



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving  
PWGSC  
33 City Centre Drive  
Suite 480C  
Mississauga  
Ontario  
L5B 2N5  
Bid Fax: (905) 615-2095**

**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  
Ontario Region  
33 City Centre Drive  
Suite 480  
Mississauga  
Ontario  
L5B 2N5

<b>Title - Sujet</b> CBSA – QC Region - Security Guard S	
<b>Solicitation No. - N° de l'invitation</b> 47419-193593/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> 47419-193593	<b>Date</b> 2018-10-10
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$TOR-014-7604	
<b>File No. - N° de dossier</b> TOR-8-41065 (014)	<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 2018-10-17</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> 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> Vandonk, Tyler	<b>Buyer Id - Id de l'acheteur</b> tor014
<b>Telephone No. - N° de téléphone</b> (906) 615-2065 ( )	<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>

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Amendment 002 to solicitation 47419-193593/A has been raised to for the following reasons:

1. Amend the Solicitation.
2. Respond to the questions that were asked at the Mandatory Site Visit and subsequent questions.

**1. Amend the Solicitation.**

**At Para 3 of Section 3.2.3 IHC Resource Requirement of Annex A: Statement of Work**

**Delete:**

Emergencies or other situations, whether foreseen or not, may necessitate the call by the CBSA for additional resources. The Contractor must be able to provide the required number of resources within four two (4) hours.

**Insert:**

Emergencies or other situations, whether foreseen or not, may necessitate the call by the CBSA for additional resources. The Contractor must be able to provide the required number of resources within four (4) hours.2018-10-17

**2. Respond to the questions that were asked at the Mandatory Site Visit and subsequent questions.**

**Question 1A:**

Is it expected that proponent provide resumes/proof of education for guards or management staff?

**Answer 1A:**

Bidders must provide all of the minimum requirements for both management and guard resources, including resumes demonstrating the required experience outlined in the SOW, plus all certifications, licensing, and proof of residency. Management proof must be provided prior to contract award. Guard proof must be provided prior to the contract in service date.

**Question 1B:**

If yes, what criteria is required? How many resumes?

**Answer 1B:**

Resumes for all proposed resources are required. Bidders must also submit all of the minimum requirements for all resources: resume demonstrating the required experience outlined in the SOW, all required certifications, licensing and proof of residency.

**Question 1C:**

Is this information required to be submitted with the bid or upon contract award?

**Answer 1C:**

All resources must be cleared and have provided proof of all minimum requirements outlined in SOW prior to the in service date. Management proof must be provided prior to contract award. Guard proof must be provided prior to the contract in service date.

**Question 2:**

What volumes of resources (guards) are required?

**Answer 2:**

As stated in the SoW at Section 3.3, during the contract period it is expected that the vendor maintain a pool of at least 151 resources.

Question 3:

Estimated volume of resources for daily operations?

Answer 3:

As stated in Annex B: Basis of Payment, it is estimated that 69-82 resources/day will be required at the Laval IHC, plus 8 resources/day at the satellite offices.

Question 4:

Estimated volume of resources for last minute/ad-hoc requests?

Answer 4:

The requests will vary, but could require up to 6 resources within 4 hours of the request by the CBSA.

Question 5:

I have reviewed the RFP and note that the vehicle request is for 8 7-passenger vans and 4 12-passenger vans. XXX was at your bidder's conference on Monday and is under the impression that we may require a 24 passenger bus and up to 15 vehicles.

I further note that a 12-passenger vehicle requires a commercial bus driver's license rather than a regular license and a resultant increase to wages for these drivers. Is it permissible to add additional numbers to the total number of vans to avoid using the 12 passenger model? Is this how the discussion of 15 vehicles came into play?

Answer 5:

As stated in Part 11 of the SoW, four 12-passenger vehicles, along with properly licensed resources, are a requirement for this contract.

Question 6:

Part 6 reference 6.1

What is the timeline for obtaining a PWGSC security clearance for IHC resources?

Answer 6:

Please see link for processing timelines: <https://www.tpsgc-pwgsc.gc.ca/esc-src/personnel/enquete-screening-eng.html#s10>

Question 7:

Part 6 reference 6.2

What is the timeframe for obtaining a CBSA security clearance for IHC resources?

Answer 7:

Personnel Security Screening Service Standards for Reliability Status: 20 business days from receipt of all required completed CBSA Security forms and finger prints. Please see link: [http://atlas/cb-dgc/pol/cm-mc/sv-vs/psss\\_nesp\\_eng.asp](http://atlas/cb-dgc/pol/cm-mc/sv-vs/psss_nesp_eng.asp)

Question 8:

Part 6 general reference

Do resources have to have both clearances to work on CBSA sites?

Answer 8:

Resources with valid CISC clearance will be allowed to work on CBSA sites while CBSA enhanced reliability screening is being completed.

Question 9:

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In the proposed mandate we must ensure the custody and supervision of all persons as well as their luggage and personal effects (silver, jewelry etc.) What are the potential values so we have the responsibility?

Answer 9:

This depends on the clients. Values can vary.

Question 10:

In the event of a loss, breakage or theft, what will be the contractor's liability?

Answer 10:

Please see ANNEX F: COST RECOVERY – SURCHARGES

Question 11:

Is there a maximum amount of penalty or refund if there is any accountability in the above question?

Answer 11:

Please see ANNEX F: COST RECOVERY – SURCHARGES

Question 12:

What is the amount of valuables that the contractor is required to manage for detainees? Is there a limit?

Answer 12:

This depends on the clients. Values can vary.

Question 13:

Annex A Administrative Tasks 3.1.5

According to the text, the local management team will no longer perform administrative tasks determined at points A, B, C, D, E, F, G. In the specifications these tasks are necessary for operations. We do not see any resources planned to perform these tasks in the rate grids, is this normal?

Answer 13:

The local management team will be responsible for the management of resources. Administrative tasks will be performed by a resource outside of the scope of this contract (account manager), whose rate should be incorporated into the hourly rate of the other resources.

Question 14:

Annex A 3.2.3

In emergencies we have 4 hours to provide resources, up to how many resources should we expect? During this time can we charge the extra time?

Answer 14:

As per the SoW, the Contractor is responsible for providing an additional 6 resources within 4 hours, if requested by the CBSA.1. The number will be determined by the CBSA Resources will be paid in accordance to Annex B Basis of Payment

Question 15:

Appendix A Membership

In point 3.3.1 you are referring to a pool of 151 resources + 8 for satellite offices so we have a total of 159 but in point 3.4.1 when we have a massive arrival we have to have up to 30 extra resources. Do you understand that the pool must always be 181 resources plus managers?

Answer 15:

The task authorization (TA) for a mass migrant arrival (the addition of up to 30 guards) will be used only for an emergency situation.

Question 16:

Appendix A Membership

Should the 30 additional resources have the same security ratings as PWGSC and CBSA?

Answer 16:

Yes, all resources must meet the Security requirements outlined in the RFP at Part 6: 6.1 and 6.2 and Part 7: 7.3

Question 17:

Appendix A Membership

The 30 additional resources must have the same initial training as the resources allocated to the initial pool ie the 40 hours for each resource before being eligible to perform their duties alone.

Answer 17:

The task authorization (TA) for a mass migrant arrival (the addition of up to 30 guards) will be used only for an emergency situation. TA resources would not be required to complete 40 hours of on-site training at the IHC, as these resources would be used elsewhere.

Question 18:

Appendix A Membership

The 30 additional resources must have the same prerequisites either 4B, RAIC, etc ...

Answer 18:

It is expected that the 30 additional resources would have: Quebec security license, 4B driver's license, CISC security clearance.

Question 19:

Appendix A Membership

The 30 additional resources must be trained 8 hours annually in the same principles as the initial 159 resources.

Answer 19:

The task authorization (TA) for a mass migrant arrival (the addition of up to 30 guards) will be used only for an emergency situation. The TA resources would not be required to attend the required training.

Question 20:

We have +/- 15 hours of training in this section that must be done in the first 3 months of entry for the resources. Is it only for new resources or for those who are in post for this new contract?

Answer 20:

Training to be completed in the first 3 months of the contract must be completed by all resources (new or incumbent).

Question 21:

Are the 30 additional resources subject to this training?

Answer 21:

The task authorization (TA) for a mass migrant arrival (the addition of up to 30 guards) will be used only for an emergency situation. The TA resources would not be required to attend the required training in the first 3 months.

Question 22:

Is CBSA responsible for providing this training?

Answer 22:

Yes, the CBSA will provide all training that is required within the first three months of the provision of service.

Question 23:

Annex A Minimum Experience Required

We note that requirements for supervisory positions are required such as Operations Manager, Assistant Operations Managers and shift supervisors; Is it normal not to ask beforehand the proposed C.V.?

Answer 23:

Management resource CVs will be required after contract award to ensure that minimum requirements are met by each resource.

Question 24:

Is it normal also that no evaluation is made for the proposed management team?

Answer 24:

Management resource CVs will be required after contract award to ensure that minimum requirements are met by each resource

Question 25:

Appendix A 6.1 Workforce Shortages

In point # 2, what are the possible costs that can be attached to such a situation and in which cases this applies?

Answer 25:

Please see ANNEX F: COST RECOVERY – SURCHARGES

Question 26:

Appendix A Uniform Requirement

Should all staff + 30 resources have a bulletproof vest?

Answer 26:

Soft body armour is required for all resources assigned to transport and satellite office duties. It is up to the vendor whether they would like to provide armour for each resource on every scheduled shift, or, have a collection available for resources to share as required.

Question 27:

Appendix A Vehicles

What is the quantity of transports performed per day?

Answer 27:

It is difficult to provide an exact number. This depends on the day of the week, the clientele at the IHC and the arrests made at Ports of Entry. A normal weekday could have 10 to 15 transports. This number can be very variable.

Question 28:

Appendix A Vehicles

What is the number of Km per year per vehicle?

Answer 28:

For the year 2018, weighted until December: an average of 27,000km per vehicle.

Question 29:

What means are taken by the client to limit the handling of detainees' personal belongings?

Answer 29:

This is part of the post orders. It goes without saying that personal belongings are handled.

Question 30:

Since this is a federal collective agreement that is coming to an end, in the event of an increase in wages, will we be able to renegotiate the bid rates?

Answer 30:

No, prices submitted for the firm period and option period cannot be renegotiated.

Question 31:

We note from reading the tender document cited above, that no salary and / or bonuses are disclosed. Could you share this information to allow us to bid with the actual amounts?

Answer 31:

No, this information is company confidential.

Question 32:

Part 6 - Security, Financial and Other Requirements Clause 3. Insurance Requirements (p.20 of 60)  
It is indicated that the Bidder must provide a letter of intent from a broker or from an insurance company. We have placed the claim with our insurance company and they want to issue a certificate of insurance "Who's Right" to prove our coverage rather than providing you with a letter. Do you accept this request?

Answer 32:

Yes, the certification would be needed to provide evidence of each of the areas listed in Annex E: Insurance Requirements.

Question 33:

Compared to the old quotes we noticed that you do not make any evaluation of the competences of the company either with scenarios or by the verification of the quality of the services offered by the tenderer, by asking for references of current customers. Will PWGSC do an in-depth analysis of the services offered and / or the skills of the bidders? We strongly believe that this type of evaluation would allow you to add or remove points to the bidders and thus allow you to make a wiser choice.

Answer 33:

No, an analysis of bidder's services and skills will not be conducted further to the criteria within the evaluation.

Question 34:

Have you planned for a transition period between the CBSA's fleet of vehicles and the one to be provided by the contractor?

Answer 34:

A transition period will be employed for management and vehicle fleet.

Question 35:

2.1.1 3. Iii

Training is given for decontamination and what equipment does our agents provide?

Answer 35:

To complete decontamination, guards will be required to transport detainee effects to a heated room. No separate equipment will be required by the guard resources.

Question 36:

**Part 3. 3**

With regard to the transition from 8 weeks before the date and before the termination of the contract, is it billable?

Answer 36:

Yes, CBSA will only pay for resources providing service during the transition period.

Question 37:

3.1.4 3.h

Which employee is expected to perform the duties of an admission (supervisor or security guard)?

Answer 37:

The Supervisor.

Question 38:

3.1.3 1

Who decides on the number of CSI supervisors on each shift?

Answer 38:

The CBSA determines the required management cadre for each shift.

Question 39:

4.3.1 and 4.3.2. Cultural Awareness, Harassment and Diversity (about 2 hours) and Mental Health and Suicide Prevention Training (about 3).

It is indicated that these training courses are offered online by the CBSA. Please clarify if these trainings will be completed in the workplaces, and if these hours will be billable.

Answer 39:

The online training will be completed by resources on their own time, and the training is not billable to the CBSA.

Question 40:

6.2

You mention that overtime is payable under existing provincial regulations, as the federal contract is the Canada Labor Code does not apply?

Answer 40:

The Bidder must adhere to all provincial employment legislation, Canada will reimburse the Contractor for overtime worked at the rate presented in B1.2 Over Time Rate Schedule in Annex B: Basis of Payment.

Question 41:

Invitation to Tender - Annex E (Insurance Requirements)

We believe that many clauses in this section do not apply to the services requested in the current solicitation. Is the contract negotiable?

Answer 41:

All insurance requirements in Annex E are required by the Bidder, this is not negotiable.