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**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

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<b>Title - Sujet</b> Guard Services	
<b>Solicitation No. - N° de l'invitation</b> 47890-157202/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> 47890-157202	<b>Date</b> 2015-01-19
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-532-7406	
<b>File No. - N° de dossier</b> VAN-4-37210 (532)	<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 2015-01-30</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Takasaki, Alan H.	<b>Buyer Id - Id de l'acheteur</b> van532
<b>Telephone No. - N° de téléphone</b> (604) 775-7605 ( )	<b>FAX No. - N° de FAX</b> (604) 775-7526
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

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<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>

Solicitation No. - N° de l'invitation

47890-157202/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

van532

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

47890-157202

File No. - N° du dossier

VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

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## **Security Guard and related Transportation Services**

### **Solicitation amendment 001**

**Solicitation 47890-157202/A**

**Bidders Conference - Guard Services**

**Date: January 9, 2015**

This solicitation is raised to provide the questions and answers that were addressed during the Bidders Conference.

**Questions and Response**

**Q1.** Under General Requirements – Part 2 – General Description of Services: Care and control of detainees, transportation and departure verification, can you speak generally on what each of those involve? And provide some service volumes that relates to transportation and the number of transportation sites aside from YVR and Library Square?

**A1.** There is no specific statistics on the volume.

We are responsible for immigration detentions throughout the region which includes BC and Yukon. The requirement includes transporting arrested individuals to facilities located in Whitehorse, Prince George, Kamloops, Prince Rupert, Kelowna, Vancouver Island, and the like. On average, these types of regional transport outside of the lower mainland occur 2 to 4 times a month.

Within the lower mainland, there are arrests and detention taking place throughout the Greater Vancouver Area daily. There is a requirement for daily transport from various police detachments, correctional centres, detention centres, pre-trial centres, etc.

On a general day, there'll be 3 transport runs every morning, 3 every afternoon, and as needed throughout the day. We require the transport of detainees from facilities including the Fraser Regional Correctional Centre, Alouette Correctional Centre, North Fraser Pre-trial Centre, all located in Port Coquitlam and Maple Ridge Areas. The daily runs will include transporting the detainees from all of those facilities to the CBSA office in downtown for immigration hearings and interviews. In addition, if there is an ad hoc arrest that takes place, we will need transport services to pick up the arrested individual to bring to our facilities.

**Q2.** Do you have any affiliated arrangement with the federal correctional system at all?

**A2.** We do deal with federal detainees when they are finishing their sentence. If they are subject to immigration enforcement proceedings, we will go pick them up once they are finished their sentence as they become an immigration detainee, and we'll deal them from that point.

**Q3.** The Library Square operation runs from 07:00 – 18:00 Can you speak a little about a detainee in there and what happens at 18:00?

**A3.** The Library Square facility is what we call a day cells program and it only operates Monday to Friday day time. The reason it operates is to more easily allow us to facilitate the movement of detainees to and from detention reviews, detention hearings before the Immigration and Refugee Board (IRB), as well as other interview related activities with our officers during those periods. At the conclusion of the day, the detainees will be transported from the day cell environment back to the facility where we house them. The day cell operation shuts down after 18:00.

**Q4.** What is the expectation of the Escort Leads when they are not on Escort?

**A4.** They will be providing other guard related services as required. If the runs are concluded for the day, the expectation of those guards is to be available for attending hearings at the IRB and other monitoring activities within the day cells.

**Q5.** You got an expectation of minimum staffing levels at all times within the facilities. With reference to breaks, in a scenario where you require a minimum of 3 staff at YVR, and one staff goes on lunch, they are considered off the unit. The expectation is that the supplier will provide a replacement to cover off the staff going on break to ensure that the minimum staffing level is still met?

**A5.** Yes, that is correct. At YVR, at no time can it go under 3 staff.

**Q6.** In the Statement of Work under Training, it was mentioned that we are required to provide our staff with mental health training but the document did not specify the curriculum. Can you speak about what that would look like ideally from the Contractor's perspective and whose responsibility is it?

**A6.** It is the Contractor's responsibility prior to engaging in work on the contract. It is the Contractor's responsibility to bring forth to CBSA the curriculum they have established. CBSA will review it, improve it, and that will be the curriculum.

**Q7.** Contractors are required to supply physical restraints such as handcuffs. Is there a requirement to supply any bed restraints?

**A7.** No, bed restraints do not need to be supplied by the Contractor as these facilities are meant to hold lower risk detainees. In instances where there is a more volatile and violent detainee, they will be transferred to one of the correctional facilities.

**Q8.** CBSA officers will be doing risk assessments in conjunction with the Contractor. Is this correct? Can you speak a little about the risk assessment process, particularly involvement of the Contractor and the level of engagement and knowledge that the escort team will have?

**A8.** The way it is set up is that once an individual has been arrested, the initial arresting officer will have undertaken a risk assessment prior to or during the arrest. That information is communicated to us through an arrest email system, and then we will review it prior to transport, and alert the Contractor to the level of restraint that is required for that transport. The Contractor themselves will have access to the arrest email and will be able to see the details of circumstances of the arrest, where it took place, and what the arresting officer's recommended restraint level is. In conjunction with that and a

secondary review by the officers who will be reviewing the case, we will work with the Contractor to decide what the restraint level should be. There are two primary levels of restraints: handcuffs and leg restraints.

**Q9.** For on the job training for the Contractor, you specified hours of training. Would you consider a different model if they can demonstrate core competencies related to your expectations and do not necessarily involve the basis of hours?

**A9.** Part of the reason for 40 hours is that it takes a period of time for a new employee to assimilate themselves into the environment. We really don't want them to be responsible for making operational decisions without having some opportunity for background, context, the ability to be mentored and coached, and the ability to observe. An issue and event may occur and that we are relying on that individual to carry out a function that they are not quite prepared for. It's our experience that even within our program and guard services, having that opportunity for a new employee to immerse themselves in that environment and to watch, be mentored and coached is a good way to set themselves for success in their employment.

The reason we have the provision of on the job training is that occasionally, there is going to be circumstances that the guard will be dealing with that they need to have some competency prior to be dealing on their own. For instance, if they are in the middle of a transport to a facility and the detainee goes into a medical emergency incident, or the vehicle gets into an accident, the guard will need to know how to handle the situation without hesitation and what we don't want to see is brand new employees that was brought on and be put into that situation without some measure of job shadowing or job training with more seasoned staff, so that when they are faced with that circumstance, they would know what to do.

**Q10.** Just about Technology, can you speak a little about the documentation? Do you use specific applications or incident reporting software that the service provider will be expected to provide?

**A10.** Currently, there's no incident reporting software. It's largely email based and Word based. Incident reports themselves are also prepared in Word format with a template provided and submitted via email and hard copy. At some point, we will be looking to transition to electronic detainee management system, but we are not quite there yet.

**Q11.** On a day, how many detainees do you have?

Just at YVR, it ranges. It can go from 0 up to 19. The facility itself is only designed for a maximum of 24 individuals. But in general, average count will probably float between 5 and 10 people.

**Q12.** And they are all just waiting to be transported?

The holding centre has dual purpose. One is fresh arrests that our plain clothes officer has done and they are being housed for transport into our facilities the next day. In other cases, it's persons detained by our uniformed staff at our port of entry at the airport and they are being held overnight pending a return flight home the following day or perhaps even later on in the evening. That is what the

environment looks like for detainees in that facility. The detainee count overall floats from 35 to 50 and that's for all facilities, even for correction facilities.

**Q13.** When you are transporting individuals, how often are they in handcuffs or restraints? A lot of times there are families with children.

**A13.** We have parameters in place for those restrained and what level of restraints they are subject to. We also have parameters that outline who will not be restrained. For example, guardians accompanying their minors, vulnerable persons, elderly, pregnant women will not be restrained. In general, all detainees will be restrained while in transport.

**Q14.** Is there any interest in introducing canine services for this contract?

**A14.** None whatsoever.

**Q15.** In Annex F, Cost recovery surcharges, page 80, you listed out penalties for different types of events. In overall performance management, how are you going to assess the effectiveness of your service provider? In terms of ongoing operation, how does CBSA plan to ensure that metrics and analytics are met and that services are rendered in a way that is expected?

**A15.** We call that oversight. We have a team of staff that will conduct oversight of the guard services performance on a daily, weekly, monthly basis. There'll be a variety of tasks that my team will be tasked with from uniform inspections, to monitoring intake and admission procedures at the holding centre, to CCTV reviews to determine quality and volume at the facility, observing transports, and the like. We will be doing our end of the oversight component. But the key thing from a performance management standpoint for us is that the Contractor is also undertaking their own performance management functions from their end. At the end of the day, there is a requirement to fulfill this need in the contract.

The Technical Authority will be meeting weekly or monthly with the operational manager to go over issues identified by my staff and we will work in conjunction to make sure everyone is performing the way they need to perform.

**Q16.** Are there any concerns at all from CBSA about the integration and oversight of CBSA over the Contractor?

**A16.** We are not the employer. It's not our job to manage the Contractor's staff. It's our job to work with the identified management to ensure that their staff are performing properly. We are not interested in getting involved and it's not our place to get involved in that employer-employee relationship. It's our job to liaise with the Contractor's management to ensure that the Contractor's managers are working with their staff to identify and address performance issues.

**Q17.** 40% financial evaluation criteria is a heavy weighting. Is that the right value to assign?

**A17.** The financial pricing model is consistent across the country for all our guard services contracts and for a majority of contracts related to detention. The financial/technical weighting is what we have

selected as a national standard for moving forward with these contracts and our corporate financial group has valued that as the appropriate threshold for the Agency. You will see that consistently throughout the country.

**Q18.** We have about 45 days after the award of the contract to obtain the vehicle and fit-up with customized cages, and I don't think it's possible. Are there current vehicles we can use until we get our vehicles?

**A18.** We can certainly look into it. But dealing with a vehicle fit up right now based on the specifications laid out, the work was completed in 4 days. A 4 day turnaround for a fit up is quite manageable especially for a fleet we are asking for.

**Q19.** Where does the legislative authority come from to allow contracted security guards to maintain a state of arrest and detention?

**A19.** Guard services and employee of guard services are delegated certain authorities under the Immigration and Refugee Protection Act federally that allows them to maintain custody and transport of detainees. They have zero arrest powers; they have no other authorities beyond the custody and transport. That's what is used as their authority to do the work they do for us.

**Q20.** Can we get a Word version of the Statement of Work and the list of Mandatory criteria?

**A20.** Yes, we can send out Word copies. You can send Al Takasaki and Kristina Pascal an email request and we can send you a Word version of the documents.

Annex A – Statement of Work, Annex B – Basis of Payment and Annex I – Evaluation Criteria will be available in Word format.

**Q21.** Can you verify the dates? Questions until when and what you do with the questions. Will they be distributed to everyone? What is the cutoff?

**A21.** Yes, the questions will be distributed but the questions and answers will have to be translated into French so that could take a little bit of time. We will take questions 15 days prior to bid closing.

**Q22.** Will you shortlist the presentation?

**A22.** No.

**Q23.** How much notice will you give to the winning bidder prior to start-up? How much lead time?

**A23.** Everyone should be prepared in service in April 1, 2015.

**Q24.** You outlined the key headings that we should be part of our bid submission. Should our submission be formatted in that exact same way?

**A24.** Ultimately, that's the format we want to see. That would be easier for us to evaluate the bid. It's not mandatory that you do it that way. In your submission, if you reference a page number when demonstrating that you meet that criteria, that would be transparent enough for us.

All other terms and conditions remain unchanged.

NOTE TO BIDDERS: Please use ONE of the two mailing labels below and affix it securely to the outside of the envelope or package containing your bid submitted by mail or courier. For bids submitted by facsimile (Bid receiving fax (604) 775-7526), use this sheet as the cover sheet. Always ensure your company name, return address, open bidding solicitation number and closing date appear legibly on the outside of your bid submission.

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Bid Receiving  
Public Works & Government Services Canada  
219 - 800 BARRARD STREET  
VANCOUVER BC V6Z 0B9

Solicitation No. : 47890-157202/A A001

Solicitation Closes at: 2:00 PM PT  
On January 30, 2015

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Réception des soumissions  
Travaux publics et services gouvernementaux Canada  
800 rue Burrard, 219  
Vancouver (C.-B) V6Z 0B9

N° de l'invitation : 47890-157202/A A001

La réception des soumissions prend fin le: 30 janvier 2015  
à: 14:00 PT

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