



## RETURN BIDS TO:

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Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 LaurierSt./ 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

## Comments - Commentaires

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

Infrastructure Maintenance and Solution Services  
Division (FK)  
L'Esplanade Laurier,  
East Tower 4th Floor  
L'Esplanade Laurier,  
Tour est 4e étage  
140 O'Connor, Street  
Ottawa  
Ontario  
K1A 0R5

<b>Title - Sujet</b> Maintenance services	
<b>Solicitation No. - N° de l'invitation</b> W3712-21HX01/A	<b>Date</b> 2019-12-23
<b>Client Reference No. - N° de référence du client</b> W3712-21HX01	<b>Amendment No. - N° modif.</b> 004
<b>File No. - N° de dossier</b> fk312.W3712-21HX01	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-312-78097	
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale 2019-11-27	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-01-17</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Assi, Amanda	<b>Buyer Id - Id de l'acheteur</b> fk312
<b>Telephone No. - N° de téléphone</b> (613) 297-1146 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

**This amendment 004 is to answer questions from offerors for HALIFAX.**

**Question:**

**Question 1 :**

My name is XXXXXX and I'm the owner/XXXXX here in Halifax. For nearly the past 20 years we have had SOAs with CFHA for several different trades (but predominately painting and flooring). I know these decisions are probably made in other departments and by other people, and you're probably just the issuer of the actual tender, but seeing as yours is the name as to who to contact about the new upcoming SOAs, I only can see a channel through you. I'm sure I'm not the only one who has contacted you to let you know about their displeasure with the way these SOAs are to proceed with this upcoming contact. This combination of all the trades into one SOA is basically a "slap in the face" to all of the small businesses who have worked hard for CFHA over the years and were hoping to continue to do so into the future. As I've been told many times, these SOAs were designed and promoted to be used by small businesses so I have to admit that I'm utterly confused as to why the Federal Government/Public Works have ventured to go off in this direction. These standing offer agreements, from here on in as presented with this new contract, are the furthest thing from a promotion of small business. Medium to large general contractors will be the only ones capable of undertaking such work.

To be honest, I find it downright despicable that these SOAs are going this way and with doing so you're going to hurt the many small businesses who used these individual SOAs to supplement their work. If possible, although I don't expect anything to be done at this point in time with this closing early next month (another curious thing that was done, the limited amount of time this tender is to be out if one was to put a plan together and actually acquire the other trades), I would appreciate any other names and contact information of anyone involved with this.

I appreciate you taking the time to read this and I hope you can appreciate my frustration.

**Answer 1:**

CFHA manages a residential housing portfolio across 27 Housing Services Centres (HSC) in Canada. We are striving to deliver an exceptional service to the Canadian Armed Forces (CAF) by offering over 11,000 Residential Housing Units. We are constantly looking to improve our business operations and maintain a high level of service to the CAF.

Currently in order to deliver the repair and maintenance program for our housing portfolio we simultaneously manage over 230 Maintenance Services Standing Offers. Managing such a number of Standing Offers (SO) is heavy in administration, requires significant effort to coordinate work with multiple SO holders and presents challenges achieving a consistent level of service across all CFHA HSCs. It often results in delays and lost opportunities to offer timely housing to the CAF members.

In an effort to achieve a more comprehensive customer centered service, CFHA has implemented a new structure of combining the maintenance trades under one Standing Offer. Efficiencies will be achieved by having one point of responsibility for the work required, significantly reducing the administration and associated costs, and expediting the service delivery. The combined maintenance SO structure has already been implemented at several HSCs over the past years and has proven to be successful. This structure allowed to reduce the number of Standing Offers across Canada to 40 which supports the prudent use of the public funds while maintaining the high level of service to the CAF.

CFHA highly values the contribution of the industry to the delivery of our program, and we hope to continue our collaboration. The List of Interested Suppliers (LIS) posted in the tender notice page on [buyandsell.gc.ca](http://buyandsell.gc.ca) for each RFSO allows businesses to optionally self-identify their interest in a specific tender notice either as a general contractor or as a sub-contractor.