

Question 6

Can you please indicate how much time in Site specific training is required for a new guard that has never worked at CMHC to be ready to work

Answer 6

Per Section 3.4

It is the responsibility of the Contractor to provide appropriately trained staff to each post. There is no charge to CMHC for the on-the-job training of new or replacement security personnel and site specific training is expected to be a minimum of 24 hours of training.

Question 7

Who pays for site specific training?

Answer 7

It is the responsibility of the Contractor to provide appropriately trained staff to each post. There is no charge to CMHC for the on-the-job training of new or replacement security personnel and site specific training is expected to be a minimum of 24 hours of training.

Question 8

In Section 4.8 Project Management Plan, subsection d) (on page 29), we are required to describe and explain :

- Our interface points with CMHC;
- All interface mechanisms, and;
- How interface issues and difficulties will be resolved;

Could you please define exactly what is meant by “interface”?

Answer 8

In this context, interface refers to the liaison & interaction between the Contractor and CMHC.

Question 9

As per page 14, **Office Location**, please identify what constitutes proof of office staffing?

Answer 9

Written confirmation in the proponents bid will constitute proof of office staffing.

Question 10

As per page 15 3.5 Scope of Work the RFP states that the contractor must have the capability to surge up to 5 extra guards when required

Is this guards per shift or total guards?

Would this constitute a change to post orders that increases the number of hours specified and require a written modification of the contract s per the final paragraph on page 15?

Answer 10

This would be total guards and that could be required on a non-permanent basis for a very specific time period ie. to perform escort duties of a non-security cleared contractor performing emergency repairs. Any long term or permanent changes will be addressed in the issuing of a contract amendment.

Question 11

On page 32 of the CMHC RFP for Security Guard Services file No 201700419 – Chart 2 requires Total Yearly Price for 3 years, however the RFP does not stipulate the actual hours of work for each category, in section 3.5 Scope of Work, it states the following:

3.5 Scope of Work MANDATORY

The successful proponent will be responsible to provide the following staff complement on a regularly scheduled basis to CMHC's National Office located at 700 Montreal Road and at CMHC offices at Place D'Orleans in, Ottawa, Ontario:

The successful proponent must be able to provide the following staff complement:

- a. 1 site Supervisor employed up to 45 hours per week during normal working hours;
- b. 1 shift Supervisors on site 24/7 basis;
- c. As many as 8 guards during normal working hours;
- d. As many as 4 guards outside of normal working hours (evenings/overnights and weekends);
- and
- e. The capability to surge up to 5 extra guards when required.

Note: Normal working hours are typically 7:00 am – 5:00 pm Mon- Fri except statutory holidays

In order for Paladin Security Group Ltd. to provide a accurate annual quote we would require actual hours of work for each category listed on Chart 2, page 32.

Question will CMHC provide the actual scheduled hours of work for each category as listed in Chart 2 page 32 of the CMHC RFP for Security Guard Services file No 201700419?

Question will CMHC provide Statutory Holiday hours required or does CMHC reduce hours on Statutory Holiday's?

Answer 11

CMHC will not dictate to the successful contractor on shift scheduling, contractors are free to employ 8, 10 or 12 hour shifts, if desired and when appropriate. The total yearly price for three years should be calculated on the following weekly mandatory requirements:

- a. 1 site Supervisor employed up to 45 hours per week during normal working hours;
- b. 1 shift Supervisors on site 24/7 basis;
- c. As many as 8 guards during normal working hours; and
- d. As many as 4 guards outside of normal working hours (evenings/overnights and weekends).