



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC

11 LaurierSt./ 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

## Revision to a Request for a Standing Offer

## Révision à une demande d'offre à commandes

Regional Individual Standing Offer (RISO)

Offre à commandes individuelle régionale (OCIR)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

## Comments - Commentaires

## Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

## Issuing Office - Bureau de distribution

Infrastructure Maintenance and Solution Services  
Division (FK)

L'Esplanade Laurier,

East Tower 4th Floor

L'Esplanade Laurier,

Tour est 4e étage

140 O'Connor, Street

Ottawa

Ontario

K1A 0R5

<b>Title - Sujet</b> Responsive Maintenance Services	
<b>Solicitation No. - N° de l'invitation</b> W857A-21DN01/B	<b>Date</b> 2020-12-15
<b>Client Reference No. - N° de référence du client</b> W857A-21DN01	<b>Amendment No. - N° modif.</b> 002
<b>File No. - N° de dossier</b> fk304.W857A-21DN01	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-304-79346	
<b>Date of Original Request for Standing Offer</b> 2020-11-25 <b>Date de la demande de l'offre à commandes originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Eastern Standard Time EST <b>on - le 2021-01-08</b> Heure Normale du l'Est HNE	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Dallaire, Maxime	<b>Buyer Id - Id de l'acheteur</b> fk304
<b>Telephone No. - N° de téléphone</b> (613) 296-1437 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Acknowledgement copy required</b> <b>Accusé de réception requis</b>	<b>Yes - Oui</b> <input type="checkbox"/>	<b>No - Non</b> <input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

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**This Amendment 002 is raised to:**

1. Modify the closing date of this Request For a Standing Offer;
2. Answer questions sent by offerors;
3. Correct the ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA;
4. Modify and update the Consumer Price Index (CPI) clause; And
5. Attach the presentations held at the bidders' conference.

**1. On the first page DELETE - Solicitation Close - in its entirety and replace with:**

**Solicitation Closes at 02:00 PM on 2021-01-08.**

**2. QUESTION AND ANSWER :**

**Q1: For Dundurn and Moose Jaw, if we wish to only bid on Moose Jaw will our offer be rejected if we do not include Dundurn?**

A1: Each RFSO is a separate process. You will have to submit a bid for each process separately if you would like to compete on it. You may bid on Moose Jaw alone if you wish. If you intend to bid on both Moose Jaw and Dundurn, you will have to submit a bid per each process.

**Q2: Is there a possibility to receive extensions on any of these?**

A2: Yes extensions are possible, requests for extension must be sent to PSPC Standing Offer Authority via email (refer to RFSO clause 7.5.1 for contact details)

**Q3: On certifications, RFSO para 5.5.2 Federal Contractors Program for Employment Equity, can you explain what this means?**

A3: This is to confirm that the Offeror or any of their members is not on a "black list", i.e. on a list of individuals who can't offer services. If the Offeror or any of their members are on the FCP Limited Eligibility to Bid, they can't bid. The Offeror certifies simply by submitting an offer, nothing additional to provide.

**Q4 Under the initial CFHA Bid – Houses from Shearwater and New Port Corners site were included with the Halifax bid – Just confirming that it is the same for this re-submission**

A4. There are no changes to the scope of work or site in Halifax. It is the same as during the previous tender. Houses from Shearwater and New Port Corners are included in the scope of the SO.

**Q5: If an offer is sent by regular mail, do you have to receive it in Ottawa before the deadline?**

A5: If you choose to submit the bid by mail, we must receive it before the deadline. However, if you send the bid by Canada Post, it must be sent a minimum of 24 hours prior to the closing date. Please retain Canada Post shipping confirmation. Should the delivery by Canada Post be delayed, for any reason, e.g. weather etc., Canada Post confirmation would prove if your offer was sent on time. The submission will be considered delayed but will still be accepted. This arrangement is only applicable if you use Canada Post to mail the offer. You may send the offers via other mail services providers,

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e.g. Purolator, however the date and time of when the package was sent will not be relevant, and if the Offer is received after the due date it will not be accepted.

**3. In the ATTACHMENT 1 TO PART 4 - TECHNICAL CRITERIA On the first page - Mandatory Technical Criterion #1 DELETE the section - Method of Compliance - in its entirety and replace with:**

**Method of Compliance:** The Bidder must provide a response by completing the table below. For each Contract listed, the Bidder must complete all fields in the respective column. The Bidder must provide a minimum of one (1) and a maximum of **four (4)** contract examples to demonstrate how they meet the minimum 48-months of experience. Only contracts that meet the definition of **comparable duration, size and scope** will be eligible for evaluation.

**4. DELETE Section 11 of ATTACHMENT 1 TO PART 3 - PRICING SCHEDULE and Section 6 of ANNEX B - BASIS OF PAYMENT - in its entirety and replace with:**

The Schedule of Unit Rates (SUR), hourly rate(s) and unit prices, as applicable, quoted on the Offer form shall remain firm for the initial period of the SO.

The price adjustment will be made in accordance with the percentage change in the Consumer Price Index (CPI), all-items excluding eight of the most volatile components as defined by the Bank of Canada and *excluding the effect of changes in indirect taxes*. The Schedule of Unit Rates (SUR), hourly rate(s) and unit prices, as applicable, will be adjusted on the start date of the SO option year by applying the percentage change in the CPI from January 2021 and January 2023.

Example:

SO Start Date: April 1, 2021

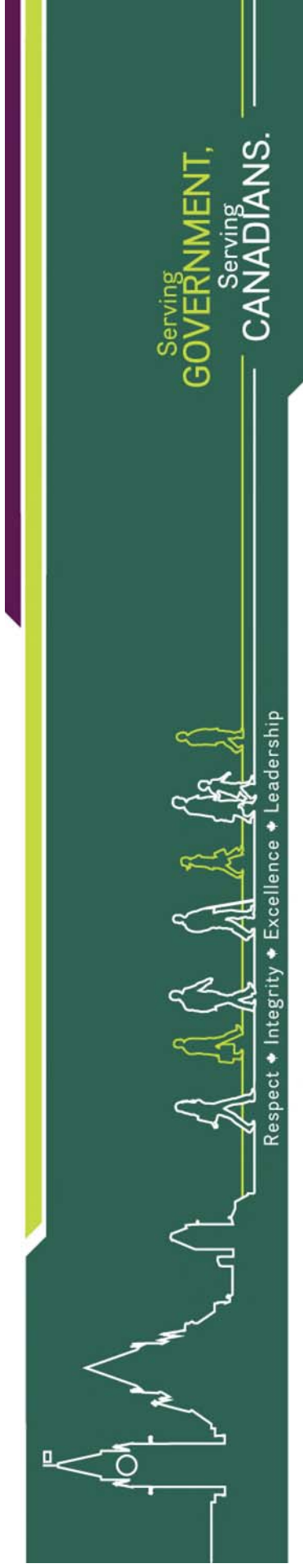
The CPI for January 2021 is 125. The CPI for January 2023 is 130.

The rate adjustment is calculated as follows:  $[(130/125) \times 100] - 100 = 4\%$

The adjustment of 4% would be applied to the January 2021 rates. The adjusted rates would apply for the period of April 1 2023 to March 31, 2024.

**5. The presentations held at the bidders` conference:**

**ALL REMAINING TERMS AND CONDITIONS ARE UNCHANGED**



## OFFEROR'S CONFERENCE

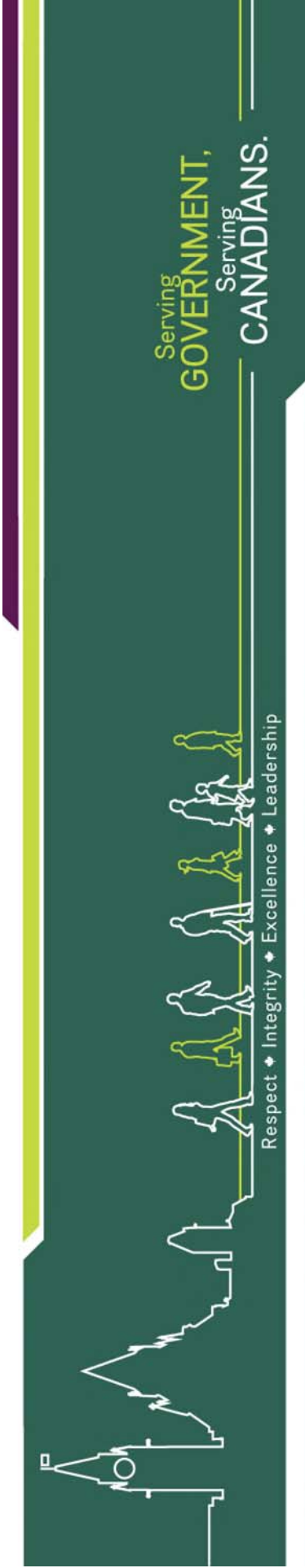
# Request For Standing Offer RFSO for the provision of Canadian Forces Housing Maintenance Services



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The full RFSO copy; amendments and attachments are available online at:  
<https://buyandsell.gc.ca/>

Solicitation documents

Click to collapse ▲

Filter items

File	Amendment number	Language	Unique download event (English page)	Date added
<a href="#">ABES_PROD_PW_FK_B317_E79355_EBSU001.PDF</a>	001	English	3	2020-12-07
<a href="#">ABES_PROD_PW_FK_B317_F79355_EBSU001.PDF</a>	001	French	0	2020-12-07
<a href="#">ABES_PROD_PW_FK_B317_E79355_EBSU000.PDF</a>	000	English	18	2020-11-27
<a href="#">ABES_PROD_PW_FK_B317_F79355_EBSU000.PDF</a>	000	French	2	2020-11-27

Showing 1 to 4 of 4 entries

Attachments

Click to collapse ▲

Filter items

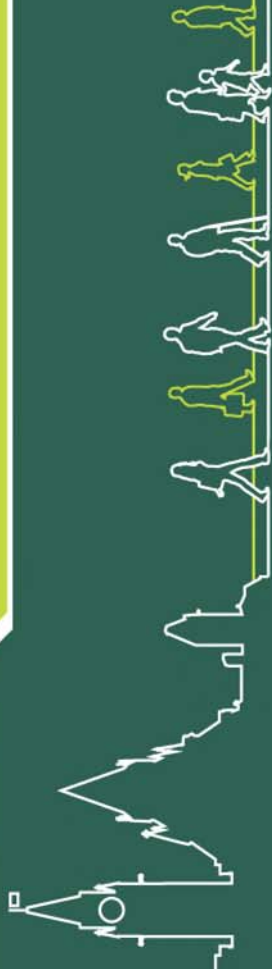
File	Amendment number	Language	Unique download event (English page)	Date added
<a href="#">w3711-21hx01_appendices_-_appendix.zip</a>	Not available	Bilingual	6	2020-11-27



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

**Solicitation Closes - L'invitation prend fin**  
**at - à 02:00 PM** Eastern Standard Time EST  
**on - le 2020-12-18** Heure Normale du l'Est HNE

**OR**

**Solicitation Closes - L'invitation prend fin**  
**at - à 02:00 PM** Eastern Standard Time EST  
**on - le 2020-12-22** Heure Normale du l'Est HNE

**OR**

**Solicitation Closes - L'invitation prend fin**  
**at - à 02:00 PM** Eastern Standard Time EST  
**on - le 2021-01-08** Heure Normale du l'Est HNE

<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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> (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)	
<b>Signature</b>	<b>Date</b>



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

### **RETURN BIDS TO:**

### **RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC

11 LaurierSt./ 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**Solicitation Closes - L'invitation prend fin**  
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**OR**

**Solicitation Closes - L'invitation prend fin**  
at - à 02:00 PM Eastern Standard Time EST  
on - le 2021-01-08 Heure Normale du l'Est HNE

Bid Receiving Unit, Procurement Operational Support Division, telephone 819-420-7200.

Electronic offers are accepted by e-post. Facsimile offers are not accepted.



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### **epost Connect service provided by Canada Post Corporation :**

For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

[08 \(2019-03-04\) Transmission by facsimile or by epost Connect](#) of Standard Instructions [2006](#).

[Late Offers](#) vs [Delayed Offers](#)



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Standard Instructions**

The [2006](#) (2020-05-28) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Offers are valid for 180 days.

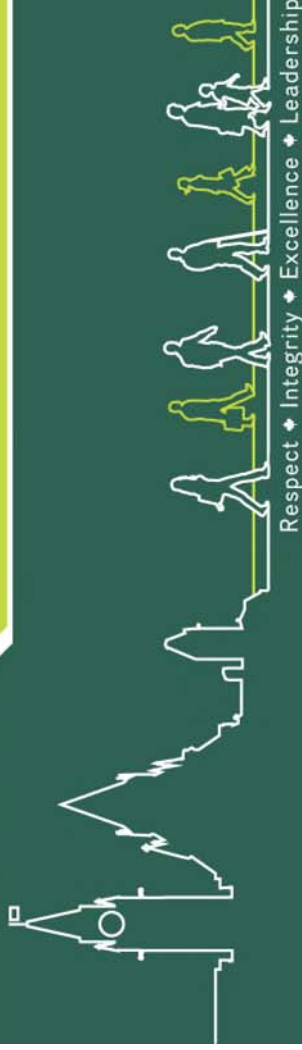
[Section 18 \(2012-03-02\) Conflict of interest—unfair advantage](#)



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Offer Preparation Instructions**

#### **Hard copies:**

- Section I: Technical Offer (three (3) hard copies)
- Section II: Financial Offer (one (1) hard copy)
- Section III: Certifications (one (1) hard copy)
- Section IV: Additional Information (one (1) hard copy)

#### **Electronically:**

- Section I: Technical Offer
- Section II: Financial Offer
- Section III: Certifications
- Section IV: Additional Information



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Offer Submission Forms Overview**

#### **Section I: Technical Offer**

**Mandatory Technical Criteria: Refer to Attachment 1 to Part 4.**

- **Mandatory Technical Criterion #1 - Experience**
- **Mandatory Technical Criterion #2 - Reference Letter**
- **Mandatory Technical Criterion #3 - Ability To Provide Qualified Workers**
- **\*Point Rated Technical Criterion #1- Ability To Meet The Response Times**

**\*This Point Rated Criterion is not applicable for all RFSO.**



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Bid Submission Forms Overview**

#### **Section II: Financial Offer**

##### **Financial Evaluation**

- The evaluated price of an offer will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3. The evaluated price is the sum of all Percentage Offers.
- Where a quoted hourly rate is found to be significantly lower or higher than the average quoted hourly rate for a given trade at a given location, PSPC reserves the right to negotiate the hourly rate with the Offeror prior to SO award. Once SO is awarded, the price shall remain firm for a period of the SO.



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Bid Submission Forms Overview**

#### **Section III: Certifications**

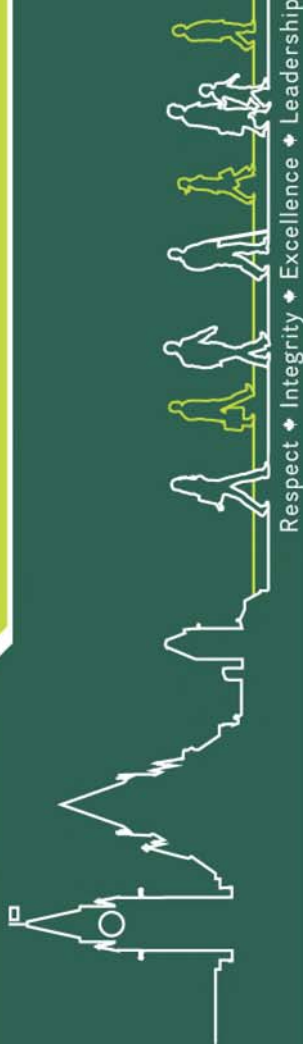
- 5.1.1- Integrity Provisions - Declaration of Convicted Offences, if applicable
- 5.2.1- Integrity Provisions: List of names
- 5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification
- 5.3.1- Status and Availability of Resources
- 5.3.2- Education and Experience



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Section IV: Additional information**

- Legal name
- PBN
- Contact person
- Part 2, article 3, Former Public Servant, of the Request for Standing Offer: the required answer to each question; and, if the answer is yes, the required information;



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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Basis of Selection**

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 3 points for each technical evaluation criterion which is subject to point rating.
2. Offers not meeting (a) or (b) or (c) above will be declared non-responsive. The selection shall be based on the sum of the Percentage Offers for all the trades. The three (3) responsive offers with the lowest evaluated price will be recommended for issuance of a standing offer.

**OR**

An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. The selection shall be based on the sum of the Percentage Offers for all the trades. The three (3) responsive offers with the lowest evaluated price will be recommended for issuance of a standing offer.



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## **STANDING OFFER CLAUSES**

[2005 \(2017-06-21\) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.](#)

### **Section 06 (2014-09-25) Withdrawal**

the Offeror must provide no less than 30 days' written notice to the Standing Offer Authority

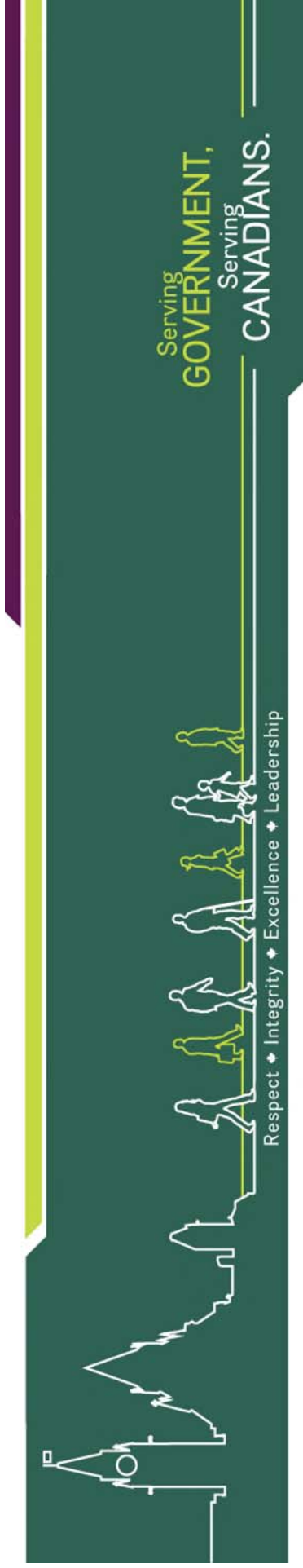
the Offeror that voluntarily withdraws from the SO will not be allowed to resubmit interest on the same SO for the duration of that SO



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## **STANDING OFFER CLAUSES**

### **Period of the Standing Offer**

2 years plus two (2) additional 1 year optional periods

### **Security**

There is no security requirement applicable to the Standing Offer.

### **Identified Users**

The Identified User authorized to make call-ups against the Standing Offer is Canadian Forces Housing Agency.



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## **STANDING OFFER CLAUSES - Call-up Procedures**

The Identified User will establish the scope of services to be performed

### **Services will be called-up as follows:**

#### **For three Offerors (100%, 0% and 0%):**

The *Call-ups* will be issued such that the highest ranked Offeror will perform the majority of the work. Canada may offer work to other than the highest ranked Offeror when, in the opinion of Canada, scheduling of work and / or, *Offeror* availability and / or, *Offeror workload* would dictate such distribution. The next highest ranked Offeror shall be given first consideration.

**OR**

#### **For three offerors (60%; 40% and 0%) (Halifax):**

For each individual Call-Up, Offeror will be considered using a computerized distribution system. This system will track all call-ups assigned to each Offeror and will maintain a running total of the dollar value of business distributed. The system will contain for each Offeror an ideal business distribution percentage which has been established as follows; 60% of the business for the top ranked Offeror, 40% for the 2nd ranked Offeror, and 0% for the 3rd ranked Offeror.



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## **STANDING OFFER CLAUSES**

### **Compliance:**

continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default

the Offeror shall comply with all codes, laws and regulatory provisions that are applicable to the performance of the Work or any part thereof

the Offeror shall obtain all permits and hold all certificates and licenses for the performance of the Work.

the Offeror shall produce evidence that the proposed Subcontractor and/or his/her trades people to be assigned to that part of the Work are so registered or licensed.



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## **STANDING OFFER CLAUSES**

### **Insurance Requirements**

The Offeror must forward to the Standing Offer Authority within ten (10) days after the date of award of the Standing Offer, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force.

### **ANNEX C**

- 1. COMMERCIAL GENERAL LIABILITY INSURANCE**
- 2. ENVIRONMENTAL IMPAIRMENT LIABILITY INSURANCE**



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **General Conditions**

[2035 \(2020-05-28\), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.](#)

### **Workers' Compensation**

Prior to commencement of Work, at the time of Substantial Performance of the Work, and prior to issuance of the Certificate of Completion,

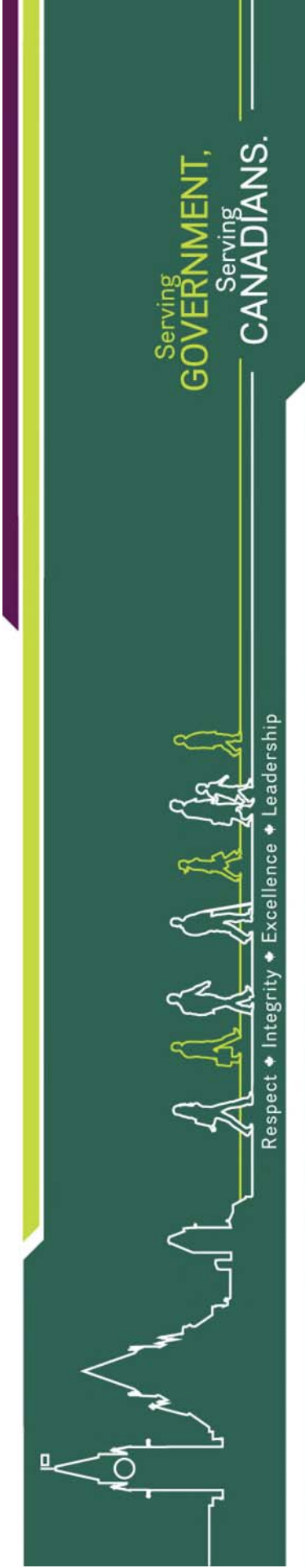
At any time during the term of the Contract, when requested by Canada,



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **Payment**

#### **Firm Price**

#### **Firm Hourly Rates**

#### **Other Direct Expenses – Hot Work Permit Fees**

#### **Limitation of expenditure**

**CPI:** The price adjustment will be made in accordance with the percentage change in the Consumer Price Index (CPI). The Schedule of Unit Rates (SUR), hourly rate(s) and unit prices, as applicable, will be adjusted.

Percentages in Table A will not be adjusted.



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **Call-up Price:**

Unforeseen items of work arising during the term of the SO which are not in the SUR shall be done by hourly rates plus the applicable laid-down cost of Materials with a 10% mark-up (applied to the Material only).

Where items are only available in pre-set quantities or measurements, the Contractor will be paid the laid-down cost with a 10% mark-up of the Material used only.

Contractor shall be paid for each Call-up a minimum of eighty dollars (\$80), or the actual invoice amount if it exceeds the minimum amount.



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **Call up Price:**

**Payment for After Hours Work and Priority 1 Work (as per SOW, section 4):**  
emergency work outside the normal working day (ref. Annex A, SOW, Para 4.2)

payment shall be made at the after-hours hourly rates multiplied by the number of hours worked.

The after-hours hourly rates will be calculated at 1.5 times the regular hourly rate indicated on the Offer Form

The contractor will be reimbursed at the regular hourly rate for the total travel time (the sum of To and From the Contractor's business address), rounded up to the next hour to a maximum of 2 hours



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

Where the Contractor begins work on a Priority 1 Call Up within the normal work day and continues until after 5pm, he will be paid the value of the SUR code(s) (if applicable) plus their % Offer, plus the time spent after 5pm at the after-hours hourly rate.

Materials used will be paid at a laid down cost plus a 10% mark-up.

Materials will be supplied FOB Destination including all delivery charges.

### **Methods of Payment**

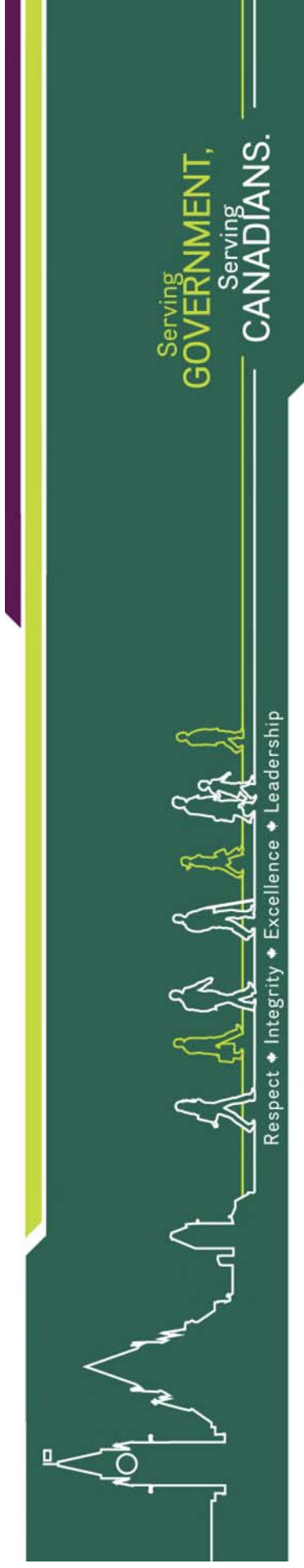
Single Payment upon delivery and acceptance.



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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **Pre-Commencement Meeting**

A pre-commencement meeting is mandatory for the Contractor prior to commencing any work. The Contractor is to supply the Technical Authority with a copy of its safety policy as required by the applicable Provincial Occupational Safety and Health Regulations.



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**Any resulting questions must be submitted in writing to**

Maxime Dallaire

[Maxime.dallaire@tpsgc-pwgsc.gc.ca](mailto:Maxime.dallaire@tpsgc-pwgsc.gc.ca)

Martin Gauthier

[Martin.gauthier@tpsgc-pwgsc.gc.ca](mailto:Martin.gauthier@tpsgc-pwgsc.gc.ca)

Stéphanie Bellefeuille

[Stephanie.bellefeuille@tpsgc-pwgsc.gc.ca](mailto:Stephanie.bellefeuille@tpsgc-pwgsc.gc.ca)

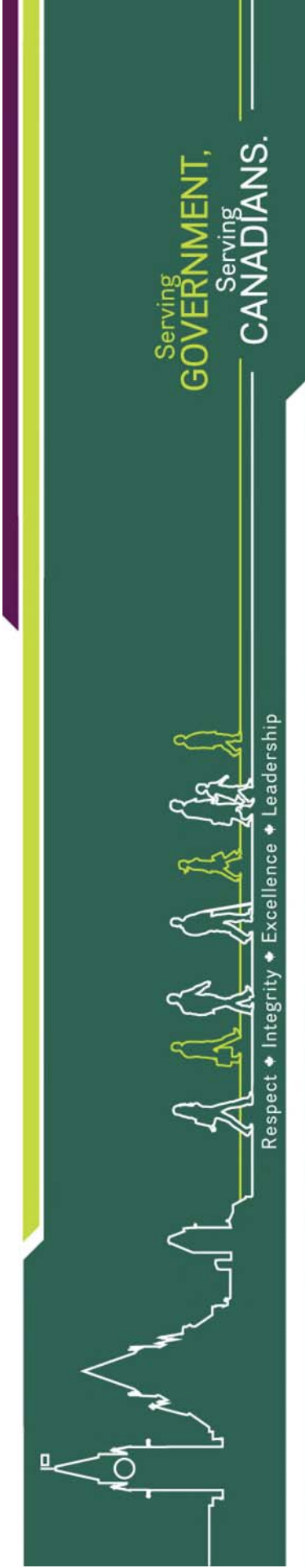
**seven (7) calendar days before the Request for Standing Offers (RFSO) closing date**



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Thank you for your participation!



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# Request for Standing Offer

## CFHA Responsive Maintenance and Minor Repairs Services

December 2020



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# Canadian Forces Housing Agency (CFHA): Mandate



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## CFHA delivers DND's Residential Housing Program

- Established as a Special Operating Agency (SOA) within DND in 1996
- Manages, operates and maintains the DND housing portfolio, which comprises 11,665 Crown-owned and leased Residential Housing Units (RHUs) at 27 locations across Canada
  - Housing portfolio totals 40% of DND buildings
  - Majority constructed in the 1950s/60s and are mostly single and semi-detached homes, with 3- and 4-bedrooms
- CFHA is responsible for allocations, rent setting and collections, occupant relations, and all real property functions for the DND housing portfolio
- CFHA's primary customers are members of the Canadian Armed Forces (CAF) and their families
- Approximately 20% of CAF members occupy DND housing

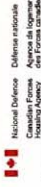


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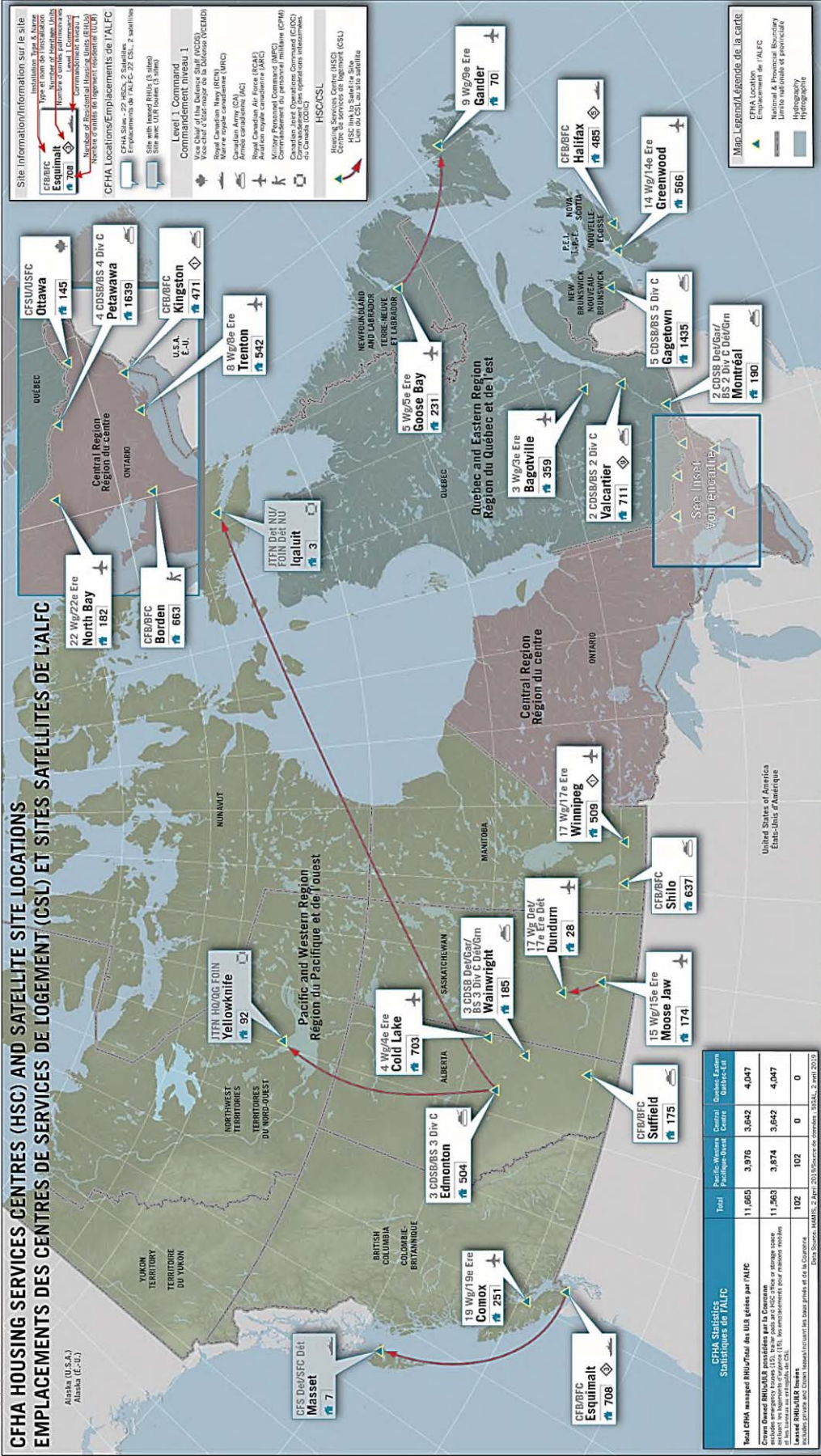
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# CFHA National Map



CFHA HOUSING SERVICES CENTRES (HSC) AND SATELLITE SITE LOCATIONS  
EMPLACEMENTS DES CENTRES DE SERVICES DE LOGEMENT (CSL) ET SITES SATELLITES DE L'ALFC



Produced by the Canadian Forces Housing Agency-April 2019  
Produit par l'Agence de logement des Forces canadiennes-avril 2019

0	250	500	750
Projection: Lambert conforme conic (Canada/North America)			
Projection : conique conforme de Lambert (Canada/Amérique du Nord)			

Données	<ul style="list-style-type: none"> <li>- National Atlas (NRCAN)</li> <li>- Geobase (NRCAN)</li> </ul>	<ul style="list-style-type: none"> <li>- National Topographic Database (NRCAN)</li> <li>- Department of National Defence (<a href="http://www.forces.gc.ca">www.forces.gc.ca</a>)</li> </ul>
Sources de données	<ul style="list-style-type: none"> <li>- Atlas national (NRCAN)</li> <li>- Geobase (NRCAN)</li> </ul>	<ul style="list-style-type: none"> <li>- Base nationale de données topographiques (NRCAN)</li> <li>- Ministère de la Défense nationale (<a href="http://www.forces.gc.ca">www.forces.gc.ca</a>)</li> </ul>

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# CFHA Portfolios



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Site	Province	Residential Housing Unit (RHU) Type				Portfolio Size (sq. m.)	Total Units*
		Apartments	Row Units	Semi-Detached	Single		
Bagotville	QC	6	132	130	93	40,465	361
Montreal	QC			96	94	19,187	190
Valcartier	QC	107	333	161	110	70,325	711
Wainwright	AB		120	60	5	18,252	185
Shilo	MB	30	116	288	203	69,001	637
Goose Bay	NL		88	108	35	26,536	231
Halifax	NS	158	14	116	197	49,378	485
Dundurn	SK			4	24	2,788	28
Moose Jaw	SK	6	37	119	12	18,311	174

\* The number of RHUs in a portfolio may fluctuate.



# Maintenance Services Requirement



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- ☐ Operations and maintenance
- ☐ Repairs
- ☐ Responsive maintenance
- ☐ Lifecycle
- ☐ Upgrades

# Requirement: Maintenance Trades

		TRADE NAME
1	CF	Concrete and Foundation
2	AS	Asphalt
3	MA	Masonry
4	CP	Carpentry
5	RF	Roofing
6	HF	Hardwood Flooring
7	PT	Painting
8	VC	Resilient Tile, Sheet Flooring & Carpet
9	HZ	Hazardous Materials Abatement
10	CL	Cleaning
11	HA	Heating and Air Conditioning
12	PL	Plumbing
13	EL	Electrical
14	GC	Grass cutting
15	LA	Landscaping
16	SN	Snow Removal

***Excluded from the scope are Pest Control (PC) and Hazmat Consultant (HC) trades***



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# Requirement: SO Maintenance Trades

Site	RFSO #	Work distribution percentage*	SO Trades
Montreal	W3716-20ML01/B	100 / 0 / 0	CF, AS, MA, CP, RF, HF, PT, VC, HZ, CL
Bagotville	W3701-21BA02/B	100 / 0 / 0	PL
Valcartier	W857A-21VA03/B	100 / 0 / 0	GC, LA, SN
Wainwright	W857A-20WR01/B	100 / 0 / 0	CF, AS, MA, CP, RF, HF, PT, VC, HZ, CL GC, LA, SN
Wainwright	W857A-20WR03/B	100 / 0 / 0	EL
Wainwright	W857A-20WR02/B	100 / 0 / 0	HA, PL
Shilo	W3721-21SL01/B	100 / 0 / 0	All 16 trades
Goose Bay	W3710-21GB01/B	100 / 0 / 0	CF, AS, MA, CP, RF, HF, PT, VC, HZ, CL, HA, PL, EL
Goose Bay	W3710-21GB02/B	100 / 0 / 0	GC, LA, SN
Halifax	W3712-21HX01/B	60 / 40 / 0	All 16 trades
Moose Jaw	W3717-21MJ01/B	100 / 0 / 0	CF, AS, MA, CP, RF, HF, PT, VC, HZ, CL GC, LA, SN
Moose Jaw	W3717-21MJ02/B	100 / 0 / 0	EL
Dundurn	W857A-21DN01/B	100 / 0 / 0	All 16 trades

\* RFSO clause 7.8.1 The highest ranked Offeror will perform the majority of the work.

# Requirement: Maintenance Services Standing Offers



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## Standing Offers:

- Are established at all CFHA HSC locations (except Petawawa and Gagetown)
- Can be for an individual trade or combination of several
- Duration: initial period is from award till March 31, 2023
- 2 optional periods, 1 year each
- Schedule of Unit Rates (SUR) line items are selected by sites
- SURs price is determined by applying the bid percentage to the base price (as per contractor's bid)
- Work can be split between 2 or more contractors
- May have a contractor(s) with 0% of work allocated (on a standby)



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# Annex A Statement of Work:



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The requirement is described in RFSO Annex A Statement of Work:

- ☐ Annex A Statement of Work
  - ☐ Appendix 1 Glossary of Terms
  - ☐ Appendix 2 Customer Care Requirements
  - ☐ Appendix 3 Safety Requirements
  - ☐ Appendix 4 Waste Reporting Form
  - ☐ Appendix 5 Schedule of Unit Rates
  - ☐ Appendix 6 Schedule of Unit Rates Specification
  - ☐ Appendix 7 Maintenance Inspection Checklists

Also included with the posting:

- Site Map
- SUR Historical Usage Report

# Annex A Statement of Work: Appendix 5 Schedule of Unit Rates



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Our requirement is expressed by the Schedule of Unit Rates codes (SUR) listed in SOW Appendix 5 Schedule of Unit Rates.

- SURs cover all the work one can do to house components.
- The list is comprised of roughly 3000 items
- Included are detailed specifications, description, units of measure, etc.
- Each SUR code has a Base Price to which the percentage bid is applied.
- Updated by CFHA every five years



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# SUR Structure

## A. Schedule of Unit Rates (SUR) (SOW Appendix 5)

- Description
- Unit of Measure
- Base price

SOR Code	SOR Description	Unit	Base Price
TRADE CP1300EV	Accessories, bathtub, splash guards, includes silicone caulking, per tub - Replace or supply and install.	EA	39.60
CP1315EV	Accessories, shower curtain rod, metal, curved fixed bar - Replace or supply and install.	EA	101.00
CP1335EV	Accessories, shower curtain rod - Remove and reinstall.	EA	17.30
CP1360EV	Accessories, toilet paper holder, metal, surface or recessed mounted - Replace or supply and install.	EA	33.10
CP1410EV	Accessories, towel ring, metal - Replace or supply and install.	EA	42.10

## B. Specifications (SOW Appendices 6.1-6.17)

# Price Adjustment: CPI application



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To allow for inflation and other economical factors price adjustment will be made in accordance with the percentage change in the Bank of Canada CORE Consumer Price Index (CPI):

- The price adjustment will apply to the Schedule of Unit Rates (SUR), hourly rate(s) and unit prices,
- Will take place twice: if and when Option 1 and if and when Option 2 is exercised.
- The first adjustment is calculated as the percentage change in the CPI between the January 2021 and January 2023
- The second adjustment is calculated as the percentage change in the CPI between January 2023 and January 2024
- The price adjustment will be in effect during the Option periods only (first one April 1, 2023 –Mar 31, 2024, second one April 1, 2024 – March 31, 2025)

# Price Structure

## ➤ **SUR codes (Annex B Basis of Payment)**

- Base price to which a percentage bid is applied.
- Includes labour, time, travel, material, plant, fuel, overhead, wastage and profit.

Offerors should analyze the Schedule of Unit Rates in detail to ensure that their Percentage Offer will result in a fair profit margin.

## ➤ **Time and Material (RFSO para 8.6.5)**

## ➤ **Payment for After Hours Work (RFSO para 8.6.6)**

- 1.5 times the regular hourly rate for actual work only
- Regular hourly rate for the total travel time (the sum of To and From the Contractor's business address), rounded up to the next hour to a maximum of 2 hours.



# Requirement: Annual Work Planning



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- ❑ CFHA occupants move most frequently during the months of April to September annually. This is called our Active Posting Season.
- ❑ The timing for work and resourcing is critical during this time period.
- ❑ This is not to say that CFHA is not busy during the remaining months of the year.
- ❑ SUR Usage Report provided within Appendix 5 can be utilized to assist in structuring business plans, estimating work flow and the required resources and financial bid.



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# Requirement: Working Hours (ref. SOW para 4.1)



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- Monday to Friday (excluding statutory holidays) 8 am to 5 pm
- Response Times
- The Contractor must be on site fully prepared to undertake the work and /or working within the priority response time
  - Priority 1 Respond within 1 hour
  - Priority 2 Respond within 24 consecutive hours
  - Priority 3 Respond within 7 calendar days
  - Priority 4 Respond within 14 calendar days
  - Priority 5 Respond within 28 calendar days
  - Priority 6 Respond as specified on the Call-up.



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# Requirement: Statutory Holidays (ref. SOW 4.1.2)



1. New Year's Day – January 1
2. Good Friday
3. Easter Monday
4. Victoria Day – First Monday preceding May 25
5. Quebec National Holiday – June 24 (Province of Quebec only)
6. Canada Day – July 1
7. Civic Holiday (first Monday of August in British Columbia, New Brunswick, Northwest Territories, Nunavut, and Saskatchewan, Alberta, Manitoba, Ontario, Nova Scotia, Prince Edward Island)
8. Labour Day – First Monday in September
9. Thanksgiving Day – Second Monday in October
10. Remembrance Day – November 11
11. Christmas Day – December 25
12. Boxing Day – December 26



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## Requirement:

### Urgent/Emergency Work and Emergency After Hours Response Service(ref. SOW 4.2.4)



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- ☐ Urgent or Emergency work during regular working hours will be identified as Priority 1 Work (1 hour response time).
- ☐ Urgent or Emergency work that was started during normal hours and that is required by the Technical authority to continue beyond normal hours will be treated as after-hours work.
- ☐ The work performed beyond normal hours will be compensated at the after-hours hourly rate.
- ☐ Urgent or Emergency work excludes work done by choice of the Contractor outside normal working hours.



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# Requirement: Emergency After Hours Response Service (EAHRS) (ref. SOW 4.2.4.4)



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There are 5 EAHRS trades:

- ☐ Carpentry
- ☐ Roofing
- ☐ Heating and air conditioning
- ☐ Electrical,
- ☐ Plumbing



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## Requirement: Emergency After Hours Response Service (EAHRS) (ref. SOW 4.2.4.4)



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- Required to provide tradespersons, equipment and materials for emergency repairs 24/7, 365 days per year.
- EAHRS Contractor shall be on location within one hour of notification of a requirement.
- An EAHRS response consists of rendering the situation safe, secure and/or healthy.
- Within 10 minutes of receiving an EAHRS call the contractor shall contact the occupant to obtain further details on the emergency, and if possible fix or render the situation safe while on the telephone with the occupant.



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