

**AMENDMENT 005**

**The Purpose of this amendment is to:**

**1.0 update the RFP**

**2.0 Respond to questions received from Industry**

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**1.0 Update the RFP**

**1.1 At Annex A Statement of Work Chapter 5.**

**Delete:**

5.2.d Janitorial requirements in its entirety and replace with:

d. Janitorial requirements.

(1) The Contractor must provide janitorial and cleaning services for the Health Services Centre in accordance with the Environment Cleaning and Disinfection Standards for Canadian Forces Health Services Centres. The Contractor must follow the Cleaning Industry Management Standard (CIMS) for all other buildings and facilities.

(2) Contractor must develop and implement a cleaning program in order to ensure compliance with the CIMS.

**1.2 At Annex A Statement of Work Chapter 15**

**Delete:**

15.5.a 1 i in its entirety and replace with:

i. inventory and accept and/or dispose of Government Furnished Material (GFM);

**1.3 At Annex G:**

Delete: Contractor Site Manager in its entirety and replace with:

**Insert:**

<b>Resource</b>	<b>Minimum Qualifications</b>
Contractor Site Manager (CSM)	<ul style="list-style-type: none"><li>• a degree or diploma in Business Administration/ Management or Engineering based on a course of study from an accredited university, college or equivalent institution, or have at least 10 years of experience in a project management or managerial capacity in similar operations, and;</li></ul>

	• managed at least 1 project of similar scope.
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**1.4 At Annex J Technical Evaluation delete 2.1 a submission requirement in its entirety and replace with:**

In approximately 10 pages per chapter, list and briefly describe 1 **or more** support services requirement carried out by the Bidder in each of the 5 key chapters of the SOW, plus 3 additional chapters. The same requirement can be used more than once; however, one submission is requested for each chapter.

The following information should be provided:

- a) A description of services demonstrating how and why these are similar in nature and scope to the requirements in the SOW;
- b) The annual and total value of the contract;
- c) The name, address and telephone numbers of one client contact for the requirement.

**1.5 At Annex J Technical Evaluation delete 2.1 e submission requirement in its entirety and replace with:**

In approximately 5 pages per SOW chapter, list and briefly describe 1 **or more** support services requirement carried out by the Bidder in each of the 6 chapters not already covered in 2.1a-2.1d. The same requirement can be used more than once; however, one submission is requested for each chapter.

The following information should be provided:

- a) A description of services demonstrating how and why these are similar in nature and scope to the requirements in the Statement of Work (SOW).

**ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

## 2.0 Respond to Questions Posed By Industry

### Amendment to Question 89:

#### Question 89:

Is there a fixed asset register detailing the following quantities:

- oil/water separators
- A/C units, refrigeration units, etc. requiring halocarbon
- sanitary lift stations
- man-hole accesses
- water storage tanks
- boilers
- walk-in freezers
- walk-in coolers
- reach-in coolers
- chest freezers
- water fountains
- laundry washers
- laundry dryers
- over-head doors, electric
- over-head doors, manual
- over-head cranes, electric
- over-head cranes, manual
- elevators
- vehicle lifts and hoists
- wheelchair lifts
- number of bathrooms in M-202, M-203, M-204
- kitchen equipment

#### Answer 89:

There are 20 bathrooms in M-202, 16 bathrooms in M-203, and 18 bathrooms in M-204.  
For all other quantities see the Building conditions assessment report and GFE lists provided by the contracting authority

**Amendment to Question 112:** Are the monthly pricing summary tables shown in Appendix 1 (pages 182 through 189) for each chapter and the yearly hourly rates table (pages 191 and 192) to be filled in and submitted along with Annex I as part of the Financial Submission bid?

**Answer 112:** No, appendix 1 is not to be filled in by the Bidder. It will be created from the financial bid and form annex b of the basis of payment in the Contract. Please only submit information requested in the financial bid.

**Question 149:** The mid-June site visit allowed us to ascertain certain facilities were not reflected in the facilities list. Is it fair to assume that if such assets are NOT listed then there will be no

requirement by the bidder to provide maintenance or services associated with these assets? If this is not the case, when will a comprehensive listing of all facilities with associated dimensions and support requirements be provided so that a complete BOE can be finalized?

**Answer 149:** For the RFP, the Building Conditions Assessment (BCA) is the guiding document. The Bidder must provide maintenance and services with all assets listed in the SOW.

**Question 150:** Please clarify which items are GFM and CFM. On page 85 of the in Chapter 4 Section 5.a.(1) targetry is included in the listed items. Targets are also identified in the GFE list. Are bidders to assume that all items listed on the GFE list are not to be included in the fixed firm price?

**Answer 150:** Items described in Chapter 4 Section 5.a.(1) as CFM are valid requirements. DND will provide target overlays and paper templates. Contractor must construct all wood frames, screens and wood supports and mount DND provided targets and templates at their cost as CFM.

**Question 151:** While CIMS provides guidance in structuring cleaning services i.e. SOPs, Management guidelines it does not provide required cleaning standards. Quote from CIMS 3000:2018 1.1.1. “There shall be a site- specific scope of work or performance outcome describing cleaning service requirements.”

Please provide an in depth scope of work and performance standards for this RFP in order for the contractor to fashion delivery of such to CIMS standards.

**Answer 151:** The contractor must develop and implement the cleaning plan IAW supporting references for cleaning standards.

**Question 152:** Can Canada provide the map of the Garrison areas where grass is to be cut?

**Answer 152** Canada does not have a map of the areas to be cut.

**Question 153:** The RFP does not identify the applicable Volume for remittance of insurance in Annex F. May we add this information to the Financial Bid volume?

**Answer 153:**

The certificate of insurance is not required with the bid.

**Question 154:** Are there Service Level Agreements in place between the current contractor and DND for IT support services (i.e. help desk)? If so, will Canada share these agreements?

**Answer 154:** There are no SLA’s currently in place between DND and IT support services.

**Question 155:** Can floor plans for buildings that Contractors are to provide cleaning and maintenance services for be provided?

**Answer 155:** The square footage for the building in the garrison area can be found in the BCA document that is available from the contracting authority.

**Question 156:** Does Assyst provide any remote control capabilities, remotely control another computer in the same way a tool like Bomgar or TeamViewer would?

**Answer 156:** Assyst does not provide remote capabilities. Remote control capabilities are via either Windows Remote Assistant or Remote Desktop, depending if the client is present or not.

**Question 157:** Please explain how Operating System patches, Security patches and 3rd Party software patches, (Adobe, Java, etc.) are applied to DND's computers. Are patches applied in an uncontrolled fashion, that being whenever the computer has access to the internet the patches self apply or are patches held in a "sandbox" environment to be tested for possible issues and released in a controlled manner during weekly system maintenance?

**Answer 157:** All patches are controlled and released at the national level. The contractor will not have to setup a test environment.

**Question 158:** INSTALLS, MOVES, ADDS OR CHANGES (IMAC) – references – "250 base telephone system" – please explain if these are 250 PBX's or 250 desk phones?

**Answer 158:** 250 Desk phones.

**Question 159:** What are the capacities of the Above Ground Storage Tanks at Bldg M-205 used for waste oil and glycol? Are any other ASTs or USTs used for hazardous waste storage?

**Answer 159:** Waste Oil tank is 4,500L; Waste Gycol tank is 1,360L; There is a spill containment tank connected to a floor drain in building M-214. The tank is empty and no product has been captured by this tank to date as no spills have occurred that have reached the floor drain. This tank is 2,290L.

**Question 160:** What are the types and durations of the "safety related courses"? Please provide a summary of staffing requirements and qualifications needed, if mandated by DND course standards.

**Answer 160:** In accordance with the 5 Key Personnel requirements, described in Mgmt & Admin of SOW, the contractor H&S Manager will be required to take the course. DND will cover the cost associated with all DND mandated courses for the contractor to perform the work safely. Examples include Radiation Safety, Ammunition Safety and Hazardous Occurrence Investigator.

**Question 161:** Chapter 15 Transition In/Out – Is it acceptable to reference a separate project to highlight our experience for Transition In and a different project to highlight our experience for Transition Out?

**Answer 161:** It would be acceptable to provide separate projects for both the Transition in and Transition out.

**Question 162:** Would it be possible to receive a copy of the floor plans for the garrison-area occupied buildings?

**Answer 162:** The square footage for the building in the garrison area can be found in the BCA document that is available through the Contracting Authority.

**Question 163:** Is it mandatory that the IT helpdesk be a resident on Base Meaford or can it be a location off base?

**Answer 163:** It is mandatory that the help desk is located at 4 CDTC. Soldiers clear in & out of the help desk. The help desk issues laptops & mobile devices to users. The Defence Wide Area Network (DWAN) does not allow for remote capabilities from an external network.

**Question 164:** Is the intention that ALL requests for IT service be handled on-site/deskside or will DND allow remote control access to address users' requests?

**Answer 164:** Not all IT requests are deskside. Remote control capabilities are via either Windows Remote Assistant or Remote Desktop, depending if the client is present or not.

**Question 165:** Does DND supply the software tools to be used by the helpdesk, example – service request ticketing system, remote access to computers? If yes what are these tools?

**Answer 165:** The ticketing system is Assyst. Remote control capabilities are via either Windows Remote Assistant or Remote Desktop, depending if the client is present or not.

**Question 166:** Are there any Service Level Obligations, Service Level Agreements or performance matrixes that IT would be gauged against?

**Answer 166:** 95% of trouble calls are responded to within 4 hours. Hardware repairs are completed within 8 hours or in accordance with a schedule negotiated with the Project Authority.

**Question 167:** Will the existing Telco cable / wiring records be made available to the winning bidder?

**Answer 167:** Yes

**Question 168:** Who is responsible to supply the spare components required to bring defective IT hardware back to working order? Example – defective hard disc drives in laptops or desktops or defective network switches.

**Answer 168:** Canada is responsible for life-cycling GFE. With regards to the two specific

examples:

A broken hard drive in a laptop / desktop would initially involve the contractor replacing the device, then going through the lifecycle process administratively through DND's existing procurement system.

A defective switch would involve liaising with SSC (out of Borden, in our case) for their team to replace the switch.

**Question 169:** Will Canada confirm that GFE will be provided for the full-service sandwich bar requirement? Will Canada verify the actual EQ history numbers all Indefinite Quantity E line items for each SOW Chapter provided in the EQ History documents for 2016-17 and 2017-18? Additionally, will Canada provide EQ History for 2018-19 with IQ number verified also?

**Answer 169:** Yes. Canada confirms that GFE will be provided for the full-service sandwich bar. See EQ history numbers already provided in VIQ History Report – Year 12.

**Question 170:** 5 Key Resources – In the Industry Engagement Summary of Feedback and Outcomes issued April 15, 2019 – Item # 35 States – “Canada has determined that the Contract Site Manager and the Quality Assurance / Quality Control Manager cannot be used for other tasks.” However at the site visit it was stated that the 5 key resources could not have duplicated duties. Can any of the 5 Key Personnel be combined/double hatted or not?

**Answer 170:** None of the 5 Key Personnel may be double-hatted.

**Question 171:** Are there any environmental restrictions on use of road salt?

**Answer 171:** Yes, there are both provincial and federal policies and restrictions.

**Question 172:** What are the types, and locations of the APU generators?

**Answer 172:** All APU's are powered by Diesel engines. Locations of the units can be found in the BCA documents available from the Contracting authority.

**Question 173:** How is the fire booster pump at the WTP operated?

**Answer 173:** The fire booster pumps can be operated either automatically or manually.

**Question 174:** What are the SCADA capabilities at: a) the water treatment plant; b) the waste water treatment plant?

**Answer 174:** .SCADA is designed to indicate the status of all WTP and WWTP systems to the plant operators. It allows operators to control/automate such systems from the control room in the plants (system monitoring, detection of failures, flow adjustments, etc.). It also allows the monitoring of alarms on site or remotely.

SCADA system for the WTP and WWTP are interconnected, meaning that the WTP systems can be controlled/monitored from the WWTP station, and the WWTP systems can be controlled/monitored from the WTP station.

**Question 175:** Is the laboratory equipment at the WTP and WWTP GFE?

**Answer 175:** Yes, This equipment can be found on the GFE list available from the Contract Authority.

**Question 176:** Does the dumping of portable toilet waste into the WWTP upset or threaten the biological balance in the aerator tanks?

**Answer 176:** Yes it would upset the system so the contractor must make other arrangements.

**Question 177:** SOW Chapter 13, Section 2.b.(3)(b) on page 155 of the SOW, states that there is 400 tonnes of waste annually from 55 dumpsters. This is under a paragraph referring to wood waste and does not correspond with the statement under Chapter 13, Section 1.c.(5) on page 153 of the SOW which states, “In the past 10 years an average of 350 tonnes of Solid Waste went to the landfill and a combined total of 150 tonnes were handled for recyclables, composting, wood and metal.” Does the “400 tonnes” refer to solid waste or wood waste?

**Answer 177:** SOW Chapter 13, Section 2.b.(3)(b) refers to solid waste Chapter 13, Section 1.c.(5) describes existing conditions referring that the volume has gone down, however if the base operational functions return or increase we need to ensure the larger number is possible.

Wood waste has various headers Recyclable wood, Garbage wood which general annual numbers are 35-40 tonnes

**Question 178:** Will Canada provide a copy of the June 18, 2018 CFFM Compliance Review?

**Answer 178:** Yes, the document will be available from the Contract Authority.

**Question 179:** Canada seems to be proposing a full-time staffed fire department capable of fighting structural fires, plus ARFF capability.

a) How many structural fires have there been in the past 20 years?

b) Given the fact that the community of Meaford has a population of 11,000 and cannot afford to provide the same level of full-time service. Wouldn't the base be concerned about the optics given estimated costs will exceed \$5 million per year?

c) What is the frequency of helicopter landings, and are they always done in an accessible location for ARFF services?

**Answer 179:**

a) Zero



- b) The bidder must include a technical and financial proposal as detailed in the RFP.
- c) Approximately 50 -75 active landings / yr between the airfield and training area which is accessible to firefighting services.

**Question 180:** Will Canada provide the SOW 5.2.d. referenced document "Environment Cleaning and Disinfection Standards for Canadian Forces Health Services Centres"?

**Answer 180:** Yes, the document will be available from the Contract Authority.

**Question 181:** It was noted that during both site visits that the west facing side door from the kitchen was propped open with a fan positioned to move air. It is our understanding that new air conditioning equipment was recently installed. Is there a reason why the door is open? Is there an air balancing and/or A/C capacity issue?

**Answer 181:** Fan was simply moving air. Kitchen is not subject to AC.

**Question 182:** Has 4 CDTC experienced any cluster fly or other infestations in the past 5 years?

**Answer 182:** Yes, Cluster Flies are a known pest, cyclical in nature.

**Question 183:** Can Canada provide a definition of "Technical Authority"?

**Answer 183:** The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

**Question 184:** The Contractor Site Manager position requirements as shown in Annex G and Annex J are inconsistent. The Annex G requirement for "15 years overall work experience" is not consistent with the Annex J Minimum Requirements for the Contractor Site Manager position. We believe that the Annex J requirement (which is scored) should be the basis for the Pass/Fail requirement in Annex G. Therefore, we respectfully request that the Annex G Minimum Qualifications be revised to match the scored requirement as shown in Annex J.

**Answer 184:** Canada has updated Annex G to match Annex J.

**Question 185:** Annex J, 2.1a states that one project ("requirement") can be used to show Corporate Experience in more than one SOW area. It is not clear from the Annex J, 1a text if one project can be used for past performance in multiple SOW chapters. Please confirm that, consistent with Annex J 2.1a, the Offeror can satisfy the Annex J 1a Pass/Fail requirement with one completed Project provided that single Project demonstrates Bidder's experience in

delivering the services defined in each of the 5 key chapters of the SOW.

**Answer 185:** Due to the importance of the 5 key chapters, the bidder will provide an example for each of those chapters. Failure to provide these requirements will result in a non-compliant bid. The same project can be used for multiple chapters, please identify the chapter and ensure it meets the submission requirements of the evaluation criteria.

**Question 186:** Please confirm whether small-wares would be Government Furnished Equipment (GFE) or Contractor Furnished Equipment (CFE).

**Answer 186:** Those items would be considered GFE, like similar items on the GFE list already provided.

**Question 187:** Will Canada will be funding the QA Software?

**Answer 187:** QA software is currently being sourced by DND. Any software for Contract Management and performance evaluation will be funded by DND/CAF.

**Question 188:** In Chapter 3 - Will an IQ Line Item be inserted to accommodate IQ requests outside of the scope of work? As reference to "job limit" is strictly related to corrective maintenance.

**Answer 188:** No, an IQ line item will not be added. Any requests outside of the scope of work will be a TA.

**Question 189:** In Chapter 4: Laundry Services / Dry Cleaning - Please define the performance requirements for laundry and dry cleaning services and provide estimated quantities.

**Answer 189:** Issue Bedding. Includes coordinating arrangements for initial issue and return of linens, blankets, and pillows and for weekly linen exchange for all tenants, including laundry. 3,000 issues for incoming clients per year plus weekly exchange of bedding for clients in house for over 7 days.

Dry Cleaning: Recover clothing and equipment. This includes dry-cleaning and repair of clothing and equipment as required. Recovery and exchange of permanent and personal allotment clothing and equipment. Manage manual and automated clothing records. EQ: 54,000 receipts per year

**Question 190:** Chapters 4, 8 and 9: If consumables/spare parts/vehicle & taxi hiring funds are \$50k/150k/\$5k respectively are these values going to be VIQ able? And will they be subject to the +/- 10%?

**Answer 190:** No, not subject to VIQ. Fixed

**Question 191:** Chapter 15.5a: This particular line item relates to GFM or materials as referenced at 5.a(1)iii(a). GFE is addressed at 5.a(2)i. We believe 5.a(1)i should read “inventory and accept and/or dispose of Government Furnished Material (GFM). Please confirm.

**Answer 191:** The line item should read Government Furnished Material, The RFP has been updated.

**Question 192:** Do the questions and answers serve as amendments to the RFP?

**Answer 192:** The questions and answer documents are posted as amendments to the RFP. Bidders should consult all questions and answers while preparing their bids. Additional amendments to the RFP will be posted separately.

**Question 193:** DOAD 4007-5 dictates 24\7 response for the purposes of Hazmat response, but clarification 140 states that Hazmat response is provided by the town of Meaford.

That would indicate that as per clause 4.8 of DOAD 4007-5, that hazmat is provided by Meaford and an arrangement has been made with the local municipality that meets the requirement of the DOAD and therefore it can be interpreted that the contractor is not required to provide 24/7 coverage.

- a. Is the contractor required to provide 24/7 staffing on site in the fire hall at 4CDTC Meaford?
- b. Has an arrangement been made with the Town of Meaford to provide Hazmat response and therefore the contractor is not required to provide 24/7 staffing on site at 4CDTC Meaford?

**Answer 193**

- a. No, the Contractor is not required to provide 24/7 staffing on site at the fire hall.
- b. Yes, an arrangement has been made with the Town of Meaford to provide Hazmat responses as required under DOAD 4007-5.

**Question 194:** The building assessment reports contain useful information such as area but do not contain floor plans. Can AutoCAD files or floor plans similar to those posted as building evacuation plans be forwarded to bidders?

**Answer 194:** Canada does not have AutoCAD files or floor plans that can be forwarded to bidders.

**Question 195:** Can the Offeror submit a Project performed by a major subcontractor if that major subcontractor will be leading one or more of the 5 key SOW chapters upon award and possesses relevant experience in that SOW area?

(example: if Subcontractor X is a major subcontractor of the Offeror and will be leading Food Services upon award, can the Offeror use Subcontractor X's "Food Services" Project for Corporate Experience?)

**Answer 195:** No, as Canada only Contracts with the prime Contractor Canada will only accept projects where the Bidder was directly involved in the work completed.

**Question 196:** Are there any restrictions on hiring any serving CAF members currently employed at 4th Canadian Division Training Centre to support this 4CDTC Meaford Site Support Services program?

**Answer 196:** For this Requirement there are no restrictions on hiring any serving CAF member. However, the Bidder would have to verify with the member if there are any restrictions on employment outside of the CAF.