

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada
Pacific Region
401 - 1230 Government Street
Victoria, B.C.
V8W 3X4
Bid Fax: (250) 363-3344

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
Public Works and Government Services Canada -
Pacific Region
401 - 1230 Government Street
Victoria, B. C.
V8W 3X4

Title - Sujet Janitorial Services-Naden	
Solicitation No. - N° de l'invitation W0103-115047/A	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client W0103-115047	Date 2012-11-20
GETS Reference No. - N° de référence de SEAG PW-\$VIC-220-6045	
File No. - N° de dossier VIC-1-34451 (220)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-01-10	
Time Zone Fuseau horaire Pacific Standard Time PST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Mathewson (Vic220), Don	Buyer Id - Id de l'acheteur vic220
Telephone No. - N° de téléphone (250) 363-0585 ()	FAX No. - N° de FAX (250) 363-3344
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° 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

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Bidders are reminded that all amendments must be taken into consideration and incorporated into your final response. Failure to do so may result in your bid being considered non-responsive.

Please amend the above referenced solicitation as follows:

Insert: **(amended 19 NOV 12) 1. Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 **(2012-11-19)** Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Insert: **(amended 19 NOV 12) PART 5 - CERTIFICATIONS**

Bidders must provide the required certifications **and related documentation** to be awarded a contract.

Canada will declare a bid non-responsive if the required certifications **and related documentation** are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications, **to provide the related documentation** or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

Insert: **(amended 19 NOV 12) 1. Mandatory Code of Conduct Certifications - Certifications Required Precedent to Contract**

Award

1.1 Code of Conduct and Certifications - Related documentation

1.1.1 By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid or promptly thereafter a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner with their bid or promptly thereafter.

Bidders bidding as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award. Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form- PWGSC-TPSGC 229)

(<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

Insert: (amended 19 NOV 12) 3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual*

(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2035 (2012-11-19) General Conditions - Higher Complexity Services

Insert: (amended 19 NOV 12)

8.1 Compliance

Compliance with the certifications **and related documentation** provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, **provide the related documentation or if it is determined** that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for Default.

Insert: (amended 19 NOV 2012) 11. PRIORITY OF DOCUMENTS: If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions 2035 **(2012-11-19) General Conditions - Higher Complexity - Services**
- (c) Annex "A", Statement of Work;
+ specific changes to Annex A (amended 26 OCT 12)
+ specific changes to Annex A (amended 19 NOV 12)
- (d) Annex "B", Basis of Payment;
- (e) Annex "C", Security Requirements Check List;
- (f) the Contractor's bid dated _____ (insert date of bid)

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

ANNEX "A" STATEMENT OF WORK
specific changes to Annex A (amended 19 NOV 12)

3. SITE OF WORK: The site of this work will be the **NADEN** geographical area.

3.1 Building List

Bldg #	Total	Hardfloor	Carpet	Bathroom stalls	Shower	Urinals	Area Use	Access Hours
TB196	190	190	0	1	1	0	Fleet School	1600-onward
NAD1	90	90	0	1	0	0	Base Manual Party	0800-1500 M-F
NAD2	800	459	341	7	3	0	MP Offices	0800-1600 M-S
NAD4	338	146	192	3	0	2	Base Security Offices	1300-1500 M-F
NAD5	405	113	292	4	1	0	Base Comd	0800-1630 M-F
NAD11	820	100	720	4	0	2	Admin	0800-1600 M-F
NAD12	410	106	304	1	0	0	Library	1630-1830 M-F
NAD20	260	223	37	2	0	2	Museum	1300-1600 M-F
NAD30	2514	1121	1393	12	0	2	Base Admin	1430-onward M-F
NAD30	1546	662	884	7	2	2	Base Personnel Suppt Unit	0800-1600 M-F
NAD33	864	375	490	4	2	4	Naden Band	1100-1400 M-F
NAD34*	3890	3379	511	75	74	15	Accommodations	0800-1600 M-S
*NAD34 has 26 bathtubs								
NAD35	236	58	178	1	0	0	RC Chapel	0800-1630 M-F
NAD36	24	0	24	0	0	0	Pastor's Office	0800-1630 M-F
NAD37	590	328	262	5	0	1	Museum	0800-1630 M-f
NAD38	62	62	0	1	0	0	Counsellors Office	0800-1630 M-F
NAD39	205	7	198	1	0	0	Museum	0800-1630 M-F
NAD40	178	104	74	2	2	0	Return to Work Offices	0800-1600 M-F
NAD50	2420	1573	847	14	3	11	Communications	0800-1600 M-F
NAD54	765	170	995	09	0	2	HR Office	1500-onward M-F
NAD60	102	102	0	1	0	1	Classroom	1600-onward M-F
NAD67	1303	410	893	6	1	5	Classrooms/Offices	1130-1530 M-F
NAD75	52	30	22	3	0	4	Drill Shed	0800-1530 M-F
NAD83	432	432	0	1	0	1	Communications Sqn	1000-1200 M-F
NAD88	4656	4338	318	16	16	6	Naden Gymnasium	0700-1800 S-S
NAD92	7622	6389	1233	23	6	17	Fleet School	0800-2030 M-F
NAD92A	1754	928	826	5	1	6	Fleet School	0800-2030 M-F
NAD 93	362	362	0	3	1	3	Fleet School	0800-2030 M-F
NAD100	968	968	0	14	3+2gang	6	Arena	0800-1530 S-S
NAD123*	1813	1116	697	25	18	0	Accommodations	0800-1530 S-S
NAD124 *	2692	1724	968	28	24	0	Accommodations	0800-1530 S-S
*NAD123 & NAD124 each have 05 bathtubs								
NAD126	145	145	0	3	2	1	Small Boat Unit	0800-1530 M-F
NAD128	5	5	0	0	0	0	Naden Guardhouse	0800-1500 M-F

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NAD129	32	32	0	1	0	0	Naden ID Booth	0800-1500 M-F
NAD130	15	15	0	0	0	0	Comm Sqn Storage Office	0800-1500 M-F
NAD136	818	180	638	6	2	3	LCC	0800-1500 M-F
NAD 141	1980	1361	619	11	4	0	Firehall	0800-1600 M-F
NAD 143	607	607	0	3	0	0	Mental Health Bldg	1530-onward M-F

16. SUPERVISION: The Contractor shall provide competent supervision of the work at all times through a dedicated representative as follows:

Working Supervisor, on site during normal working hours as specified herein. **Working Supervisor must commit at least 20% of time to training, guidance, instruction and supervisory responsibilities.** The Supervisor must have delegated authority to make commitments on behalf of the Contractor. Authorized alternate, who in the absence of the Working Supervisor will have the same level of delegated authority.

The Working Supervisor and/or alternate must be able to communicate effectively in English, both written and oral to protect worker health and safety by complying to safety, security and WHIMS regulations.

The Working Supervisor or alternate will report to the Site Authority on a daily basis (timing by mutual agreement) to review schedules, for briefing on special projects and to resolve any areas of potential conflict.

The Site Authority unless requested to do so by the Contractor, or unless necessary to maintain order and discipline, shall not interfere With Contractor's staff in the performance of their duties and shall deal only with the Contractor or designated representative.

36. AREAS OF VARIATION: The details listed for the buildings below are in addition to the daily cleaning checklist list herein and are to be included in the monthly price for that building. The extra floor and carpet work are tentatively scheduled for the dates mentioned below, however they may change. Due to occupancy it may have to be during after duty hours or weekends depending on the building occupant. **Specific hours of cleaning noted in the areas of variation are subject to change by the site authority** If a floor surface calls for a scrub and refinish but is a glazed tile and requires a machine scrub instead, it is understood that the machine scrubbing would be completed at no additional cost to the crown. The same is in regards to a floor calling for a machine scrubbing that actually requires a scrub and refinish. When a hard floor is being serviced, and the area is too tight for the machine to fit into, (around a toilet for example), the floor is to be scrubbed using a hand tool.

36.1 List of Individual Building Instructions

TB-196

The washrooms are to be scrubbed and refinished the fourth Saturday of every second month starting in January.

Naden 4

The washrooms are to be machine scrubbed the first Tuesday of February, May, August, and November.

Naden 5

The washrooms are to be machine scrubbed the second Wednesday of February, May, August, and November.

Naden 20

The washrooms are to be machine scrubbed the fourth Tuesday of February, May, August, and November.

Naden 30

The hallway on the first floor from each front entrance, in front of the reception area and going around to the washrooms as well as the washrooms on all floors are to be scrubbed and refinished the first Wednesday of every second month starting February.

Naden 34

The washrooms are to be machine scrubbed the first Sunday of every month.

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The dining hall is to be stripped and finished the first Tuesday of April and December and will have to be done in the evening when the kitchen has finished serving and cleaning for the day.

Five cabins will be cleaned including vacuuming 7 days a week, no linen exchange required.

Two cabins will be cleaned, washrooms cleaned, vacuumed, and linen exchanged daily.

All shower curtains in all wash places to be taken down and laundered twice monthly, an exchange set will be supplied by the user.

The first floor lobby and hallways will be mopped daily. The washrooms in the galley and the mens washroom by the dining hall exit will be cleaned twice daily between 0800-1000 hr. and 1430-1600 Hr.

Naden 35, 36, 37, 38, 39

The washrooms are to be machine scrubbed the fourth Monday of February, May, August, and November.

Naden 40

The washrooms are to be machine scrubbed the fourth Tuesday of February, May, August, and November.

Naden 50

The washrooms are to be machine scrubbed the third Wednesday of every month.

Naden 54

The washrooms are to be machine scrubbed the second Tuesday of every second month starting in February.

Naden 67

The washrooms are to be machine scrubbed the fourth Wednesday of every month.

Naden 75

The washrooms are to be scrubbed and refinished the fourth Monday of March and September.

Naden 83 & 130

The washrooms are to be machine scrubbed the third Tuesday of February, May, August, and November.

Naden 88

The gymnasium operates 7 days a week and therefore requires the daily cleaning to be 7 days/week. **between the hours of 0500-2200.**

The washrooms are to be cleaned twice according to the above checklist between 0500-0700 hrs and the second cleaning between 1400-1600 hrs daily with the garbage being emptied again at that time.

The entrance, hallways, and stairwell are to be swept and mopped daily.. **The entrance floor mats will be vacuumed daily.**

The upper and lower gymnasiums are to be swept daily and mopped Monday and Friday.

The upper and lower gymnasiums are to be machine scrubbed every second Saturday at 6 AM.

The televisions in the cardio room are to be dusted every Friday.

The cardio area, squash courts, weight room, and aerobic studio are to be swept and mopped **twice** daily.

The pool deck is to be mopped and rinsed daily with an anti bacterial/fungicide solution designed for pool decks.

The walls, benches, and floors of the steam room **and mens gang shower** are to be washed down daily with a disinfectant supplied by the gymnasium.

The carpets in the offices are to be steam cleaned the first Saturday of March and September.

The hard floor surfaces in the entrance, stairwell, weight room, aerobic studio, squash courts, and hallways are to be scrubbed and refinished the second Saturday every second month starting in January and burnished the second Saturday of every other second month starting in February.

The upper gymnasium, lower gymnasium, and cardio area, are to be machine scrubbed the second Saturday of every month.

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The floors of the washrooms, locker rooms, showers, pool deck and steam room are to be machine scrubbed every Saturday along with the hand scrubbing of the shower walls. This must be done with an anti bacterial/fungicide solution.

Naden 92

The work shop areas are not cleaned under this contract except for garbage and recycling collection and removal. The washrooms, lunch room, and first floor lobby will be mopped daily.

The washrooms are to be machine scrubbed the first Saturday of the month.

Naden 92A

The washrooms are to be machine scrubbed the first Thursday of the month.

Naden 93

The washrooms are to be scrubbed and refinished the fourth Saturday of every second month starting in January.

Classrooms will be cleaned between 1130-1230 Hrs or before 0730 hrs.

Naden 100

The arena is in use 7 days a week therefore requires the daily cleaning to be done **twice. The first cleaning in the morning will start at 0500 and a second cleaning will start at 1300** 7 days/week as per the checklist.

The entrance, rubber matting between the locker rooms and the ice surface on the south side of the ice, washrooms, and locker rooms are to be machine scrubbed the second Monday of every month.

The locker room, **showers** and washrooms are to be mopped out **twice** daily with an anti fungal solution.

The showers are to be machine scrubbed every Monday of every month with an anti fungal/germicidal solution made for that purpose and the walls are to be hand scrubbed at the same time with the same type of solution.

Naden 123

The washrooms are to be machine scrubbed the second Monday of every month.

Naden 124

The washrooms are to be machine scrubbed the third Monday of every month. **One duty room will be cleaned, including vacuuming 7 days a week, no linen exchange required.**

Naden 126

The washrooms are to be machine scrubbed the third Friday of February, May, August, and November.

Naden 136

The washrooms are to be scrubbed and refinished the second Thursday of every second month starting in February.

Naden 141

The floor in the kitchen/eating area and sleeping quarters are to be vacuumed, swept and mopped daily.

The washrooms are to be machine scrubbed the second Thursday of every month.

Naden 143

The floor is to be scrubbed and refinished the third Thursday of January and July.

The washrooms are to be scrubbed and refinished the third Thursday of every month. **The hallway and washroom floors are to be mopped daily with a disinfectant.**

MANDATORY EVALUATION CRITERIA	MET
<p>PREVIOUS EXPERIENCE: Bidder possesses 2 consecutive years of janitorial services experience within the last 5 years on contracts of similar size and scope to the requirement identified in the solicitation.</p> <p>If the vendor is proposing multiple contracts to meet the definitions below, those contracts must be concurrent (occurring in the same 2 consecutive year period).</p> <p>Similar in size and scope is defined as :</p> <p>A space that is a minimum of 50% of the size (m2) and A space of similar use or type (e.g. office space, lab space)</p>	<p>YES no</p>
<p>The bid must include written references, from within the last 5 years, from two/2 customers that clearly state the bidder has a good track record in providing janitorial services of a similar scope. Each reference must also identify the name and key contact information of the customer. References will be verified.</p>	<p>YES no</p>
<p>MONITORING OF STAFF: Provide a description of the bidder's intended methods to supervise and monitor the staff to ensure the work performance adheres to the specifications of the contract.</p>	<p>YES no</p>
<p>TRANSITION PLAN: The bidder must explain in detail how it would accomplish the transition from the existing provider. The plan must include a time line transitioning from the current service provider to the new contractor, orientation of staff and coordinating with the existing provider for the removal of their cleaning products and equipment etc.</p>	<p>YES no</p>
<p>SECURITY - CLEARANCES By contract start date, all resources must have the required security clearances (DOS or FCS) to access the site.</p>	<p>YES no</p>

Clarifications of ALL DND Janitorial original solicitations from the bidders conference meeting 02 NOV 2012 that impact content or direction.

Criminal records checks

As per the solicitation document referencing the Code of Conduct, additional information may be requested to perform criminal records checks.

CISD security clearances

- a) As per the original solicitation there are directions on proceeding with clearances through CISD
- b) At bid close...Under the mandatory evaluation criteria vendors must identify that they are committed and will have all resources cleared to access the site
- c) At contract award...Vendors must be in a viable position to meet that mandatory requirement prior to start of contract.
- d) Length of security clearances were considered by advertising and releasing this document earlier than normal and allowing for some additional time after bid closing and prior to contract award. It is the responsibility of the vendors to ensure they obtain the required clearances promptly.
- e) Concerns about the length and complexities of processing in regards to business infrastructures and the employee bases currently utilized are understood, however the CISD security clearance remains mandatory and must be met. How vendors decide to meet that obligation is a business decision and cannot be directed by PWGSC.
- f) Costs associated with all security clearances are the responsibility of the vendor.

Financial Security

The financial security required will be 10/TEN percent of the contract price and will be based on the 3 firm year value.

Rooms and Measurements

The amendment will, where applicable, identify corrected measurements and types of rooms.

Bathrooms

The bathroom flooring area is included in the overall hard floor measurements. The bathroom numbers indicated in the building refer to the number of stalls applicable.

Access Hours

The amendment has removed all references to variable and identified applicable scheduling.

Staffing Levels

Mandatory staffing levels, where stated, are applicable and will not be changed. These requirements are based on DND historical information, current and future forecasts as well as the flexibility to ensure best service to their internal client base. Part of the consideration also included the security clearance element for the contract. As the requirements apply to a consistent number of individuals there should be less disruption for the vendor having to adjust for continually fluctuating staff levels.

Supervisor Commitments to Training.

The amendment contains the wording identified at the bidders conference.

Police Records Check/ Vulnerable Sector Screening (PRC/VSS)

As per the solicitation, the PRC/VSS is a mandatory separate security check that must be done on all employees. Costs associated with all security clearances are the responsibility of the vendor.

Penalty: Failure to Rectify

Section 25.3 will continue to apply during the life of the contract. However, as the incidents regarding the rectification of service issues are extremely rare this should continue to be the case as long as vendors adhere to the content and intent of the contract.

Biological Residue

Vendors must be prepared to provide, on request, janitorial services for biological cleanup within the reasonable context of the individual request.

Evaluation Criteria

- a) Your response to the Mandatory Criteria for Security Clearance is for your committed intent to meet the clearance requirement.
- b) Written references can come from a variety of sources, including current DND clients, but must be from two separate customers .
- c) The two written references are also to be within the previous experience time frame of within the last five years.
- d) Mandatory Green Products apply to products only as stated. Equipment is not included except as stated. Hepa Filters on Vacuums are required
- e) Evaluation and acceptance will be conducted in stages from making sure your bid arrives at the right time and place through the mandatory requirements of the solicitation and evaluation criteria both mandatory and rated.
- g) As identified in the solicitation Contractor selection will be based on the assessed "Best Value" to the Crown as determined by the highest overall total score as calculated by a ratio of 70% for the Technical/Management portion and 30% for the Price Component portion. Neither the qualifying bidder which scores the highest volume of rated points, nor the one which contains the lowest aggregate cost, will necessarily be awarded a Contract.

Financial Criteria

- a) Any relevant differences in terms of pricing may be clarified during the evaluation process but the submission content cannot be changed.
- b) How vendors determine their applicable business costs related to this requirement and what they submit in relation to the rates charges is a business decision and cannot be directed by PWGSC.

All DND Janitorials

All other changes specific to each Janitorial requirement will be identified in the amendment.

Further Questions

As identified in the solicitation All enquiries must be submitted **in writing** to the Contracting Authority **no later than ten (10) calendar days before the bid closing date**. Enquiries received after that time may not be answered