



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**LETTER OF INTEREST
LETTRE D'INTÉRÊT**

Comments - Commentaires

Title - Sujet PRTC Hotel & Building Services RFI	
Solicitation No. - N° de l'invitation M2989-200064/A	Date 2020-09-02
Client Reference No. - N° de référence du client M2989-200064	GETS Ref. No. - N° de réf. de SEAG PW-\$VAN-582-8825
File No. - N° de dossier VAN-0-43096 (582)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2021-03-02	
Time Zone Fuseau horaire Pacific Standard Time PST	
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: Lee, Hilda	Buyer Id - Id de l'acheteur van582
Telephone No. - N° de téléphone (604) 764-6053 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: ROYAL CANADIAN MOUNTED POLICE Pacific Region Training Centre 1101-45337 Calais Crescent Chilliwack British Columbia V2R 0N6 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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 - Pacific
Region
219 - 800 Burrard Street
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9

Delivery Required - Livraison exigée See Herein	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

**REQUEST FOR INFORMATION
FOR
PRTC Hotel & Building Services
FOR
The Royal Canadian Mounted Police**

PART 1 – PURPOSE AND NATURE OF THE REQUEST FOR INFORMATION (RFI)

1.1 Purpose of the RFI

The Department of Public Service and Procurement Canada (PSPC), on behalf of Royal Canadian Mounted Police (RCMP) is launching a Request for Information (RFI) in order to seek information and feedback from suppliers and the industry with respect to managing a large scale, hotel services contract in partnership with RCMP for Pacific Region Training Centre in Chilliwack.

Although suppliers are not required to submit a response to this RFI in order to participate in any later phases of the procurement process, we are asking suppliers to express an interest of intent.

The information/feedback collected from this RFI may be used to improve the process for all parties involved.

1.2 Nature of the RFI

It is important to note that this is not a bid solicitation. This RFI will not result in the awarding of any contract, nor will it result in the creation of any formal list. Therefore, whether or not any potential supplier responds to this RFI, this will not preclude that supplier from participating in any further procurement. Also, the procurement of any services identified in this RFI will not necessarily follow this RFI, as Canada reserves the right to cancel or modify any of the preliminary requirements described herein. This RFI is simply intended to solicit feedback from the industry with respect to the current and expected areas of interest described in this RFI.

Nothing in this RFI will be constructed as a commitment from PSPC to issue a solicitation for this project. PSPC may use non-proprietary information provided in this review and/or in the preparation of any formal solicitation document.

PSPC will not be bound by anything stated herein and reserves the right to change anytime, any or all parts of the requirement, as it deems necessary. PSPC also reserves the right to revise its procurement approach, as it considers appropriate, either based upon information submitted in response to this RFI or for any other reason it deems appropriate.

PART 2 – BACKGROUND AND REQUIREMENT

2.1 Background

The Pacific Region Training Centre (PRTC), located at the Canada Education Park (CEP) at 45337 Calais Crescent, Chilliwack, British Columbia, is the RCMP's regional training centre. Its mandate is to provide for the development, delivery and ongoing evaluation of training and learning opportunities for all employees within the Pacific Region. The site includes 22 hotel buildings with 221 hotel rooms and 144 barrack beds that are used by both RCMP employees and external partners and clients.

2.2 REQUIREMENT

The current hotel contract will expire on the 5th day of July, 2022. The RFI is to determine interest for providing hotel services at the PRTC. Bidders have the option of bidding on all, some or one of the services listed below. Hotel services include, but are not limited to:

2.1 Hotel Contract Management

2.1.1 Food Services Management (Catering services)

2.1.2 Lounge Management

2.2 Marketing-

2.3 Reception / Switchboard

2.4 Lecture Room Support (for Buildings 1102, 1103, 1104, 1122, 1024 and the drill hall)

2.5 Housekeeping and Laundry Services (e.g. laundry for hotel linens (sheet, towels etc.), dry cleaning...)

2.6 Janitorial Services for hotel rooms only

2.7 General Maintenance / Minor Repair - repairs to all hotel equipment (including kitchen equipment, dining room equipment, any equipment in housekeeping and at the front desk as well as all the fitness equipment in the fitness center. Bellman will do small repairs in guest rooms (locks, toilets etc.)

Hours of operation are twenty-four (24) hours a day, seven (7) days a week, excluding some of the aforementioned services (dining room, lounge), which require conventional hours of operation. The contract term is for five (5) years, with two (2), two (2) year renewals, then one (1), one (1) year renewal.

Hotel and building services are to be provided to twenty-two (22) buildings that include:

- Two hundred and twenty-one (221) hotel rooms and barracks (144 beds) that hold a maximum of one hundred and forty-four (144) individuals.
- Food services, dining and lounge facilities for up to six hundred (600) individuals, consisting of breakfast, lunch and dinner services on a daily basis
- Classrooms, break-out rooms, lecture rooms, offices, theatre, drill hall, firearms and special purpose training facilities.

2.3 SECURITY REQUIREMENT

The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

The Contractor requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold an appropriate RCMP RELIABILITY STATUS RRS) clearance or RCMP FACILITY ACCESS LEVEL 3 (FAS) as required, granted or approved by RCMP (NOTE: All security screenings undertaken by the RCMP on behalf of PWGSC for this contract will also be duplicated to CISD).

The above noted security clearance requirement is not required at the RFI stage.

2.4 SITE VISIT

The RCMP requires all interested parties conduct a site visit. Access will be provided to all above-noted buildings and rooms. Site visit dates are at the scheduling discretion of the RCMP and will be scheduled by appointment on an individual basis. The above noted security clearance requirement is not required at the RFI site visit stage.

PART 3 – INSTRUCTIONS TO RESPONDERS

3.1 Nature and Format of Responses

For ease of use and in order to gain the greatest value from the responses, Canada requests Respondents to follow the structure as detailed herein. There is no page limit on the information to be provided. Respondents are requested to:

- 1) Provide response to Submission Form at Part 4, Section 4.2

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied.

Respondents should explain any assumptions they make in their responses. PSPC asks that suppliers avoid contacting RCMP personnel directly about their offerings, since they would simply be directed to the RFI Authority.

Canada reserves the right to seek clarifications from a Respondent for any information provided in response to this RFI, either by telephone, in writing or in person.

3.2 Submission of Responses

Responses

Responses are not considered bids but, for expediency purposes:

a) Questionnaire

Respondents are asked to complete the questionnaire in electronic format and submit their responses by email to the RFI Authority. Should respondents encounter technical difficulties with the questionnaire, respondents can send an e-mail to the RFI Authority.

b) Additional Information or comments

In addition, respondents are encouraged to provide their comments, concerns, or recommendations by submitting an email to the RFI 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 – PRTC Hotel & Building 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.

d) Responsibility for Timely Delivery

Each respondent is solely responsible for ensuring its response is delivered on time to the RFI Authority in Section 3.4.

The Respondent's name, return address, RFI number and closing date should be clearly visible on the response. Responses to this RFI will not be returned.

Any response submitted will become the sole property of Canada and will not be returned to the supplier. The response will be used to assist Canada in further analyzing the presented requirement and, as such, may be used in the development of a future solicitation process.

3.3 Response Costs

Canada will not reimburse any respondents or any of its representatives for any overhead, costs or expenses incurred participating in or responding to any part of this RFI.

3.4 RFI Authority

The Public Services and Procurement Canada (PSPC) RFI Authority is responsible for the management of the procurement and RFI process.

Hilda Lee

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File No. - N° du dossier
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Buyer ID - Id de l'acheteur
VAN582
CCC No./N° CCC - FMS No./N° VME

Supply Specialist
Public Services and Procurement Canada (PSPC)
Acquisitions Branch – Pacific Region
800 Burrard Street
Vancouver, BC V6Z 0B9
Telephone: 604-764-6053
E-mail address: hilda.lee@pwgsc-tpsgc.gc.ca

3.5 Enquiries

PSPC will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers as this is not a bid solicitation process. However, respondents with questions regarding this RFI may direct their enquiries to the RFI Authority named above.

3.6 Official Languages

Responses may be in English or French, at the preference of the Respondent.

3.7 Treatment of Responses

- 3.7.1 Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by RCMP to develop or modify procurement strategies or any draft documents contained in this RFI. The RCMP will review all responses received by the RFI closing date.
- 3.7.2 Review Team: A review team composed of RCMP representatives will review the responses. The RCMP reserves the right to hire any independent consultant, or use any government resources that it considers necessary, to review any response. Not all members of the review team will necessarily review all responses.
- 3.7.3 Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. The RCMP will handle the responses in accordance with the *Access to Information Act*.
- 3.7.4 Follow-up Activity: The RCMP may, at its discretion, meet with suppliers who indicate in their response that they wish to participate in a follow-up meeting. Such a follow-up activity, if conducted, may include, but is not limited to, individual meetings and/or conferences. The RCMP may, at its discretion, contact any supplier to follow-up with additional questions or for clarification of any aspect of a response.

Any response submitted will become the sole property of Canada and will not be returned to the supplier. The response will be used to assist Canada in further analyzing the presented requirement and, as such, may be used in the development of a future solicitation process.

PART 4 – QUESTIONS

4.1 Questions for Industry

This RFI refers to a Submission Form (Questionnaire) to be completed by interested suppliers. If or when it becomes available, additional information about RCMP supplier engagement activities and current and expected areas of interest will be added.

This RFI and related documents are currently at the preliminary stage. Suppliers should not assume that new clauses or equipment will not be added to any future supplier engagement activities or to the procurement documents that may ultimately be published by the RCMP, nor should suppliers assume that clauses or requirements will not be deleted or remain unchanged. Comments regarding any aspect of the process are welcome and should be submitted using the Submission Form.

Interested suppliers are invited to complete the Submission Form (Questionnaire) with the appropriate details.

4.2 Submission Form

As the purpose of this RFI is to solicit industry feedback with respect to the RCMP for the PRTC hotel contract and services, respondents are invited to submit answers in response to the questions below.

Respondents are encouraged to submit answers to as many questions as possible. Submission Form should be input by a representative of a corporation.

QUESTION	RESPONSE
Have your company ever worked for / with the RCMP and, if so, when and provide details.	
Have your company/staff ever held a valid RCMP security clearance and if so, to what level and when. Have your company/staff held a valid CISC security clearance? If so, to what level and when?	

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<p>Please list and describe your hotel / hospitality credentials and experience. Please indicate how many years of experience and level of credentials (eg: Bachelor of Arts in International Hotel Management; Diploma in Hospitality – Hotel and Restaurant Operations Management) does your Senior Management staff have.</p> <p>How large a scale of hotel/restaurant has your staff managed. (e.g. number of rooms; seating capacity of a restaurant...)</p>	
<p>Do you have any general or additional suggestions/comments that you would like to provide for this RFI?</p>	