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RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
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800 Burrard Street, Room 219
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9
Bid Fax: (604) 775-7526

**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 - Pacific
Region
219 - 800 Burrard Street
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9

Title - Sujet Janitorial Services - Nanoose Bay	
Solicitation No. - N° de l'invitation W6837-174149/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client W6837-174149	Date 2017-08-15
GETS Reference No. - N° de référence de SEAG PW-\$VAN-797-8097	
File No. - N° de dossier VAN-7-40076 (797)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-09-12	Time Zone Fuseau horaire Pacific Daylight Saving Time PDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Muller, Laura	Buyer Id - Id de l'acheteur van797
Telephone No. - N° de téléphone (604) 363-1765 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

Solicitation No. - N° de l'invitation
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003
File No. - N° du dossier

Buyer ID - Id de l'acheteur
VAN797
CCC No./N° CCC - FMS No./N° VME

W6837-174149/A - Janitorial Services – Nanaimo / Nanoose Bay Area
AMENDMENT 003

I. Winchelsea Isle

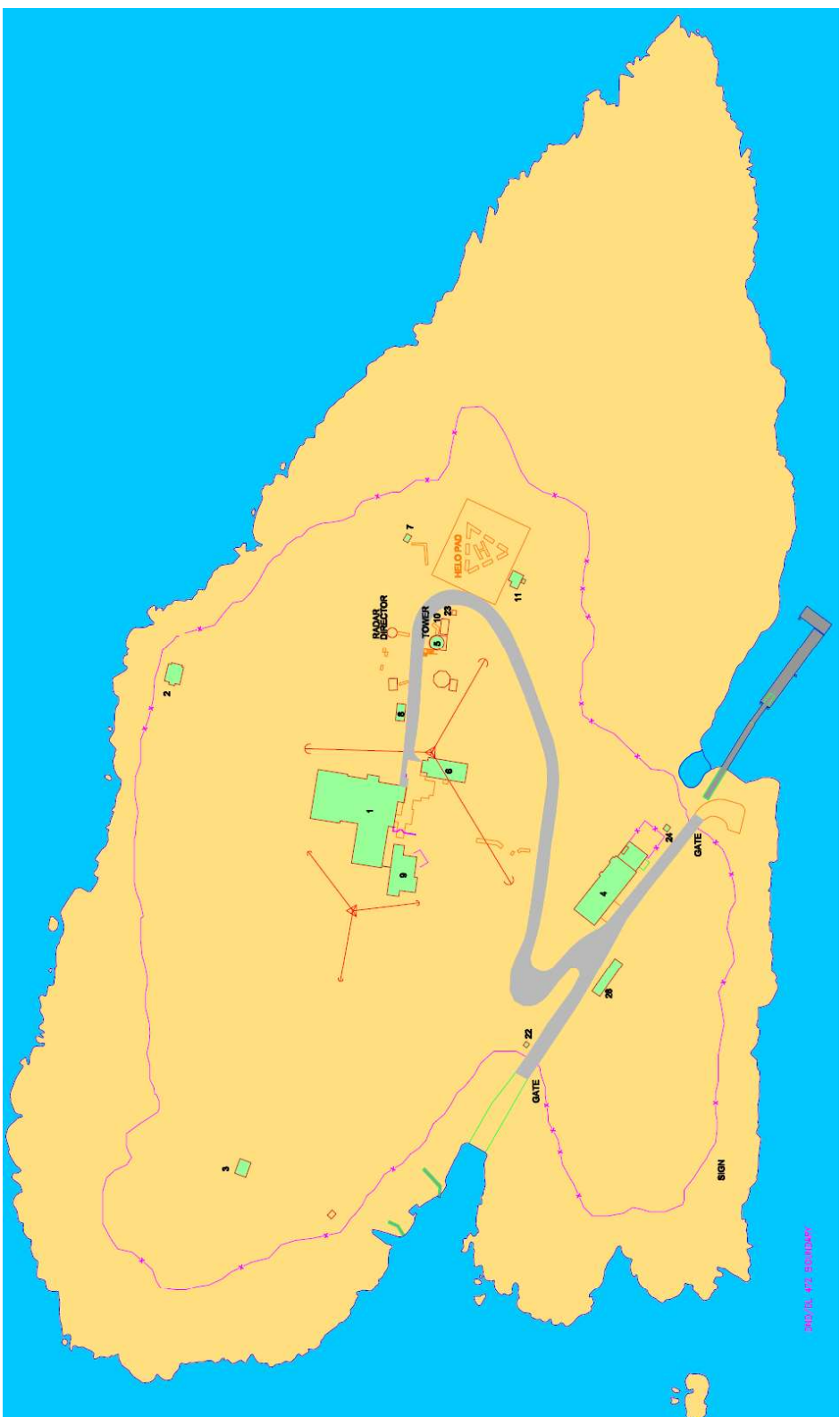
To clarify the scope of the Winchelsea Isle service area. See map.

Note that the boat to the island runs Tuesday-Friday. It leaves at 16:00 and returns at 19:00.

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Buyer ID - Id de l'acheteur
VAN797
CCC No./N° CCC - FMS No./N° VME



II. ANNEX “A” - STATEMENT OF WORK, TABLE 1: BUILDING LIST AND DESCRIPTIONS

INSERT:

Canadian Forces Maritime Experimental and Test Ranges (CFMETR)								
	Square Metres			Stalls				
Building No.	Total	Hard surface flooring	Carpet	Bathroom	Shower	Urinals	Area Use	Building Access Hours
RAP43	28	28	0	Total of: 2 9 sinks 5 toilets	8	4	Washroom trailers	On request

III. ANNEX “B” - BASIS OF PAYMENT, 1.0 STANDARD CLEANING SCHEDULE PRICING

To insert a line for the RAP43 building under the “Canadian Forces Maritime Experimental and Test Ranges” service area

INSERT:

Building	YEAR 01 A \$ per month	YEAR 02 B \$ per month	YEAR 03 C \$ per month	TOTAL for CONTRACT (A+B+C) multiplied by 12	OPTION YR 1 D \$ per month	OPTION YR 2 E \$ per month	EXTENDED TOTAL (A+B+C+D+E) multiplied by 12
Canadian Forces Maritime Experimental and Test Ranges							
RAP43							

IV. BIDDERS CONFERENCE MINUTES – July 25 2017

The minutes and questions/answers during the bidders conference were reviewed in the following order:

1. Annex A
2. Annex E
3. Form C
4. Annex B
5. Annex D
6. Annex C
7. Miscellaneous

Note that questions/answers have been incorporated into the section to which they apply.

1. Annex “A” – Statement of Work

Part 1: Description of Scope and Work (pg 23)

Table 1: Building List and Descriptions - Note that building RAP43 is missing from the table and must be inserted (see section II of this amendment).

2.3 Special Building Requirements (pg 28)

Table 3: Special Building Requirements explains what is different about the various buildings. The Standard Cleaning Schedule is the status quo and the buildings listed in the table are special instructions that supplement the status quo.

Table 2: Standard Cleaning Schedule (pg 26)

This table outlines the frequency with which each Item and Task are performed. Each Item and Task correspond with Table 5: Cleaning Descriptions and Performance Standards (pg 39), and must be cleaned as described to the performance standard listed.

Q: Are the special instructions for each building listed in Table 3 incorporated into the regular monthly costs per building?

A: Yes. Refer to the second paragraph of section 2.3 Special Building Requirements.

Q: Part of the instructions for RAP6 and RAP1 includes exterior window cleaning. Would the windows on all of the rest of the buildings have to be cleaned via task authorizations?

A: Yes.

2.4 Task Authorizations (pg 29)

Task Authorizations are to be performed on an “as-and-when-requested-basis” so you will hear from the Project Authority who will complete Form DND 626. For example - if there is a spill or emergency cleaning is needed, etc.

It is important to note that Task Authorizations are NOT included in the flat monthly cost per building. It is a section in the Basis of Payment called 2.0 Task Authorization Pricing. Note that the examples of task authorizations listed are not exhaustive. There may be other work that is required but not currently listed.

2.5 Holidays (pg 29)

Holidays are listed in the Glossary/Concordance under “Statutory Holidays” (pg 60). Note that the federal government works on the February Provincial, and that Easter Monday and Boxing Day are NOT considered statutory holidays.

Part 4: Materials, Consumables and Equipment (pg 32)

4.1 Materials

Note that green products are preferred but not required. If they are used, the cleaning outcome has to reflect the standards listed in Table 5 (pg 39).

4.2 Consumables (pg 33)

The Contractor is responsible for supplying all consumables. An estimate of the annual usages are in the Glossary/Concordance. It is to be used a guide only. The amounts may fluctuate slightly, but are based on the previous years' usages.

Q: Are compost bags required to be provided by the Contractor?

A: No. Compost bags aren't used. Food waste goes into garbage.

Q: Is the Contractor required to purchase/provide any feminine products for the bathrooms?

A: No.

Q: Is the Contractor required to purchase/provide snow/ice melter?

A: No. It will be provided by DND.

Part 5: Environmental Policy and Waste Disposal

5.1 Recycling/Organics (pg 34)

Q: Is the Contractor required to “sort the waste”? For example, if a piece of recyclable material was put into the garbage, are we required to take it out of the garbage and put it into the recycling container?

A: The Contractor is required to “sort” in the sense that the garbage and recycling containers are emptied separately. The Contractor is not required to pick through each container.

5.2 Waste

Waste and organics left/spilled outside the collection container must be cleaned up by the Contractor immediately. For instance, if there is a recyclable can is left outside of the base of a container, then the contractor is required to pick it and put it into the correct container.

Part 7: Reporting, Performance, and Enforcement (pg 37)

Supplemental information about the roles and responsibilities of each party (Contracting Authority, Project Authority, Contractor, Supervisor, etc) is found within the Glossary/Concordance (pg 60).

Note that if the supervisor(s) are away for any reason, there must be an experienced alternate that is available to cover the position.

7.5 Contract Enforcement

Note that the resulting Contract will use liquidated damages. Please refer to 7.7.5 Liquidated Damages (pg 19). This clause explains what will happen in the case of serious default of the contract. If there is a deficiency in the work, the Contractor will be billed at the hourly rate for DND personnel to rectify the situation. This amount cannot exceed 2% of the firm monthly total building cost for the relevant area that is affected.

Part 8 - Cleaning Requirements (pg 38)

Note that in the event that an item/activity isn't listed (i.e. task authorizations), the Project Authority will provide guidance on the activity and the performance standards.

Table 5: Cleaning Descriptions and Performance Standards is divided into six sections. Each section states the item/activity/description and its associated performance standards. This table must be read in accordance with the detailed explanations in the Glossary / Concordance. These items/activities correspond to frequency found within the Table 1: Standard Cleaning Schedule. Note that any items that are moved during cleaning must be returned to their original location, such as chairs.

Part 9 – Glossary / Concordance (pg 53)

I encourage you to read all the definitions very thoroughly; they are supplemental to the info in the previous parts of the Statement of Work.

2. Annex “E” – Bid Preparation and Evaluation

This Annex is divided into two different parts: how to prepare the bid and how the bid will be evaluated.

Part 1 – Bid Preparation (pg 77)

1.1 Technical Bid

Bidders must clearly demonstrate their understanding of the requirements by explaining how they will meet these requirements. Technical bid includes mandatory criteria, the “must-meets”, as well as point-rated criteria.

For all the information in the technical bid, more is more. When in doubt, provide more information that you think might be necessary. PWGSC will not consider any other information than that which is in the bid. For example, we can't go looking on the internet for references to websites contained in the bid. All the information that you want us to consider must be in the technical bid. In other words, you have to present yourself to us in a way that assumes PWGSC doesn't know your company or your work at all. This is because of the requirement for the federal government to procure in a fair, open, and transparent manner.

Mandatory Criteria

Make sure that you address all three mandatory requirements.

Note that under ii. Training and Certification, you don't need to receive training from St. John's Ambulance specifically – it can be from another recognized provider.

Q: Are bidders to submit certificates as part of the bid or can we just provide details on the process of how we intend to certify staff?

A: For mandatory criteria, the bidder must demonstrate how it meets these elements. This could include providing certificates or explaining how your company intends to get these prior to contract award. The key is that certifications must be completed prior to contract award. If certifications aren't included with the bid, there must be a clear plan that explains how managers and on-site supervisors intend to get certified prior to contract award.

iii. Supervisor Experience

In this case, you could provide a resume, or references, etc. Ultimately you have to prove to PWGSC that the Supervisor(s) have 2 years of experience within the last 5 years. This experience doesn't have to directly relate to janitorial experience, but the individual(s) must have had a supervisory role.

Point Rated Criteria

i. Supervisor Janitorial Experience

This is where experience related to janitorial supervision is assigned points.

ii. Training and Certification Outline

This is a narrative to explain (500 words max) that details training and certification. For instance, if your company doesn't have all the required personnel on the roster, how you intend train/certify individuals once they come in if they aren't already certified. The outline should address all the elements listed.

iii. Company Work Plan

This is your time to shine and to sell yourself within the company work plan. You're your answers concise and clear, but err on the side of too much information rather than too little, within the maximum of 2000 words. Make sure you address all four components.

7.9.4.3 Transition Period

You may make the assumption that the transition period will take place when the options years have all been exercised. Note that PWGSC/DND are allowed to extend the Contract for a further 3 months if necessary. It is a stop-gap measure in case we don't have the new contractor in place. For the purposes of the outline, it is important part to note how the transition will take place.

1.2 Financial Bid

After lengthy conversation we decided that this contract won't have any changes to the firm unit prices in the bid. I.e. Consumer price Index, or future adjustments). Therefore it is your responsibility to take a calculated business risk and to factor in potential increases in consumables, or minimum wage.

Q: We don't know what minimum wage will be. What if it goes up? It may go up to 17/hr. It is increasing in September and then after that.

A: No change to prices. CPI won't account for minimum wage increases anyways...the maximum we've seen is 2.1% in BC. Which isn't a significant on a contract worth thousands of dollars. This is a monthly flat rate. Because we aren't paying an hourly wage, we can't then increase the rates by the amount that the minimum wage increases.

We took out the CPI because it doesn't reflect minimum wage increases. Because we're not paying hourly, and the contractor won't necessarily pay minimum wage, we can't then change our rates. IF minimum wage goes up by a dollar, not everyone's wage subsequently goes up by a dollar, and we can't build this in.

Q: This can cause issues regarding performance. And puts us in a position to not being able to meet your performance standards.

A: It is difficult; our other option is to make these contracts shorter, but we know what it takes to bid on it, and staff up, and get security clearances. So we try to make it worthwhile to bid on.

Q: What happens if our labour costs go up to around 80 or 90%?

A: This is why in the Basis of Payment each year can be bid upon separately in order for you to adjust your prices. Different price for every year. If you think that the minimum wage will go up to \$15 per hr and that that is what the provincial government is saying, then you need to take that into consideration and bid accordingly. At the end of the day it is a business risk.

This is part of the reason why we have balanced the evaluation; 70% of technical bid, and only 30% is price. We're giving you more room to play with price. Not necessarily the lowest price bid will be awarded the contract; it is a combination of technical merit and price.

Q: So you understand that the price will be higher? Are you okay with this?

A: We understand that. DND recognizes that the prices will go up. Ultimately it is in everybody's best interest if we help each other; we have debated this issue for hours and we what you to understand our processes and that we are taking you into consideration in this.

Q: Are you going to check how much labour will be supplied by the Contractor?

A: Nope. We are not the employer. It isn't an employee/employer relationship. It is a performance-based Contract. What we care about is the performance standards; if those are being met, then we don't concern ourselves whether it takes you three people to meet the job or twenty. What are looking for is the output meets the specified standard outlined in Table 5.

Q: How are we going to clean if some areas are not available to be cleaned (due to usage)? Or making noise etc?

A: There aren't minimum staffing levels, building access hours. Cleaning will have to take place between those hours unless otherwise arranged with the PA.

Q: The specifications have changed quite a bit since the previous contract. Why is this?

We have worked closely with DND to meet their needs. A lot of items that were formerly done via task authorizations have been incorporated into the Standard Cleaning Schedule. We believe that this would help you bid better because there is a straightforward and consistent level of known Work. It will help DND to budget more accurately, and will overall save both parties in administrative costs. Please note that the frequency has to be carefully reviewed and incorporated into your pricing for 1.0 Standard Cleaning Schedule Pricing.

Part 2 – Evaluation (pg 80)

This page explains how the contractor selection methodology works in terms of 70% technical and 30% financial. There's a table at the bottom that gives examples of three different bidders. The table is example only; the prices shouldn't influence your bid whatsoever. You can see, for example, bidder 3 has the lowest evaluated bid price, but they only place second in the overall rating.

The maximum points in the example is 135 and Bidder one received 115. And since the technical score is worth 70 %, 115 divided by 135 and then this is multiplied by 70. So the technical merit score becomes 59.63. How it works with the

pricing score, that each price is divided by the price of the lowest responsive bid. This number is then multiplied by 30. Then the technical and price points are added to find the combined rating. In this scenario bidder 1 received the highest overall rating and would win the contract.

This how we are scoring you on what is listed on page 77 through 79.

2.1 Technical Evaluation

Mandatory criteria are listed and you either pass or fail. Have to meet all three in order to move on to be evaluated on the point-rated criteria. If you don't meet your bid is considered non-responsive.

Point rated pass mark is 60%, i.e. 60 points out of the possible 100 points. So you might meet all the mandatory criteria, but if you only score 50% in the point criteria, then once again your bid will be considered non-responsive.

Point distribution is explained, as is how the scoring for each will take place. What we expect is further detailed back starting on page 78.

2.2 Financial Evaluation

Is how the financial bid will be evaluated.

For the evaluation, the extended totals for the prices within the Basis of Payment will be added together to form the Total Evaluated Bid Price (pg 84).

Under 1.0 Standard Cleaning Schedule Pricing. The initial value for resulting contract, and the Extended Total: Standard Cleaning Schedule Pricing. The total is the first item in the financial evaluation.

Under 2.0 Task Authorization Pricing. The Extended Total: Task Authorization pricing, is the second item listed under the financial evaluation.

Under 3.0 Consumables Pricing, the Extended Total: Consumables Pricing.

These three pricing tables are added together to form the Total Evaluated Bid Price on pg 84.

3. Form “C” – Substantiation of Technical Compliance (pg 88)

This is a completely optional form that you are not required to use. What it is intended to do is to help you bid better, and likewise to help us read and evaluate your bid better. It has specifically been formatted to prompt you as the bidder to provide an appropriate response for each criteria. You don't have to cram your answers in the space provided on the right, instead you can reference where we can find the answers within your bid. You can use the form as a checklist to make sure you have addressed each component; particularly regarding the mandatory criteria; or use it as Table of Contents....etc.

4. Annex “B” – Basis of Payment (pg 64)

The initial contract price will not contain the option years, but we do need you to write out your price for those years. They will be added to the contract value when they come about. Again, they are separated so that you can adjust your prices for each year.

1.0 Standard Schedule Cleaning Pricing

Note that the prices must be inclusive of all costs and include special building requirements.

2.0 Task Authorization Pricing

The estimated hours noted aren't a guarantee of future work. The hours are an estimate. Note that for 2.0 Task Authorization Pricing, we estimated the number of hours per year based on the previous years' prices. The task authorizations are priced per hour.

3.0 Consumables Pricing

The price presented includes the wholesale cost plus the markup.

5. Annex “D” – Insurance Requirements (pg 75)

Commercial General Liability is required.

6. Annex “C” – Security Requirements Checklist and Security Classification Guide

We have no control over the security clearances. It is the current climate.

We recognize that it is difficult to retain employees for a contract that might occur several months down the road. You are making a promise. They could go to another company, or find a different job. We understand what frustration that must cause Suppliers.

The security clearance required for each building is listed in Security Classification – this might be something to consider in the flat monthly building price.

Two levels – it is the company/facility that requires secret clearance as well as the individual(s) that'll be accessing the specific secret areas to be cleaned. The whole team does not need that level, but there must be enough people that are cleared.

Note that company Secret clearance is not required at bid closing. It is required prior to contract award. The evaluation is done without that; we have a long bid validity period for this purpose. WE can award upon company/facility clearance, and then we need you to get your specific people cleared prior to start date.

Q: Are cleaning personnel need both reliability and secret clearance?

A: No. Secret automatically includes Reliability.

Q: If at the start date, our people aren't cleared to the secret level then what?

A: We'll see how much time has gone by and we'll discuss with CISD what our options are. We could invoke the three month transition period clause.

Q: for the secret buildings, which was a higher clearance than before, will be escorted by commissionaires or are we going to have access to the building?

A: The size of the building speaks to how many cleaners are going to be needed to go into the building. For instance, if the building is only square 40 m (Flinger 1) the Contractor would have to clear enough personnel to do that work and cover if someone is sick, away, etc.

7. MISC

Please submit further questions in writing. Sooner rather than later. There is a cut-off time for answering questions 10 days before solicitation closing because the questions and answers are required to be translated into French, which takes time. After that time, we have the right to refuse to answer questions, although we will do our best.

Q: How does bid financial security work?

A: Bid financial security serves to hold the bidder financially accountable. If the bidder withdraws their bid, then their security instrument is cashed. Upon contract award, uncashed instruments will be returned to bidders.

Q: Will there be any storage areas on the job site for the consumables?

A: There is approximately 18m² in building RAP43, and 20m² in Nan1161.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME