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**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

Comments - Commentaires

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<b>Title - Sujet</b> RFI-Security Services	
<b>Solicitation No. - N° de l'invitation</b> 5A316-192603/A	<b>Date</b> 2020-02-25
<b>Client Reference No. - N° de référence du client</b> 5A316-192603	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$STN-204-5274
<b>File No. - N° de dossier</b> STN-9-42020 (204)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-03-25</b>	
<b>Time Zone</b> Fuseau horaire Central Standard Time CST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Simonson, Sheena M.	<b>Buyer Id - Id de l'acheteur</b> stn204
<b>Telephone No. - N° de téléphone</b> (306) 241-1169 ( )	<b>FAX No. - N° de FAX</b> (306) 975-5397
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> INDIGENOUS SERVICES CANADA SUITE 300-391 YORK AVENUE WINNIPEG Manitoba R3C4W1 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

## **1 INTRODUCTION**

### **1.1 BACKGROUND**

Public Works and Government Services Canada (PWGSC) on behalf of Indigenous Services Canada (ISC), First Nations and Inuit Health Branch (FNIHB), is requesting information for procuring security services for Nursing Stations located in remote, isolated and semi-isolated First Nations' communities in Manitoba and Ontario. Refer to Annex "A" for more information, and Annex "L" Questionnaire for questions to respond to.

### **1.2 OBJECTIVES OF THE REQUEST FOR INFORMATION**

The purpose of this Request for Information (RFI) is to engage suppliers to:

- Obtain information from industry that may assist Government of Canada in developing a competitive procurement for security services;
- Exchange on respective needs and concerns with the Government of Canada's procurement process

### **1.3 NATURE OF THE REQUEST FOR INFORMATION**

This RFI is not a bid solicitation and will not result in the award of any contract nor will this RFI result in the creation of a list of suppliers. Therefore, potential suppliers of any goods and services described in this RFI should not earmark goods or facilities, nor allocate resources, as a result of any information contained in this RFI. Whether or not a potential supplier responds to this RFI, it will not preclude that supplier from participating in any future procurement process. Also, this RFI will not necessarily result in the procurement of any of the services that it describes. It is simply intended to solicit feedback with respect to its content.

Nothing in this RFI shall be construed as a commitment from Canada. Canada may use any non-proprietary information obtained as part of this review in the preparation of future requirements.

## **2 INSTRUCTIONS FOR RESPONDING TO THE REQUEST FOR INFORMATION**

### **2.1 CONTENT OF THE REQUEST FOR INFORMATION**

This RFI includes the following documents:

- a) Draft copy of the Statement of Work (Annex A)
- b) Questionnaire for industry to respond to (Annex B)

### **2.2 RESPONDING TO THE REQUEST FOR INFORMATION**

#### **a) Questionnaire**

Respondents are asked to complete the questionnaire in electronic format and submit their responses by email to the Procurement Authority. Should respondents encounter

technical difficulties with the questionnaire, respondents can send an e-mail to the Procurement Authority.

**b) Additional information or comments**

In addition, respondents are encouraged to provide their comments, concerns, or recommendations by submitting an email to the Procurement Authority. Respondents should explain any assumptions they make in their submissions.

When sending additional information or comments, respondents are asked to include the title "RFI Response – security services" in the subject line of their email.

**c) Deadline for submitting a response**

All those who are interested in submitting a response to this RFI are asked to submit their feedback by the closing date found on the cover page of this Request for Information.

**2.3 TREATMENT OF RESPONSES**

**a) Use of responses**

Canada intends to use the responses to develop a procurement strategy for security services. Canada will review all responses received by the RFI closing date. However, Canada may, at its discretion, review responses received after the RFI closing date.

**b) Review team**

A review team consisting of public servants representing PWGSC and Indigenous Services Canada will review the responses received. Canada reserves the right to hire independent consultants or use any Government resources that it deems necessary to review any response. Not all members of the review team will necessarily review all responses.

**c) Confidentiality**

Respondents should clearly mark any portions of their response that they consider proprietary or confidential. Canada will handle these portions of the response in accordance with the *Access to Information Act*.

**d) Follow-up activity**

At its discretion, Canada may:

- Contact any respondents to follow up with additional questions or for clarification of any aspect of a response;
- Convene with any or all respondents in order to discuss any aspect of a response;

Should Canada request any or all respondents to meet to discuss their response, it shall be optional and participation would be at the respondent's expense.

**2.4 ENQUIRIES**

Since this is not a bid solicitation, Canada will not necessarily respond in writing to enquiries or distribute the responses. However, respondents with questions regarding this RFI may send an email to the Procurement Authority.

## 2.5 RESPONSE COSTS

Canada will not reimburse respondents for expenses incurred in responding to this RFI.

## 2.6 OFFICIAL LANGUAGES

Responses to this RFI may be submitted in either of Canada's official languages.

## 3. OVERVIEW OF POTENTIAL SOLICITATION STRATEGY

### 3.1 NEXT STEPS

Once all feedback has been considered, PWGSC may apply the comments and feedback to the Procurement Strategy.

### 3.2 ESTIMATED SCHEDULE

PWGSC proposes the following schedule:

Milestone	Estimated Timeline
RFI Results Review	March 2020
RFP	May 2020
Award	August 2020
Service Start Date	September 2020

## 4. PROCUREMENT AUTHORITY

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Title: Procurement Officer  
Public Works and Government Services Canada  
Procurement Branch  
Directorate: Western Region  
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## Annex A – Statement of Work

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## 1. PURPOSE

Indigenous Services Canada (ISC) has a requirement for a contractor to provide temporary contract security guard services to supplement the existing security workforce in delivering security services in Nursing Stations located in remote, isolated and semi-isolated First Nations (FN) communities in Manitoba (MB) and Ontario (ON) outside regular clinic hours and on weekends.

In general, the scope of services to be provided relates to safeguarding Government of Canada assets, information, persons, buildings and property owned or occupied by identified users, including the following:

- a. Intervention duties such as access, patrol or control of buildings and/or restricted areas using physical or technological means;
- b. custodial duties of information and assets;
- c. clerical and administration duties related to the performance of guard services;
- d. receptionist and information desk duties at building or restricted area access control points;
- e. security of incoming mail, parcels and freight at central receiving areas; and

While it is recognized that guard services may contain "other related duties" necessary to performing the role such as reception, computer data entry, records management or chauffeur services, the primary responsibilities of guard services are as stated above.

## 2. OBJECTIVE

A. The objective of the contract is to ensure that ISC obtains the required number of qualified contract security guards needed to supplement the existing workforce in delivering security services to Nursing Stations located in remote, isolated and semi-isolated FN communities in MB and ON (see Appendices B&H).

In addition, exceptional situations may arise where the services provided by the contractor will be required as part of a surge capacity response in providing security services to support "regional" (federal, provincial, territorial and Indigenous) health authorities in urgent and critical situations, of a temporary nature.

## 3. BACKGROUND INFORMATION

ISC funds or delivers primary health care services, on a 24 hour, 7 days a week basis, in 79 health facilities serving FNs clients living in remote, semi-isolated and isolated FN communities, where access to provincial services is limited or non-existent. ISC employs registered nurses and nurse practitioners to provide the health services in these communities, providing services to respond to urgent community health care needs and medical emergencies whenever they arise (such as accidents, heart attacks, strokes, etc.).

ISC currently has contribution agreements in place with most band councils who are responsible for the provision of security guard services in these remote, isolated and semi-isolated communities. ISC requires the services of a contractor to provide supplemental contract security guard services on an "as and when requested" basis throughout the period of the contract in communities on a temporary basis for a minimum number of 7 days to backfill for vacant positions and/or to supplement the existing workforce. The requirement may include services during regular clinic hours (i.e. 8am – 4pm), afterhours coverage (i.e. 4pm – 8am) as well as weekend coverage.

#### 4. GLOSSARY OF TERMINOLOGY

**Contractor:** means the employer of contract security guards, responsible to maintain a roster of available trained guards available for work on an as needed basis.

**Contract security guard:** means a person hired for the protection of assets, information, persons, building and property where this function cannot be satisfactorily accomplished by technical or other means.

**Isolated Community:** means a community with scheduled flights, good telephone services, and no year-round road access.

**Remote Community:** means a community with no scheduled flights, minimal telephone or radio services, and no road access.

**Semi-Isolated Community:** means a community with scheduled flights, good telephone services, and road access year-round greater than 90 KM to a facility with full time physician services.

**Nursing Station:** means a healthcare facility within which primary care and public health services are delivered on a 24 hours, 7 days a week basis. Dormitories are not considered part of a Nursing Station.

**Overtime:** means any work required to be performed in excess of the regular working hours.

#### 5. SCOPE OF WORK

The contractor must provide the services of trained contract security guards on an “as and when requested” basis throughout the period of the contract.

The services provided by the contractor through its contract security guards for periods of up to 8 hrs but could extend to 24 hours per day, 7 days per week basis depending on the community needs.

Throughout the period of the Contract, the contractor must maintain a roster of trained Contract security guards to meet the demands on an as and when requested basis, as follows:

1. Regular Relief Services – provision of services for a period of two weeks or longer in keeping with the needs outlined in a TA with a notice of 7 calendar days or more.  
Manitoba – 10 Contract security guards  
Ontario – 10 Contract security guards
2. Urgent Relief Services – provision of services for a period of two weeks or less in keeping with the needs outlined in the TA with a notice of 3 to 7 calendar days  
Manitoba – 5 Contract security guards  
Ontario – 5 Contract security guards
3. Emergency Relief Services – provision of services for a period of 1 week or less in keeping with the needs outlined in the TA with a notice of 3 hours.  
Manitoba – 1 Contract security guard within a 1 hour radius of Winnipeg Airport  
Ontario – 5 Contract security guard within a 1 hour radius of Thunder Bay Airport

##### a) Security personnel selection and standards

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- Contract security guards must be certified according to the provincial standard for guard services in the region where services are being delivered.
  - Contract security guards must have the physical and mental capacity to perform the duties (as per Appendix I) required for the delivery of temporary security services to ISC.
  - Contract security guards must, throughout the period of the contract, have the knowledge, training, experience and skill set to competently delivery work as per their role and responsibilities.
  - Contract security guards must comply with the schedule established for the nursing station, which may be 8 hour or 12 hour shifts over 24 hours per day, 7 days per week basis.
  - Contract security guards must use "communication devices" (e.g. mobile phones, text pagers and other wireless devices) in an appropriate manner at all times while performing work.
  - When authorized by the technical authority, or their delegate, operate a Government of Canada owned vehicle to conduct Work,
  - Contract security guards must participate in activities as directed by the security lead in the facility. The participation of the contract security guard could involve other activities such as: conducting security audits, etc.

#### **b) Certification Requirements.**

At time of contract, to be eligible for placement in a Nursing station in a FN communities, all proposed contract security guards must have valid certification (approved by the Technical Authority) in the following:

- Hold a current Security Certificate for a specific Region as identified in Section 8a;

#### **6. DELIVERABLES**

The contractor must deliver the following to the technical authority:

- a) Confirm the ability to provide relief security guard services where and when needed by ISC; and
- b) Throughout the contract period provide:
  - The name of "one primary coordinator" and "one backup coordinator" (refer to section 7 below)
  - The names of the contact security guards for Ontario and Manitoba with proof of current certifications, licensure and insurance (10M\$) for each contract security guard in accordance with the REQUIRMENTS (section 8) ;

#### **7. CONTRACTOR RESPONSIBILITIES**

- a) The contractor must provide the services of titled specific person(s) as one primary coordinator and one backup coordinator. The role of the coordinator is to handle the administration of security services requests received which involves timely delivery of work and all communications concerning the work.
- b) The contractor must provide the technical authority with a 24 hour, 7 days a week emergency telephone number, SMS (text) number and email address. The contractor's primary coordinator,

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backup coordinator, or their delegate will be responsible for responding to the emergency communications on a 24 hour and 7 days a week basis.

- c) The contractor must, without delay, advise the nursing station location of any arrival delay(s) of a contract security guard assigned to that nursing station location.
- d) In the event of an investigation of security practice, or conduct, involving a contractor's contract security guard, the contractor must participate and aid in the investigative process including but not limited to, speaking with the Technical authority and the FNIHB investigators, submitting written statements and appearing at any reviews. The cooperative participation of the contractor and its contract security guards will be at no cost to Indigenous Services Canada.
- e) The contractor must have a minimum of 10 years of experience in providing security services, conducting physical security analysis, security reviews or audits;

**The contractor must ensure that its contract security guards:**

- f) Undergo and successfully complete an ISC approved cultural competency training in advance of their first placement under this contract.
- g) Comply with the schedule established for the nursing station, which may be 8 hour or 12 hour shifts over 24 hours per day, seven days per week basis.
- h) Collect information only for the purposes relating to their duties under this contract, and do so in accordance with the terms and conditions of the contract and in accordance with the Privacy Act and TBS privacy and security policies and directives.
- i) Have the willingness and ability to travel in small aircraft, off road vehicles, snowmobiles, and other similar modes of transportation, including small watercraft, in varied weather conditions, to communities in remote, semi-isolated and isolated areas.
- j) Have security level clearance requirement at reliability status ;
- k) Have knowledge or experience as a security expert for or with the Canadian Federal government and/or the provincial government pertaining to security services;
- l) Have knowledge of risk associated with physical and critical security building infrastructures;
- m) Have knowledge of physical security trends, practices, and mitigating controls;
- n) Have skills at problem-solving; are highly motivated and self-directing; and comfortable within operations as a subject matter expert with minimal supervision.

## **8. REQUIREMENTS OF CONTRACT SECURITY GUARDS**

### **a) Guard Requirements**

All contract security guards must meet the following education, registration, licensure requirements corresponding to the regions where the nursing services are to be provided:

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<b>Contract Security Guard</b>	<b>Certification</b>	<b>Eligibility</b>	<b>Education</b>
Manitoba	Manitoba Justice Licence (without restrictions)	<ul style="list-style-type: none"><li>• Over 18 years of age</li><li>• Eligible to work in Canada</li><li>• Have a clean criminal record</li></ul>	Certificate
Ontario	Security Guard Licence in Ontario (without restrictions)	<ul style="list-style-type: none"><li>• Over 18 years of age</li><li>• Eligible to work in Canada</li><li>• Have a clean criminal record</li></ul>	Certificate

#### **b) Certification Requirements**

To be eligible for placement in FN communities, all contract security guards must have valid certification (or an equivalent approved by the technical authority) in the following:

- Cultural competency training approved by ISC.
- Privacy basics and privacy impact assessments – online course ([publichealth.gc.ca/training](http://publichealth.gc.ca/training))

**Contract security guards who do not have the valid certifications above must not be placed on the contractor's roster.**

#### **c) Language Requirements**

- All contract security guards working in the Ontario or Manitoba Region must be fluent in English (both spoken and written).

#### **d) Work Experience**

Each contract security guard must meet one of the following criteria:

- 1 year, defined as 1,500 regular working hours of experience providing security services, in the past five years, working in a remote, isolated and/or semi-isolated community;

Or

- 1 year, defined as 1,500 regular working hours of experience providing security services, over the past five years performing security services in a health care setting such as health care centres (e.g. clinic, hospital, urgent care centre).

#### **e) Driver's license**

All Contract security guards must hold a valid driver's license. The requirement for ON is a Class "G", and a Class "5" in MB.

### **9. LOCATION OF WORK**

In most situations the location of work will be a nursing station or health centre (with treatment) in the FN community; however, security services, based on operational requirements, may occur within other areas within the community.

While the location of the requirement will be identified at the time of the initial request, ISC or their delegate(s) reserves the right to change the location of the delivery of services at any point prior to, or during the work due to operational requirements. In such circumstances, the technical authority or their delegates will endeavor to provide the contractor with as much notice as possible of the change of location of work. Should a contract security guard refuse to change location, the contract security guard will be sent back to designated transportation hub at the contractors expense and the contractor must provide a replacement of personnel.

## **10. CONTRACT SECURITY GUARD PERFORMANCE AND CONDUCT OF WORK**

Concerns may be identified at a number of junctures, and as such the process to resolve issues is situation dependent. In the event that concerns are identified while the contract security guard is onsite, an ISC delegate will address the concerns directly with the contract security guard, with notification to technical authorities following the event. Concerns, which are identified by ISC or its delegates following the departure of the contract security guard from the community, will also be addressed directly to the contractor by the technical authority or their delegate.

The technical authority or their delegate will advise the contractor of any conduct issues identified with the security guard delivering services, and provide a completed security guard – performance and conduct of work report which outlines the details regarding the practice or conduct issue. It is the responsibility of the contractor to immediately respond to and address the concerns, including reporting to authorities as appropriate.

Should the severity of the issue(s) require the removal of the security guard, the technical authority or their delegate will immediately notify the contractor. The contractor's replacement responsibilities will apply in such situations. The removed security guard will not be accepted for any future placements until the issue is corrected to the satisfaction of ISC.

In order for the security guard to be accepted, the contractor must demonstrate in a written communication to the technical and contracting authorities that sufficient corrective and/or remedial actions have taken place. Written notification shall be provided by ISC to the contractor on whether the actions were deemed sufficient and if the security guard can be used for future placements.

ISC reserves the right to not accept the security guard for future placements should the corrective actions be deemed insufficient. In addition, ISC reserves the right to refuse a proposed security guard, and/or demand a replacement (at no additional cost to ISC) prior to, and after, authorization of a placement, based on any documented record of poor service or unacceptable conduct, including under this or any prior Contract, under previous employment with ISC, or due to FN community requests or Band Council Resolutions.

## **11. USE OF GOVERNMENT PROPERTY**

Government Property must be used by the Contract security guard solely for the purpose of the work and will remain the property of Canada. The security guard must take reasonable and proper care of all Government Property while the same is in, on, or about the premises of ISC or otherwise in its possession or subject to its control. The contractor will be responsible for any loss or damage resulting from the failure of the Contract security guard to do so except for ordinary wear and tear.

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Smoking is not permitted in Nursing Stations or residences supplied under the Contract.

Pets are not permitted in Nursing Stations or residences supplied under the Contract.

The contractor must ensure that security guards keep living quarters clean and orderly, both inside and outside the building. The contractor must notify ISC of any existing damage to accommodations and/or any missing assets upon a security guard's arrival and report any damage incurred throughout the security guard's stay.

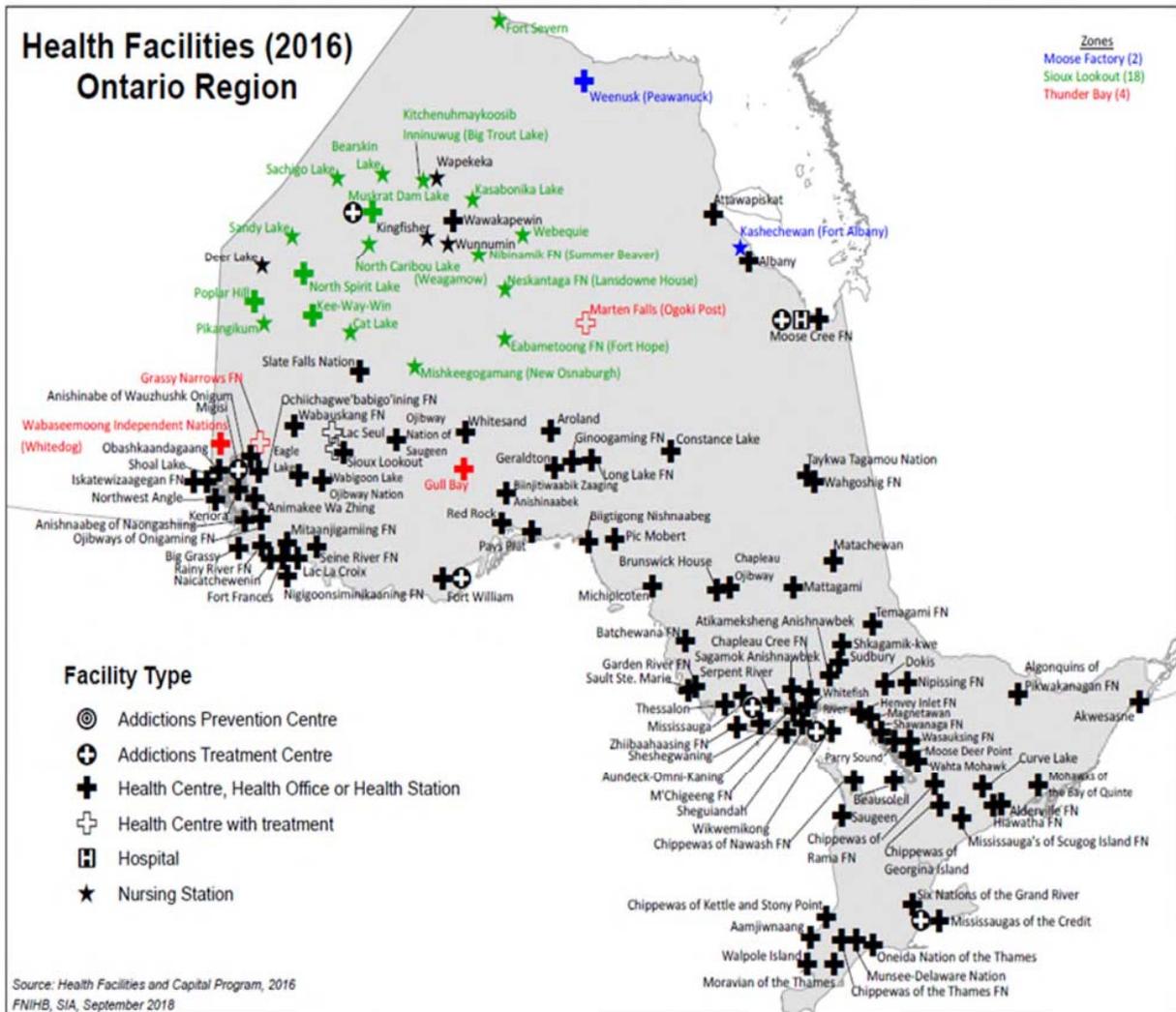
Security guards will have access to bedrooms and bathroom facilities.

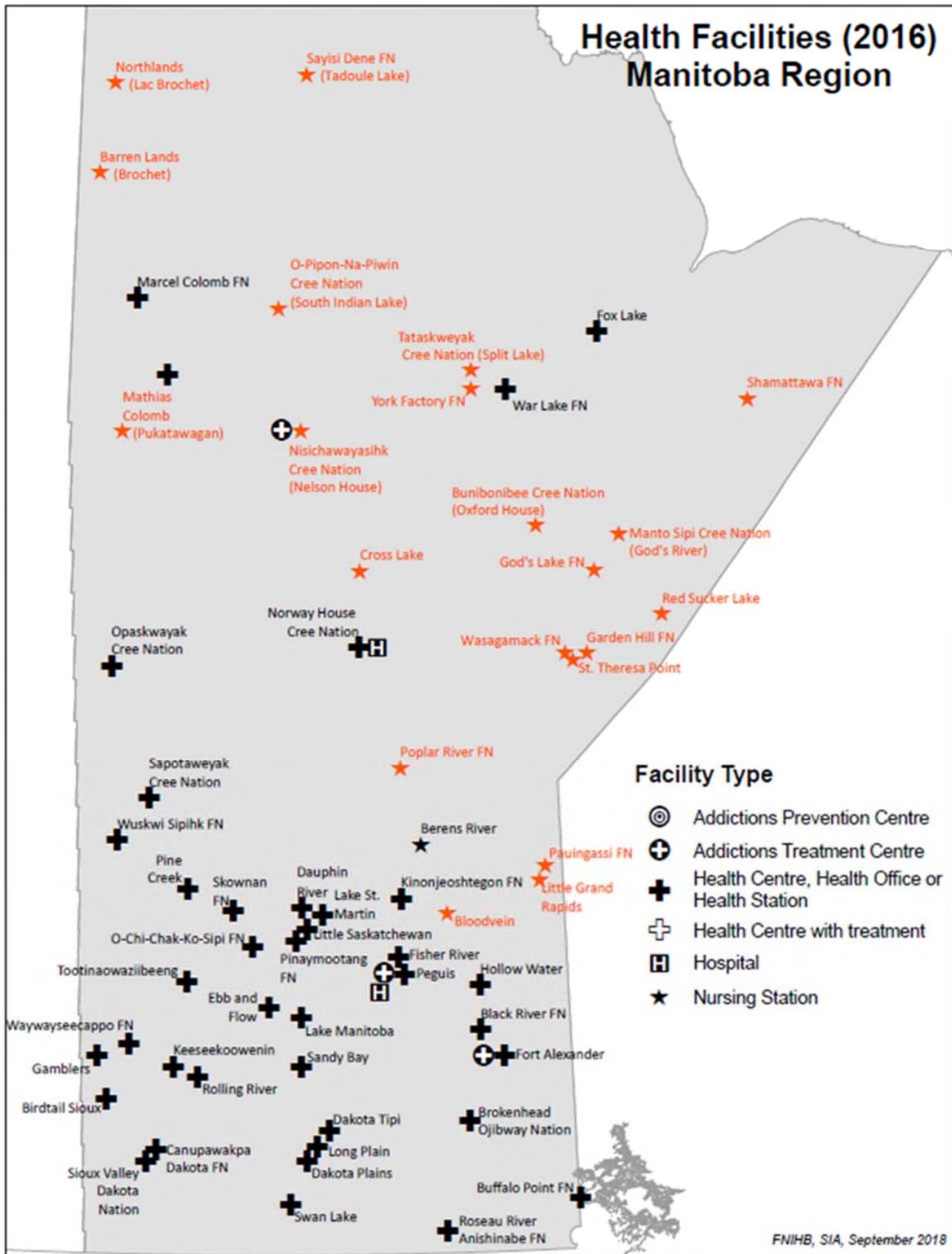
Common areas will be shared with other personnel.

## **12. USE OF GOVERNMENT TELECOMMUNICATIONS**

Use of Government of Canada telecommunications for personal use is not permitted.

## Appendix B





## Appendix C

### Template – Proposed Contract Security Guard for Contractor’s Roster

**When proposing a new Security Guard for consideration for your roster, please complete the following table and provide the documents outlined below.**

Name of Contractor:	Date Proposed:
Name of Contract Security Guard:	_____

**Please provide the following documents: (Please check off which documents have been provided)**

Documentation Required	Expiry Date
1. Resume (Yes/No)	
2. Copy of Valid Security Guard License	
3. Copy of Valid Dual Security Guard and Private Investigator License	
Ontario	
Manitoba	
4. Copy of Driver’s License	
5. Proof of successful completion of the ISC approved cultural competency training.	
6. Security Clearance – Enhanced Reliability Status	
7. Work Experience <b>(Must be reflected on the Resume)</b> <ul style="list-style-type: none"> <li>• one (1) year, defined as 1,500 regular working hours of experience, in the past five years, working in remote, isolated and/or semi-isolated communities</li> <li style="text-align: center;"><b>Or</b></li> <li>• one (1) year, defined as 1,500 regular working hours of experience, providing security services, over the past five years performing security services in a health care setting such as health care centres (e.g. clinic, hospital, urgent care centre).</li> </ul>	<b>Number of Years</b>

<p>The Contract Security Guard, by signing here, provides their consent to copies of all the documents referenced above being forwarded to the Technical Authority (of Indigenous Services Canada) for verification of, certification and training requirements.</p>	<p>Contract Security Guard’s signature:</p> <p>_____</p> <p>Date: (year/month/day)</p> <p>_____</p>
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## Appendix H

### Locations of Work Remote, Isolated, and Semi-Isolated First Nations Communities

#### Manitoba

- Bloodvein Nursing Station
- Brochet Nursing Station
- Cross Lake Nursing Station
- Garden Hill Nursing Station
- God's Lake Narrows Nursing Station
- God's River Nursing Station
- Lac Brochet Nursing Station
- Little Grand Rapids Nursing Station
- Nelson House Nursing Station
- Oxford House Nursing Station
- Pauingassi Nursing Station
- Poplar River Nursing Station
- Pukatawagan Nursing Station
- Red Sucker Lake Nursing Station
- Shamattawa Nursing Station
- South Indian Lake Nursing Station
- Split Lake Nursing Station
- St. Theresa Point Nursing Station
- Tadoule Lake Nursing Station
- Wasagamack Nursing Station
- York Landing Nursing Station

#### Ontario

- Bearskin Nursing Station
- Cat Lake Margaret Grey Nursing Station
- Fort Hope Nursing Station
- Fort Severn Nursing Station
- Grassy Narrows Health Center with Treatment
- Gull Bay Health Center with Treatment
- Kasabonika Nursing Station
- Kashechewan Nursing Station
- Keewaywin (formerly a satellite) Nursing Station
- Kitchenuhmaykoosib Inninuwug Big Trout Lake Nursing Station
- Lansdowne House Nursing Station
- Marten Falls Ogoki Post Nursing Station
- Mishkeegogamang New Osnaburgh Nursing Station
- Muskrat Dam Nursing Station
- North Spirit Lake Nursing Station
- Pikangikum Nursing Station
- Poplar Hill Nursing Station
- Round Lake Sena Memorial Nursing Station

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- Sachigo Lake Nursing Station
- Sandy Lake Nursing Station
- Summer Beaver Nursing Station
- Wabaseemoong WhiteDog Health Center with Treatment
- Webequie Nursing Station
- Weenusk Peawanuck Nursing Station

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## Appendix I

### Security Guard Duties

Security guard duties may include, but are not limited to the following:

To perform an initial and hourly safety & fire patrol/check internally & externally during each shift by checking all doors and windows and other identified risk areas for the assigned nursing station. Ensure that logs are completed on the hour;

Respond to clients/patients at the nursing station door, and assess if it is safe (i.e., clients/patients do not represent a security risk to personnel, crowd control), to allow access to the health facility and escort clients/patients to the treatment rooms. If requested by the Nurse, the security guard will remain with the clients/patients and the Nurse until the treatment has been completed, and clients/patients have been cleared by the Nurse to leave the health facility;

Keep a log of people entering or exiting the nursing station during shift;

Escort Nurses to and from the detached residences whenever requested by a Nurse;

Assist in answering and screening telephone calls, and deal with false alarms (nuisance calls) and refer all other telephone calls concerning the need for medical assistance to the Nurse;

Request assistance when dealing with threatening situations to people or property by calling the appropriate community law enforcement authorities such as the Band Constables or the RCMP;

As appropriate, interpret for clients when required and requested by the nurse or doctor, or other medical professionals;

Help with the movement of clients/patients as directed by the Nurse;

Monitor and ensures that the established security systems and practices are in-place are inspected and recommends improvements to ensure optimum protection of assets and personnel.

At the end of each shift, update the next Safety Officer of all relevant information they need to be aware of, signs and pass on logs;

Arrange for physical support to family and community members while emergencies are occurring and nurses are busy attending to the patients, this may include keeping company in the waiting area, answering non-medical questions, etc.;

Perform as directed by Supervisor other duties which may include but not limited to: unpacking supplies; general housekeeping (such as emptying garbage cans), replacing oxygen tanks; clearing snow from sidewalks/entrances in the winter; cleaning up entrance ways and hall ways when muddy and wet;

As required, contact authorized personnel to prepare the landing strips for night time Medivac events in emergency situation.

## **Annex "B" – Questionnaire**

**Respondents are invited and encouraged to submit answers in response to the questions listed below.**

Please respond to the following questions. Canada is seeking an economical and cost effective viable solution for this service.

1. Is the security guard list of duties in Appendix I congruent with standard guard duties? Would any duties be problematic? If so, which one? And why?
2. After receipt of a request for contract for security guard services at a particular location, how much time would you require to provide a response for 1) Regular Relief 2) Urgent Relief 3) Emergency Relief services.
3. Please list any challenges, concerns or feedback on the Statement of Work requirement highlighted below;

Throughout the period of the Contract, the contractor must maintain a roster of trained contract security guards to meet the demands on an as and when requested basis, as follows:

- a. Regular Relief Services – provision of services for a period of two weeks or longer, in keeping with the needs outlined in the request for services, with a notice of 7 calendar days or more.  
Manitoba – 10 Contract security guards  
Ontario – 10 Contract security guards
  - b. Urgent Relief Services – provision of services for a period of two weeks or less, in keeping with the needs outlined in the request for services, with a notice of 3 to 7 calendar days  
Manitoba – 5 Contract security guards  
Ontario – 5 Contract security guards
  - c. Emergency Relief Services – provision of services for a period of 1 week or less, in keeping with the needs outlined in the request for services, with a notice of 3 hours.  
Manitoba – 1 Contract security guard within a 1 hour radius of Winnipeg Airport  
Ontario – 5 Contract security guard within a 1 hour radius of Thunder Bay Airport
4. Would it be preferable to have individual regional contract agreements or a national contractor that would cover multiple provinces (currently Manitoba and Ontario, but possibly adding additional provinces in the future)?

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5. What is the hourly rate of pay range for security guards based on the information in the RFP, excluding travel costs?
  
  6. What improvements could be made to the Statement of Work and annexes included in this Request for Information?
  
  7. Are there any additional related services that industry would like to see included in this requirement, or that industry feels should be included in this requirement?
  
  8. What would industry see as barriers to bidding on this requirement/ entry into contract?
  
  9. Does industry see any areas of concern with this requirement? If so, please describe.
  
  10. Is 10 years of experience in conducting physical security analysis, security reviews or audits, and in developing specific Threat and Risk Assessments a reasonable amount of years of experience for industry bidding on this requirement? If not, what do you suggest as reasonable?
  
  11. Will you be able to provide security guards according to section 8, d) of the Statement of Work required hours and timeframe of experience? If not, what would you recommend?
  
  12. [Procurement Strategy for Aboriginal Businesses \(PSAB\)](#). Would your company/partnership qualify under PSAB ?  

YES                      NO
  
  13. What are your challenges to meet the capacity required for the provision of the services listed?