



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 identification

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 # 003

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

Q12 Table 5 mentions about the bill rates for regular and stat holiday coverage for Alarm Response, Preventive Patrol and Door Lock/Unlock, however regular coverage and stat holiday coverage have different costs. Can you please clarify or add an additional table?

A12 The requirement remains unchanged. No additional tables or bill rates will be added.

Q13 Were there any financial penalties imposed on the last contract?

A13 The contract did not contain any financial penalties on the Contractor.

Q14 Table 3 & 4 requires the bill rates on weekends and stat holiday coverage, however both have significantly different costs. Can you please clarify?

A14 The requirement remains unchanged. No additional tables or bill rates will be added

Q15 What are the locations for Alarm response and patrols?

A15 Please see Annex A-5 Building Locations. Each X in the table represents a need for the given service at the given location.

Q16 As mentioned on Pg. 45 of the RFP with regards to the payment process through different methods, what is the current method of payment by CRA?

A16 Services will be ordered through the CRA's catalogue system called Synergy. Payments will be processed through this system by way of a credit card (currently MasterCard).

Q17 Does any of the locations have guard tour systems?

A17 No site has guard tour systems.

Q18 Which regions require site dedicated vehicles and how many?

A18 No site requires dedicated vehicles.

Q19 Can you please disclose Bill 7 information?

A19 Disclosure of Bill 7 information will be done post contract award.

Q20 What is the proposed time allocation for the satisfactory completion of the on-the-job orientation?

A20 The time allocation for the satisfactory completion of the orientation will be determined by the winning bidder and the Agency's local security representative.

Q21 Can you please provide door plans for the lock-unlock services section of this RFP?

A21 The requested information is considered protected information and as such cannot be released at this time.



Q22 (Page 59) 6.0 Minimum Shift Requirements: It is stated in your RFP document that the minimum shift requirement for security guards in three hours. However, the minimum shift requirement in Quebec is four hours. Can you please advise?

A22 The CRA has reconsidered this requirement and changed the minimum shift requirement to four hours. Please see the amendment below.

Q23 Mandatory Technical Requirement – Proof of Licensing for a Minimum of 5 years: Do we have to provide copies of our previous business licences for each region/city encompassed in your RFP?

A23 The onus is on the Bidder to submit all documents necessary to demonstrate the required experience, bearing in mind that this requirement is national in scope - the Bidder must be licensed to provide security guard services across Canada. As such, it is recommended that bidders submitting copies of licenses do so for each region as required.

Q24 Point Rated Criteria P1 – Do we have to provide copies of our previous business licences for each region/city encompassed in your RFP or can we only include all business licence from one region?

A24 It is recommended that bidders submit copies of licenses for each region.

Q25 After doing some research, it seems we cannot find the exact locations for 933 Miwik Street, TO. Only results for a place in Iqaluit can be found. Can you please advise?

A25 This location will be removed from Annex A-5 building locations and will not be replaced.

Q26 Can we get more details on what the invoices they would like to review to look like. Ex 1 invoice per region? Regrouped?

A26 The invoices will be grouped per site location.

Q27 How would alarm/patrol requests work, would this be in Ariba as well?

A27 The monitoring room will call the Bidders dispatch directly for alarm responses. These calls are completed as alarms are received. Preventative patrols are pre arranged before the actual patrol is done. Both services are billed through Ariba.

Q28 How many business days do we have after the billing cycle to submit for your approval?

A28 There is no specific limitation on business days for the submission of invoices. The expectation remains that the Agency will receive the invoices in a timely manner after the billing cycle.

Q29 Will they require backup for the invoices? If so what kind?

A29 If the question pertains the inclusion of supporting documents then, yes, and as required.

Q30 Will Ariba be contractor invoicing or PO based submission?

A30 Ariba will not be issuing PO's for each order. The Contractor's invoicing will be manually verified by the local security representative to ensure accuracy.

Q31 How do adjustments work?

A31 If an error is detected on invoices the CRA will notify the Contractor. The Contractor must then re-issue the invoice(s) with corrections made as required.

Q32 Can we back bill any services?

A32 No, all CRA requests will have detailed the required services ahead of the actual job.



Q33 Do we have any fees if we don't bill on time or have errors?

A33 No fees will be imposed for incorrect billing or late billing.

Q34 Will the CRA consider extending the solicitation closing period to Wednesday February 12 2020 at 2:00 P.M.

Q35 Yes, the solicitation period will be extended to February 12, 2020 at 2:00PM. No further extensions will be considered.

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## 2. Amendment to the RFP:

1. At Annex A: Statement of Work:

### DELETE:

#### 6.0 MINIMUM SHIFT REQUIREMENTS

The minimum shift requirement for security guard *services* is three hours. Should the CRA request security guard services for a shift of less than three hours, the CRA will be liable to pay to the Contractor the amount equivalent to three hours of service. Should the CRA request security guard services for more than three hours, but the Contractor schedules its guards to work shifts of less than three hours each, the CRA will pay only for the amount of hours that the CRA requested. For example: if the CRA requested security guard services for four hours, but the Contractor schedules one guard for two hours and another guard for two hours, the CRA will pay only for the requested four hours of service. Minimum shift requirements do not apply to Alarm Response Guards, Preventive Patrol Guards and Lock/Unlock Services.

### INSERT:

#### 6.0 MINIMUM SHIFT REQUIREMENTS

The minimum shift requirement for security guard services is four hours. Should the CRA request security guard services for a shift of less than four hours, the CRA will be liable to pay to the Contractor the amount equivalent to four hours of service. Should the CRA request security guard services for more than four hours, but the Contractor schedules its guards to work shifts of less than four hours each, the CRA will pay only for the amount of hours that the CRA requested. For example: if the CRA requested security guard services for five hours, but the Contractor schedules one guard for two hours and another guard for three hours, the CRA will pay only for the requested five hours of service. Minimum shift requirements do not apply to Alarm Response Guards, Preventive Patrol Guards and Lock/Unlock Services.

2. On the first page of the RFP; at Solicitation closes

### DELETE:

on – le (2020-02-07)  
at – à 2:00 P.M. / 14 h

### INSERT :

on – le (2020-02-12)  
at – à 2:00 P.M. / 14 h

**OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**