See <b>Note 1</b> )	10	a. Per container		
7.5 Transportation - Standard Service outside 90km Service Radius (See <b>Note 1</b> )	10	a. Per kilometers		
8.0 Re-boxing Services (Price Does not include cost of storage container. (See <b>Note 3</b> ))	10	a. Per container		
9.0 Barcode Labels	100	a. Per label		
10.0 Storage Containers	100	a. Per container		
11.0 Scan On Demand Services	10	a. Per page		
12.1 Destruction Services - Archival (Price includes all services necessary to complete destruction except for de-location)	50	a. Per container		
12.2 Destruction Services – Offsite (See Note 1)	30	a. Per container		
12.3 De-location – De-location is the one-time action and services performed to remove records from the MSP's custody in preparation for the records' final disposition.	50	a. Per container		
13.0 Termination and de-location refers to the phase when the contract for offsite physical records storage and management services has come to an end. De-location is the one-time action and services performed to remove records from the MSP's custody to return to TC or to transfer into the custody of a different MSP.	880.80	a. Per cubic feet		
<b>Estimated subtotal for the Prairies and Northern Regions (Edmonton)</b>				

				Pacific Region
Description of Activity	Estimated Quantity*	Unit of Measure	Price per Unit of Measure	Price
1.0 Accession - Initial Move A carton accession is a procedure by which the Managed Services Provider (MSP) acquires or takes physical custody of, or otherwise takes responsibility of a container.	4,157.80	a. Per cubic feet		
2.0 Storage - Records Centre	4,157.80	a. Per cubic feet		
3.0 Accession - Additional Containers	100	a. Per container		
4.1 Retrieval - Standard Service (See <b>section 4.2.1.3</b> of the Statement	350	a. Per container		
		b. Per file		

of Work)	10			
4.2 Retrieval - Half Day Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per File		
4.3 Retrieval - Rush Service (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
4.4 Retrieval - Outside Core Business Hours (See <b>section 4.2.1.3</b> of the Statement of Work)	10	a. Per container		
	10	b. Per file		
5.0 Unsuccessful Retrievals	10	a. Per unsuccessful search		
6.0 Refile and Interfile Services	70	a. Per container		
	10	b. Per file		
7.1 Transportation - Standard Service (See <b>Note 1</b> )	30	a. Per container		
7.2 Transportation – Half day Service (See <b>Note 1</b> )	10	a. Per container		
7.3 Transportation - Rush Service (See <b>Note 1</b> )	10	a. Per container		
7.4 Transportation - Outside Core Business Hours (See <b>Note 1</b> )	10	a. Per container		
7.5 Transportation - Standard Service outside 90km Service Radius (See <b>Note 1</b> )	10	a. Per kilometers		
8.0 Re-boxing Services (Price Does not include cost of storage container. (See <b>Note 3</b> ))	10	a. Per container		
9.0 Barcode Labels	100	a. Per label		
10.0 Storage Containers	100	a. Per container		
11.0 Scan On Demand Services	10	a. Per page		
12.1 Destruction Services - Archival (Price includes all services necessary to complete destruction except for de-location)	150	a. Per container		
12.2 Destruction Services – Offsite (See Note 1)	30	a. Per container		
12.3 De-location – De-location is the one-time action and services performed to remove records from the MSP's custody in preparation for the records' final disposition.	150	a. Per container		
13.0 Termination and de-location refers to the phase when the contract for offsite physical records storage and management services has come to an end. De-location is the one-time action and services performed to remove records from the MSP's custody to return to TC or to transfer into the custody of a different MSP.	4,157.80	a. Per cubic feet		
<b>Estimated subtotal for the Pacific Region</b>				

**Note: For Evaluation Purposes only:**

**Total Evaluating Price:**

**National Capital Region Estimated Subtotal + Ontario Region Estimated Subtotal + Prairies and Northern Region (Winnipeg) Estimated Subtotal + Prairies and Northern Regions (Edmonton) Estimated Subtotal + Pacific Region Estimated Subtotal =**

**\$ \_\_\_\_\_**

**1. Firm Unit Prices**

- a) The MSP's prices are to be all-inclusive with the exception of fuel surcharge (see Note 1 below) in accordance with all services described in the Statement of Work and Terms and Conditions of the resulting Contract.
- b) When a rate is not identified, it means \$0 for this service.
- c) All prices and costs must be submitted in Canadian Dollars, applicable taxes are extra.

**2. The prices specified above, when quoted by the Bidder, includes any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:**

- a) any travel expenses for travel between the Contractor's place of business and the TC Region Offices as specified in section 1.0 of the Statement of Work at Annex A;
- b) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation;
- c) any applicable handling charges for the provision of the goods and services as identified in Annex A – Statement of Work (see Note 2).

**3. For "12.2 Destruction Services - Offsite" – rates/prices will apply within a 90 km radius of warehouse locations as specified at 7.1. For "12.2 Destruction Services - Offsite" outside a 90 km radius of warehouse locations, the rate/price will apply as specified at 7.1 plus rates specified at 7.5 for all kilometers over and above 90 km. The Contractor must pro-rate transportation costs when multiple pickup/delivery stops take place.**

**4. Consumer Price Index Calculation**

A CPI calculation will apply to all pricing commencing with Year 2 of the Initial Contract Period and concluding with Option Period 5.

The CPI for Years 2 to 5 of the Initial Period and Option Periods 1 to 5 will be calculated against the following periods.

Year 2 = April 1, 2025 to March 31, 2026

Year 3 = April 1, 2026 to March 31, 2027

Year 4 = April 1, 2027 to March 31, 2028

Year 5 = April 1, 2028 to March 31, 2029

Option Period 1 = April 1, 2029 to March 31, 2030

Option Period 2 = April 1, 2030 to March 31, 2031

Option Period 3 = April 1, 2031 to March 31, 2032

Option Period 4 = April 1, 2032 to March 31, 2033

Option Period 5 = April 1, 2033 to March 31, 2034

The contract rates in Table A will receive an economic price adjustment for the start of the new Contract Year by the percentage change in the Consumer Price Index for Canada, All-Items (Not Seasonally Adjusted), published by Statistics Canada (Consumer Price Index, monthly, not seasonally adjusted (statcan.gc.ca)) for the month of February immediately preceding the new contract year. The following formula will be used:

Economic Price Adjustment (%) =  $(A/B - 1) \times 100$

Where:

A = The monthly CPI for All-Items for Canada, for the month of February immediately preceding the new contract year, rounded to 2 decimal places.

B = The monthly CPI for All-Items for Canada, in February from the previous calendar year, rounded to 2 decimal places.

**Note 1: Fuel Surcharge**

The Fuel Surcharge provision, identified below, is not applicable for the purpose of the financial evaluation of bids but rather will be in effect during the performance of the resulting contract.

Fuel Surcharge are only applicable on the transportation related cost identified under 7.1, 7.2, 7.3, 7.4, 7.5 and 12.2 below, and are to be invoiced in accordance with the following computation: The baseline fuel price is set to \$0.95 per litre which will be equal to a 5% fuel surcharge. For every \$0.04 increase/decrease (or increment thereof) in the average monthly price of fuel, (see MJ Erwin & Associates price indicator website: <http://www.kentgrouppltd.com/>) the Bidder will implement a 1% increase/decrease to the fuel surcharge percentage %. The fuel surcharge is to be expressed as a % (percentage) of the total transportation cost and shown as a separate line item on the firm's invoice.

**Note 2: Handling Charges**

Any applicable fee or expense that would be charged to a customer in addition to the stated firm pricing for the provision of a goods or service.

This may include but is not limited to:

- a) -Vehicle loading and usage
- b) -Preparation of items for transportation
- c) -Transportation of items to and from the Contractor's site and the customer's site

**Note 3: Re-boxing**

If authorized, the Supplier may replace containers when the condition of the container will not support other container in a standard storage configuration, or when the container is not safe for transport or handling.

**1.3 DELETE ATTACHMENT 1 TO PART 4 – EVALUATION CRITERIA in its entirety and REPLACE with the following:**

**ATTACHMENT 1 TO PART 4 - EVALUATION CRITERIA - Revised April 12, 2024**

Proposal compliance will be evaluated based on the following mandatory and rated requirements. Bidders must provide necessary documentations to support compliance.

When requested in a technical evaluation criterion to demonstrate either Work experience or Project experience, the Bidder must provide customer references as per the required information identified in the criterion.

For each customer reference, the Bidder must, at a minimum, provide the title, name, telephone number and e-mail address of a contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

These are the steps for the technical evaluation:

1. Part 1: Mandatory Technical Criteria
  
2. Part 2: Point-Rated Technical Criteria

**Part 1: Mandatory Technical Criteria**

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria (MT)			
For the purpose of the mandatory technical criteria specified below, the experience and resources of the Bidder* will be considered.			
"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.			
Number	Mandatory Technical Criterion	MET	NOT MET
<b>M1</b>	<b>Bidder Experience</b>		
The Bidder MUST have a minimum of two separate individual clients within Canada for which the Bidder provided records management and storage services. <ul style="list-style-type: none"> <li>• For at least one referenced client, the Bidder MUST demonstrate that it managed a minimum average annual physical records inventory volume of 25,000 cubic feet;</li> <li>• For the clients referenced, the Bidder MUST demonstrate that it managed a minimum total volume of 36,000 cubic feet; and</li> <li>• Provided these services for a minimum of the last two full consecutive years leading up to the closing date of this RFP.</li> </ul> In order to be compliant with M1, the Bidder's response to this criterion MUST include:			

<ol style="list-style-type: none"> <li>1. Name of each client organization;</li> <li>2. Name and email of a contact who can validate accuracy of services delivered for each client organization;</li> <li>3. Description of the services provided to each client organization;</li> <li>4. Volume (in cubic feet) of physical records storage provided to each client organization;</li> <li>5. Period of time when the volume of physical records storage was stored with the Bidder (must meet the two consecutive year period leading up to the closing date of this RFP).</li> </ol> <p>Note: The Transport Canada cannot be used as a client in response to this criterion.</p>			
<b>M2</b>	<b>Facilities - storage capacity</b>		
<p>The Bidder MUST demonstrate that in the geographical regions, as stated in Annex A: Statement of Work, section 1.0 Title, its total storage capacity (occupied or unoccupied) can store a minimum of 34,000 cubic feet.</p> <ol style="list-style-type: none"> <li>I. In order to be compliant with M2, the Bidder's response to this criterion MUST: Provide the address of each warehouse; and provide the storage capacity for each warehouse (in cubic feet);</li> </ol>			
<b>M3</b>	<b>Facilities – Location</b>		
<p>The Bidder MUST demonstrate that in each geographical region, as stated in Annex A: Statement of Work, section 1.0 Title, has at least one (1) storage facility that is located within 90 kilometers of the Transport Canada regional office being serviced.</p> <p>Note: All proposed storage facilities must reside within the geographical boundaries of Canada.</p> <p>In order to be compliant with M3, the Bidder's response to this criterion MUST include:</p> <ol style="list-style-type: none"> <li>1. the address of each warehouse in the geographical region; and</li> <li>2. Google mapping images showing the distance in kilometers from the warehouse to the Transport Canada regional office.</li> <li>3. The search engine that will be used to verify compliance with this criteria is Google Maps. In the event that the distance calculated with the use of an alternative search engine (such as Bing Maps) results in a variance that is equivalent or less than 0.3km over the 50km threshold, the evaluation team will favor compliancy and deem M3 as being met.</li> </ol>			
<b>M4</b>	<b>Services - Retrievals</b>		
<p>The Bidder MUST have experience in providing high volume document retrieval services, with a minimum of 1000 physical items (i.e. files, records, and/or cartons) retrieved in a one (1) consecutive year period. This one (1) consecutive year period must have been within the last three (3) years from RFP closing date.</p> <p>The Bidder MUST identify as many client organizations as necessary to show a combined minimum of 1000 records retrieved in the same one-year period used to demonstrate M4 experience.</p> <p>In order to be compliant with M4, the Bidder's response to this criterion MUST include:</p> <ol style="list-style-type: none"> <li>1. Name of the client organizations(s);</li> <li>2. Name and email of a contact who can validate accuracy of services delivered for each client organization;</li> <li>3. Description of the services provided to each of the client organization(s)</li> <li>4. Number of physical items retrieved for each of the client organization(s);</li> <li>5. Period of time (start date and end date) when the services were delivered (must meet the one year period within the last three years immediately prior to RFP closing date).</li> </ol>			

<p>Examples of how this criterion may be met:</p> <ol style="list-style-type: none"> <li>The Bidder has one client organization for which it retrieved <b>1000</b> items between January 2022 and January 2023. This example meets the number of retrievals and timeline requirements of this criterion.</li> <li>The Bidder has two client organizations where for one the Bidder retrieved <b>500</b> items between October 2022 and October 2023 and for the other the Bidder also retrieved <b>500</b> items in the same one year period, for a total of <b>1000</b> retrievals. This example meets the number of retrievals and timeline requirements of this criterion.</li> </ol> <p>Note: Transport Canada cannot be used as a client in response to this criterion.</p>			
<b>M5</b>	<b>Services - Customer Service and Web Tracking</b>		
<p>The Bidder MUST demonstrate that that they have the following setups:</p> <ol style="list-style-type: none"> <li>a bilingual (English/French) 24/7 web-based tracking system for on-line inventory, control, retrieval, transportation, and disposal of physical items including but not limited to files, records and boxes.</li> <li>a bilingual toll free customer service line.</li> </ol> <p>In order to demonstrate compliance with point 1 of M5, the Bidder MUST provide a summary of operational procedures outlining the functioning and availability of their bilingual 24/7 web-based system. To be considered compliant, the response must include how the tracking system addresses all services listed above.</p> <p>In order to demonstrate compliance with point 2 of M5, the Bidder MUST provide the toll free number of their customer service line.</p>			

**Part 2: Point Rated Technical Criteria**

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Technical proposals will be assessed separately against the evaluation criteria identified below. Point rated criteria not addressed in the Bid will result in a score of zero being assigned against that particular criterion.

The following rating scheme (Table 1) will be used to evaluate the Point Rated Technical Criteria RTC1, RTC2 and RTC3 only.

Table 1	
Point(s) Allocated	Description of Point Award
0	0 points for having provided a poor quality Work Plan which lacks information to demonstrate that the requirement outlined in the criterion is met. Very few details are provided to address the elements identified in the criterion. The Bidder does not demonstrate the minimum capability to meet any elements of the requirement.
4	4 points for having provided an incomplete Work Plan to demonstrate how it meets the requirement outlined in the criterion. Information provided has major deficiencies to address appropriately the elements identified in the criterion. The Bidder does not demonstrate the minimum capability to meet all elements of the requirement.
7	7 points for having provided a Work Plan which adequately meets the requirement outlined in the criterion. Major necessary details are provided and minor deficiencies exist in addressing the elements identified in the criterion. The Bidder demonstrates the capability to adequately meet all elements of the requirement.

10	10 points for having provided an in-depth Work Plan which fully meets the requirement outlined in the criterion. All necessary details are provided and no deficiencies exist in addressing the elements identified in the criterion. The Bidder demonstrates the capability to fully meet all elements of the requirement.
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**Point Rated Technical Criteria (RTC)**  
For the purpose of the point rated technical criteria specified below, the experience of the Bidder and its resource(s) will be considered.

The Bidder should prepare a proposal which contains an Approach and Methodology written work plan that identifies the steps to complete the Work outlined in this RFP. The proposal will be evaluated, and points will be allocated as follows:

Number	Point Rated Technical Criterion	Cross Reference to Proposal	Minimum Points Required	Maximum Points Available	Total Points Received
<b>RTC1</b>	<p><b><u>Start-up and Transition plan (Ingesting)</u></b></p> <p>The Bidder should demonstrate, using a hypothetical response, its Work Plan of its strategy explaining how the services will be operational on the first day of the contract. The work plan should address:</p> <ul style="list-style-type: none"> <li>- how physical items will be transported between facilities, physical items include boxes and files</li> <li>- how physical items will be ingested into the web-based system for physical item management</li> <li>- how client access to physical items will be maintained during transition in case of a retrieval request</li> <li>- what resources and strategies they have to assist with the training of Transport Canada staff on the web-based system for physical item management.</li> </ul>		<p>Minimum Points Required</p> <p>7 points</p>	<p>Maximum Points Available</p> <p>10 points</p>	
<b>RTC2</b>	<p><b><u>Risk management and contingency</u></b></p> <p>The Bidder should demonstrate in its Work Plan that it has an effective risk management and contingency plan that accounts for foreseeable risks in the transportation and management of large quantities of physical items. Foreseeable risks include but are not limited to, loss of boxes and/or contents, damage of boxes and/or contents, and unauthorized access to boxes and/r contents.</p> <p>Definitions:</p> <p><b>Risk Management</b> the identification, evaluation, and prioritization of risks followed by coordinated and economical application of resources to minimize, monitor, and control the probability or impact of unfortunate events or to maximize the realization of opportunities.</p> <p><b>Contingency Plan</b> a course of action designed to help an organization respond effectively to a significant future incident, event or situation that may or may not happen.</p>		<p>Minimum Points Required</p> <p>7 points</p>	<p>Maximum Points Available</p> <p>10 points</p>	



<p><b>RTC3</b></p>	<p><b><u>Delocation Plan (Excreting)</u></b></p> <p>The Bidder should demonstrate, using a hypothetical response, its Work Plan of its strategy explaining how client's holdings will be moved out of the MSP's warehouse at the termination of the contract. The work plan should address:</p> <ol style="list-style-type: none"> <li>1. who will transport items from the current service provider to the new service provider</li> <li>2. the estimated timelines for removing the number of items (25,000) from its warehouse if the service provider is responsible for transportation</li> </ol> <p>the actions to remove the items from the service provider's holdings (i.e. web based inventory system) and transportation to new facility.</p>		<p>Minimum Points Required</p> <p>7 points</p>	<p>Maximum Points Available</p> <p>10 points</p>	
<p><b>RTC4</b></p>	<p><b><u>Environmental Performance Considerations – Environmental Management Systems</u></b></p> <p>Canada is committed to protecting the environment by incorporating environmentally responsible principles and practices into its operations, and promoting environmental stewardship by integrating environmental performance considerations into the procurement process.</p> <p>Bidders who are registered and/or certified in ISO 14001:2015 will receive points as follows:</p> <p>Registered against ISO 14001:2015 = .5 points          Certified against ISO 14001:2015 = 1 point</p> <p>In order to score points, Bidders must provide a copy of a registration or certification in good standing (not expired).</p> <p>Bidders who demonstrate certification will not also receive points for demonstrating registration.</p> <p>International Standards Organization (ISO) Website reference to ISO 14001:2015 Standard.</p> <p><a href="https://www.iso.org/standard/60857.html">https://www.iso.org/standard/60857.html</a></p>		<p>Not Applicable</p>	<p>Maximum Points Available</p> <p>1 point</p>	

<p><b>RTC5</b></p>	<p><b><u>Environmental Performance Considerations – Site to Site Proximity</u></b></p> <p>The Bidder should demonstrate that all their proposed site(s) identified in their bid response for PART 3 - OFFER PREPARATION INSTRUCTIONS, Section IV: Additional Information, 1. Offeror's Proposed Site(s) or Premises Requiring Safeguard Measures is within 50 kilometers of the TC sites located at:</p> <table border="1"> <thead> <tr> <th data-bbox="191 478 440 510">Region</th> <th data-bbox="440 478 831 510">HQ Address</th> </tr> </thead> <tbody> <tr> <td data-bbox="191 510 440 600">National Capital</td> <td data-bbox="440 510 831 600">330 Sparks St Ottawa, Ontario K1A</td> </tr> <tr> <td data-bbox="191 600 440 722">Ontario</td> <td data-bbox="440 600 831 722">4900 Yonge Street, Suite 400 North York, Ontario M2N 6A5</td> </tr> <tr> <td data-bbox="191 722 440 844">Prairies and Northern</td> <td data-bbox="440 722 831 844">344 Edmonton Street Winnipeg, Manitoba R3C 0P6</td> </tr> <tr> <td data-bbox="191 844 440 1031">Pacific</td> <td data-bbox="440 844 831 1031">1100 - 9700 Jasper Avenue Edmonton, Alberta T5J 4E6 400-800 Burrard St Vancouver, British Columbia V6Z 2J8</td> </tr> </tbody> </table> <p>Note: All proposed storage facilities must reside within the geographical boundaries of Canada.</p> <p>The search engine that will be used to verify compliance with this criteria is Google Maps.</p> <p>In the event that the distance calculated with the use of an alternative search engine (such as Bing Maps) results in a variance that is equivalent or less than 0.3km over the 50km threshold, the evaluation team will favor compliancy and deem RTC5 as being met.</p>	Region	HQ Address	National Capital	330 Sparks St Ottawa, Ontario K1A	Ontario	4900 Yonge Street, Suite 400 North York, Ontario M2N 6A5	Prairies and Northern	344 Edmonton Street Winnipeg, Manitoba R3C 0P6	Pacific	1100 - 9700 Jasper Avenue Edmonton, Alberta T5J 4E6 400-800 Burrard St Vancouver, British Columbia V6Z 2J8		<p>Not Applicable</p>	<p>Maximum Points Available</p> <p>1 point</p>	
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<p><b>RTC6</b></p>	<p><b><u>Accessibility Considerations – Audit Room</u></b></p> <p>The Bidder should demonstrate that their Audit Room (see Statement of Work subsection 4.2.1.9 for details) meets the CSA standard for Seating at Tables and Counters. described in the following section:</p> <p>Section 6.7.1 Spaces at Tables and Counters CSA Standard CSA/ASC B651:23 <b>Accessible design for the built environment</b> (<a href="https://www.csagroup.org/wp-content/uploads/2430328.pdf">https://www.csagroup.org/wp-content/uploads/2430328.pdf</a>)</p>		<p>Not Applicable</p>	<p>Maximum Points Available</p> <p>1 point</p>											

<b>Minimum Number of Points to Pass:</b>	<b>21</b>
<b>Maximum Number of Points Available:</b>	<b>33</b>
<b>Total Points Received:</b>	

**ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME**

## COVER SHEET / FEUILLE DE COUVERTURE

### Request for organizational security clearances for bidders Demande d'attestations de sécurité d'organisation pour soumissionnaires

This form is to be used when an organizational security clearance is required for contract award. The procurement authority is to submit this form with all compliant bidders' Applications for Registration (AFR) PWGSC-TPSGC 471 (signed and dated) and the associated Security Requirements Check List (SRCL) TBS/SCT 350-103 to the Contract Security Program [REGISTRATION DIVISION](#) for initiation, confirmation, renewal or upgrade of the organization's security clearance.

Ce formulaire doit être utilisé lorsqu'une attestation de sécurité est requise pour l'attribution d'un contrat. L'autorité d'approvisionnement doit soumettre ce formulaire, tous les Demandes d'Inscription (DI) PWGSC-TPSGC 471 (signées et datées) des soumissionnaires conformées et la liste de vérification des exigences relatives à la sécurité (LVERS) TBS/SCT 350-103 associée, au Programme de sécurité des contrats [DIVISION DES ENREGISTREMENTS](#) pour l'initiation, la confirmation, le renouvellement ou le relèvement d'attestation de sécurité d'organisation.

Solicitation number / Numéro de sollicitation	Expected award date / Date prévue d'attribution
	Date (yyyy/mm/dd) - (aaaa-mm-jj)
<p>Was a provisional clearance required for this solicitation? Une autorisation provisoire était-elle requise pour cette sollicitation ?</p> <p style="text-align: center;">Yes / Oui      No / Non</p>	<p>Number of bidder AFR (signed and dated) requests attached Nombre de DI (signée &amp; datée) des soumissionnaires jointes</p>

<b>List of compliant bidders (add separate sheet if required or attachment)</b> <b>Énumérez les soumissionnaires conformées (ajoutez une feuille séparée si nécessaire ou en pièce jointe)</b>
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- 1.
- 2.
- 3.
- 4.
- 5.

Contracting Authority - Autorité Contractante	
Name – Nom  Email Address – adresse courriel  Telephone Number – numéro de téléphone	SRCL is attached – LVERS ci-joints : Confirmed Yes / Confirmez Oui  All AFRs are attached – Tous les DI sont jointes : Confirmed Yes / Confirmez Oui  Digital signature – signature digitale