

## Q&A From Bidders, Vol 3

Solicitation #19-154520 VIP Airport Greeting Services, Toronto

### Question 1

Question for you. I don't see anywhere in the tender requesting client references. Do you not require client references?

### Answer 1:

Formal client references are not required however, the point rated criteria offers opportunity to refer to past experiences, clients, and projects.

### Question 2:

I had a question in August regarding security clearances and your response was as follows:

"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."

I obviously agree that the only security clearance required to perform the scope of work at the airport is a TC Clearance issued by GTAA in the form of a RAIC.

But I was not asking about Transport Canada and aviation security.

I was asking about document safeguarding, document storage, document transmittal and document disposal.

The documents issued by Office of Protocol are labeled Protected A and the documents issued by the RCMP are Protected B or C.

According to PWGSC Canadian Industrial Security Directorate, any organization handling Protected A, B, or C documents must have a Reliability Status clearance, as well as document safeguarding, document storage, document transmittal and document disposal. Also any individual within the company who handles or views Protected A, B, or C, such as the Operations Coordinator, must have Reliability Status clearance.

What are your thoughts because as a signatory to PWGSC ISS, I am concerned about breaching our clearance with the Canadian Industrial Security Directorate.

Answer 2:

The contractor is required to manipulate Protected A information. Safeguard of the confidentiality, integrity and availability of protected information during transmittal, storage and disposal of records is the responsibility of the contractor.

Please refer to RFP amendment 005 for the revised Security Requirements Check List (SRCL)

Question 3:

A few additional questions for you.

a) I assume you want the cover page of the RFP Tender signed and returned with the bid along with all the signature pages of the Amendments?

b) And in Section 4, 4.1.1.1 where the chart indicates Met/Not Met, and Reference Page/Comments ... are we to fill that out or you?

c) And the same in Section 4, 4.1.1.2, where it says Score and Cross Reference to Proposal. Indicate Potential Points .... are we to fill that out or you?

Answer 3:

a) Yes. Please sign the cover pages of the RFP and subsequent Amendments as part of your bid submission.

b) As per Part 3 of the RFP; Section 3.1: Technical Bid; please complete the chart for Met/Not Met and Reference Page/Comments as where applicable:

c) No, Bidders are not to score the proposal that will be completed by the Evaluation Team and the Contracting Authority

Question 4:

Sorry but we are experiencing conflicting interpretations of Annex B – Basis for Payment. We are not clear on the calculations you are seeking. Can you confirm we are interpreting this correctly?

a) **Base Fee** – we assume that is an hourly rate multiplied by 4 hours – YES or NO?

b) **Preparation Time** – What is this? Is that the Operations Coordinator's time for each visit – like the office admin pre-visit planning? Cause if it is, it dramatically varies by visit. The time to plan a domestic arrival is much less than an International to US transit because the first includes no airport partners, and the later includes all the airport partners.

c) Are you looking for an hourly rate for the Operations Coordinator multiplied by 796.5 – YES or NO?

d) or do you want the Base Fee above multiplied by 796.5?

e) **Additional Officers** - we assume that is an hourly rate only – YES or NO? or is it the hourly rate time 3 hour?

f) **10% of all Events** – we are assuming that this number is the hourly rate above multiplied by 80 - YES or NO? or is it the hourly rate above, times 3 hours, times 80?

g) **Additional Hours** – we assume that is an hourly rate only – YES or NO?

h) **15% Additional Hours** – we assume this is the hourly rate above multiplied by 478 – YES or NO??

Answer 4:

a) No. The base fee is a flat rate for 4 hours.

b) Preparation time is time dedicated to preparing for the arrival, departure or transit in the timeframe preceding its execution.

c) No. The Operations Coordinator cost(s) are included in the 4 hour base fee rate.

d) Yes. The (Base fee per event) rate is to be multiplied by 796.5.

e) No. The price for the additional officer is a flat rate based on approximately 3 hours of work.

f) No. The price for the additional officer is a flat rate. As such, it is the flat rate that should be multiplied by 80.

g) Yes. It is applicable in excess of the “Base fee per event (4 Hours)”

h) Yes. This is correct.

Question 5

Can you reissue **ANNEX ‘B’ Basis of Payment** as a single stands alone document, or even better as a fillable document. Because it is part of your amendment, there are unrelated sections on the amendment page. Just a clean full-size document would be ideal. And in Excel would be perfect.

Answer 5

Please refer to RFP Amendment 005