

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
Bid Fax: (819) 775-7279

LETTER OF INTEREST
LETTRE D'INTÉRÊT

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 étage
A-425-F
2720 Riverside Drive/
2720, promenade Riverside
Ottawa
Ontario
K1A 0S5

Title - Sujet Real Property 1 (RP1) - RFI2	
Solicitation No. - N° de l'invitation EP008-112560/C	Date 2012-09-19
Client Reference No. - N° de référence du client 20112560	GETS Ref. No. - N° de réf. de SEAG PW-\$\$GC-002-61220
File No. - N° de dossier gc002.EP008-112560	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-01-31	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Wong, Lisa	Buyer Id - Id de l'acheteur gc002
Telephone No. - N° de téléphone (613) 736-3058 ()	FAX No. - N° de FAX (613) 736-3114
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	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	

Solicitation No. - N° de l'invitation

EP008-112560/C

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

gc002

Client Ref. No. - N° de réf. du client

20112560

File No. - N° du dossier

gc002EP008-112560

CCC No./N° CCC - FMS No/ N° VME

See the following.

REQUEST FOR INFORMATION
FOR
REAL PROPERTY-1 (RP-1) PROPERTY MANAGEMENT AND PROJECT
DELIVERY SERVICES
FOR
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

TABLE OF CONTENTS

1) Background of this Request for Information (RFI) 2

2) Purpose of this RFI 2

3) Nature of Request for Information 3

4) Nature and Format of Responses Requested 3

5) Response Costs 3

6) Treatment of Responses 4

7) Contents of this RFI and Questions to Industry 4

8) Enquiries 4

9) Submission of Responses 5

Annex A: Draft RFP Content and Bidding Information
..... 7

REQUEST FOR INFORMATION
FOR
REAL PROPERTY-1 (RP-1) PROPERTY MANAGEMENT AND PROJECT DELIVERY SERVICES
FOR
PUBLIC WORKS AND GOVERNMENT SERVICES CANADA

1) Background of this Request for Information (RFI)

Public Works and Government Services Canada (PWGSC) is one of the principal custodians of real property for the federal government. In 1998, the Department initiated a large-scale outsourcing of property management and project delivery services in approximately 250 office facilities across the country. This initiative was called Alternative Forms of Delivery (AFD). Based upon the success of the 1998 initiative, PWGSC repeated the exercise in 2004 and eight contracts were awarded nationally.

Since 2004 the service delivery model has evolved to the point where leveraging the private sector is now considered the norm rather than an "alternative" way of delivering services. As a result, the next service delivery contracts will be called Real Property 1 - Property Management and Project Delivery Services (RP-1). The new name better reflects the operating reality and opens the door to the possible development of additional service delivery contracts as needs dictate.

An RFI was posted on MERX December 20, 2010 requesting feedback from industry on 28 questions to inform of industry best practices and advice on key areas of the RP-1 such as the scope of the future RP-1 contracts, technical requirements, financial requirements, IMIT requirements and performance measurements. In February 2011, a team composed of a fairness monitor, Acquisition Branch (AB), Real Property Branch (RPB) and the Office of Small and Medium Enterprises (OSME) representatives held industry consultations in six cities (Edmonton, Vancouver, Halifax, Montreal, Toronto, and Ottawa) across Canada. From March to May 2011, industry association consultations were held. The feedback received was considered and PWGSC is now proceeding with a second RFI for RP-1.

2) Purpose of this RFI

The purpose of this solicitation is to extend the publication of RP-1 RFI No.2, which is to seek industry feedback on the RP-1 draft Request for Proposal (RFP) content and provide relevant bidding information through phases (amendments) to this RFI.

PWGSC anticipates the release of the RFP in late February/early March.

Please note and comment on the following:

PHASE 1 - CLOSED

Phase 1 offers industry the opportunity to provide feedback on draft RP-1 documentation, including the: Security Requirement Checklist; Insurance Requirements; Statement of Work table of contents; Transition; and the Evolution of Acquired Services Framework for RP-1, which identifies the key changes from AFD to RP-1.

PHASE 2 – To be determined.

3) Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI. This RFI has excerpts that may or may not be used in the RFP at a future date.

4) Nature and Format of Responses Requested

Respondents who wish to comment on any aspect of the draft RFP content provided and/or relevant bidding information are asked to please ensure they use specific references to the article numbers and paragraphs and address all comments directly to the Contracting Authority via email (biensimmobiliers1.realproperty1@pwgsc-tpsgc.gc.ca) by the identified phase closing date.

Format of Responses:

- a) Title Page: The first page of the response should contain:
 - i. the title of the respondent's response and the Phase number;
 - ii. the name and address of the respondent;
 - iii. the name, address and telephone number of the respondent's contact;
 - iv. the date; and
 - v. the RFI number.
- b) Format of Responses: Canada requests that respondents submit electronic copies of their responses in both Microsoft® Office 2003 compatible format and searchable Adobe Acrobat® compatible PDF format.

5) Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

6) Treatment of Responses

- a) Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- b) Review Team: A review team composed of representatives of PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) Fairness Monitor: A Fairness Monitor will act as a formal oversight mechanism for obtaining independent validation on the fairness of this process.
- d) Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.
- e) Follow-up Activity: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

7) Contents of this RFI and Questions to Industry

- a) This RFI contains draft content of bid solicitation in Annex A - Draft RFP Content and Bidding Information. The content remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.
- b) This RFI also contains specific questions addressed to the industry.

8) Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Lisa Wong
E-mail Address: biensimmobiliers1.realproperty1@pwgsc-tpsgc.gc.ca
Telephone: (613) 736-3058

9) Submission of Responses

- a) Time and Place for Submission of Responses: Industry interested in providing a response should send their response by email to the Contracting Authority by the time and date indicated for each phase show below:

PHASE 1 response: Thursday, September 6, 2012

PHASE 2 response: TBD

- b) Identification of Response: Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

ANNEX A
DRAFT RFP CONTENT AND BIDDING INFORMATION

PHASE 1

1. RP-1 DRAFT SECURITY REQUIREMENT CHECKLIST

Note to potential bidders: Security requirements have been identified for this RFP and it will require a "Secret" clearance at bid closing. If your organization does not currently hold a Facility Security Clearance (FSC) at "Secret" level and wish to be considered for bidding, you are asked to submit interest by email to biensimmobiliers1.realproperty1@pwgsc-tpsgc.gc.ca as soon as possible. PWGSC will sponsor your organization in the Canadian Industrial Security Program (CISP) to allow you to obtain the required security clearance for bidding. For more information about CISP please visit the following site <http://ssi-iss.tpsgc-pwgsc.gc.ca/ssi-iss/org/org-eng.html>".

2. RP-1 TRANSITION INFORMATION
(CONSIDER THE FOLLOWING AND COMMENT ACCORDINGLY)

For the purposes of Transition into the RP-1 Contract, what information will the new contractor require in terms of historical asset information from the current contractor and/or from PWGSC?

3. DRAFT OUTLINE OF RP-1 STATEMENT OF WORK (SoW)
(CONSIDER THE FOLLOWING AND COMMENT ACCORDINGLY)

Table of Contents

1. INTRODUCTION

- 1.1 Background
- 1.2 The Real Property Role of Federal Custodian Departments
- 1.3 PWGSC's National Service Management Strategy

2. PURPOSE AND SCOPE

- 2.1 Total Responsibility for Real Property Service Delivery
- 2.2 Support to Real Property Service Administration

3. CONTRACT INITIATION

- 3.1 General
- 3.2 Contract Initiation Plan
- 3.3 Contractor Mobilization
- 3.4 Definition and Acceptance of the Service Delivery Regime
 - 3.4.1 Scope

- 3.4.1.1 Service Delivery Processes
- 3.4.1.2 Service Delivery Performance Measures
- 3.4.1.3 Business Administration Processes
- 3.4.1.4 Core Contractor Organization
- 3.4.2 Collaborative Review Process
 - 3.4.2.1 Preliminary Collaborative Review
 - 3.4.2.2 Intermediate Collaborative Review
 - 3.4.2.3 Critical Collaborative Review
 - 3.4.2.4 Follow-up and Acceptance of Service Delivery Regime
- 3.5 Quality Management
- 3.6 Transition-in of Inventory
- 3.7 Comprehensive Service Delivery Regime Audit and Follow-up at Readiness Checkpoint
- 3.8 Process Refinement and Continuous Improvement
- 3.9 Ongoing Process Audit, Reporting and Liaison
- 4. GENERAL REQUIREMENTS**
 - 4.1 Contract and Technical Oversight Relationships
 - 4.2 Occupant Relationships and Tenant Service Projects
 - 4.3 Management of PWGSC Contracts
 - 4.4 Novation of Contracts
 - 4.5 Harmonized Management Systems
 - 4.5.1 Scope
 - 4.5.2 Quality Management System Requirements
 - 4.5.3 Occupational Health and Safety Management System Requirements
 - 4.5.4 Energy Management System Requirements
 - 4.5.5 Environmental Management System Requirements
 - 4.6 Government Furnished Equipment and Accommodations
 - 4.7 Incidents and Critical Incidents
 - 4.8 Occupational Health and Safety
 - 4.9 Service Call Response
 - 4.10 Risk Management
 - 4.11 Information Management, Reporting and Record-keeping
 - 4.12 Sustainability
 - 4.12.1 General
 - 4.12.2 Scope
 - 4.12.2.1 Portfolio Sustainability Program
 - 4.12.2.2 Asset Lifecycle Management
 - 4.12.3 Improving Environmental Performance
 - 4.12.3.1 Federal Sustainable Development Strategy Requirements
 - 4.12.3.2 Other Environmental Considerations and Energy Conservation
 - 4.12.4 Improving Social and Functional Performance
 - 4.12.4.1 Workplace 2.0 and Productive Work Environments
 - 4.12.4.2 Occupant Satisfaction
 - 4.12.4.3 Presence in the Community
 - 4.12.4.4 Stewardship of Heritage Assets
 - 4.12.5 Improving Economic Performance
 - 4.12.5.1 Asset Economic Performance
 - 4.12.5.2 Lifecycle Costing

4.12.5.3 Expenditure Management

5. PLANS

5.1 General

5.2 Portfolio Management Plans

5.3 Campus Management Plans

5.4 Building Management Plans

5.5 Project Management Plans

5.6 Support to PWGSC Planning Activities

5.7 Contingency Plans

5.7.1 Campus Emergency Plans

5.7.2 Infrastructure Continuity Plans

5.7.3 Building Emergency Plans

5.7.4 Contractor Business Continuity Plan *should this be in T&C's?

5.7.6 Support to Occupant Business Continuity and Business Resumption Planning

6. PERFORMANCE REVIEWS

6.1 General

6.2 Campus Performance Reviews

6.3 Building Performance Reviews

7. BUILDING SYSTEMS AND EQUIPMENT OPERATIONS

8. CAMPUS MANAGEMENT

8.1 Central Heating Plants and Other Energy Services

8.2 Information and Communications Technology Infrastructure and Cabling

8.3 Civil Infrastructure, Water Resources and Systems

9. MAINTENANCE

9.1 Optimized Maintenance Program for Custodian Portfolios

9.2 Maintenance Management

9.3 Energy Management

10. CLEANING

11. MATERIEL MANAGEMENT

12. SECURITY

13. GROUNDS UPKEEP AND LANDSCAPING

13.1 Campus Grounds

13.2 Building Grounds

13.3 Monuments

13.4 Gravesites

13.5 Vacant Land and Wooded Areas

14. PARKING

14.1 Parking Administration

14.2 Custodian-specific Parking – Tenant Services

14.3 Parking Administration in Leased Accommodation

15. OTHER BUILDING SERVICES

15.1 Signage

15.2 Flag-related Activities

15.3 Ceremonial Support

15.4 Cultural Property

15.5 Interior Ornamental Plants

15.6 Pest Control

16. MANAGEMENT OF BUILDING COMMISSIONING

17. CONSTRUCTION PROJECTS <\$1M

17.1 General

17.2 Project Management

17.3 Requirements for Projects Delivered By Others

18. SPECIAL STUDIES

19. MANAGEMENT OF THIRD-PARTY AGREEMENTS

19.1 Leasing of Government Space to Third Parties

19.2 Management of Commercial Retail Accommodation

19.3 Management of Office Accommodation

19.4 Management of Partial Interests

20. LEASE ADMINISTRATION

20.1 General

20.2 Project Coordination

20.3 Occupational Health and Safety

20.4 Space Fit-up

20.5 Construction Projects

20.6 Tenant Service Projects

21. COMMUNICATIONS AND INFORMATION SERVICES

22. AS-AND-WHEN REQUESTED SERVICES

22.1 General

22.2 Asset Management Plans and Condition Assessment

22.2.1 Asset Management Plans

22.2.2 Level 2 Building Condition Reports

22.2.3 Level 3 Building Condition Reports

22.3 Projects Greater Than \$1M

22.4 Facilities Management

22.4.1 General

22.4.2 Relocation Management

22.4.3 Cable Plant Management

22.4.4 Furniture and Office Equipment Management and Acquisition

22.4.5 Conference and Boardroom Booking Management

22.4.6 Other Services

23. ADDITION AND REMOVAL OF INVENTORY DURING THE CONTRACT TERM

24. TRANSITION-OUT

25. CONTRACT COMPLETION

26. REFERENCE MATERIAL

**4. INSURANCE REQUIREMENT - CONSIDER THE FORMS OF POLICY REQUIRED FOR
WRAP-UP GENERAL LIABILITY AND BLANKET BUILDER'S RISK
(CONSIDER THE FOLLOWING AND COMMENT ACCORDINGLY)**

ANNEX E

INSURANCE REQUIREMENT

The Contractor must, at the Contractor's expense, obtain and maintain the following insurance contracts. Coverage must be placed with an Insurer licensed to carry out business in Canada. The policies must insure the Contractor and must include Canada as an additional Insured.

1. Wrap-Up General Liability

- a) The policy must not be substantially less than that provided by IBC Form 2100.
- b) Policy Limits:
 - i. \$50,000,000 Each Occurrence Limit;
 - ii. \$100,000,000 General Aggregate Limit per policy year; and
 - iii. \$50,000,000 Products/Completed Operations Aggregate Limit.
- c) The policy must insure the Contractor and must include, as additional insured, Canada, any Consultant; and any Subcontractor at any tier performing any part of the Work.

2. Commercial General Liability

- a) The insurance coverage provided must not be less than that provided by IBC Form 2100
- b) Policy Limits:
 - i. \$5,000,000 Each Occurrence Limit; and
 - ii. \$5,000,000 Products/Completed Operations Aggregate Limit.

3. Professional Liability

The coverage shall be an amount usual for a contract of this nature but for not less than \$5,000,000 per loss and in the annual aggregate.

4. Blanket Builder's Risk

- a) The insurance coverage provided by the blanket policy must not be less than that provided by IBC Forms 4042 and 4047. The coverage must include any construction projects in any of the Assets.
- b) The policy may exclude coverage for loss or damage caused by asbestos, fungi or spores, cyber or Terrorism.
- c) The amount of insurance must not be less than \$25,000,000 in the annual aggregate.

5. Contractors Pollution Liability

The policy must have a limit usual for a contract of this nature, but not less than \$10,000,000 per accident or occurrence and in the annual aggregate. The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions and must include for Incidental Transit Extension

<p>5. EVOLUTION OF ACQUIRED SERVICES FRAMEWORK FOR RP-1 (CONSIDER THE FOLLOWING AND COMMENT ACCORDINGLY)</p>
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See Attachment 1 to Annex A.