

Q&A From Bidders

Solicitation #19-154520 VIP Airport Greeting Services, Toronto

Question 1:

On page 4/50 it reads ...

1.2 Summary. The Contract is expected to be for one (1) year, plus four (4) one (1) year option periods.

Then on page 22/50 it reads ...

7.4.1 Period of the Contract. The period of the Contract is from date of Contract award to June 30,2021.

June 30, 2021 would mean the contract period is November 1st, 2019 – June 30, 2021 which is 20 months not 12.

7.4.2 Option to Extend the Contract. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 (three) additional 1 (one) year period(s) under the same conditions.

This contradicts page 4 which says it is a 1 year contract term with 4 option years.

Answer 1:

The Contract is expected to be for two (2) years, plus three (3) one (1) year option periods.

Please refer to RFP Amendment 002

Question 2:

On page 21/50 it reads ...

7.3 Security Requirements. 7.3.1 There is no security requirement applicable to the Contract.

On page 21/35 of the 2016 RFP, it reads ...

7.3 Security Requirements. The following security requirements (*SRCL and related clauses provided by ISP*) apply and form part of the Contract. 7.3.1 The Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of RELIABILITY STATUS.

The documents we receive from GAC are Protected A and the documents we receive from the RCMP are Classified. According to our 'Secret' Clearance agreement with PWGSC, in order for FDC to view, handle, store and transmit Protected A, B, C, or Classified documents, we require the following clearances:

- Facility Security Clearance
- Document Safeguarding Capability
- Shredding Capability
- Information Technology Clearance
- Personnel Security Screening

Moreover the PWGSC Industrial Security Manual states "The Government of Canada is responsible for stipulating and applying the required level of security for its information and assets. These levels are

Protected A, B, or C and as well as Confidential, Secret and Top Secret. When an organization is awarded a contract that calls for safeguarding at any of these security levels, the company security officer (CSO) is responsible for consulting the appropriate government department regarding the level of security to be applied for any in-house documentation created by the organization in support of the contract. The creator of the documentation must then ensure that it is appropriately marked and safeguarded."

Why was this removed from this year's RFP because should this be a mandatory requirement? Any government contractor and their employees that handles the type of information we handle from GAC and the RCMP, has to have clearances from PWGSC don't they?

Answer 2:

The security requirement for access to the restricted area of a Canadian airport is a valid RAIC (Restricted Area Identity card) which includes a Transportation Security Clearance (TSC) that is processed and issued by Transport Canada (equivalent to enhanced reliability). This level of security is what is required to operate within the restricted area of Canadian airports and therefore GAC accepts this is an appropriate level of screening for our requirements.

Classified information is not provided to the Contractor therefore a secret clearance is not required.

Previous security clauses are not applicable to this RFP.

Question 3:

On page 33/50 is requests a Base Fee per Event, whether it's an arrival, departure or transfer.

The average arrival time over the past 2.5 years is 3.9 Hours, 5.0 hours for departures, and 6.3 hours for transits – and these averages exclude prep time. That is a big spread in time between a domestic arrival and an international departure. The RFP says the average is 4 hours including prep time. Shouldn't there be a base fee for an arrival, and for a departure and for a transit including prep time?

Answer 3:

The RFP indicates that the base fee is to be based on 4 hours of work. Please refer to 1.6, pages 28-29 of Annex A – Statement of Work- inclusive of preparation time. Additional hours are defined in Annex B – Basis of payment, page 33.

Question 4:

And on page 33/50 for the Basis of Payment ...

Is the Base Fee per Event based upon a Senior Operations Officer or Junior Operations Officer? And for the Additional Officer(s), are those Senior Operations Officers or Junior Operations Officers?

Answer 4:

The RFP indicates that the base fee is to be based on 4 hours of work. Please refer to 1.6, pages 28-29 of Annex A – Statement of Work- inclusive of preparation time. Additional hours are defined in Annex B – Basis of payment, page 33.

Question 5:

- a) Is there currently a proponent providing these Services?
- b) If so, will Bill 7 apply?

Answer 5:

- a) Yes, there is an incumbent currently providing these services
- b) No, Bill 7 will not apply.

Question 6:

Can you elaborate on the "Transit" roles? Do we provide escort? Will it be away from the airport or just to connecting flights?

Answer 6:

Transit means from one flight to another (connecting flights). Our Clients must be escorted at all times unless otherwise specified. We do not offer any services outside of the airport.

Question 7:

Is it only the successful bid who is to provide the letter from the insurance company, or all bidders?

Answer 7:

All Bidders are to provide a letter from the insurance company as per the RFP at Part 6 Security, financial and Other Requirements; Section 6.3 Insurance Requirements; the letter must be included with the Bid as part of the submission.

Question 8:

Does the base fee rate include both the Operations Coordinator and the Senior Operations Officer?

Answer 8:

The RFP indicates that the base fee is to be based on 4 hours of work- please to 1.6, pages 28-29 of Annex A – Statement of Work- inclusive of preparation time. Additional hours are defined in Annex B – Basis of payment, page 33. The contractor should organize their personnel accordingly.

Question 9:

In terms of Annex B, is DFATD expecting an hourly rate or an all-inclusive annual rate?

Answer 9:

DFATD is expecting an all-inclusive rate (base fee per event + per additional officers + per additional hour = total cost per year) Please refer to Annex B – Basis of Payment.

Question 10:

- a) Is the base fee defined by 4 hours?
- b) If so, are we to assume the hourly rate would apply after the 4 hours.

Answer 10:

- a) Yes, the base fee is defined by 4 hours.
- b) Yes, the hourly rate will apply after the 4 hours.

It is expected that all necessary work for an arrival, departure or transit can be completed within 4 hours, ie: base rate; for reasons beyond our/your control such as a flight delay, baggage delay, missed connection etc. (examples to be found in Annex B) additional hours will be paid for at the rate provided in Annex B – Basis of Payment, with a clear explanation given.

Question 11:

CONTRACT PERIOD

The various statements regarding contract length differ from section to section.

1.2 Summary: One (1) year plus four (4) one (1) year option periods.

7.4.1: Period between contract date and June 30, 2021.

7.4.2: Three (3) extension periods of one (1) year.

Annex “B” – Basis of Payment: Two initial periods of one (1) year and three (3) one (1) year option periods.

Answer 11:

Please refer to RFP Amendment 002

Question 12:

BASIS OF PAYMENT – BASE RATE PER EVENT

We believe that a maximum number of hours should be specified for the base rate per event. If not, on what basis could overtime be claimed? By specifying a maximum duration for the base rate, this would make it possible to determine when overtime applies.

For example, the base rate should include preparation and coordination work performed by the coordinator and a maximum of three (3) hours for an officer's service at the airport.

Answer 12:

The RFP states that the base fee is to be based on 4 hours of work (see 1.6, pages 28-29 of Annex A – Statement of Work), including preparation time. Overtime is defined in Annex B – Basis of Payment, page 33.

Please refer to RFP amendment 002.

Question 13:

BASIS OF PAYMENT – ADDITIONAL OFFICERS

We believe that a maximum number of hours should be specified for an additional officer. If not, on what basis could overtime be claimed for the additional officer? By specifying a maximum duration for an additional officer, this would make it possible to determine when overtime applies for the additional officer.

For example, the rate for an additional officer should be for a maximum of three (3) hours.

Answer 13:

The RFP states that the base fee is to be based on 4 hours of work. (please see 1.6, pages 28-29 of Annex A – Statement of Work), including preparation time. Overtime is defined in Annex B – Basis of Payment, page 33.

Please refer to RFP amendment 002.

Question 14:

GTAA OPERATING PERMIT

- a) Is the contractor required to obtain an operating permit from the GTAA?
- b) If so, what is the permit amount and will the cost be reimbursed by DFATD?

Answer 14:

- a) Please see Section 8.0 of the Statement of Work. Yes, the contractor must obtain an operating permit.
- b) Yes, DFATD will reimburse the cost of the operating permit.

Question 15:

PARKING

Will parking costs for contractor employees be reimbursed by DFATD?

Answer 15:

No. Please see section 8.0 of the Statement of Work

Question 16:

We wanted to add an 'Added Value' section – is that acceptable?

Answer 16:

Any information with respect to "added value" should/can be captured in the Operational Plan.

Question 17:

And for Sections 4.1.1 Technical evaluation, and subsequent sections 1. Operational Plan, 2. Human Resourcing Plan and 3. Training & Development Plan and 4. Provisions for Additional Staff – can we respond to those sections in our technical bid by referencing the exact section number?

Answer 17:

Affirmative

Question 18:

Under 8.0 Constraints it reads... The Contractor is responsible for obtaining any and all licenses from the GTAA required to perform the Work. Does this include paying Airport Percentage Fees?

Answer 18:

Fees associated with obtaining license, including the percentages fees administered by the GTAA, are reimbursed; receipts/proof of payment will be requested.