

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC/Réception des soumissions -  
TPSGC  
11 Laurier/11 rue Laurier  
Place du Portage, Phase III  
Core 0A1/Noyau 0A1  
Gatineau, Québec K1A 0S5  
Gatineau  
Ontario  
K1A 0S5

**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**  
Property Management Project Division/Division du  
projet de gestion immobilière  
Sir Charles Tupper Building 4th Fl  
Édifice Sir Charles Tupper 4e étag  
A-425-F  
2720 Riverside Drive/  
2720, promenade Riverside  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> AFD SERVICES - RP-2 / CAMPUSES	
<b>Solicitation No. - N° de l'invitation</b> EP008-122111/B	<b>Amendment No. - N° modif.</b> 016
<b>Client Reference No. - N° de référence du client</b> 20122111	<b>Date</b> 2012-11-08
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$GC-003-61226	
<b>File No. - N° de dossier</b> gc003.EP008-122111	<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 2012-11-20</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input checked="" type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Rice, Tony G.	<b>Buyer Id - Id de l'acheteur</b> gc003
<b>Telephone No. - N° de téléphone</b> (613) 736-2870 ( )	<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>

**This amendment is to respond to proposed questions from the industry. Similar questions from different organizations have been consolidated to facilitate responses. Bidders are advised that they may propose any follow up questions or inquiries in accordance with Article 2.1.1 of the RFP.**

## **Annex B**

### **2.3.1 Property Management Services**

- Q46. 2.3.1.10 – Please provide volume expectations for BPRs and Tenant interviews, annual quantity and interview questions would be appreciated.
- A46. The SOW, article 2.3.1, Building Performance Reviews, provides the Framework for Evaluating Building Performance which shows how the Building Performance Review (BPR) relates to the Building Condition Report (BCR) and Asset Management Plan (AMP). BPR's are completed by the Contractor annually. BCR's and AMP's are prepared by PWGSC approximately every five years. The Contractor is responsible for the Scope of Services as described in article 2.3.1.

In PWGSC's BCR template, the following items are provided as questions to be reviewed with the tenants to determine their satisfaction:

Cleaning	Health & safety	Heating
Ventilation	Air conditioning	Humidity
Air quality	Domestic water supply	Lighting
Noise levels	Elevators/escalators	Building interior
Building exterior	Grounds upkeep	Signage - interior / exterior
Tenant service projects	Property management services	Other

The above is provided to the Bidder for their reference. Tenant interview information, including the specific interview questions and the frequency at which they are posed, is to be determined by the Contractor.

- Q47. 2.3.1.13 – Please confirm contractor will be providing data only for Asset Management Plans and Building Condition Reports and PWGSC will draft the formal Asset Management Plans and Building Condition Reports.
- A47. No, the Contractor will not be providing data only. The Contractor will assist PWGSC in the Department's preparation of Asset Management Plans and Building Condition Reports. As per the SOW, article 2.3.1, Building Performance Reviews, the Contractor must provide information on asset performance, as well as advice and recommendations on asset management strategies.

### **2.3.2 Service Calls**

- Q48. 2.3.2.2 – Given the requirements of 2.3.2.2 – please confirm expectation that contractor will utilize its own call centre in coordination with NATIONAL SERVICE CALL CENTRE operation. Please confirm whether incumbent providers are or are not using their own call centres in this fashion today.
- A48. The system used by the NSCC serves to open, monitor and close service calls dispatched to the Contractor. The Contractor is expected to use its own system(s) for managing the Work resulting from NSCC generated service calls. The Contractor will not have access to the NSCC system. The use of a Contractor's own call centre for interacting with the NSCC, and managing the

resulting Work, is at the Contractor's discretion. How the incumbent service providers are managing service calls has no bearing on the requirements given in the SOW.

Please see Solicitation Amendment No. 013, Questions and Answers 26, 27 and 28 for more information on Service Calls.

### **2.3.3 Energy Management**

- Q49. 2.3.3.8 – Please advise capabilities of current building automation system and energy management system with respect to monitoring energy use at each campus.
- A49. Building automation systems and energy management systems are in use in the assets included in this Solicitation. The Bidder is directed to Solicitation Amendment No. "tbd" for the equipment lists for the assets. Therein the Bidder will find information on building automation and energy monitoring equipment.
- Q50. What level of funding has been approved in the past for your energy audit requirements?
- A50. With regard to energy audit requirements, PWGSC has approved \$1,177,511.00 in funding for the assets included in this solicitation over the past three years (fiscal year 2010-11 to 2012-13). This amount includes both energy audits and requirements that come about as a result of audit findings such as lighting retrofits.
- Q51. On average, over the last three years, how have the incumbents performed in relation to earning performance KPIs and incentive fees?
- A51. This question is not relevant to this Solicitation.

### **2.3.13 Commercial Operations**

- Q52. 2.3.13.4 – Please provide the number of leases managed day to day for each campus that would require accounts receivable management? Please segregate between third party leases and government leases.
- A52. In the Bidder Information Package as provided in Solicitation Amendment No. 003, documentation which is available on MERX entitled ATT 15, the Commercial Letting Financial Report, and the Active Space With Occupancy Information reports identify commercial and/or third party lease information. The Contractor will not be required to manage accounts receivable for government leases (i.e. for Occupancy Instruments or federal tenant leases).

### **2.3.14 Facilities Management Services**

- Q53. 2.3.14.16 – With respect to the SOW article 2.3.14.16, Facilities Management Services at Carling Campus, please expand on estimated staffing requirements for fully staffed emergency centre.
- A53. The emergency management centre is currently staffed as follows: Daytime – one Supervisor, and two Operators; Evenings – one Supervisor, and one Operator; and Weekends – One Operator (24hr).

## **2.5.2 Optional Property Management Related Services – Facilities Management Services**

Q54. 2.5.2.7 – Please confirm Facility Management Services are optional with the exception of tenant service work at Carling.

A54. The Work described in the SOW, article 2.5.2, Optional Property Management Related Services – Facilities Management Services, is optional and may be exercised by the Crown at its discretion. The Work described in the SOW, article 2.3.14. Facilities Management Services is a core service applying only to the third party tenant lease agreements at Carling Campus.

### **Property Management Questions:**

#### **Files: 2-3500 Carling-E.pdf file (page 3) and 3-Tunney's Pasture.pdf (page 2)**

Q55. The Occupancy capacity of 9000 is provided for Carling and a 12000 actual for Tunney's Pasture. Can we get the actual current occupancy for both campuses by building?

A55. The current occupancy for the assets included in this Solicitation as given in the table below:

<u>Asset</u>	<u>Number of Occupants</u>
Graham Spry	306
Health Protection Building	430
Butler Hut	0
Brooke Claxton	893
Statistics Canada (Main Stats)	1616
RH Coats	1917
Jean Talon	2795
General Records	38
Standard Lab	87
Personnel Records Centre	36
Finance	411
Finance Annex	3
Jeanne Mance	1597
DND Data Centre	745
Carling Campus	2975

### **Identification of Material**

- Q56. Do these Group Service Requests on pages 462-464 represent the call volumes at the Tunney's Pasture campus? What period of time is represented by these requests?
- A56. Yes, this is correct. Please see the footnote "Report Criteria" on page 464 of the report for the period of time represented.
- Q57. Does the Service Request data also represent Tenant Services Work? If not, can we get in type and number of such requests per campus?
- A57. Tenant Service Work may be represented in the service call data given in the Service Calls/Demands de service - CARLING - LABS 1-10/labo 1-10 and the Grouping Service Requests reports found in the Bidder Information Package as provided in Solicitation Amendment No. 003. However, these reports do not make the specific distinction between Tenant Service Work and other types of work. The Bidder may refer to the Historical Financial Information report also found in the Bidder Information Package; Tenant Service work volumes can be found therein.
- Q58. Please confirm the size of the Wildlife Centre – The Identification of Material says 4015 SM and Amendment 1 – Appendix F – Portfolio Listing has 415 SM.
- A58. At the Bidder Information Package, page 26, report titled Listing of Buildings and their Occupants (Ottawa-Carleton Wildlife Centre)
- delete all occurrences of "4,015.0" m2
- and replace with "415.0" m2.
- Q59. The Occupancy report indicates that the Graham Spry building has 11,227 SM of vacant space but page 17 of the 3-Tunney's Pasture.pdf file gives no indication of vacancy. Please clarify the extent of vacant space in this building.
- A59. In the Active Space with Occupancy Information report, the 11,227 SM given for Graham Spry is in fact fully occupied by a government tenant. The term "vacant" found in the "Space Type Use" field does not mean that the building space is not occupied. Instead it means that that particular field was left empty (i.e. vacant) when the report was generated.

### **Annex H**

#### **2.2.2 – PDS Experience – Single Project**

- Q60. Can COMPANY "X" provide **more** than a single, high dollar value real property project where the services were of similar scope of the Project Delivery Services describe in the Solicitation?
- A60. Please see Solicitation Amendment No. 013, Question and Answer No. 35.

- Q61. Should COMPANY "X" staff the account for current occupancy or for planned occupancy? If it is planned occupancy, can you please provide the details for the planned occupancy?
- A61. The Volumetrics provided in the SOW have accounted for the Crown fully occupying Carling Campus by the end of 2018-19. Annual increases to the PMS volume due to planned increases in occupancy for government tenants is estimated to begin in 2016-17, and continue until 2018-19.
- Notwithstanding the above, the Contractor should ensure continuity of Work as described in this Solicitation in light of occupancy changes that may occur in any of the assets during the term of the Contract.
- Q62. Have asset management plans and building condition reports been prepared for both campuses and if so when were they last updated?
- A62. The dates of the latest Asset Management Plan and Building Condition Report for the assets at Tunney's Pasture campus are as follows:
- |                                     |      |
|-------------------------------------|------|
| Brooke Claxton.....                 | 2008 |
| Finance Annex.....                  | 2008 |
| General Records.....                | 2005 |
| Finance.....                        | 2008 |
| Graham Spry.....                    | 2005 |
| Jean Talon.....                     | 2008 |
| Jeanne Mance.....                   | 2009 |
| Statistics Canada (Main Stats)..... | 2008 |
| Personal Records.....               | 2005 |
| RH Coats.....                       | 2008 |
| Standard Lab.....                   | 2005 |
| Health Protection Building.....     | 2011 |
| DND Data Centre.....                | 2011 |
- An Asset Management Plan and Building Condition Report are currently under development for Carling Campus.
- Q63. With respect to the SOW article 2.3.14.17, Facilities Management Services at Carling Campus, please provide the number of staff for each mailroom and shipping and receiving centre, and indicate if staff is incumbent, incumbent vendor, or PWGSC vendor.
- A63. The incumbent Service Provider employs one person in Lab 1, and ten people at the Distribution Service Centre in the Services Building for these purposes.
- Q64. With respect to the SOW article 2.3.14.10, Facilities Management Services at Carling Campus, what is the average number of moves, adds, and changes at each campus?
- A64. None of these activities, which are at the tenants' discretion, are presently being undertaken at Carling.
- Q65. Are on-site-off-hour operational support staff required for the DND Data Centre?

- A65. No, no on-site operation support staff outside normal working hours. However, the Contractor should have stand-by services available. Please also see Solicitation Amendment No. 013, Question and Answer No. 40.
- Q66. Will Contractor provide maintenance, testing and inspection for back-up power systems and cooling systems?
- A66. Please refer to the SOW, article 2.3, Property Management Services.
- Q67. Can PWGSC provide the annual preventive maintenance work order counts (including self-generated corrective maintenance for each campus)?
- A67. Please see Amendment No. 013, Question and Answer No. 38.
- Q68. Please provide clarification on the Contractor's scope responsibilities for the Central Utility Plant operation at each campus.
- A68. There is a central heating and cooling plant at Tunney's Pasture providing steam and chilled water. This asset is not included in the Tunney's Pasture portfolio and therefore not included in the Contract. However, the Contractor is responsible to provide the Work described in the SOW, article 2.6.3, Portfolio Service Integration, in relation to the plant.
- There is no central plant at Carling campus; however, there is some integrated heating and cooling equipment being shared between some of the buildings. This equipment is included in the Carling Campus portfolio and therefore included in the Contract.
- Q69. There are several references made to Level 3 that appear to be used in different contexts throughout the bid documents. Could you please provide a definition for the term as it is used in the following references?
- A69. The term "Level 3" is used in three different contexts throughout this Solicitation. Each is described below.

A Level 3 Study is an engineering study.

**Appendix H -Scenario 3:** The laboratory is level 3

The laboratory referred to in Scenario 3 is a Containment Level 3 laboratory. Refer to the Public Health Agency of Canada's The Laboratory Biosafety Guidelines: 3rd Edition 2004. See <http://www.phac-aspc.gc.ca/lab-bio/res/blk-acb/lbg-ldmbl-eng.php> or <http://www.phac-aspc.gc.ca/lab-bio/res/blk-acb/lbg-ldmbl-fra.php>.

**Identification of Material Doc 1.2 PWGSC Integrated Investment Plan:** To comply with the Treasury Board (TB) Policy on Investment Planning – Assets and Acquired Services, PWGSC has developed a departmental Integrated Investment Plan (IIP). The departmental IIP was approved by Treasury Board on July 28th 2011 when PWGSC received a level 3 Organizational Project Management Capacity Assessment.

Departments and agencies submitting an investment plan to comply with the *Policy on Investment Planning*, must demonstrate, through assessment, organizational project management capacity in order to exercise the project approval authorities defined in Appendix A of the *Policy on the Management of Projects*. PWGSC's Organizational Project Management Capacity Assessment rated PWGSC as having a Level 3 Organizational Project Management Capacity. See Treasury

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Board Secretariat's Standard for Organization Project Management Capacity, See  
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=21252&section=text> or  
<http://www.tbs-sct.gc.ca/pol/doc-fra.aspx?id=21252&section=text>

- Q70. In section 2.5.1 Technical Scenario 1, it states that "Due to the important life safety function of fire pumps, PWGSC is asking that inspection and testing of all fire pumps be completed within six weeks. Any motor found to have the defect must be repaired and reinstalled within twelve weeks."

Does the 12 week period for the repair and reinstallation of any defective motors start at the end of the 6 week period for inspection and testing, therefore making the length of the full project 18 weeks?

- A70. The six week period for inspection and testing, and the twelve week period for repair and installation both commence effective the date of issuance of the directive from PWGSC. Effectively, all work must be completed within twelve weeks.