

QUESTION 1- What level security clearance do our Techs need for access?

ANSWER 1 - Reliability Level Clearance is required - Please refer to Additional Terms and Conditions #4

QUESTION 2 - Do we need certification such as Core, ABSA, Microthermal training, First aid, safety training, etc.?

ANSWER 2 - NO

QUESTION 3 - Is the contract for call as need or are there to be scheduled visits like a maintenance and if so how frequent would they be?

ANSWER 3 - Services will be on an 'as and when required' basis only.

QUESTION 4 - Is there a certain rate for charging of equipment or mark up on material or parts or do they go through a quote process?

ANSWER 4 - The bidder is to provide their mark-up percentage only on any material or parts provided as required in the bid document.

QUESTION 5 - are there certain procedures beside stated in proposal and site meeting that our techs need to abide by?

ANSWER 5 - NO

QUESTION 6 - Are there certain time lines for response for emergency and non-emergency issues other than listed in the proposal.

ANSWER 6 - Yes, please refer to Additional Terms and Conditions (Page 15 ) #9 which states :

9. The Offeror must be available to provide routine maintenance and emergency repairs to breakdowns within the following response times:

1. Routine Maintenance: For routine maintenance requirements, the Standing Offer Holder must be on site within 48 hours of receipt of a Call up.
2. Emergency Repairs: For deficiencies or breakdowns that require immediate attention, the Standing Offer holder must be on site within three (3) hour of first contact followed up by a Call up.

QUESTION 7 - Is there travel time allowed to get to site?

ANSWER 7 - No

QUESTION 8 - What are the procedures for after hour calls to contact site staff and for access other than was described in site meeting?

ANSWER 8 - Once contacted by AAFC the contractor will meet the maintenance person at a designated spot on site.

QUESTION 9 - How will the travel be charged to get to the site in Lacombe?

ANSWER 9 - Travel costs must be included in the hourly rate.