



Addendum / Addenda

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| No./N ^o 2 |
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| Project Description / Description de projet Janitorial Services - Victoria, British Columbia | | |
| Solicitation No./ No de sollicitation 17-22052 | Project No./N ^o de projet | W.O. No./N ^o d'ordre de travail |
| Project Engineer / Ingénieur de projet Clyde Donnelly | | Date September 13 , 2017 |
| <p>Notice: This addendum shall form part of the tender documents and all conditions shall apply and be read in conjunction with the original plans and specifications.</p> | | <p>Nota: Cet addenda fait partie intégrale des dossiers d'appel d'offres; toutes les conditions énoncées doivent être lues et appliquées en conjonction avec les plans et les devis originaux.</p> |

NOTE:

All content in this amendment forms part of the tender solicitation # 17-22052 and is incorporated in any resultant contract. Accordingly, bidders are reminded to review this document carefully.

1.0 MINUTES OF SITE VISIT of Sept 12 2017

Some information presented at the Site Visit meeting may have subsequently been revised and therefore is reflected in the MINUTES herein. Bidders were reminded that the MINUTES would be posted on the Government of Canada Tendering site <https://buyandsell.gc.ca/>

1.1 Attendees:

- Graham Williams, 3388646 Canada (Commercial Building Cleaning Services)
- Wanda Petrie, & F. Lamdrifo, Acciona Facilities
- John Oliver, GDI Integrated Facilities Services
- Greg Kendrick, Cleantech Service Group
- Clifford Margolese, Bee Clean
- Donovan Cielen & Lorna Miguel, Alpine Building Maintenance Inc.
- Bob Basra & Par Basra, Dynamic Facilities Services Ltd.
- Paul Atwal, R & D Janitorial Services Ltd.
- P. Eduards, Toure Cleaning Services

Clyde Donnelly, NRC Site Operations Supervisor, Site Services ASPM
David Campion, NRC Site Services ASPM
Michael Hare, NRC Supervisor, Material Management Services ASPM

1.2 General:

The site visit commenced at 1:30 PM and adjourned at approximately 3:00 PM. All bidders listed above were present at the Site Visit held at the National Research Council of Canada, 5071 West Saanich Rd Victoria BC. The meeting commenced with an overview of the tender documents and specifications and was followed by a walk-about of all relevant buildings/rooms on the NRC Site.

All bidders had received hard copies of the complete tender package and Addendum #1 , via Government of Canada tendering site <https://buyandsell.gc.ca/>

A hard copy of Appendix " H" Floor Plan drawings set was given to all bidders who were in attendance at the site visit.

Note: Hard Copies of Appendix "G" Janitorial Check List and log set, were provided at the site visit but are also included herein.

2.0 MIKE HARE - PRESENTATION

RE: TENDER INSTRUCTIONS AND CONDITIONS

Bidders were reminded that all proposals must be sent by the Tender closing date and time to:

Steve Cassidy,
National Research Council of Canada
Procurement Services
1200 Montreal Road, Building M-22
Ottawa Ontario
K1A 0R6

It was not mentioned at the meeting, but is reiterated here that NRC will not accept any proposals / documents sent via email or electronic mail and or diskette. (per para 5.4 and 5.5 – page 3 of 10 RFP document)

RE: 1.0 Presentation of Proposals .

Bidders proposal package to include 2 (two) Sealed envelopes containing:

- One Envelope marked "Technical Proposal" (**4** copies)
- One Envelope marked "Financial Proposal" (**2** copies)

Bid submission must contain :

- (i) Completed and signed front page of the RFP and be in accordance with all terms and conditions and requirements in the RFP,

“ TECHNICAL PROPOSAL ”

(ii) Appendix “B”, Pages 3 through 6

Part 1 – Mandatory Green Cleaning” Enviro Preferred Products and Processes

- List all cleaners/chemicals used in the performance of this contract.

Completed tables shall include complete trade name / part # of the product and all pertinent manufacturer information, and MSDS documents as applicable

A minimum of **80%** of the cleaners/chemicals listed must be in accordance with the Environmentally preferred certifications specified in the RFP **or your bid will be deemed non-responsive.**

- Table EP3 – Environmental Preferred Products & Processes

Bidders must include this table and indicate “agree” to all items (EP 3.1 through EP3.7) **or your bid will be deemed non responsive** Please see example in the attachments section of this this document..

(iii) Appendix “B”, Pages 6 through 7

Part 2 – Rated Technical / Managerial

- Bidders are to demonstrate their technical / managerial capabilities per the criteria listed in the table, item 1. OVERALL ORGANIZATION; Item 2. GREEN EXPERIENCE; item 2.a . CONTRACTOR’s PAST PERFORMANCE; item 3. EMPLOYEE EDUCATION AND EXPERIENCE; item.4 MONITORING OF CONTRACTOR’S STAFF; item 5. TRANSITION PLAN; item 6. EQUIPMENT *

Your proposal must include sufficient details, information, company literature, documentation ,resumes, letters or reference, equipment, brochures etc., to be awarded points the items 1 through 6 listed in the preceding paragraph for this section and **obtain a minimum of 70 % (35/50) points or your bid will be deemed non-responsive**

- Note: EQUIPMENT per item 6. Bidders are to list equipment as per the table in this section and provide sufficient details / product literature to be awarded points.

“ FINANCIAL PROPOSAL ”

Bidders shall include/complete all of the items per the following, or your bid will be deemed non-responsive

(iv) Table A - All inclusive pricing – (General) Schedule Years 1, 2 and 3

(v) Table B - All inclusive pricing – (General) Schedule Years 4 and 5 (option years)

(vi) Table C – for other work in addition to or outside scope of contract as requested.

(vii) Completion of Cost Breakdown - as per 7.1 (ii) , page 4 of 10 – first section of the RFP

Note: It was asked at the meeting if the pricing quoted in the proposal could be adjusted in the event of increased labour costs (i.e. the Province of British Columbia raises the minimum wage). NRC's reponse is that pricing submitted by the bidder is firm and there is no provision for escalation of labour or any other costs. Bidders are to quote accordingly and submit a financially viable proposal.

The following other items were emphasized at the meeting :

RE: Appendix " B" Evaluation – General Instructions & Basis of Selection

The basis of selectioun will be in accordance with all of the requirements of this RFP and include the methodology of " best value" .

C. Contractor Ranking: For the purpose of ranking all technically acceptable proposals, the following RATIO will factor the technical/management evaluation and the price component to establish a total percentage score: **EXAMPLE ONLY**

| | | |
|---|--------------------------------------|--------------------------|
| GREEN CLEANING | 100% (ex. 80/100 x 100%) | = 80 GC pts/100 |
| TECHNICAL/MANAGEMENT | 70% (ex. 35/50x 70%) | = 35 tech pts/50 |
| PRICE | + 30% (ex. \$100/\$80* x 30%) | = 24 price pts/30 |
| *lowest technically acceptable bid | = EVALUATION TOTAL | = 160 pts/200 |

Note: In the above example noted in the tender – regarding PRICE . It is assumed (for simplicity) , that the bidder being evaluated has quoted a total price of \$100.00 (i.e. total financial proposal of table A + B + C) and is being pro-rated against the lowest responsive bidder who quoted \$80.00

As stated in the RFP - Neither the qualifying proposal which scores the highest volume of rating points, nor the one which contains the lowest cost estimate will necessarily be accepted. The proposal with the HIGHEST EVALUATION TOTAL will be recommended for award.

RE: 4.0 ENQUIRIES (page 2 of 10 – first section of the RFP)

Bidders were reminded that all enquiries must be directed to : Steve.Cassidy@nrc-cnrc.gc.ca

Tel: 613-993-0851 . NRC will not respond directly to bidders' questions - as NRC's response will only be done via an amendment to the RFP posted on the <https://buyandsell.gc.ca/>

Bidders are reminded to check the web site regularly, for amendments to the RFP. Bidders are requested to submit their questions within 5 days BEFORE tender closing. As stated in the RFP – questions sent later may not be guaranteed a response.

Bidders were reminded that they need to seek clarifications during the tender period as noted above. Only the information provided in their proposal by the closing date and time will be used in the evaluation process.

RE 17.0 PERFORMANCE (page 6 pf 10 – first section of the RFP)

The financial penalty for failing to rectify is outlined per paragrapgh 17.3 The question was asked at the meeting if that was per building and NRC's response is that it applies to the whole site.

RE: 23.0 REPLACEMENT OF PERSONNEL (page 7 pf 10 – first section of the RFP)

Contractor shall be required to follow the conditions for replacement of personnel as outlined in this section.

RE: 28.0 SECURITY LEVEL (page 9 pf 10 – first section of the RFP)

The security level for the Contractor's personnel assigned to the NRC Site is Reliability Status and per the requirements outlined in this section.

2.0 CLYDE DONNELLY - PRESENTATION

RE: TENDER INSTRUCTIONS AND CONDITIONS

The specification was not reviewed in detail however some items were highlighted.

Appendix "A" Statement of Work (pages 1 - 21) , as per the following paragraphs

- 1.1 The NRC representative (Clyde Donnelly) and his Designate (David Campion) were introduced.
- 3.1 For safety reasons a minimum of 2 Contractor's staff are required while working on the NRC site.
- 3.3 Lead or supervisor must be able to communicate effectively both orally and in writing in the English language.
- 7.7 Absolutely NO SMOKING (including electronic or other) is permitted on site. Smokers must leave the site to a point outside the entrance gate at West Saanich road to smoke.
- 15.1 Project work schedule log (excel) shall be created by the contractor.
- 15.2/.3 Contractor staff will be required to sign in/out on the attendance log daily, check and update the Deficiencies and Special request log.
- 21. Contractor and his staff must attend a Pre-Work Commencement Meeting prior to starting on site. This meeting could be 30 -45 minutes.
- 22. End of Contract – as with the existing contract, the successful contractor must commit to a handover as specified.

Section 3 – Operations and Frequencies (page 9 of Appendix A)

This section was not discussed in detail but the frequency was explained.

Contractors were informed that it is important for them to comprehend this section and to ask questions if they do not understand anything.

Laboratories are not included in the base pricing scope and will be handled on an As Requested basis at the hourly rate specified (in Table C) and the level of effort required.

It is also important that the contractors understand the "Special Requirements" section noted in pages 12 -15 of 21.

Section 4, Special requirements and Instructions. (page 17 - 18 of Appendix A)

Note: the following Correction per Paragraph 3

The title of this paragraph currently reads: 3. Special & Periodic Tasks,

The title of this paragraph should read: 3. **Routine**, Special & Periodic Tasks

RE: 3.1.1 It was emphasized at the meeting the following:

that Routine cleaning operations will be performed between 1500 and 2200 hours Monday through Friday (also see Section 1, Para 3). Deviations from this are subject to approval of NRC's representative.

And;

It was stressed that the work done prior to 1700 hrs Mon – Fri must absolutely not interfere with NRC staff operations. This includes vacuuming or pushing noisy carts or mop pails down the hallways or into offices. This is extremely important due to the concentration and focus required by the scientists and engineers in their work. Work in washrooms or vacant board rooms etc can occur as long as it doesn't interfere.

And; per 3.3.

It was also reiterated that certain work such as major floor work (i.e. carpet cleaning, hard floor refinishing) will always be done after hours or weekends and no additional payment above rates tendered will be entertained for this work.

Para 6. Recycling and Regular Waste Receptables (page 18 of 21)

The location of the cardboard bin and garbage waste bins were indicated. The contractors were also informed that it is possible a new building will be constructed in the location of the garbage bin and it would be relocated in an area close by, (approximately the same distance from the main building).

Location of the organics and office paper storage totes were indicated and the process described.

Tables (Page 20 and 21) The Visitor Centre (also referred to as the "CU")

was described and the workload anticipated explained and that the pricing table relates to these optional events/use. Not mentioned at the meeting but it is important to highlight- (Appendix "C" – page 1 of 4, **The BC Holiday in February** is not a Federal Government Holiday. The contractor must provide regular full level services on this day and no extra payment will be entertained for this shift.

NOTE: This was not mentioned in the RFP or Meeting, but shall apply:

It is anticipated that all such events will be held any day of the week including weekends. Note: Pricing quoted in Table A & B , per " CU – One complete event clean " shall apply. No additional cost shall apply for events held on weekends.

RE: Appendix "A" Statement of Work MACHINE SHOP – APPA Level 2 (page 15 of 21)

Add the following cells:

| | |
|---|---------|
| Sheet Metal Shop (Basement of lower bay)- Sweep Wall to wall. | Monthly |
|---|---------|

RE: Appendix "A" Statement of Work - Project work/Periodic tasks (Page 16 of 21)

This page was not specifically highlighted during the meeting. However, due to some questions about project work that were discussed during the tour, the following is reiterated: " Machine Shop - the Penthouse and Stairway " – swept and vacuumed 2 x per year, this page is brought to the contractor's attention.

It was not mentioned at the meeting, but delete all reference to the words "ramped up and ramped down schedule"

Therefore,

DELETE THE FOLLOWING:

NOTE: In terms of Frequency, "Daily" shall mean 5 days/week in the ramped up schedule but in the ramped down schedule it shall mean every day of the schedule for that building or floor. i.e. If Carpets are required to be vacuumed Daily in offices or corridors it shall mean every day of the schedule for that floor. So if that floor is scheduled for Tuesday and Thursday, Daily shall mean that work gets done Tuesday and Thursday for that location. However, Washrooms, Lunchrooms, Conference Rooms, Entrances and Vestibules are not tied to the floor schedules. At all times, they are to be completed every day i.e. 5 days per week (excepting statutory holidays and Christmas Shutdown).

REPLACE WITH:

NOTE: In terms of Frequency, "Daily" shall mean :

(i) Where the schedule indicates (Frequency) – the following shall apply as per the example:

| Example | Building | Area | M | T | W | T | F | S |
|---------|----------|------------|---|---|---|---|---|---|
| No. 1 | Main | first | X | | X | | | |
| No. 2 | | 2 and 4 | | X | | X | | |
| No. 3 | | 3 and Bsmt | | | X | | X | |

In example No.2 "Daily" shall mean Tuesday & Thursday

In example No.3, "Daily" shall mean Wenesday and Friday

(ii) Example No.2 - To further clarify: If Carpets are required to be vacuumed Daily in offices or corridors it shall mean every day of the schedule for that floor. So if that floor is scheduled for Tuesday and Thursday, Daily shall mean that work gets done Tuesday and Thursday for that location/floor.

Note: Washrooms, Lunchrooms, Conference Rooms, Entrances and Vestibules are not tied to the floor schedules. At all times, they are to be completed every day i.e. 5 days per week (excepting statutory holidays and Christmas Shutdown).

RE: General Schedule – visual reference only (Page 19 & 20 of 21)

DELETE THE FOLLOWING:

(there are requirements over and above this schedule for some items – i.e. washrooms, lunchrooms, conference rooms, entrance vestibules daily – 5 days/week)

Proposed first year and optional subsequent years.

| Building | Area | M | T | W | T | F | S | S |
|---------------|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| Main | first | X | | X | | | | |
| | 2 and 4 | | X | | X | | | |
| | 3 and Bsmt | | | X | | X | | |
| | Main foyers/Wshrms/lunchrms/ conf rms | X | X | X | X | X | | |
| Site Services | General and office areas | | | X | | X | | |
| | Washroom/lunchroom | X | X | X | X | X | | |
| Machine Shop | General | | X | | X | | | |
| | Washroom/lunchroom | X | X | X | X | X | | |
| CU | Peak (May-Sept) | | X | | | | | |
| | Off Season | | X | | | | | |
| | Option - 5 days/week | X | X | X | X | X | | |
| WH | 1 st and 2 nd Floor | | X | | | X | | |
| | Lunch room and washrooms | X | X | X | X | X | | |
| 1.8 M Dome | Peak (May-Sept) | X | X | X | X | X | | |
| | Off Season | | X | | X | | | |
| 1.2 M Dome | General Year round | | X | | | | | |
| Dormitory | General Year round | X | | | | | | |
| | Peak Occupancy | X | | X | | X | | |

REPLACE WITH: (as per hi-lite)

(there are requirements over and above this schedule for some items – i.e. washrooms, lunchrooms, conference rooms, entrance vestibules daily – 5 days/week)

Proposed first year and optional subsequent years.

| Building | Area | M | T | W | T | F | S | S |
|---------------|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| Main | first | X | | X | | | | |
| | 2 and 4 | | X | | X | | | |
| | 3 and Bsmt | | | X | | X | | |
| | Main foyers/Wshrms/lunchrms/ conf rms | X | X | X | X | X | | |
| Site Services | General and office areas | | | X | | X | | |
| | Washroom/lunchroom | X | X | X | X | X | | |
| Machine Shop | General | | X | | X | | | |
| | Washroom/lunchroom | X | X | X | X | X | | |
| CU | Peak (May-Sept) | | X | | | | | |
| | Off Season | | X | | | | | |
| | Option - 5 days/week | X | X | X | X | X | | |
| WH | 1 st and 2 nd Floor | | X | | | X | | |
| | Lunch room and washrooms | X | X | X | X | X | | |
| 1.8 M Dome | General Year round | | X | | X | | | |
| 1.2 M Dome | General Year round | | X | | | | | |
| Dormitory | General Year round | X | | | | | | |
| | Peak Occupancy | X | | X | | X | | |

OTHER INFORMATION PROVIDED DURING THE SITE TOUR

Reference Appendix "H" Floor plan set

- (HIA Victoria Office Building 1st Floor)

It was noted that the lunch room (RM 170) does not have any cooking equipment or stoves etc. The only equipment is the microwave(s) , fridge and coffee machine.

- All buildings/ floors

It was noted that the Janitorial closets are limited in space. The on site storage of the Contractor's "walk-behind polishers/ burnishers" may not be feasible – depending on the actual size of the equipment used.

- (HIA Victoria Office Building Basement - RM 019 (I & T) Lab, RM 020 Anti-reflect coat Lab, and 022 Plate storage (now called adaptive optics lab).

These areas are not part of the general cleaning and are on an as requested basis. Rates charged as Basis of Payment per table C.

- (HIA Victoria Office Building Basement – RM 023

This room was shown to hold the "Recycling storage totes", where the collected recycling materials are deposited by the contractor. These totes are to be rolled out to the edge of paved area (adjacent to to the glass elevator) .

- (HIA Victoria Office Building 2st Floor - RM 264 Clean Room, RM 265 Submillimtyere lab, and 265 Electronics Lab

These areas are not part of the general cleaning and are on an as requested basis. Rates charged as Basis of Payment per table C.

- (HIA Victoria Office Building 3rd Floor - RM 345 (incubator lab)

This area is actually an open office area with cubicles / work statiouions and is part of the general cleaning included in the contract.

- Cardboard Bins (Exterior) – Site Services Building

Contractor responsible to take waste cardboard from the office buildings and upper hill buildings and place in the external bins. Note: minimal cardboard is produced in the upper hill buildings.

- Site Services Building

It was noted that cleaning the fridge in this building is not the responsibility of the contractor.

- 1.7 METER - 72 " Plaskett Telescope (3rd floor) "diamond plate flooring"

Bidders were advised that this floor requires vacuuming as per the schedule noted in Appendix "A", and requires this work be done with a HEPA FILTER VACUUM CLEANER

ATTACHMENTS :

EXAMPLE of Completed Table EP3 – Environmental Preferred Products and Processes.

For EXAMPLE :

| EP3 | ENVIRONMENTAL PREFERRED PRODUCTS & PROCESSES NOTE: MANDATORY COMPLIANCE REQUIRED | BIDDER'S RESPONSE | Met yes/no |
|-------------|---|--|---------------|
| EP 3.1 | Bidders are required to list all products being supplied under this contract by completing the Cleaning Products Matrix herein | Agreed. See attached table | YES no |
| EP 3.1.1 | Environmental preferred products certification: Bidders must provide proof of (The Environmental ChoiceM Program (ECP), Environment Canada's eco-labeling program, or the Green Seal as used in the United States of America, or other internationally recognized certification, for environmentally preferred products Mandatory - Bidder's products must meet the labeling requirements outlined in Green Seal's standard for <i>Industrial and Institutional Cleaners (GS-37)</i> , or (The Environmental Choice ^M Program (ECP), Environment Canada's ecolabelling program, Required Documentation - Bidders must demonstrate compliance with this requirement. | Agreed, See attached printout from ECP, or, copies of labels from the products we will provide. | YES no |
| EP 3.1.2 | Product Performance testing: The National Research Council may request samples from the suppliers for assessment once the initial bid evaluations are performed. The NRC's Facilities staff will test the products it chooses to evaluate performance from, but not limited to, cleaning effectiveness, ease of use, and odor. Samples will be provided at no charge and only upon the [organization's] request. | Agreed, Samples will be provided if requested. | YES no |
| EP 3.2.1 | MSDS for Contractor Supplied Products: Following Contract award, Bidders must provide Materials Safety Data Sheets (MSDSs) for all products supplied, for both concentrate, (if provided in concentrated form), and ready-to-use product. | Agreed, see the attached MSDS sheets as applicable | YES no |
| EP 3.2.2 | MSDS Contact Person (Contractor): shall provide notification to building management of any cleaning products used in the building. This shall include a list of all chemicals that may be used. It shall also include the name, address, and phone number of the contact person in the building; a statement that the contact person maintains the product labels and Material Safety Data Sheets (MSDSs) of each product used in the building; and information that the label or MSDSs are available for review upon request. The contact person shall be available for information and comment. | Agreed, | YES no |
| EP 3.3 | Training: All Cleaning Service Providers and their personnel shall be trained in the proper handling of chemicals, proper use and maintenance of cleaning equipment, and proper cleaning procedures. | Agreed, see attached training plan within our proposal. | YES no |

