



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions Travaux  
publics et Services gouvernementaux Canada  
Room 100,  
167 Lombard Ave.  
Winnipeg  
Manitoba  
R3B 0T6  
Bid Fax: (204) 983-0338

**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 -  
Western Region  
Room 100,  
167 Lombard Ave.  
Winnipeg  
Manitoba  
R3B 0T6

<b>Title - Sujet</b> CHARS Facility Management Services	
<b>Solicitation No. - N° de l'invitation</b> EV385-172530/A	<b>Amendment No. - N° modif.</b> 005
<b>Client Reference No. - N° de référence du client</b> INAC EV385-172530	<b>Date</b> 2017-06-07
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$PWZ-050-10213	
<b>File No. - N° de dossier</b> PWZ-6-39309 (050)	<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 2017-06-20</b>	
<b>Time Zone</b> Fuseau horaire Central Daylight Saving Time CDT	
<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> McRuer, Dan	<b>Buyer Id - Id de l'acheteur</b> pwz050
<b>Telephone No. - N° de téléphone</b> (204) 295-6634 ( )	<b>FAX No. - N° de FAX</b> (204) 983-7796
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> SEE HEREIN	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b>	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> (type or print) <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 Amendment No. 005 is being issued for the following:****ENQUIRIES RECEIVED DURING THE SOLICITATION PERIOD****PART 1**

1. Ref. SOW 1.4, para 3. Will Service Provider Staff be permitted to purchase meals at MRB facility cafeteria?  
Answer: Commercial kitchen operation not yet determined.
2. Ref. 1.5 SOW. Is the Service Provider responsible for supplying fuel for the generators?  
Answer: No
3. Ref. 1.5 SOW. Is internet infrastructure in place at facility? Or will service provider be required to install?  
Answer: Service Provider will be responsible for provision of internet connection to connect to network infrastructure.
4. Ref. Appendix C. Inventory of Government-Furnished Equipment and Government-Furnished Materials-After first year stock is depleted who is responsible for costs associated with, consumables, critical spares?  
Answer: Service provider. Attic stock (GFE and GFM) is to be procured, shipped, and managed by the service provider based on consumption and forecasts (Task 3.9 Inventory Management), in order to ensure adequate holdings on hand until the next annual sealift (Appendix B Inventory Management Plan). Service provider does not need to purchase existing "attic stock" holdings but is to inventory (task 2.4.4(b)), track consumption in CMMS, and account for holdings.
5. Ref. 1.6 SOW. Will special events i.e. evening public event, where service provider has been engaged, be part of the Task authorization process?  
Answer: Refer to SOW 3.5.4.
6. Ref. Appendix C. Inventory of Government-Furnished Equipment and Government-Furnished Materials, CHARS Janitorial Supplies-Does column titled, Shipped August 2016 plus column titled, Annual quantity 2017 equal total inventory at project start date?  
Answer: Annex C superseded by files provided under SOW para 1.7.9.
7. Ref. 6.1 RFP. Average Industry turnaround time for new personnel security clearance at enhanced reliability is 3 months. Will a grace period be provided to service provider for personnel clearances as long as service provider can prove pending status for employee?  
Answer: See amendment to SOW para 3.8.6.
8. Ref. 3.1 SOW. Who is responsible for costs associated with major (\$3,000 not including GST or shipping) equipment parts?  
Answer: Canada would provide or engage SOW para 4.

**PART 2**

1. Ref. SOW 3.9. Will service provider be responsible for transport cost associated with Sealift?

Answer: Yes.

2. Ref. SOW 3.8. During after hours will security desk need to be manned at all times? Or will security personnel be permitted to leave desk to make rounds/foot patrol? Is security required to be armed?

Answer: In delivery of SOW 3.8.1, a security person needs to be onsite at all times but is not required to be constantly at the desk. If not at the desk the service provider must ensure they can be reached by (service provider provided) cell phone or other communications device and that security alarms are forwarded to a service provider staff member so response can be provided. Security will not be armed.

3. Ref. SOW 1.5. The BMS was not viewed during site visit. What if any specific qualifications will be required to operate and maintain BMS? Will service provider be trained on these requirements?

Answer: According to Wikipedia: "A building management system (BMS), otherwise known as a building automation system (BAS), is a computer-based control system installed in buildings that controls and monitors the building's mechanical and electrical equipment such as ventilation, lighting, power systems, fire systems, and security systems". Therefore a qualified building operator with computer skills are required. Qualifications are dictated by the specific systems that the building operator can adjust.

4. Ref. SOW 1.8. We would expect that elevator maintenance would not be held to same response time requirements as Will Elevator maintenance be held to same response requirement as per SOW?

Answer: No requirement to have an elevator mechanic onsite at all times. The service provider is still expected to schedule maintenance and respond to a service request (SR) as per the standard. If the resolution to a SR will require additional time, such as having to bring in appropriate technicians as soon as possible, this is to be communicated to the Technical Authority as soon as possible. Service provider is responsible for transportation and sub-contractor costs.

5. Is bear monitoring required?

Answer: No

6. Will service provider be responsible for fire suppression systems preventative maintenance and repair?

Answer: Yes

7. Ref SOW 1.5 Will vehicle provided by Canada for use by Service Provider be supplied for duration of contract term?

Answer: Yes.

8. Ref SOW 1.5 Will service provider be required to provide refrigeration/freezer Preventative maintenance and repair?

Answer: Yes.

**PART 3**

1. Will service provider be supplied with landline telephone hardware in office areas? Or will service provider be required to supply?

Answer: Voice over internet protocol phones provided in allocated spaces by Canada.

2. Will long distance charges to the south be charged to the service provider? If so how will billing take place?

Answer: Business long distance will be covered by Canada.

3. Will preventative maintenance tasks associated with checklists/frequencies in Facility Maintenance guidelines be provided by Canada?

Answer: No, see SOW Appendix B Operations and Maintenance Plan sub component: O&M Plan.

**PART 4**

Item	Reference	
1	SOW 1.5.21	<p>It is noted that a vehicle will be provided to the contractor upon demonstration of appropriate liability insurance. PSPC is requested to identify:</p> <ul style="list-style-type: none"> <li>Who will be responsible for conducting vehicle maintenance for the asset provided by Canada. <b>Answer: Canada.</b></li> <li>Who will be responsible for providing damage insurance. <b>Answer: The Service Provider.</b></li> <li>Whether the vehicle will solely be allocated to the contractor. <b>Answer: Yes.</b></li> </ul>
2	SOW 3.6.3	<p>PSPC is requested to confirm whether industrial washers and dryers will be made available to the contractor for the purposes of laundering bedding, linens, pillow cases, and kitchen and bathroom towels, as noted in SOW 3.6.3. Will such facilities be separate from those provided to the Triplex visitors?</p> <p><b>Answer: No, triplex unit washers and dryers to be used.</b></p>

3	SOW 3.5	<p>PSPC is requested to clarify whether the contractor will be permitted to purchase meals from the CHARS commercial kitchen. If so please specify the cost.</p> <p><b>Answer: Commercial kitchen operation not yet determined.</b></p>
4	SOW 3.9	<p>PSPC is requested to clarify whether:</p> <ul style="list-style-type: none"> <li>• Inventory Management includes the purchase of consumable items once “attic stock” (GFE and GFM) is depleted.</li> <li>• Is required to purchase “attic stock” from the Crown.</li> </ul> <p><b>Answer: Partially correct. Attic stock (GFE and GFM) is to be procured, shipped, and managed by the service provider based on consumption and forecasts (Task 3.9 Inventory Management), in order to ensure adequate holdings on hand until the next annual sealift (Appendix B Inventory Management Plan).</b></p> <p><b>Service Provider does not need to purchase existing holdings but is to inventory (task 2.4.4(b)), track consumption in CMMS, and account for holdings.</b></p>
5	SOW 3.4.3	<p>PSPC is requested to clarify whether the contractor is expected to remove snow from the building roof tops.</p> <p><b>Answer: No.</b></p>
6	SOW 3.5	<p>PSPC is requested to clarify any applicable janitorial standards and cleaning frequencies.</p> <p><b>Answer: Per Green Clean Guidelines.</b></p>
7	SOW 3.6	<p>PSPC is requested to clarify any applicable hoteling standards and cleaning frequencies.</p> <p><b>Answer: Per Green Clean Guidelines and Triplex Cleaning Matrix. See 1.7.10.</b></p>
8	SOW 1.6	<p>PSPC is requested to clarify whether the working hours as noted in SOW 1.6 (8:00 am – 6:00 pm) are the same, 7 days a week.</p> <p><b>Answer: Except where noted in the SOW, the service provider is expected to provide services 5 days a week. See SOW para 2.0. Also see SOW section 1.2, 1.4, and edits to Section 1.6.</b></p>

9	SOW 1.6	<p>PSPC is requested to clarify whether:</p> <ul style="list-style-type: none"> <li>• After hours usage will require contractor support.</li> <li>• Such coverage will be covered by SOW 4 (by Task Authorization)</li> </ul> <p><b>Answer: Refer to SOW 3.5.4.</b></p>
---	---------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

10	SOW 3.1.1 and 3.1.2	<p>It is noted that the following two statements, with respect to Building Operation and Maintenance, may be perceived as contradictory: "Deliver a level of service that extends beyond the scope of mandated and life cycle requirements..." and "Maintain all equipment and systems cost-effectively...". PSPC is requested to clearly identify the level to which the Contractor is to cost and deliver the required services.</p> <p><b>Answer: See amendment to SOW 3.1.2.</b></p>
11	SOW 3.7.1	<p>PSPC is requested to provide the annual estimated volumes and types of all HAZMAT that the contractor can expect to manage, package, remove and dispose of.</p> <p><b>Answer: See amendment to SOW 3.7.1.</b></p>
12	SOW 3.7.5	<p>PSPC is requested to clarify whether as part of the first line response to spills requirement contractors are expected to provide (and replace if consumed) Spill Response Kits. If so, PSPC is request to clarify whether this cost is to be incorporated into the monthly Fixed fee within the Financial bid.</p> <p><b>Answer: No.</b></p>
13	SOW 3.7.6	<p>PSPC is requested to clarify whether Environmental Reporting is expected to be in accordance with Territorial or Federal Regulations.</p> <p><b>Answer: Both</b></p>
14	SOW 3.8.4	<p>PSPC is requested to clarify that all keys, electronic key cards, key cutting and electronic key card programming equipment will be provided to the contractor.</p> <p><b>Answer: Yes, though no key cutting to be undertaken by the service provider. Service Provider to account for all keys and cards.</b></p>

15	SOW 3	<p>PSPC is requested to identify what the contractor's limit of liability is with respect to the operations and maintenance activities. In other words, at what dollar value threshold will a Task Authorization be issued?</p> <p><b>Answer: See edits to SOW paras 3.1 and 4.</b></p>
16	Appendix C to SOW	<p>PSPC is requested to provide a comprehensive list of equipment available to the Contractor (including, but not limited to, SNIC equipment, such as snow blowers, snow shovels).</p> <p><b>Answer: Provided under SOW para 1.7.9.</b></p>
17	Appendix C to SOW	<p>PSPC is requested to clarify whether the contractor will be expected to insure GFE and GFM. If yes, PSPC is requested to provide the dollar values of the respective GFE and GFM.</p> <p><b>Answer: Contractor is accountable for GFE and GFM Costs provided under SOW para 1.7.9.</b></p>
18	SOW 3	<p>PSPC is requested to clarify whether the contractor will be responsible for maintaining any of the scientific research equipment housed within the CHARS facilities. If yes, please provide a specific list.</p> <p><b>Answer: Service Provider to maintain equipment installed by the Contractor. See files under Div 11 in 1.7.3 CHARS Campus shop drawings for MRB / PK3 Submittals/ for scientific equipment details.</b></p>
19	1.7.9.6 GFE- GFM Vehicles and Janitoria   on hand and Sealift 2017	<p>PSPC is requested to clarify whether a man-lift designed to be operated outdoors will be provided as GFE?</p> <p><b>Answer: No.</b></p>

20	SOW 3.9	<p>PSPC is requested to clarify whether GFE managed by the contractor will be required to be signed out for usage by POLAR and visiting scientific researchers. If yes, PSPC is requested to confirm whether the Crown will cover the cost of replacement of such equipment if lost by any of the borrowing parties outside of the contractor.</p> <p><b>Answer: No, GFE will not be signed out.</b></p>
21	SOW 1.4.5	<p>PSPC is requested to identify how many sea cans will be made available for usage by the contractor on site.</p> <p><b>Answer: Service Provider can make use of the TBC number of sea containers from Sealift 2017 used to ship items as identified under SOW para 1.7.9.</b></p>
22	SOW 3.6	<p>PSPC is requested to clarify whether residents are responsible for the cleanliness of their rooms while occupied and whether rooms are only to be cleaned upon resident turnover.</p> <p><b>Answer: Residents are responsible during occupation.</b></p>
23	SOW 3.9	<p>PSPC is requested to clarify whether the storage area for the consumables and spare parts have restricted access which can be controlled by the service provider.</p> <p><b>Answer: Dedicated space identified in SOW 1.4.5 and shared space identified in SOW 1.4.6. Bulk storage space room(s) have restricted access (key card access) as well as security cameras.</b></p>

**PART 5**

Item	Reference	
1	N/A	PSPC is requested to clarify whether the contractor will be responsible to procure flags and to raise and lower the flags on site. <b>Answer: No.</b>
2	SOW 3.8.2	PSPC is requested to clarify whether the software required for electronic key card programming will be provided to the Contractor. <b>Answer: Yes.</b>
3	SOW 3	PSPC is requested to clarify whether the replenishment of required materials, equipment and general stock should be coordinated with POLAR operations or whether the contractor will be required to independently manage their own shipping. <b>Answer: The contractor [Service Provider] will be required to independently manage their own shipping.</b>
4	SOW 2.3.1	It is noted that two licences for access to the CMMS is to be provided to the Departmental Representative for read-only purposes. PSPC is requested to clarify whether the contractor is to provide CMMS training to the Departmental Representative. <b>Answer: Yes, a one hour orientation.</b>
5	SOW 3.7.3	a.) PSPC is requested to clarify whether Utilities are to be treated by the Contractor as flow through and are therefore cost reimbursable. b.) PSPC is additionally requested to provide a complete list of the utilities that are to be tracked by the Contractor. <b>Answer: a.) No. b.) The utilities to be tracked are: Heating Fuel, Electricity, Water, Sewage, and Garbage.</b>
6	SOW 3.8	PSPC is requested to clarify whether contractor personnel will require ID badges. If yes, will the badges be furnished by the Crown. <b>Answer: No.</b>