



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC**

**11 LaurierSt./ 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**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**

THIS DOCUMENT CONTAINS SECURITY  
REQUIREMENTS.

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Maintenance & Professional Consulting Services  
Division (FK)

11 Laurier St./ 11, rue Laurier

3C2, Place du Portage, Phase III

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Property and Facility Management	
<b>Solicitation No. - N° de l'invitation</b> 08C54-170130/A	<b>Amendment No. - N° modif.</b> 008
<b>Client Reference No. - N° de référence du client</b> 20170130	<b>Date</b> 2017-07-26
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-302-73065	
<b>File No. - N° de dossier</b> fk302.08C54-170130	<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 2017-08-14</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<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> Kraya, Jeahan	<b>Buyer Id - Id de l'acheteur</b> fk302
<b>Telephone No. - N° de téléphone</b> (819) 420-5351 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**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> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<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> <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>

**This solicitation amendment 008 is issued to update Appendix B & F.**

1/ At Appendix B – Technical Evaluation Criteria

Delete: Appendix “B” in its entirety

Insert: Attached Appendix B – Technical Evaluation Criteria

2/ At Appendix F – Pricing Schedule

Delete: Appendix “F” in its entirety

Insert: Attached Appendix F – Pricing Schedule

**OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

## **Appendix B – Technical Evaluation Criteria**

### **1.0 Mandatory Technical Criteria (MT)**

The bid must meet the Mandatory Technical Criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the Mandatory Technical Criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

#### **MT1 - PFMS Experience**

The Bidder must possess five (5) years of experience in providing services of similar size and scope related to property and facilities management as identified in Appendix A - Statement of Work for office space totalling at least 25,000 square meters.

The provision of these services must have been continuous for at least a 36 month period within the last five (5) year period.

The Bidder must demonstrate its experience by providing the following:

- description of the portfolio(s) under management;
- description of the services provided, demonstrating how these are of similar scope to the Property and Facility Management Services described in this Solicitation ;
- total square metres of office space;
- period of time under management (start and finish dates); and
- client business name and reference contact.

#### **MT2 - PDS Experience**

The bidder must have provided services of a similar scope to the Minor Project Delivery Services described in this Solicitation related to office space. The bidder must have delivered project(s) where:

- the combined value of Work is at least €350,000 within a single consecutive 12 month period within the past three (3) years.

The Bidder must demonstrate its experience by providing the following for this mandatory:

- description of 5 (five) sample projects under management, with at least one (1) of the projects valued at a minimum of €250,000;
- description of how the project(s) are of similar scope to the Project Delivery Services described in the solicitation
- start and finish dates;
- value of the Work completed in the 12 month period; and
- client business name and reference contact.

## Overview of Rated Evaluation

The Bidder's proposal will be evaluated on two categories: Technical and Financial (Appendix F – Pricing Schedule). Each of these categories is broken down into sub-categories.

The evaluation criteria highlight what will be assessed in each bid. Bid submission requirements provide a framework and instructions for formulating a response to the evaluation criteria. The rating scales provide the numerical-based scoring grid to be used in the assessment.

Bids will be assessed in accordance with the evaluation criteria. Evaluation will be conducted using a consensus-based approach.

### 2.0 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Each point rated technical criterion should be addressed separately. Bids that do not obtain a minimum of 60% in each related category or attain a minimum of 75% overall of the available points will be given no further consideration.

Bids that obtain the overall minimum of 75% of the available points will proceed to the evaluation of their Fees.

Table 1			
#	Point Rated Technical Criteria	Minimum Number of Points Required Per Criteria	Maximum Number of Points per Criteria
RT1	Organization and Management	18	30
RT2	Information Management and Reporting	6	10
RT3	Expenditure and Subcontract Management	6	10
RT4	Occupational Health and Safety	9	15
RT5	Quality Control Program	12	20
RT6	Transition Management	9	15
RT7	Code Integration	6	10
Overall Maximum Points Available			<b>110</b>
Overall Minimum Points Required			<b>82.5</b>

Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient.
50%	<p>The response is <u>lacking</u> information or some elements are poorly described leading to projected failure.</p> <p>The Bidder shows an understanding of the requirements but the response does not clearly identify the integration or coordination of activities to achieve a successful implementation.</p>
75%	<p>The response includes <u>sufficient</u> information required for meeting the established minimum and demonstrates a better understanding of the requirements and Canada objectives.</p> <p>The strategies identified outline the integration or coordination of activities to a successful implementation.</p>
100%	<p>The response includes <u>all</u> information required for meeting the established minimum and demonstrates an excellent understanding of the requirements and Canada objectives.</p> <p>The strategies offered are clear, comprehensive and directly related to the goals of the SOW. The response includes innovation or additional approaches to achieve continuous improvement over the term of the Contract.</p>
This Rating Table applies to all Point Rated Technical Criteria.	

### Point Rated Technical Criteria (RT)

#	Bid Preparation Instructions	Weighting
The Bidder should describe its approach to include at minimum the following:		
<b>RT1 – Organization and Management (30 points)</b>		
RT1	<b>Bidder Organization and Description</b>  Describe its corporate and operational structure proposed to deliver all elements of Appendix A, SOW and explain how it will be effective. <ul style="list-style-type: none"> <li>▪ identify the various positions proposed for its organization including type and quantity;</li> <li>▪ provide a description of the functions of the positions;</li> <li>▪ indicate which services will be delivered through the use of internal resources and which will be delivered through subcontractors and</li> <li>▪ provide an organization chart(s).</li> </ul>	Up to 12 points
	<b>Organizational Core Competencies</b>  Describe experience in successfully employing and maintaining corporate specialists in the key disciplines below for the delivery of services similar to those outlined in the Statement of Work: <ul style="list-style-type: none"> <li>▪ Property management;</li> <li>▪ Project management;</li> <li>▪ Facilities management;</li> <li>▪ Quality management;</li> <li>▪ Subcontracting and procurement;</li> <li>▪ Occupational health and safety;</li> <li>▪ Environmental; and</li> <li>▪ IM/IT.</li> </ul>	Up to 12 points
	<b>Event Support</b>  The Paris Embassy and Canadian Cultural Centre represent Canada to the world and are visited by many people throughout the year (including evenings and weekends) with exhibits changing throughout the year.  Describe how it proposes to meet this important requirement for onsite support for such services and how it will address scheduling and special needs.	Up to 2 points
	<b>Human Resource Management</b>  Describe its experience in adopting and implementing professional standards for education, professional qualifications, skills, and experience for property and facility managers, building engineers and project managers including: <ul style="list-style-type: none"> <li>▪ Strategy for managing personnel performance (e.g. absenteeism, performance issues,) including disciplinary policy and ensuring timely replacement of personnel</li> </ul>	Up to 4 points

#	Bid Preparation Instructions	Weighting
	<p>as appropriate.</p> <ul style="list-style-type: none"> <li>Strategy for scheduling the work of resources (e.g. technicians, supervisor, etc.) and their training in methods and procedures.</li> <li>Capacity to provide additional (on-call) personnel for as and when requested services including periodicals and events.</li> </ul>	
<b>RT2 – Information Management and Reporting (10 points)</b>		
RT2	<p><b>Information Management and Reporting</b></p> <p>Describe how it will meet this Solicitation’s requirements for information management, and the associated tracking and reporting to Canada including:</p> <ul style="list-style-type: none"> <li>The existing process and approach to meeting customer reporting and data needs including frequency, information description, reporting format and media.</li> <li>Key business application systems used and process to ensure accuracy and data quality.</li> <li>Existing business relationships with service providers if a third party is contracted to provide IM/IT services.</li> <li>Description of information management, tracking and reporting including data and information provided by the Bidder for verification and audit purposes.</li> </ul>	Up to 7 points
	<ul style="list-style-type: none"> <li>Existing change management procedures, problem management procedures, back-up and restore procedures, disaster recovery procedures and information security and confidentiality procedures.</li> <li>Should the proposed approach include providing access, for Canada, to these systems, the Service Provider should describe the proposed systems, the access approach and the training required by Canada to access the systems.</li> </ul>	Up to 3 points
<b>RT3 Expenditure and Subcontractor Management (10 points)</b>		
RT3	<p><b>Expenditure Management</b></p> <p>Describe how it will meet this Solicitation’s requirements for budgeting, expenditure management, and the associated tracking and reporting to Canada.</p> <p>Describe how it will produce cost elements for verification and audit purposes. The Bidder should reference its cost accounting practices in its response.</p>	Up to 5 points
	<p><b>Subcontractor Management</b></p> <p>Describe how it has a competitive subcontracting process and a pre-qualification process, reflecting best industry practises.</p> <p>Describe how it plans on managing subcontractors when they are in the buildings (including those who only work for short durations).</p>	Up to 5 points

<b>RT4 - Occupational Health and Safety (15 points)</b>		
RT4	Provide a detailed description of its Occupational Health and Safety Program. Outline associated policies, procedures and work instructions including training and monitoring of staff performance necessary to maintain a healthy and safe working environment.	Up to 5 points
	Provide details on adherence to all health and safety measures pertaining to accident prevention and fire hazards recommended by National and France codes and/or prescribed by relevant authorities.	Up to 5 points
	Provide details on its approach to exercise overall control and responsibility for the workplace with respect to occupational health and safety matters in relation to all Work being carried out in the workplace, including any projects not managed by Bidder.	Up to 5 points
<b>RT5 - Quality Control Program (20 points)</b>		
RT5	Describe how it proposes to provide quality management services as it relates to all SOW services including: <ul style="list-style-type: none"> <li>▪ Reference its current QM policy, associated processes, and its quality control measures.</li> <li>▪ Explain why that system was chosen (e.g. ISO9001, ISO14000, continuous improvement, etc.).</li> </ul>	Up to 5 points
	<ul style="list-style-type: none"> <li>▪ Describe the purpose and scope of its Quality Control Program including quality standards and guidelines for staff and inspection and reporting procedures.</li> </ul>	Up to 10 points
	<ul style="list-style-type: none"> <li>▪ Describe the process the Bidder uses to identify and act upon non-conformance and to implement corrective action.</li> </ul>	Up to 5 points
<b>RT6 – Transition Plan (15 points)</b>		
RT6	Describe the steps involved to ensure the requirements in Appendix A can be met upon the Contract start date including: <ul style="list-style-type: none"> <li>▪ A description of the proposed start-up plan, including developing a communications strategy, staffing plans, IM/IT and subcontracting plans, a network of key contacts /stakeholders and risks and mitigation.</li> <li>▪ Plans are to include key activities and completion dates for meeting the requirements set out in the Statement of Work.</li> <li>▪ Describe how this will be effective and ensure uninterrupted services to Canada, its Occupants and the general public.</li> </ul>	Up to 12 points



	<ul style="list-style-type: none"> <li>Provide a project management plan for the Contract Completion portion of this solicitation and describe how it will be effective.</li> </ul>	Up to 3 points
<b>RT7 – Code Integration (10 points)</b>		
RT7	<p><i>It is a Canada policy requirement that maintenance procedures undertaken at missions abroad must be performed in accordance with the Canadian national codes and standards or to the local or international standards, whichever is most stringent. This policy is not to be interpreted as permitting practices that are specifically prohibited by local legislation.</i></p> <p>Describe its approach in determining and implementing the more-stringent applicable code(s) for all services within the Statement Of Work including:</p> <ul style="list-style-type: none"> <li>The analysis to determine which code is the most-stringent (s) and how it will be applied during the operational start-up at Contract award and throughout the Contract term.</li> </ul>	Up to 7 points
	<ul style="list-style-type: none"> <li>Outline previous experience conforming to Canadian Code or multiple legislative requirements and any building code conflicts related to other authorities.</li> </ul>	Up to 3 points

## **Appendix F**

### **Pricing Schedule and Management Fee Structure**

The volumetric (estimated usage) data is provided in good faith however, is not necessarily reflective of the operational and occupancies levels.

Bidders shall submit all pricing details in Appendix H – Financial Bid Submission and must quote fees in Euros (€) or Percentage (%) as indicated below.

#### **Section 1: Fixed Management Fee - Property and Facility Management Services (PFMS)**

- 1.1 The Fixed Management Fee for Property and Facility Management Services Fee (PFMS) must be firm and all-inclusive expressed in Euros (€) on an annual basis. The expenses, material, equipment and services included in the Fixed Management Fee will not be permitted as direct charges to Canada under any other method.
- 1.2 The Bidder must provide a detailed PFMS calculation breakdown to include:
  - a) The salary or wages for non-building operational staff (i.e. administration, management and corporate specialists), payroll taxes, fringe benefits, general and administrative expenses, applicable, workers' compensation or any other benefits paid or granted by the Contractor to any employee.
  - b) Costs related to human resource functions for all staff (including building-dedicated resources) such as; recruitment, hiring, uniforms (other than those covered under 1.3), footwear, tools and Personal Protective Equipment (PPE),
  - c) Initial orientation and ongoing training expenses for Contractor's employees and subcontractors;
  - d) Costs related to Licenses, dues, memberships, professional fees and subscriptions;
  - e) All overhead expenses normally incurred in providing the services (*unless specifically identified in writing by the Project Authority*) such as: office space and furnishings, work estimates, photocopying, courier, cell phones, computers, voice/data, land-line telephone charges and local travel are to be included in the fee and will not be permitted as direct charges;
  - f) Any mechanical, management or cleaner space (*unless specifically identified in writing by the Project Authority*);
  - g) Any costs for general accounting or reporting work required to account for the management of the building and the handling and disbursement of funds including statements and computer costs;
  - h) Any internal requirements used in the performance of the Work by the Contractor under this Agreement (such as: Service Desk, IM/IT costs, including hardware, software, firmware and related costs including licenses etc.);
  - i) Any costs for forms, papers, ledgers, other supplies and equipment, electronic data processing services or equipment used in the performance of the Work by the Contractor under this Agreement;
  - j) Costs related to legal services, resolving disputes with Canada or third parties;
  - k) Losses or expenses arising from negligent acts or omissions, or willful misconduct or fraud on the part of the Contractor or the Contractor's Workers, agents or Subcontractors;
  - l) Costs for all insurance policies including employee dishonesty insurance (or a fidelity bond) purchased by Contractor for its own account;
  - m) Employment fees, unless specifically approved in writing by the Project Authority; and
  - n) All profit and overhead.
- 1.3 The Bidder may include a one-time charge for all associated transition costs (excluding labour requirements identified in SOW 8.1.1). The costs for such activities must be identified in the overall PFMS Management Fee breakdown, be supported with documentation, apply only during the initial Transition Phase (prior to building occupancy) and must be approved by the Project Authority. These costs shall be limited to:
  - a) recruiting building-dedicated staff; and
  - b) initial purchase of uniforms for building-dedicated staff.

## **Section 2      Minor Works Services Fee (MWS)**

- 2.1 The Estimated Minor Works Services budget for the first year of the Contract is €150,000. All work will be done through the Task Authorization Process and tracked individually.
- 2.2 The Minor Works Fee, expressed as a percentage (%), will apply to Minor Works (corrective maintenance, repairs or minor operational supplies or consumables) < €5,000.
- 2.3 This percentage fee will be applied only to the allowable Construction and Design costs and excludes Contractor labour (paid without mark-up) and applicable taxes. All other internal costs are to be included in the Fee.

## **Section 3      Minor Project Management Services Fee (PMS)**

- 3.1 The Contractor is required to project deliver services in accordance with Appendix A - Statement of Work as described under Section 4 - Project Management Services;
- 3.2 The Estimated Minor Project Management Services budget for the first year of the Contract is €200,000. All work will be done through the Task Authorization Process and tracked individually.
  - a) The Project Management Services Fee will apply to Minor Projects between €5,000 and €249,999 ;
  - b) This fee is a percentage (%) that will be applied to the allowable Construction and Design pass-through costs and excludes Contractor labour costs and applicable taxes. All other costs are to be included in the Bidder's Project Management Services Fee;
  - c) The Project Management Services Fee will be converted to a fixed amount for each project, based on the Class "A" estimate (projects over €13,000) for the allowable construction and design pass-through costs. Canada will adjust the fixed amount fee proportionally downward if the tendered amount is less than 90% of the Class "A" estimate. If Canada requests a change order increasing or decreasing the scope of the project, the fee will be adjusted proportionally in relation to the increase or decrease in the projects allowable Construction and Design pass-through costs; and
  - d) The successful Contractor will be required to reconcile their labour component with the non-utilized estimated labour hours being reimbursed to Canada.

## Section 4: Operating & Maintenance Budgets

- 4.1 The operating baseline for Property and Facility Management Services includes only pass-through costs **without mark-up**. The baseline includes, but is not limited to, service contracts, legislated maintenance and inspections, cleaning, utilities and dedicated building resources (Property Manager, Technicians, etc. at the burdened rate – see Appendix H, Table 3).
- 4.2 The estimated Operating & Maintenance (O&M) budget for 130 Faubourg Saint-Honoré (excluding building - dedicated labour) for the first year (12 months) is €543,500 excluding taxes. The annual O&M budget is based on the forecast of disbursements for the upcoming year and excludes management fees. The O&M budget and performance indicator baselines may be adjusted as a result of significant substantiated changes in:
- the use, dimensions or occupancy rates and schedules of buildings;
  - building systems and equipment;
  - laws, codes or regulations impacting the Statement of Work; and
  - planned Work as a result of emergencies, or other factors.
- 4.3 The Contractor is required to deliver services in accordance with the Statement of Work within the agreed-upon O&M budget. The Contractor is required to meet individual financial performance indicators related to budget establishment, management and variance reporting, as set out in the Statement of Work. The Contractor will be required to reconcile their labour component with the non-utilized estimated labour hours being reimbursed to Canada.

## Section 5: Example Milestone Payments and Summary

For Illustration Purposes Only

Month	O&M Pass-Through Costs	% of Annual O&M Total	Annual Management Fee	% of Annual Mgt. Fee Total	Hold Back Portion of Mgt. Fee	Hold Back Portion of Mgt. Fee	Total Monthly Payments
April	16,305 €	3.00%	10,000 €	8.33%	15 %	-1,500 €	24,805 €
May	16,305 €	3.00%	10,000 €	8.33%	15 %	-1,500 €	24,805 €
June	27,175 €	5.00%	10,000 €	8.33%	15 %	-1,500 €	35,675 €
July	27,175 €	5.00%	10,000 €	8.33%	15 %	-1,500 €	35,675 €
August	43,480 €	8.00%	10,000 €	8.33%	15 %	-1,500 €	51,980 €
September	43,480 €	8.00%	10,000 €	8.33%	15 %	-1,500 €	51,980 €
October	43,480 €	8.00%	10,000 €	8.33%	15 %	-1,500 €	51,980 €
November	81,525 €	15.00%	10,000 €	8.33%	15 %	-1,500 €	90,025 €
December	54,350 €	10.00%	10,000 €	8.33%	15 %	-1,500 €	62,850 €
January	54,350 €	10.00%	10,000 €	8.33%	15 %	-1,500 €	62,850 €
February	54,350 €	10.00%	10,000 €	8.33%	15 %	-1,500 €	62,850 €
March	81,525 €	15.00%	10,000 €	8.33%	15 %	-1,500 €	90,025 €
TOTAL	543,500 €	100.00%	120,000 €	100 %		-18,000 €	645,500 €