



**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

Title - Sujet Security Guard Services-CBSA - GTA		
Solicitation No. - N° de l'invitation 47419-199331/A		Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client 47419-199331		Date 2018-12-04
GETS Reference No. - N° de référence de SEAG PW-\$TOR-014-7644		
File No. - N° de dossier TOR-8-41009 (014)		CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-12-07		Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Vandonk, Tyler		Buyer Id - Id de l'acheteur tor014
Telephone No. - N° de téléphone (905) 615-2065 ()		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

Amendment 002 to solicitation 47419-199331/A has been raised to for the following reasons:

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

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QUESTION 9:

Which resource (identified in Annex – B's pricing table) is expected to complete the administrative tasks listed in section 3.1.5 of the Statement of Work (a, b, c, d, e, and f)? We see these as being crucial to completing the scope of work, but it is unclear which contract resource is responsible for them.

ANSWER 9:

The CBSA recommends an account manager resource to perform the administrative tasks listed in section 3.1.5 of the Statement of Work.

QUESTION 10:

In the event of an emergency, we are expected to deliver resources within a 4 to 72-hour window. Historically, how many of these instances described in points 3.2.2 (a, b, c, d, and e) have occurred? Will over-time rates apply in these cases?

ANSWER 10:

Yes, as per section 3.2.2 the contractor is expected to deliver resources within 4 to 72 hours, depending on the number of resources required. The CBSA does not keep track of these instances, but it happens on a monthly basis. Overtime rates cannot be charged for a requested increase in resources.

QUESTION 11:

3.1.4 3.h Which employee is expected to complete intake procedures (a security guard or a supervisor)?

ANSWER 11:

As per section 3.1.4, article 3h, security guards are expected to complete intake procedures.

QUESTION 12:

In point 3.3.1, we note that there is a 196 complement of resources required for the IHC, plus 7 for the SOR bringing the total to 203. However, in point 3.4.1, during a mass migrant arrival, we are expected to provide up to an additional 30 resources. Please clarify if the total resources required are still set at 203 plus applicable management positions?

ANSWER 12:

The total resources required between the IHC and SOR requirement is 203. An additional 30 resources may be requested in the instance of a mass migrant arrival, bringing the total to 233.

QUESTION 13:

Are the 30 additional resources required to have the same security clearances as the rest of the complement (CBSA and PWGSC)?

ANSWER 13:

Yes, additional resources should be security cleared unless advised by the Project and Contracting Authorities.

QUESTION 14:

Are the 30 additional resources subject to completing the same initial training requirements as the rest of the complement, i.e. the on-the-job training requirements and other courses listed in the Statement of Work?

ANSWER 14:

Yes, additional resources should be subject to completion of the same training requirements required by the regular complement prior to service commencement, unless advised by the Project and Contract Authorities.

QUESTION 15:

Are the 30 additional resources expected to have the same Class 4 driving licence, RAIC pass, etc.?

ANSWER 15:

Yes, additional resources should have a valid license and RAIC pass.

QUESTION 16:

How many female resources are currently on site and is this number sufficient for coverage requirements?

ANSWER 16:

There are currently 56 female resources, which provides sufficient coverage.

QUESTION 17:

Please clarify if all CBSA security personnel onsite are required to have three levels of clearance (CBSA clearance, PWGSC clearance, RAIC pass). If not, how many total resources require each type of clearance?

ANSWER 17:

All resources working on the contract must hold a valid CBSA and CISC (PWGSC) clearance. Only those resources who require access to restricted areas at Pearson International Airport require a RAIC pass (estimated to be 21 resources).

QUESTION 18:

What is the typical delay for CBSA personnel to obtain their CBSA clearance?

ANSWER 18:

This information will not be released.

QUESTION 19:

What is the typical delay for CBSA personnel to obtain their PWGSC clearance?

ANSWER 19:

This information will not be released.

QUESTION 20:

What is the typical delay for CBSA personnel to obtain their RAIC pass?

ANSWER 20:

This information will not be released.

QUESTION 21:

Are RAIC passes issued by the airport authority transferrable to CBSA resources?

ANSWER 21:

RAIC passes contain individual biometrics, and are non-transferrable.

QUESTION 22:

Does CBSA allow for dual-employer RAIC passes?

ANSWER 22:

No, the RAIC pass issued by the Airport Authority is for use on the CBSA contract only.

QUESTION 23:

Are security resources eligible to work on site while waiting for their CBSA clearance to process?

ANSWER 23:

Resources will not be allowed to work on CBSA sites while CBSA enhanced reliability screening is being completed, unless advised by the Project and Contracting Authorities.

QUESTION 24:

Are security resources eligible to work on site while waiting for their PWGSC clearance to process?

ANSWER 24:

Resources will not be allowed to work on CBSA sites while PWGSC clearance is being completed, unless advised by the Project and Contracting Authorities.

QUESTION 25:

Are security resources eligible to work on site while waiting for their RAIC pass?

ANSWER 25:

Yes, security resources can work on site at the IHC, but will not have access to restricted areas of the airport while waiting for their RAIC pass.

QUESTION 26:

We calculate +/- 15 hours of training within this section that must be completed in the first 3 months of work for any resources. Is this training program strictly for new resources or for any/all that are currently onsite and retained for the new contract duration?

ANSWER 26:

Training within the first 3 months must be completed by all resources, however this training does not need to be recertified if resources have previously completed it.

QUESTION 27:

Will CBSA schedule and run this training program?

ANSWER 27:

The following courses have been made available on-line: Cultural Sensitivity, Harassment and Diversity Training; Managing Information CBSA & ATIP, Orientation to the CBSA, Fundamentals of Immigration, Fingerprinting and LiveScan, Prevention of Suicide and Self-Harm among Detainees.

QUESTION 28:

In point 2, what are the possible reimbursement amounts that could be applicable, and in what type of situations would these be incurred?

ANSWER 28:

Cost recovery identified in Annex F, will be applied.

QUESTION 29:

How many resources in total will require the soft body armour (vests that are NIJ 06 Level II)?

ANSWER 29:

All resources performing transports will require soft body armour (42 resources, including SOR requirement).

QUESTION 30:

Will resources be required to have individually-customized soft body armour?

ANSWER 30:

No.

QUESTION 31:

How many pairs of handcuffs, leg restraints, and other uniform components will be required in total?

ANSWER 31:

Handcuffs - 40; Leg Restraints - 8; Radios – 15.

QUESTION 32:

How many passengers (male, female, and other breakdown) are transported on a daily basis?

ANSWER 32:

It is estimated that 12 males and 4 females are transported on a daily basis. This includes detained removal transports, pickups from Pearson International Airport and other ports of entry, pickups from police stations, etc.

QUESTION 33:

Given the requirement to install a male-female-other separation for detainees in each vehicle, please clarify if each of the three categories "male", "female", "other" all need to be in separate areas if transported simultaneously. If not, will CBSA representatives be responsible for confirming which separation the "other" category individuals as described in section 1.3 e) are to be placed in?

ANSWER 33:

Two (2) separated areas are required in each fleet vehicle (male and female). The CBSA will confirm the requirements for the transportation of "other" individuals, as required.

QUESTION 34:

Can CBSA please provide a sample layout of how the required vehicles currently include the detainee separation divider?

ANSWER 34:

Pictures provided.

QUESTION 35:

Is there a vehicle transition period planned where the new service provider could use the existing vehicle fleet? If not, are regular vehicles (unequipped with separation, tinted windows, etc.) permitted in the first 90 days onsite?

ANSWER 35:

No, the existing vehicle fleet will not be accessible to an incoming service provider. Vehicles that are not fit-up according to the SoW cannot be used on this contract.

QUESTION 36:

Do the vehicles currently onsite belong to the incumbent service provider, or are they owned by CBSA? Would these vehicles be available for use to a new service provider?

ANSWER 36:

Current onsite vehicles belong to the current service provider. They will not be available for use by a new service provider.

QUESTION 37:

Insurance Requirements, we suspect that certain items listed in this section are not applicable to the current scope of work. Are these terms negotiable?

ANSWER 37:

No.

QUESTION 38:

Are the 4-week transition phases prior to contract start date and prior to contract end date (8 weeks total) billable?

ANSWER 38:

Yes.

QUESTION 39:

In the current Statement of Work, we are expected to protect all detainees and their personal effects (bags, money, valuables, jewelry, etc.). What is the potential value, on average, of the personal effects that security resources are responsible for?

ANSWER 39:

This depends on the clients. Values can vary.

QUESTION 40:

In the event of a lost detainee, theft of effects, or vandalism, what is the Contractor's accountability level?

ANSWER 40:

In all of these scenarios, an investigation will be conducted. The outcome and steps taken will vary according to the specific scenario and the applicable clauses within the contract.

QUESTION 41:

Is there a penalty limit or maximum reimbursement amount we are accountable for in the event of a loss of detainee, theft, vandalism, etc.?

ANSWER 41:

In all of the above scenarios an investigation will be conducted. The outcome and steps taken will vary according to the specific scenario and the applicable clauses within the contract.

QUESTION 42:

Based on the Statement of Work, CBSA could require additional guards over the duration of the contract term. However, Annex B - Basis of Payment does not specify a space to input rates for additional coverage. Can you clarify where we can input the additional coverage rates, as applicable?

ANSWER 42:

Additional guards would be paid at the hourly rate originally proposed in Basis of Payment.

QUESTION 43:

Should we include the estimated costs (to be reimbursed by CBSA) as mentioned in Annex B - 1.6, 1.7 and 1.8 in the Evaluated Total Cost for the contract period (sum of B1.1 to 1.8)?

ANSWER 43:

The evaluated total cost for the contract should include the sum of B1.1 to 1.8.

QUESTION 44:

Will there be costs required to prepare vehicles to conform with vendor requirements (i.e. painting, affix supplier logos), etc. to the vehicles, or is this expense not required for the vehicle requirement of the RFP (i.e. the vehicles will be set to CBSA standards with no identification associated with the supplier)?

ANSWER 44:

Fleet vehicles must not have any identifying markings.

QUESTION 45:

How many incumbent resources are bilingual (French/English speakers)?

ANSWER 45:

There is currently 1 bilingual incumbent resource.