



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

Canada Revenue Agency
Agence du revenu du Canada
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente et ci-jointes, les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Bidder's Legal Name and Address - (ensure the Bidder's complete legal name is properly set out)
Raison sociale et adresse du Soumissionnaire - (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)

Blank lines for bidder information

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder - Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

Telephone No. - No de téléphone

Fax No. - No de télécopieur

E-mail address - Adresse de courriel

AMENDMENT TO REQUEST FOR PROPOSAL / MODIFICATION DE DEMANDE DE PROPOSITION

Table with 2 columns: Solicitation No. - No de l'invitation, Date, Amendment No. - N° modif., Solicitation closes - L'invitation prend fin, Time zone - Fuseau horaire, Contracting Authority - Autorité contractante, Telephone No. - No de téléphone, Fax No. - No de télécopieur, Destination - Destination, THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.



SOLICITATION AMENDMENT # 002

This solicitation amendment is raised to:

1. Address questions received during the solicitation period as per RFP; and
2. Amend the RFP

1. QUESTIONS AND ANSWERS

Q4. As per item 6.0 “Minimum Shift Requirements” on page 59 of your RFP, it indicates that you abide by a 3-hour minimum. Our corporate policy is 4 hours. Can your minimum shift requirements be negotiated?

A4. The CRA will not consider changing the minimum shift requirement. The requirement will remain unchanged.

Q5. As per page 68 of your RFP, it illustrates that the bidders will be responsible for the deployment of a number of different items. Can you please provide more clarity, by confirming the approximate number of Cellular Phones, Dispatch Equipment and Company Patrol Vehicles are needed?

A5. The number of required items will need to be determined by the eventual contractor. The Contractor will need to determine how many of the items listed will be needed to fulfil the required services.

Q6. RE: Appendix 1: Mandatory Criteria, Item 3

This criterion includes the following line: “The Bidder MUST provide as many references (primary and secondary) a required to demonstrate the required experience.” Could you please clarify what is meant by primary and secondary in this context?

A6. The Agency is requesting the Bidders to provide a primary and a secondary contact person for each reference in the event the first contact does not respond. The primary contact person will be contacted first and the 72 business hour response period will be applied. If the CRA does not receive a response within the 72 hours, the secondary client reference will be contacted.

Q7. Additionally, the requirement includes the statement “Only one CRA client contact under each project/contract proposed will be considered.” In the previous paragraph the RFP asks for a primary and secondary contact for each project/contract.

Appendix 1: Mandatory Criteria, Item 3 and Appendix 2: Point Rated Criteria, Items P2, P3 and P5

The process for reference checks leaves bidders open to disqualification due to matters not under their control. It is entirely conceivable that a primary and secondary contact are not available for more than one week at some undisclosed point in time in the future. Additionally, emails can sometimes be missed and not responded to for time periods longer than 72 hours.

Given the magnitude of the contract and the degree of importance of references in the evaluation of the bid, we ask that CRA provides a minimum of a one-week timeframe for each step, and that CRA also includes a follow-up with the bidder should the primary contact be unresponsive in the first week so that the bidder can follow-up with their reference contacts to ensure they are available.

A7. The CRA will not consider extending the response time to one-week. The onus is on the Bidder to ensure both primary and secondary references are aware they may be contacted to provide a reference and will have a 72 hour window to respond.

Q8. Appendix 2: Point Rated Criteria, Item P1

We were incorporated under the Laws of Ontario in 1958. Previous to 2008, we were exempt from the licensing requirements of the Private Investigators and Security Guards Act in Ontario (Chapter P25, Section 2 (c)). Nevertheless, during that time we met all the requirements of the Ontario competency based legislation in conjunction with CGSB requirements.



We trust that our legislated exemption will not represent a gap as a Licensed Security Guard Provider given that it was in accordance with provincial regulations. Please confirm that to score full points it will be acceptable to provide our License dating back to 2008 when the exemption was removed, along with other proof we have been operating as a security provider dating back more than 15 years, for example, our CAN/CGSB certification dated June 30, 1998.

A8. The CRA will accept this method of demonstrating experience under point rated criterion P1.

Q9. Appendix 2: Point Rated Criteria, Item P10

The first question refers to a 30-minute timeframe to respond to alarms. With regards to the response, one of the items listed is timelines. Could you please clarify what CRA would like addressed under timelines – is it the timeframes for responding to an alarm, or is it the timeline for establishing and implementing an alarm response service?

A9. Bidders should specify how the 30 minute response time will be managed by the Bidder, specifically in remote locations as well as in larger metropolitan areas where multiple CRA locations exist with potentially simultaneous alarms occurring.

Q10. Appendix 2: Point Rated Criteria, Item P11

To score full marks “the approach is well addressed (3 items are addressed*)”, however, there are only two items noted in terms of what the Bidder’s approach should include. Could you please clarify the scoring or what is required for the response?

A10. This was an error. Please see the RFP amendment below.

Q11. Pricing Table 3: Guards and Posts and Escort Guards (WEEKENDS AND STATUTORY HOLIDAYS) and Pricing Table 4: Escort Guards Requested with Less Than 48 Hours Notice (WEEKENDS AND STATUTORY HOLIDAYS) Since there are significant differences in calculating pricing for weekends and statutory holidays, would CRA consider splitting rates for Tables 3 and 4 into separate tables for weekend rates and statutory holiday rates?

A11. The CRA will not consider further splitting rates for the tables indicated. Although statistics are unavailable, requirements for guards on statutory holidays are expected to be very rare.

2. Amendment to the RFP:

1. At Appendix 2: Point Rated Criteria, criterion P11:

DELETE:

0 points -the response is unsatisfactory or a nil response

7 points - the approach is satisfactory (2 items addressed*)

10 points - the approach is well addressed (3 items are addressed*)

***addressed – The Bidder provided sufficient detail that the Lock/Unlock service approach proposed was deemed clear, sound and comprehensive.**

INSERT:

0 points -the response is unsatisfactory or a nil response

7 points - the approach is satisfactory (1 item addressed*)

10 points - the approach is well addressed (2 items are addressed*)

***addressed – The Bidder provided sufficient detail that the Lock/Unlock service approach proposed was deemed clear, sound and comprehensive.**

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED