

RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

See original RFP/ Voir la DDP originale

REQUEST FOR PROPOSAL AMENDMENT

MODIFICATION À LA DEMANDE DE PROPOSITIONS

The Bidder offers to provide to Canada the goods, services or both listed in the bid solicitation in accordance with the conditions set out in the bid solicitation and the prices set out in the bid.

Le soumissionnaire offre de fournir au Canada les biens, services ou les deux énumérés dans la demande de soumissions aux conditions prévues dans la demande de soumissions et aux prix indiqués dans la soumission.

Solicitation No. - N° de la demande	Amendment No. - N° de modification
CSPS-RFP-19NG-1232/A	003

Solicitation closes – La demande prend fin :	File No. - N° de dossier
at – à 02 :00 pm EST 14h00 HNE	2019-1232
on – le December 20th, 2019 20 décembre 2019	



Amendment date – Date de la modification
2019-12-16
Address inquiries to – Adresser toute demande de renseignement à :
Naomi.gautier@canada.ca
Destination
See original RFP/ Voir la DDP originale

Instructions:

Municipal taxes are not applicable.

Unless otherwise specified in the bid solicitation, all prices quoted must be net prices in Canadian funds including Canadian customs duties, excise taxes, must be FOB, including all delivery charges to destination(s) as indicated. The amount for Applicable Taxes is to be shown as a separate item.

Instructions:

Les taxes municipales ne s'appliquent pas.

Sauf indication contraire dans la demande de soumissions, tous les prix indiqués doivent être des prix nets, en dollars canadiens, comprenant les droits de douane canadiens, la taxe d'accise et doivent être FAB, y compris tous frais de livraison à la (aux) destination(s) indiqué(s). Le montant des taxes applicables doit apparaître séparément.

Supplier Name and Address – Nom et adresse du fournisseur
Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur
Name and title of person authorized to sign on behalf of supplier (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'impression)
Signature : _____ Date : _____



Amendment 003

To all bidders,

NO consideration will be given for extras and/or changes because the Bidder was not familiar with the contents of this Amendment.

This amendment 003 is raised to:

1. Modify the Solicitation Closing date;
2. Answer questions from Bidders;
3. Modify Annex A – Statement of Work.

1. Modify the Solicitation Closing Date

DELETE: On page 1 of the RFP, delete: “Solicitation Closes at 2:00 pm EST on December 18th, 2019”

INSERT: On page 1 of the RFP, insert: “Solicitation Closes at 2:00 pm EST on December 20th, 2019”

2. Questions and Answers

Question 11 : For Mandatory item MT-5 there are a total of 5 separate requirements which must all be met in their entirety in order to pass. Would CSPA consider splitting these into individual mandatory items with the following individual recommendations?

- a. Maintain the 40 permanent seats as a mandatory requirement
- b. Move the hoteling seats to rated requirements and establish points for the number of seats provided up to 10 seats.
- c. Maintain the requirement for dedicated meeting rooms as a mandatory requirement and create a new rated criterion for the size of the rooms based on occupancy and not Square Meters, establishing a minimum and max occupation for each.
For example;
 - i. Dedicated meeting room 1:
 - Minimum occupancy 16 persons : 2 points
 - 17-20 persons : 4 points,
 - +20 persons : 6 points
 - ii. Dedicated meeting room 2;
 - Minimum occupancy 8 persons : 2 points
 - 10-12 persons : 4 points,
 - +12 persons : 6 points

Answer 11 : Mandatory technical criteria MT-5 remains as it is in the published RFP.

Question 12 : For Mandatory MT-6, can the number of times a room is required per month be clarified?

- a. Is the requirement that one of the 2 identified rooms must be available at least 3 times in a calendar month, for a total of 3 days in a month, or
- b. Is the requirement that each of the 2 identified rooms are required to be available at least 3 times per month, for a total of 3 days in the month?

Answer 12 : Each of the 2 identified rooms are required to be available at least 3 business days per month, total of 6 days per month for the 2 rooms (3 days room 1 and 3 days room 2). Please refer to Annex A – Statement of Work and Annex B – Basis of Payment.



Question 13 : For Mandatory MT-6, it states that the bookings for the 2 closed door rooms will be available at no extra cost. Does CSPA expect that the value of those rooms is not to be factored into the overall financial fees for space?

Answer 13 : No. As indicated in Annex B – Basis of Payment, the Fixed monthly rates include, but are not limited to, the following: (...) “Two (2) closed door fully equipped rooms for three (3) business days a month each that can hold a minimum of 20 learners (30 m² each)”.

Question 14 : For Mandatory MT-7, it states that the bookings for the shared event area will be available at no extra cost. Does the Crown expect that the value of this space is not to be factored into the overall financial fees for space?

Answer 14 : No. As indicated in Annex B – Basis of Payment, the Fixed monthly rates include, but are not limited to, the following: (...) “Fully equipped event space that can accommodate a minimum of 120 people standing (or 80 seated) for two (2) business days a month (250m²)”

Question 15 : MT-6, MT-7 – both criteria reference the need for “availability at least X business days per month for use by CSPA at no extra cost”. It is not reasonable to expect that these requirements be open ended by stating “at least # business days per month at no extra cost”. This could be interpreted as any booking by CSPA is at no cost. This needs to be a fixed number of days and with a set timeframe for booking in order for the booking to be at no additional cost. It is recommended that these requirements be amended such that it states, “CSPA will be able to book 3 business days per month in the spaces for learners and shared event area at no additional cost when bookings are made and confirmed 60 days in advance. Requests for bookings less than 60 days in advance cannot be guaranteed and CSPA will incur costs at the standard published public rates.”

Answer 15 : Booking at no additional cost at least 15 calendar days in advance will be added to Annex A – Statement of Work. No changes will be made to MT-6 and MT-7.

Question 16 : For Mandatory item MT-8, would CSPA consider moving this to a rated criterion and providing a point scale for the size of the storage with a minimum size established?

For example;

On-site storage space:

- 8-12 m² 3 points
- 13-15 m² 4 points
- +15 m² 5 points

Answer 16 : No. Mandatory Technical Criteria MT-8 remains as it is in the published RFP.

Question 17 : For Rated Criteria RT-2, Would CSPA accept a proposal for the additional hoteling seats to be located in a downtown location, external to the bidder location?

Answer 17 : No. This is a point rated criteria and is not mandatory. If extra hoteling stations are not available at the time of bidding within the same building, the bidder can indicate 0. No overall minimum score is required in this evaluation process.

Question 18 : Annex C Security Requirements Checklist:

- a. There is no reference to security clearance for the site. Is it not required?
- b. In Annex C - 10 (a) it is noted “Personnel screening level required – RELIABILITY STATUS”. Is this required for all member of bidder’s team? Can CSPA clarify which types of bidder personnel are required to have Reliability clearance?



- c. In Annex C - 10 (b), the question is “May unscreened personnel be used for portions of the work – Indicated as YES. If YES, will unscreened personnel be escorted? – Indicated as YES”. Can CSPS clarify which types of bidder personnel are required to have escorts when in the specified space?

Answer 18 : a. For the site, please refer to Amendment 002, Question and Answer 5.

b. Refer to Amendment 002, Questions 6 and 7 and Part 6, Section 6.1, Point 1. b): “The Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses”. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

c. The supplier has to make sure that unscreened personnel is escorted by a member of its personnel who holds a valid security clearance. This will be added to Annex A- Statement of Work.

Question 19 : In Amendment 002, Answer 2, it was indicated that “The mandatory requirements indicated in part 4 must be in place at the time of bid submission, otherwise the bid cannot meet all the mandatory technical criteria specified in Part 4 - “Evaluation Procedures and Basis of Selection”. As Security is Part 6 of the RFP and not listed as an evaluated Mandatory or Rated Criterion, would CSPA provide criteria for which personnel require Reliability Clearance e.g. facilities team, IT/AV support, contracting authority, and allow Bidder to certify these identified staff will have begun process to obtain the Reliability clearance?

Answer 19 : Please refer to Amendment 002, Question and Answer 9 and Part 6, Section 6.1, Point 2 of the RFP. Also, please note that the supplier has to make sure that unscreened personnel is escorted by a member of its personnel who holds a valid security clearance.

Question 20 : Annex A- Statement of Work, Section 4, line 2 - please define the reference “data-enabled”?

Answer 20 : Data-enabled refers to the ability to use and connect devices into work spaces (e.g. connect device to screens in meeting rooms).

Question 21 : Annex A – Statement of Work, Section 4, bullet 2 – What is the current building maintenance and support service guarantee that the CSPA requires at other facilities it occupies?

Answer 21 : CSPA uses the Public Service and Procurement Canada (PSPC) services for other buildings, which does not apply in this instance.

Question 22 : In Annex A- Statement of Work, 5.3 General Requirements – please define “Other common committees or working groups related to the building”? Our assumption is that these refer to committees and working groups that have mandates impacting the space specifically and not committees and working groups of the facility management or governance bodies. Please confirm?

Answer 22 : Confirming it refers to groups that have mandates impacting the space specifically.



Question 23 : In Annex A – Statement of Work, 5.4 Security/Access Control, paragraph 5 – please provide the scope expected in the threat assessment? Is this physical or digital security? Is CSPA expecting that the Bidder will provide cyber security services under this RFP?

Answer 23 : The threat assessment refers to physical security, and not digital security or the provision of cyber security services.

Question 24 : In Annex A – Statement of Work, 5.8 Equipment/Furniture:

- a. There is no specification of desk storage. Is this not required?
- b. Monitor stands
 - 1) One per desk?
 - 2) Permanent desks only?
- c. For the 100 simultaneous connections and minimum 100 Mbps download and 30Mbps requirement, will the Crown require its' own VLAN?
- d. The request that a facility ensure that cellular connectivity of 3-4 bars is not a reasonable request due to the extensive number of service providers and devices and the changing nature of the technology and the fact that the facility has no ability to control these signals. It is requested that this requirement be removed.
- e. This clause requires general maintenance and support from 6am to 6pm. This is inconsistent with MT-1 which states it will be mandatory to have a 24/7 building maintenance phone line. Can these be amended to be consistent?

Answer 24 : See answers below:

- a. Desk Storage is not required
- b. One monitor stand per work station (permanent and hoteling). Annex A- Statement of Work has been modified to reflect the change.
- c. The Crown's own VLAN will not be required
- d. This requirement has been removed from Annex A – Statement of Work.
- e. There is a difference between a 24/7 phone line in case of after hour emergencies and the general maintenance and support which is during business hours

Question 25 : There are references to “integrated video conferencing systems”, in Annex A –Statement of Work, points 5.8 Furniture/Equipment, and 5.9,2 Space For Learners and to “videoconferencing equipment” in 6.4. The request for “integrated video conferencing systems” and “videoconferencing equipment” is not consistent with the RFP requirement defined in MT-6 as “full audio visual and video conferencing capabilities (TV screens or projector screens with HDMI input)”. As bidders will be evaluated on MT-6, could the definition on Annex A, 5.8 and 5.9.2 and 6.4 be amended to match MT-6?

Answer 25 : Annex A has be amended to reflect the changes.

Question 26 : Annex A – Statement of Work, point 5.9 Floor Plan – is this request for a floorplan of the building? Or the specified CSPA space?

Answer 26 : 5.9 indicates : “(...)The Contractor must maintain a floor plan of a space that is available for immediate and exclusive use by CSPA that meets the following requirements (...)”

Question 27 : Annex A – Statement of Work, 5.9.2 – Space for Learners – final bullet. 3 days is not sufficient to plan staffing for “major reconfiguration” requests. Please amend this to 15 business days.



Answer 27 : Annex A – Statement of Work has been amended to 15 business days for major reconfigurations, which would require equipment that is fixed to be moved (e.g. moving a fixed table or wall partition).

Question 28 : Annex A- Statement of Work, 6.2 Security/Access Control – bullet 1 – It seems unreasonable that the Bidder maintain visitor logs to the CSPS space. This should be a CSPS responsibility. We request that this be removed.

Answer 28 : Annex A –Statement of Work has been amended to reflect the change. This requirement has been removed.

Question 29 : Annex A – Statement of Work, 10 – Language of Work – Please advise why, in the event the successful bidder is a private facility (i.e. not a Federal Government facility), why the provision of all support services in both official languages is listed as a mandatory requirement? This is listed as “must provide”, which makes it a mandatory requirement. As this is not listed as one of the evaluated mandatory criteria, we request that it be removed.

Answer 29 : Annex A – Statement of Work, Section 10. Language of Work has been modified to delete “other support services”.

Question 30 : Annex A – Statement of Work, 5.9.2 Space for Learners, and 5.9.3 Event Space – Both reference the need for a “minimum # of days per month for space”. It is not reasonable to expect that these requirements are open ended by stating “a minimum number of days per month at no extra cost” or to expect that a Bidder can guarantee this availability without a reasonable timeframe agreed on for booking the space, such as 60 calendar days in advance. The number of days included in the statement of work needs to be a fixed number. It is recommended that these requirements be amended such that it states, “CSPS will be able to book 3 business days per month in the spaces for learners and shared event area when bookings are made and confirmed at least 60 days in advance. Requests for bookings less than 60 days in advance cannot be guaranteed and CSPS will be charged at standard published public rates.

Answer 30 : Refer to Amendment 003, Question and Answer 15.

3. Modify Annex A – Statement of Work

a) Modify 5.4. Security/Access Control

DELETE: Section 5.4. Security/Access Control in its entirety.

INSERT: The following Section 5.4. Security/Access Control:

5.4. Security/Access Control

The Contractor must have a secured electronic access control system to the space (e.g. via ID cards).

The Contractor must provide 1.5x visitor’s passes as there are hoteling stations offered in the space to CSPS for distribution as it sees fit.

The Contractor must have 24/7/365 electronic video surveillance or equivalent (e.g. CCTV) of the entry point and/or electronic access points to the space and the common spaces (internal/external) of the building. The Contractor must provide footage to CSPS upon request in MP4 or equivalent video format electronically.



The Contractor must ensure that unscreened personnel is escorted by a member of its personnel who holds a valid security clearance.

The Contractor must provide a recent threat assessment of the building to CSPS.

b) Modify 5.8 Equipment/Furniture

DELETE: Section 5.8 in its entirety.

INSERT: The following Section 5.8:

5.8. Equipment/Furniture

The Contractor must have the space setup in a way that is consistent with the approved floor plan.

The Contractor must provide all required furniture and equipment for the space including but not limited to:

- adjustable office chairs,
- desks,
- monitor stands (one per work station and one per hoteling station),
- power outlets,
- access to wifi/internet (allowing for up to 100 simultaneous connections with minimum 100 Mbps download and 30 Mbps upload),
- full audio visual and video conferencing capabilities (TV screens or projector screens with HDMI input)
- All furniture and equipment must be modern (e.g. 10 years old or less) and in good working condition (e.g. no stains, no tears, no rips, no damage, etc.)

The Contractor must provide general maintenance and support for the equipment and furniture provided (e.g. troubleshooting, diagnostic, repair and/or replacement) on an as required and requested basis. Support must be provided during regular business hours (6AM-6PM) Monday-Friday with resolution within one (1) business day for regular maintenance requests and quicker response times for emergency maintenance requests that disrupt the ability of CSPS to use the space or conduct regular business. This covers maintenance and support for all furniture, equipment and IT equipment provided by the Contractor.

c) Modify 5.9.1 Staff Working Space

DELETE: Section 5.9.1, delete in their entirety the following bullets:

- Open work area (work stations) for minimum 40 people – must include desks, adjustable office chairs, monitor holders (subject to health and safety requirements) and power outlets.
- Hoteling or touch down stations for a minimum of 10 people - must include desks, adjustable office chairs, monitor holders and power outlets;

INSERT: Section 5.9.1, insert the following bullets:

- Open work area (work stations) for minimum 40 people – must include desks, adjustable office chairs, one monitor holder per work station (subject to health and safety requirements) and power outlets.
- Hoteling or touch down stations for a minimum of 10 people - must include desks, adjustable office chairs, one monitor holder per hoteling or touch down station and power outlets;



d) Modify 5.9.2 Space for Learners

DELETE: Section 5.9.2 in its entirety.

INSERT: The following section 5.9.2:

5.9.2. Space for Learners

- Non-exclusive access to two (2) closed door rooms that can hold a minimum of 20 learners equipped with reconfigurable desks and chairs (subject to health and safety requirements)
- Must be in the same building as the space.
- Classrooms must be a minimum of 30 m² each.
- Must be available to be booked three (3) business days a month at no extra cost to CSPS when bookings are made and confirmed at least fifteen (15) calendar days in advance ;
- Classrooms must include full audio visual and video conferencing capabilities (TV screens or projectors screens with HDMI input), power outlets (minimum 3) and whiteboards (minimum 1 per learning space).
- Classrooms must have moveable furniture to facilitate multiple formats/groupings of collaboration.
- Classrooms must be in the same building as the space.
- CSPS will give the contractor advanced notice of fifteen (15) calendar days in the event that there are major reconfiguration requests (e.g. moving a fixed table or wall partition). The contractor is responsible for reconfiguration of the space as requested.

e) Modify 5.9.3 Event Space

DELETE: Section 5.9.3 in its entirety.

INSERT: The following Section 5.9.3 :

5.9.3. Event Space

- Event space (can be shared/in a common area) that can accommodate a minimum of 120 people standing or 80 seated.
- Must be available to be booked two (2) business days a month at no extra cost to CSPS when bookings are made and confirmed at least fifteen (15) calendar days in advance.
- Bookings beyond two days a month can be at additional cost to CSPS.
- The event space must be a minimum of 250m²
- Full audio visual and video conferencing capabilities (TV screens or projector screens with HDMI input) that is suitable for presentations and simulations
- Power outlets (minimum 3)
- Event space must have movable furniture to support different room configurations (e.g. round tables vs. audience style seating)
- CSPS will give the contractor advanced notice of fifteen (15) calendar days in the event that there are major reconfiguration requests (e.g. moving a fixed table or wall partition). The contractor is responsible for reconfiguration of the space as requested.



f) Modify 6.2. Security/Access Control

DELETE: Section 6.2. in its entirety.

INSERT: The following section 6.2:

6.2. Security/Access Control

- Annually and/or as requested visitor logs for the space.
- As requested electronic video surveillance for the space or external common spaces.

g) Modify 6.4 Equipment

DELETE: Section 6.4 in its entirety.

INSERT: The following Section 6.4:

6.4. Equipment:

- Equipment as outlined below:
 - Modern, ergonomic and adjustable office chairs for all staff and hoteling workstations.
 - Monitor stands, power outlets, Wi-Fi access/network (allowing for up to 100 simultaneous connections with minimum 100 Mbps download and 30 Mbps upload) outlets for all staff and hoteling workstations;
 - Desks for computers and monitors for all staff and hoteling workstations;
 - Full audio visual and video conferencing equipment including, but not limited to, TV screens or projector screens with HDMI input that are suitable for presentations and simulations.
 - Whiteboard in the meeting rooms and classrooms

h) Modify 10. Language of Work

DELETE: Section 10 in its entirety.

INSERT: The following Section 10:

10. Language of Work

The Contractor must provide all communication (e.g. notices, emails and reports) in English and French.

The Contractor must provide all building maintenance and IT support services in both English and French.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.