



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

Public Works and Government Services Canada  
ATB Place North Tower  
10025 Jasper Ave./10025 ave. Jasper  
5th floor/5e étage  
Edmonton  
Alberta  
T5J 1S6  
Bid Fax: (780) 497-3510

**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  
ATB Place North Tower  
10025 Jasper Ave./10025 ave Jasper  
5th floor/5e étage  
Edmonton  
Alberta  
T5J 1S6

<b>Title - Sujet</b> Janitorial Services - Non Restricté	
<b>Solicitation No. - N° de l'invitation</b> W6895-190020/A	<b>Amendment No. - N° modif.</b> 002
<b>Client Reference No. - N° de référence du client</b> W6895-190020	<b>Date</b> 2019-01-30
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EDM-014-11529	
<b>File No. - N° de dossier</b> EDM-8-41047 (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 2019-02-19</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Mountain Standard Time MST
<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> Lau, Chris	<b>Buyer Id - Id de l'acheteur</b> edm014
<b>Telephone No. - N° de téléphone</b> (780) 566-2195 ( )	<b>FAX No. - N° de FAX</b> (780) 497-3510
<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>

Solicitation No. - N° de l'invitation  
W6895-190020/A  
Client Ref. No. - N° de réf. du client  
W6895-190020

Amd. No. - N° de la modif.  
002  
File No. - N° du dossier  
EDM-8-41047

Buyer ID - Id de l'acheteur  
edm014  
CCC No./N° CCC - FMS No./N° VME

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**The original solicitation is hereby amended in the following manner:**

On page 28 of 34, under ANNEX “E” –EVALUATION CRITERIA:

[DELETE]: In its entirety;

[INSERT]: ANNEX “E” – EVALUATION CRITERIA as attached.

**All other terms and conditions remain the same.**

ANNEX G - EVALUATION CRITERIA				
MANDATORY TECHNICAL CRITERIA				
To be considered responsive, a bid must meet <b>all</b> of the following <b>Mandatory Evaluation Criteria AT BID CLOSING</b> . Bidders must demonstrate their ability to meet those requirements. Bids not meeting all of the mandatory requirements will be given no further consideration.				
Article	Description	Met	Not Met	Bidder's Reference Page and Paragraph
M1	The Bidder must provide pricing in Canadian currency for all items in the Basis of Payment Annex "B". The format of pricing must not be altered except with the inclusion of bidder's unit prices or markup percentages.			
M2	The Bidder or a defined representative must have *certification from the Contracting Authority of their attendance of the Mandatory Site Visit.  *Certification: To receive Canada's certification of attendance of the Mandatory Site Visit, the Bidder's Representative must be in attendance each time attendance is checked by Canada, otherwise, certification will not be granted. Canada will publish a list of the Bidder's company name that received its certification of attendance in an amendment to the RFP that will be published after the Mandatory Site Visit. Bidder's, whose company name is included in this published attendance list, will have complied with this Mandatory Technical Criteria.			
M3	The Bidder must provide, with their bid, documentation to prove that the legal entity which is submitting the bid has a minimum of two (2) years of similar janitorial experience within the past five (5) years (from the bid closing date) cleaning a minimum of 1,000,000 square feet of floor space under a maximum of two (2) separate contracts. If the bid includes descriptions of more than this number of Contracts, Canada will decide in its discretion which ones to evaluate.  For this Mandatory Technical Criteria, the Bidder must provide in their technical bid:  (i) The description of each similar Contract which must include the following information about the area cleaned by the bidder: building address, square footage of floor area that was cleaned, duration of the contract, usage of the building; and  (ii) To confirm the information provided by the Bidder in (i) either:  (a) The name, title, telephone number and e-mail address (unless the individual does not have an e-mail address) for a customer reference. If the named individual is unavailable when required during the evaluation period the Bidder may provide the name and contact information of an alternative contact from the same customer. Canada will attempt to contact each reference provided by the Bidder a maximum of three (3) times. If there is no reply after three (3) attempts, Canada will not evaluate the Contract that was provided by the Bidder. Or;  (b) A letter of reference (on the customer's letterhead) from that person which includes statements that verify all of the information in (i).			

	<p>If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid.</p> <p>(iii) The Contract must have been performed by the Bidder itself (and does not include the experience of any proposed subcontractor or any affiliate of the Bidder). However, several entities may combine their experience by submitting a bid as a joint venture. In that case, the bid can describe the previous experience of one (1) or more joint venture members, to meet the experience requirement - that is, one (1) similar Contract could be described for one (1) joint venture member and another Contract could be described for another joint venture member. If two (2) members of the joint venture worked on the same work site at the same time, it will only be counted as one (1) Contract with both areas that were cleaned combined</p>				
M4	<p>The Bidder's proposal must fully demonstrate that their proposed on-site Manager has a minimum of two (2) years of commercial building cleaning experience in the last ten (10) years (from the bid closing date) and has a minimum of three (3) years of experience supervising ten (10) or more personnel within the past five (5) years (from the bid closing date).</p>				
<p align="center"><b>POINT-RATED TECHNICAL CRITERIA</b></p> <p><b>The proposals will be evaluated on the basis of the following criteria; therefore, bidders are advised to address each area in sufficient depth to show clearly how effectively the work will be done.</b> Each bid must achieve a minimum score of 70% in EACH category subject to point rating. Bids that fail to achieve this score will be considered technically unacceptable and will be given no further consideration.</p>					
<b>Article</b>	<b>Description</b>	<b>Points Available</b>	<b>Points Received</b>	<b>Bidder's Reference Page and Paragraph</b>	
	<p align="center"><b>ORGANIZATION AND MANAGEMENT</b></p>				
P1	<p>Performance of Work:</p> <p>Demonstrate that the Contractor will perform all services as specified in the Statement of Work, Annex "A"; provide an outline demonstrating how the following services will be managed (up to 5 points per area).</p> <p>a) Bldg 720 – Sports Centre (shifts, include number of resources, equipment)</p> <p>b) Bldg 674 – Medley Community Centre (shifts, include number of resources, equipment)</p> <p>c) Bldg 869 – Pass control Ident (include number of resources, equipment)</p> <p>d) Bldg 40 – All Ranks Mess (include number of resources, equipment)</p> <p>e) Bldg 41 – Club 41 (include number of resources, equipment)</p>	<p>5 points</p> <p>5 points</p> <p>5 points</p> <p>5 points</p> <p><u>5 points</u></p> <p>25 points maximum</p>			
P2	<p>Total points available for P1 = 25 points maximum</p> <p>Overall Contractor's Organization:</p> <p>Provide resumes for key personnel to demonstrate level of education and experience with the Contractor as they related to assigned roles and responsibilities.</p>				

	<p>1) Key Position 1 (On-site Supervisor)- Highest level of education achieved:</p> <p>a) High School Diploma b) College Diploma c) Undergraduate Degree d) Masters Degree</p> <p>Key Position 1 – Number of Years at this level within the company</p> <p>e) 12 – 23 months f) 24 – 35 months g) 36 – 47 months h) 48 + months</p>	<p>1 point 2 points 3 points 4 points 4 points maximum</p> <p>1 point 2 points 3 points 4 points 4 points maximum</p>				
	<p>2) Key Position 2 (On- site Second in Command) - Highest level of education achieved:</p> <p>i) High School Diploma j) College Diploma k) Undergraduate Degree l) Masters Degree</p> <p>Key Position 2 – Number of Years at this level within the company</p> <p>m) 12 – 23 months n) 24 – 35 months o) 36 – 47 months p) 48 + months</p>	<p>1 point 2 points 3 points 4 points 4 points maximum</p> <p>1 point 2 points 3 points 4 points 4 points maximum</p>				
	<p>3) Key Position 3 (On-site Staff) - Highest level of education achieved:</p> <p>q) High School Diploma r) College Diploma s) Undergraduate Degree t) Masters Degree</p>	<p>1 point 2 points 3 points 4 points 4 points maximum</p>				

	<p>Key Position 3 – Number of Years at this level within the company</p> <p>u) 12 – 23 months v) 24 – 35 months w) 36 – 47 months x) 48 + months</p> <p>Total points available for P2 = 24 points maximum</p>	<p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p>				
P3	<p>Team assigned to this Contract:</p> <p>Indicate the number of personnel that will be utilized to carry out the services.</p> <p>Number of supervisors (who may also be cleaners)</p> <p>a) 1 supervisor per shift b) 2 supervisors per shift c) 3 supervisors per shift</p> <p>Number of day cleaners</p> <p>d) 15 day cleaners e) 20 day cleaners f) 25 day cleaners g) 30 day cleaners</p> <p>Number of evening cleaners</p> <p>h) 1-3 evening cleaners i) 4-5 evening cleaners</p> <p>Number of weekend cleaners</p> <p>j) 1 - 2 weekend cleaners k) 3 - 4 weekend cleaners l) 5 - 6 weekend cleaners m) 7 – 8 weekend cleaners</p>	<p>1 point 2 points <u>4 points</u> 4 points maximum</p> <p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p> <p>2 point 2 points</p> <p>4 points maximum</p> <p>1 point 2 points 3 points <u>4 points</u> 4 points maximum</p>				

	<p>Number of resources and capacity to provide additional resources, if and when required</p> <p>q) 1 additional resources available on call 24/7  r) 2 additional resources available on call 24/7  s) 3 additional resources available on call 24/7  t) 4 additional resources available on call 24/7</p> <p>Total points available for P3 = 20 points maximum</p>	<p>1 point  2 points  3 points  <u>4 points</u>  4 points  maximum</p>			
P4	<p>Monitoring of Contractor's Staff:</p> <p>Describe the Contractor's intended methods to supervise and monitor the staff to ensure the work performance adheres to the Quality Standards specified in the Request for Proposal.</p> <p>a) Supervisor on site 40 hours/week  b) Supervisor on site 60 hours/week  c) Supervisor on site 80 hours/week  d) ISO 9000 Certified company</p> <p>Total points available for P4 = 20 points maximum</p>	<p>5 points  10 points  15 points  <u>20 points</u>  20 points  maximum</p>			
P5	<p>Resolution of Problems:</p> <p>Provide a description of how you would resolve issues related to staff shortage, absenteeism or other reasons.</p> <p>a) Recruitment strategies  b) Employee retention</p> <p>Total points available for P5 = 10 points maximum</p>	<p>5 points  <u>5 points</u>  10 points  maximum</p>			
P6	<p>Equipment List:</p> <p>Demonstrate that the Contractor is able to supply all equipment required to carry out the Work. Provide a list of mechanical equipment, including specifications, age of equipment (not used for assessment but for information purposes only) and quantities, the Contractor will have available to carry out the services.</p> <p>a) Number of floor machines &amp; auto scrubbers combined  b) Number of Janitor carts &amp; wet vacuums</p>	<p>5 points  5 points</p>			

	<p>c) Number of buckets/mops, number of brooms dustpans</p> <p>d) Number of snow shovels, number of dry mops, wet floor signs</p> <p>e) Vehicles for transporting resources, supplies and for supervision</p> <p>f) Back-up for all required equipment</p> <p>Total points available for P6 = 30 points maximum</p>	<p>5 points</p> <p>5 points</p> <p>5 points</p> <p>5 points</p> <p>30 points maximum</p>				
P7	<p>Materials and Products List:</p> <p>Demonstrate that the Contractor is able to supply all materials or products required to carry out the Work. Provide a list of the materials or products, including the brand name and/or manufacturer, your firm intends to use to carry out the services. Indicate if they are environmentally friendly as 10 points extra are awarded as indicated.</p> <p>a) Germicidal type soap</p> <p>b) General Purpose type soap</p> <p>c) Stain removing, spot cleaning, heavy duty clears</p> <p>d) Environmentally friendly</p> <p>Total points available for P7 = 25 points maximum</p>	<p>5 points</p> <p>5 points</p> <p>5 points</p> <p>10 points</p> <p>25 points maximum</p>				
	Maximum Points Available:	154				
	Minimum Acceptable Score (70%):	107.8				
	Bidder Score:					
	HEALTH & SAFETY					
P8	<p>Health and Safety Practices:</p> <p>Describe the type of training provided to employees to maintain a healthy and safe working environment and to adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National, Provincial and/or Territorial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures. Provide proof of the following certification.</p> <p>a) Health and Safety Practices Document / Manual</p> <p>b) First Aid Level 1</p> <p>c) Two week basic janitorial training</p> <p>d) Green Cleaning</p> <p>e) Contractor Safety Orientation Checklist</p> <p>f) WHMIS (Workplace Hazardous Materials Information System)</p> <p>g) Weekly Safety Meetings/Safety Toolbox Talk</p> <p>h) Floor Maintenance</p>	<p>5 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>10 points</p> <p>75 points</p>				



	Total points available for P9 = 75 points maximum				maximum			
P9	Emergency Cleanups:  A detailed plan for the response to emergency cleanups including but not limited to floods due to natural causes or sewer back-up.  a) Contact information b) 1-2 resources available c) 3-4 resources available d) Under 1 hour response time e) Back-up plan  Total points available for P9 = 25 points maximum				5 points 5 points 5 points 5 points <u>5 points</u> 25 points maximum			
					100			
				Maximum Points Available: Minimum Acceptable Score (70%):	70			
				Bidder Score:				
P10	QUALITY ASSURANCE Quality Assurance Program:  A demonstration the quality standards described herein shall be strictly adhered to as it relates to the Contractor's commitment towards a quality organization and the Contractor's method of maintaining and improving quality services. Provide a detailed description of the Quality Assurance Program currently employed by the Contractor, including the employee involvement.  a) Bidder's Quality Assurance Manual b) CIMS Certification c) Bidder's Quality Assurance Manual + CIMS Certification  Total points available for P10= 40 points maximum				20 points 20 points <u>40 points</u> 40 points maximum			
P11	Quality Service Training:  Percentage of resources who have received all training described at P8 b, c, d, e, f, g, and h.  a) 50% of employees have received all required training b) 75% of employees have received all required training c) 100 % of employees have received all required training				10 points 20 points <u>30 points</u> 30 points			

	Total points available for P11 = 30 points maximum				maximum			
P12	<p>Resolution of Problems:</p> <p>Provide a description of how you would resolve issues related to quality of service due to poor performance, absenteeism or other reasons.</p> <p>a) Bidder's Problem Resolution Manual b) ISO9000 Certification c) Bidder's Problem Resolution Manual + ISO9000 Certification</p> <p>Total points available for P12= 30 points maximum</p>	<p>15 points 15 points <u>30 points</u> 30 points maximum</p>						
		Maximum Points Available:	100					
		Minimum Acceptable Score (70%):	70					
		Bidder Score:						
P13	<p>SUPERVISOR(S) EXPERTISE &amp; EXPERIENCE</p> <p>Qualifications, training sought when assigning and/or hiring a supervisor.</p> <p>Supervisors' relevant courses taken: a) Effective Leadership and Coaching b) Advanced Custodial Training</p> <p>Total points available for P13= 20 points maximum</p>	<p>10 points <u>10 points</u> 20 points maximum</p>						
P14	<p>Supervisor's Performance:</p> <p>Describe how the Contractor would identify what factors would indicate that the on-site Supervisor is not performing his/her duties adequately and what the Contractor would do to remedy the situation and a contingency plan to be followed if performance is deemed below quality standards by its senior personnel.</p> <p>a) Bidder's On-Site Supervisor Evaluation Manual b) Bidder's On-Site Supervisor Remedial Plan c) Bidder's On-Site Supervisor Contingency Plan</p> <p>Total points available for P14= 30 points maximum</p>	<p>10 points 10 points <u>10 points</u> 30 points maximum</p>						
		Maximum Points Available:	50					
		Minimum Acceptable Score (70%):	35					

	Bidder Score:				
	<b>MAXIMUM TOTAL POINTS AVAILABLE:</b>	404			
	<b>TOTAL SCORE:</b>				
	<b>CONTRACT SELECTION - ASSESSED BEST VALUE</b>				
	MERIT: Proponent's Overall Total Point Score/Total Points Available X 60				
	COST: Lowest Total Estimated Cost/Proponent's Total Estimated Cost X 40				
	ASSESSED BEST VALUE (MERIT + COST)				