

Amendment #002 of 002

Title: THE HIGH COMMISSION OF CANADA TO NEW DELHI IN INDIA, CLEANING SERVICES

Solicitation number: 19-145488

The amendment is required to provide clarification and responses to Bidder questions, and to modify Annex A - SOW; the information and attachments within this amendment to the above-mentioned solicitation are incorporated to the extent referenced and shall become part of the RFP.

1. At ANNEX A – STATEMENT OF WORK (SOW), Section 5. Schedule of Operations, Sub-Section 5.1

DELETE:

The Contractor must immediately undertake to prepare a schedule of operations (i.e. a Work Plan). This schedule is to be prepared on a year-planner type basis and must include all required work. The schedule is to be delivered to the Project Authority within one week from contract award; for review and approval, in order to proceed with the work.

REPLACE BY:

The Contractor must immediately undertake to prepare a schedule of operations. This schedule is to be prepared on a year-planner type basis and must include all required work. The schedule is to be delivered to the Project Authority within one week from contract award; for review and approval, in order to proceed with the work.

2. Bidder Questions and Answers:

Question 1: Clause 3.2 : This technical section should not exceed 60 pages. The limit of 60 pages means both side (referring clause no 2.4.3) of 30 pages or of 60 pages single sheet or 60 pages of both sides. Also, this limit is valid for formats MT1 to MT 3 or all-inclusive of RT1 to RT8 as well.

Answer to Question 1: The limit is 30 pages double spaced or 60 pages single spaced, and applies to all criteria MT1 to MT3 and Rt1 to Rt8

Question 2: Clause 3.6 : The certifications required in section 3.6 has a specific format compared to the certificates required in ATTACHMENT 1 TO PART 3 – CERTIFICATIONS (also for point 3.6.1) then kindly share or we just have to the certificate sheet, it seems little unclear to us.

Answer to Question 2: Bidders must review attachment 1 to part 3, fill out the required sections, and sign– CERTIFICATIONS, on the signature box.

In section 3.6.1 – By submitting a bid, you are certifying that your company is not named one the Federal Contractors Program (FCP).

Question 3: Clause 3.7 Are Commercial General Liability Insurance and Worker Compensation the only two insurances required for the Bidder to carry out the contract?

Answer to Question 3: The Contractor's shall be required to take a Comprehensive All Risk general Liability Policy as per clause 16 of the RFP. Bidders must also adhere to Annex C – Insurance Requirements.

Question 4: MT3: It required the resume of Senior Supervising Cleaner's Experience, what if the candidate does not join during award of contract?

Clarification to question 4: For the resource mentioned in MT3, what if the resource is hired specifically for this opportunity, and he/she does not join our company when the contract is awarded?

Answer to Question 4: The Contractor must provide an alternative resource person who meets the requirements as per MT3

Question 5: RT5 & RT6 : What if these two candidates do not join post award of contract?

Clarification to question 5: For the resources mentioned in RT5 and RT6 - what if the resource is hired specifically for this opportunity, and he/she does not join our company when the contract is awarded?

Answer to Question 5:

The Contractor must provide an alternative resource person who meets the requirements as per RT5 and RT6.

Question 6: With reference to RT2 – Point iii: Must Bidders provide a resume of each resource proposed for the contract?

Answer to Question 6: Yes provide a detailed resume for all resources proposed.

Question 7: With reference to RT2 – Point iv: How can the additional resources can be shown in the Organization chart?

Answer to Question 7: Provide a list of the standby resources available with the company for short-term deployment.

Question 8: With reference to RT7 – Point viii: what does the term Physical installation stands for?

Answer to Question 8: It stands for transition of cleaning tools, materials, consumables and the manpower to ensure a seamless change over when the contract is flipped over.

Question 9: The format MT3 & RT5 seem to require the same information, so do we need to ready both separately and it is also similar to RT 6.

Answer to Question 9: MT3 and RT5 do not require the same information. MT3 is asking for the minimum of 3 years experience for the senior supervisor. RT5 is in addition of the minimum 3 years required in MT3. You do not need to repeat the information provided in MT3, when filling out RT5.

RT6 is for the second supervisor, and when responding to this criterion, you need to provide the requested information in full.

Question 10: Clause 5.16.12.1 : Who will give the Reliability Status?

Answer to Question 10:

The Contractor shall submit the necessary forms/documents and the Mission will provide the Reliability Status after verification

Question 11: Clause 5.19.2. : Do bidders have to factor in scheduled Government-mandated increases into their financial proposals?

Answer to Question 11: The Contractor must anticipate and factor in the cost of any increase in minimum wages. The Mission shall not compensate the contractor for increase in minimum wages.

Question 12: ANNEX A – STATEMENT OF WORK (SOW) 2.2.1. The High Commission of Canada will supply toilet paper towels, cloth towel rolls, hand sanitizer, tissue paper, paper cups, floor sealers and garbage trolleys for used within the premises of the High Commission and Official Residence only. **Who will provide Paper towels?**

Answer to Question 12: Both paper towel rolls and cloth towel rolls shall be provided by Mission.

Question 13: We presume that the cleaning materials (like mops, brooms, cleaning cloth, cleaning chemicals etc.) to be provided by Service provider, Please confirm?

Answer to Question 13: Confirmed, contractor is to provide all items mentioned and all items mentioned within annex A, section 2.3 Contractor to Supply.

Question 14: We presume that the **personal hygiene consumables** (C-fold, liquid hand wash, bin liner, toilet roll, room freshener etc) to be provided by High Commission, please confirm?

Answer to Question 14: Confirmed, High Commission to provide above-mentioned items in question 14.

Question 15: With reference to clause 5.20 SUSPENSION AND INFRACTION, 5.20.1 Suspension of the Work : What is the notice period before suspension of services?

Answer to Question 15: 60 days.

Question 16: What is the area square feet of the Chancery Building each floor?

Answer to Question 16: The combined square footage of the Chancery Building is 21,573 square feet.

Question 17: What is the number of washrooms in the chancery building?

Answer to Question 17: Total number of washrooms at the Chancery and Official Residence: 53

CHANCERY – Total 46

- Chancery Building : 32
- Service Building : 4
- Gate House : 3
- Club Canada pool Change rooms : 2
- Day room : 2
- Gym : 2
- Club : 1

OFFICIAL RESIDENCE – Total 7

- Gate Houses : 2

Staff Washrooms : 2

Rear Garden : 2

Gardners area : 1

Question 18: What is the area square feet of the service building?

Answer to Question 18: 10,000 square feet.

Question 19: Can we get the Auto-cad drawing of the CHC that would help us in deployment of manpower in the dedicated area accordingly?

Answer to Question 19: Due to security risks, Auto-cad drawings of the High Commission will not be provided.

Question 20: Cleaning of building glasses/facade shall be done through what mode as in do we have provision for trolley or through spider man technique?

Answer to Question 20: It can be done through both techniques depending on site conditions

Question 21: What is the floor type of the buildings?

Answer to Questions 21: Mosaic.

Question 22: What is the Total Carpet area detail (Sq.ft detail) for carpet shampoo?

Answer to Question 22: This cleaning operation is on demand – when this service is requested, the area will be given before time of cleaning.

Question 23: We presume that the provision for garbage disposal outside the premises is under High Commission scope?

Answer to Question 23: Garbage disposal outside the premises is under the Contractor's scope, and not the High Commission's.

Question 24: What is the Employee Headcount (Client) / footfall per day?

Answer to Question 24: The Contractor is to work this out based on the details provided in the solicitation documents.

Question 25: With reference to RT7 - Which work plan identifies which resource(s) will do the work? What if they do not join so is it necessary to share the details?

Answer to Question 25: Bidder must provide resources details with the bid for the purpose of evaluation. If the resource does not join alternative similar resources shall be provided upon award on contract.

Question 26: With reference to RT7 – What does: If work plan identifies how your company is supported by suppliers on an on-going basis, mean?

Answer to Question 26: Bidders must provide names of creditors from where it will source consumables to ensure continuity of supplies

Question 27: With reference to RT7 – How can Bidders ensure the language is clear and concise, and provide clear linkage to the Statement of Work?

Answer to Question 27: Bidders should always reference specific clauses and sections of the solicitation document when providing their answers.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED
END OF AMENDMENT 002