

Addendum #1

This solicitation addendum is issued to:

1. Provide the following questions and answers:

Q.1. Can you confirm if CMHC recognizes Living wage index for service contractors?

A.1. CMHC does not mandate contractors to follow any living wage index. Proponents are encouraged to highlight their own practices in the proposal

Q.2. 2.19 – security clearance, please clarify this relates to clearance by CMHC. Can you also confirm process for deployment of temporary officers as referred to in appendix D 1.g ?

A.2. CMHC will notify the contractor when a shift or position requires this security clearance. At this time there are no shifts or positions requiring this clearance.

Q.3. 3.3.3 – work location, please confirm provision of security office that officers will be based out of, secure location for keys, radios, cells, PC and lost & found.

A.3. Correct there is an office for site guards to work out of.

Q.4. 4.11 Pricing proposal, please confirm if a separate hourly rate for Temporary Officers is required.

A.4. Rate charged for Temporary Officers will be the same as detailed in “Pricing Table 1 – Firm Fixed Hourly Rate” dependant on level of guard requested by CMHC.

Q.5. Section 6 Draft agreement 3.4, please confirm payment date of 60 days from invoice date – 3.5.1 details 30-days

A.5. As per Section 3.4, the Contractor must allow sixty (60) calendar days from delivery of invoice for payment without interest. Section 3.5.1., will be corrected by way of Addendum #1.

Q.6. Appendix D.2 Reporting, please confirm an electronic based activity & reporting system is acceptable? Please confirm the deployment of RFID checkpoints throughout site for officer patrol / tour completion is acceptable

A.6. Electronic based activity & reporting system and deployment of RFID checkpoints throughout site for officer patrol / tour completion are both acceptable

Q.7. Please confirm approx. number of “temporary officer” hours in 2019

A.7. This number has historically been less than 500 but this does not limit or guarantee the amount required in the future

Q.8. Please confirm any bespoke CMHC computer programs security supervisor or officers will need to be trained in / operate

A.8. None

- Q.9. Appendix D 3.C please confirm if on-going training is billable to CMHC or at security contractors' expense
A.9. All training is at the contractor's expense
- Q.10. Appendix D.3.C Please confirm expectations for on-going annual training / refresh
A.10. It is up to the proponent to detail on-going annual training / refresh in their training plan submitted with the proposal.
- Q.11. Would it be possible to tour the security office as a part of the site visit (including the back of house areas)?
A.11. During the current pandemic conditions, no site tour will be conducted and no access to the office will be provided.
- Q.12. For the "risk management organizational structure," would you please clarify what you are looking for?
A.12. As part of the proponent's risk management approach, CMHC is seeking the proponent organization's staffing structure to manage and mitigate risk.
- Q.13. Would you please provide us with the current schedule including days and hours of coverage for each position? Will the current schedule remain the same moving forward?
A.13. Details of the required coverage is in "1.2 Description of Officer Roles" it is up to the proponent to submit a schedule on how they will schedule this coverage.
- Q.14. How many bicycles is the current incumbent using?
A.14. It is up to the proponent to determine the quantity of bicycles they need to assist them in the required coverage and submit the details in their proposal
- Q.15. What type of PPE may CMHC require/request in the future that is not currently listed in the bid package?
A.15. It is up to the proponent to ensure their staff has any and all PPE required to do their work as per Worksafe and or Vancouver Coastal health requirements. Which at this current time includes face masks during the pandemic.
- Q.16. Would you please let us know if the Agreement terms and clauses are negotiable?
A.16. As detailed in Section 6.1 Overview of Section 6: *"Terms and conditions identified as "Mandatory" in the RFP or draft Agreement must be included in the agreement. The proponent's proposal and all associated correspondence from the proponent, where relevant, shall to the extent desired by CMHC, also form part of the resulting contract.*

Submission of a proposal constitutes acknowledgement that the proponent has read and, unless otherwise stated in the proponent's proposal, agrees to be bound by the terms and conditions in the draft agreement in the event that the proponent is selected by CMHC to enter into a contract."

Q.17. Since there is not any mobile patrol in scope of the work, why is there requirement for vehicle insurance?

A.17. It is up to the proponent to determine if vehicles will be used on site as either a part of value add services and or supervision of site staff by others. If so then any company vehicles used must comply.

Section 4.8 Insurance, Item C) Automobile Insurance is a requirement should the proponent have fleet vehicles that are used during the provision of services under the resulting agreement.

Q.18. With respect to Bike Patrols, I read that bike patrols are to occur 7 days per week during a pre-determined 8 hours per day. My question is: How many patrol bikes are or could be active at the same time on any given day. I read it as 1 bike required but want to ensure we have enough bikes to get the job done and to have a back-up(s) available in the event a bike is in need of repair.

A.18. See question/answer # 14.

Q.19. Do all the security staff working on the contract require the CMHC security clearance?

A.19. See question/answer # 2.

Q.20. Are all the Security Officers working the contract required to have OFA 2 level certification or can this be less provided there is an OFA 2 level officer onsite?

A.20. All officers must have at least level 1 and there must be someone to provide Occupational First Aid (OFA) level 2 for CMHC staff between the hours of 7:00 am and 7:00 pm 7 days a week.

Q.21. Can you provide a typical 24hr days schedule showing the start and end time of each shift?

A.21. See question/answer # 13.

Q.22. The contract requires \$1,000,000 crime coverage, what is the reason this is higher than average?. It is a 1st party coverage, not 3rd party, therefore can this be less?

A.22. Fidelity Bond/Employee Dishonesty Insurance includes a 3rd party extension, which is required as the Contractor will have to CMHC and Tenant areas. As per Section 6 Draft Contract, Article 4 – General Terms and Conditions, sub-section 4.8 Insurance, item d): *“The policy shall extend to include a third party extension (client coverage) citing CMHC as a beneficiary with respect to services performed under the contract.”*

Q.23. The Network Privacy (cyber coverage) required, for \$5,000,000. What is the reason for this coverage. Is there a possibility for this to be lower?

A.23. The Network/Computer Security Liability and Privacy Liability is coverage is required as the Contractor will have access to and be storing personal and/or health information when responding to First Aid calls or during the provision of other services under the agreement where the Contract has access to such information.

Q.24. There is a bilingual requirement for the Site Supervisor position. Does this need be French bilingualism or is it just a second language requirement?

A.24. Being a federal government site the requirement is for both official languages, French and English

2. Section 6 Draft Contract, Article 3 Financial, Sub-Section 3.5.1. is deleted in its entirety and replaced with the following:

3.5.1 Method of Payment

All payments due under the Agreement will be made by means of Electronic Funds Transfer (“EFT”). The Contractor is responsible for providing CMHC with all the information set out in Article 3.5.2 to allow EFT to be effected and for keeping the information up to date. In the event that CMHC is unable to make payment by EFT, the Contractor agrees to accept payment by cheque or another mutually agreeable method of payment within sixty (60) calendar days without being subject to late penalty charges.

All other terms and conditions remain unchanged.