



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Public Works and Government Services Canada
Canada Place/Place du Canada
10th Floor/10e étage
9700 Jasper Ave/9700 ave Jasper
Edmonton
Alberta
T5J 4C3
Bid Fax: (780) 497-3510

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

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

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

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Public Works and Government Services Canada
Canada Place/Place du Canada
10th Floor/10e étage
9700 Jasper Ave/9700 ave Jasper
Edmonton
Alberta
T5J 4C3

Title - Sujet Services de concierge	
Solicitation No. - N° de l'invitation W684E-19ES01/A	Amendment No. - N° modif. 004
Client Reference No. - N° de référence du client W684E-19ES01	Date 2020-01-31
GETS Reference No. - N° de référence de SEAG PW-\$EDM-206-11767	
File No. - N° de dossier EDM-9-42130 (206)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-02-19	Time Zone Fuseau horaire Mountain Standard Time MST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Brent Peters	Buyer Id - Id de l'acheteur edm206
Telephone No. - N° de téléphone (780) 235-8279 ()	FAX No. - N° de FAX (780) 497-3510
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

This amendment is issued to make a change to the evaluation criteria and a result hold another mandatory site visit for interested bidders who previously might have been excluded. It also is issued to request that bidders include a copy of their staff training plan along with their bids.

On page 6 of 93, add to “2.7 - Mandatory Site Visit” the following:

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for an additional site visit to be held at CFB Edmonton Clinic, Building 417, Vimy Avenue on 13-Feb-2020. The site visit will begin at 13:30 MST inside the entrance on the main floor.

Bidders must communicate with the Contracting Authority no later than 12-Feb-2020 at 14:00 MST to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit.

Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation.

On pages 84-92 of 93, delete “Annex G - Evaluation Criteria” in its entirety and replace with what is found on the following pages.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

ANNEX G
EVALUATION CRITERIA

Mandatory Evaluation Criteria (Bidder to provide Reference Page and Paragraph for each Article)

To be considered responsive, a bid must meet **all** of the following **Mandatory Evaluation Criteria AT BID CLOSING**. Bidders must demonstrate their ability to meet those requirements. Bids not meeting all of the mandatory requirements will be given no further consideration.

Article	Description	Met	Not Met	Bidder's Reference Page and Paragraph	Evaluator's Rationale
M1	The Bidder's proposal must fully demonstrate that their proposed on-site Manager has a minimum of two (2) years of hospital building cleaning experience in the last ten (10) years (from the bid closing date) and has a minimum of three (3) years of experience supervising ten (10) or more personnel within the past five (5) years (from the bid closing date). A person of equal qualification shall be employed with the company in the on-site supervisor role for the entire period of the contract.				

Point-rated Evaluation Criteria (Bidder to provide Reference Page and Paragraph for each Article)

The proposals will be evaluated on the basis of the following criteria; therefore, bidders are advised to address each area in sufficient depth to show clearly how effectively the work will be done.

Article	Description	Points Available	Points Received	Bidder's Reference Page and Paragraph	Evaluator's Rationale
ORGANIZATION AND MANAGEMENT					
P1	Performance of Work: Demonstrate that the Contractor will perform all services as specified in the Statement of Work, Annex "A"; provide an outline demonstrating how the following services will be managed: a) B-417 (low risk) b) B-417 (significant risk) c) B-417 (high risk) d) B-417 (very high risk) Total points available for P1 = 20 points maximum	5 points 5 points 5 points 5 points			

P2	<p>Overall Contractor's Organization:</p> <p>Provide resumes for key personnel to demonstrate level of education and experience with the Contractor as they related to assigned roles and responsibilities.</p> <p>1) Key Position 1 - Highest level of education achieved:</p> <p>a) High School Diploma b) College Diploma c) Undergraduate Degree d) Master's Degree</p> <p>Key Position 1 – Number of Years at this level within the company</p> <p>e) 12 – 23 months f) 24 – 35 months g) 36 – 47 months h) 48 + months</p> <p>2) Key Position 2 - Highest level of education achieved:</p> <p>i) High School Diploma j) College Diploma k) Undergraduate Degree l) Master's Degree</p> <p>Key Position 2 – Number of Years at this level within the company</p> <p>m) 12 – 23 months n) 24 – 35 months o) 36 – 47 months p) 48 + months</p> <p>3) Key Position 3 - Highest level of education achieved:</p> <p>q) High School Diploma r) College Diploma s) Undergraduate Degree t) Master's Degree</p>	<p>1 point 2 points 3 points 4 points</p> <p>1 point 2 points 3 points 4 points</p> <p>1 point 2 points 3 points 4 points</p> <p>1 point 2 points 3 points 4 points</p> <p>1 point 2 points 3 points 4 points</p>			
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	Key Position 3 – Number of Years at this level within the company	1 point 2 points 3 points 4 points			
P3	<p>u) 12 – 23 months v) 24 – 35 months w) 36 – 47 months x) 48 + months</p> <p>Total points available for P2 = 24 points maximum</p> <p>Team assigned to this Contract:</p> <p>Indicate the number of personnel that will be utilized to carry out the services.</p> <p>Number of supervisors (who may also be cleaners)</p> <p>a) 1 supervisor per shift</p> <p>Number of day cleaners</p> <p>b) 4 day cleaners c) 5 day cleaners d) 5 day cleaners</p> <p>Number of weekend cleaners</p> <p>e) - 4 weekend cleaners f) 5 weekend cleaners g) 6weekend cleaners</p> <p>Number of resources and capacity to provide additional resources, if and when required</p> <p>h) 2 additional resources available on call 24/7 i) 4 additional resources available on call 24/7 j) 6 additional resources available on call 24/7</p> <p>Total points available for P3 = 10 points maximum</p>	<p>1 point 2 points 3 points 4 points</p> <p>1 point</p> <p>1 point 2 points 3 points</p> <p>1 point 2 points 3 points</p> <p>1 point 2 points 3 points</p>			

P4	<p>Monitoring of Contractor's Staff:</p> <p>Describe the Contractor's intended methods to supervise and monitor the staff to ensure the work performance adheres to the Quality Standards specified in the Request for Proposal.</p> <p>a) Supervisor on site 40 hours/week b) ISO 9000 and/or ISSA CIMS Certification</p> <p>Total points available for P4 = 15 points maximum</p>	5 points 10 points			
P5	<p>Resolution of Problems:</p> <p>Provide a description of how you would resolve issues related to staff shortage, absenteeism or other reasons.</p> <p>a) Recruitment strategies b) Employee retention</p> <p>Total points available for P5 = 10 points maximum</p>	5 points 5 points			
P6	<p>Equipment List:</p> <p>Demonstrate that the Contractor is able to supply all equipment required to carry out the Work. Provide a list of mechanical equipment, including specifications, age of equipment (not used for assessment but for information purposes only) and quantities, the Contractor will have available to carry out the services.</p> <p>a) Min - 3 no. of vacuums, 3 no. of floor machines & auto scrubbers combined b) Min - 6 no. of Janitor carts 2 no. wet vacuums c) Min - 4 no. of buckets/mops, 6 brooms dustpans d) Min -, 8 dry mops, 20 wet floor signs e) Min – 2 vehicles for transporting resources, supplies and for supervision f) Min – 10% back-up for all required equipment</p> <p>Total points available for P6 = 30 points maximum</p>	5 points 5 points 5 points 5 points 5 points			

P7	Materials and Products List: Demonstrate that the Contractor is able to supply all materials or products required to carry out the Work. Provide a list of the materials or products, including the brand name and/or manufacturer, your firm intends to use to carry out the services. Indicate if they are environmentally friendly as 10 points extra are awarded as indicated. <div>a) Germicidal type soap b) General Purpose type soap c) Stain removing, spot cleaning, heavy duty clears d) Environmentally friendly</div> Total points available for P7 = 25 points maximum	5 points 5 points 5 points 10 points			
P1-7 Maximum Points Available:		134			
P1-7 Minimum Acceptable Score (80%):		107.2			
P1-7 Total Bidder Points:					
P1-7 Bidder Score %:					
HEALTH & SAFETY					
P8	Health and Safety Practices: Describe the type of training provided to employees to maintain a healthy and safe working environment and to adhere to all health and safety measures pertaining to accident prevention and fire hazards recommended by National, Provincial and/or Territorial codes and/or prescribed by the authorities having jurisdiction concerning the equipment, work habits, and procedures. <div>a) Health and Safety Practices Document / Manual</div> Provide proof of the following certification which all resources have received the following training:	5 points			

	b) First Aid Level 1 c) Two week medical facility training d) Green Cleaning e) Contractor Safety Orientation Checklist f) WHMIS (Workplace Hazardous Materials Information System) g) Weekly Safety Meetings/Safety Toolbox Talk h) Floor Maintenance Total points available for P9 = 75 points maximum	10 points 10 points 15 points 10 points 10 points 5 points 10 points			
P9	Emergency Cleanups: A detailed plan for the response to emergency cleanups including but not limited to floods due to natural causes or sewer back-up. a) Contact information b) 1-2 resources available with security clearance c) 2-4 resources available d) Under 1 hour response time e) Back-up plan Total points available for P9 = 25 points maximum	5 points 5 points 5 points 5 points 5 points			
P8-9 Maximum Points Available:			100		
P8-9 Minimum Acceptable Score (80%):			80		
P8-9 Total Bidder Points:					
P8-9 Bidder Score %:					

QUALITY ASSURANCE					
P10	Quality Assurance Program: A demonstration the quality standards described herein shall be strictly adhered to as it relates to the Contractor's commitment towards a quality organization and the Contractor's method of maintaining and improving quality services. Provide a detailed description of the Quality Assurance Program currently employed by the Contractor, including the employee involvement. a) Bidder's Quality Assurance Manual b) ISO 9000 and/or ISSA CIMS Certification c) Bidder's Quality Assurance Manual + ISO 9000 and/or ISSA CIMS Certification Total points available for P10= 40 points maximum	20 points 30 points 40 points			
P11	Quality Service Training: Percentage of resources who have received all training described at P8 b, c, d, e, f, g, and h. a) 50% of employees have received all required training b) 75% of employees have received all required training c) 100 % of employees have received all required training Total points available for P11 = 30 points maximum	10 points 20 points 30 points			
P12	Resolution of Problems: Provide a description of how you would resolve issues related to quality of service due to poor performance, absenteeism or other reasons. a) Bidder's Problem Resolution Manual b) ISO 9000 and/or ISSA CIMS Certification c) Bidder's Problem Resolution Manual + ISO 9000 and/or ISSA CIMS Certification Total points available for P12= 30 points maximum	10 points 20 points 30 points			

P10-12 Maximum Points Available:		100
P10-12 Minimum Acceptable Score (60%):		60
P10-12 Total Bidder Points:		
P10-12 Bidder Score %:		
SUPERVISOR(S) EXPERTISE & EXPERIENCE		
P13	<p>Qualifications, training & experience sought when assigning and/or hiring a supervisor.</p> <p>Supervisors' relevant courses taken:</p> <ul style="list-style-type: none">a) Effective Leadership and Coachingb) Advanced Custodial Trainingc) Medical facility training <p>Total points available for P13= 20 points maximum</p>	<p>5 points 5 points 10 points</p>
P14	<p>Supervisor's Performance:</p> <p>Describe how the Contractor would identify what factors would indicate that the on-site Supervisor is not performing his/her duties adequately and what the Contractor would do to remedy the situation and a contingency plan to be followed if performance is deemed below quality standards by its senior personnel.</p> <ul style="list-style-type: none">a) Bidder's On-Site Supervisor Evaluation Manualb) Bidder's On-Site Supervisor Remedial Planc) Bidder's On-Site Supervisor Contingency Plan <p>Total points available for P14= 30 points maximum</p>	<p>10 points 10 points 10 points</p>
P13-14 Maximum Points Available:		50

Sollicitation No. - N° de l'invitation
W684E-19SE01/A
Client Ref. No. - N° de réf. du client
W684E-19SE01

Amd. No. - N° de la modif.
004
File No. - N° du dossier
EDM-9-42130

Buyer ID - Id de l'acheteur
EDM206
CCC No. - N° CCC /FMS No. - N° VME

P13-14 Minimum Acceptable Score (80%):	40
P13-14 Total Bidder Points:	
P13-14 Bidder Score %:	
TOTAL MAXIMUM POINTS AVAILABLE:	384
BIDDER'S TOTAL SCORE:	