



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
PWGSC/TPSGC Acquisitions Bid Receiving
Box/Boîte de Réception des Soumissions
Bid Receiving Box/Boîte de Récepti
1st Floor/1^{ère} étage, Suite 1212
100-1045 Main Street
Moncton
New Brunswick
E1C 1H1
Bid Fax: (506) 851-6759

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

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

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

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Acquisitions NB/PEI (Moncton Office) – Bureau
d'acquisitions N.-B./Î.-P.-É. (Moncton)
1045 Main Street / 1045, rue Main
Moncton
New Bruns
E1C 1H1

Title - Sujet Janitorial Services #4, Gagetown	
Solicitation No. - N° de l'invitation W6898-210518/A	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client W6898-210518	Date 2021-02-15
GETS Reference No. - N° de référence de SEAG PW-\$MCT-035-5867	
File No. - N° de dossier MCT-0-43135 (035)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Atlantic Standard Time AST on - le 2021-03-16 Heure Normale de l'Atlantique HNA	
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: Johnston (MCT), Edward	Buyer Id - Id de l'acheteur mct035
Telephone No. - N° de téléphone (506) 343-6382 ()	FAX No. - N° de FAX (506) 851-6759
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

This Solicitation Amendment No. three (3) is raised to include the following Addendum No. three (3).

The following Addendum to the tender is effective immediately. This addendum shall form part of the contract documents.

All other terms and conditions remain the same.

QUESTIONS AND ANSWERS

- 1) 3.04 large building complexes it states J-1 and J-7 require 5 full time day cleaners. In Annex-A it states J-1 for 4 hours and J-7 64 hours. Would you please advise what one we go by? (Contract #3)

Answer: The ESTMATED hours in all contracts #1-3 will be taken out of Annex-A, bidding will be price per Square meter only, except otherwise stated in basis of payment. The estimated number of 5 cleaners for J-1 & J-7 is the minimum number of cleaners for both buildings J-1 & J-7 together, not 5 cleaners for J-1 & 5 cleaners for J-7

- 2) In 3.04 J-8 and J-9 read a total of 8Hrs Annex-A reads J-8 8 hours and J-9 8hrs.

Answer: The ESTMATED hours in all contracts #1-3 will be taken out of Annex-A, bidding will be price per Square meter only, except otherwise stated in basis of payment.

- 3) L-24 states 2 full time cleaners, Annex-A shows a total of 8 hours.

Answer: L-4, L-10, L-24, L-32, and L-37: These buildings are the 403 Squadron Complex. It will have two full time day cleaners. The amount of cleaners should be calculate with frequency and the total square meters of the building. 2 cleaners is the minimum required to complete the task.

- 4) L-60 and L-62 are not on the list of buildings that need to be cleaned?

Answer: The contract will be amended to have the building L-60 and L-62 added to the list in Annex A.

- 5) In the past contract the cleaning contractor did not clean the following parts of J-7 and we don't clean them now:

All Classrooms
Computer labs
Sim centers
MLR
J.Cat
Radio rooms

If these areas are now part of the contract the estimated hours for J-7 is way off and there is no hours for COVID-19 cleaning.

Answer: All above aren't part of the cleaning contract. Hour will be amended, removed from contracts, and Covid-19 cleaning should be part of square meter bid as routine cleaning.

- 6) In contracts 2 & 3 there is a mandatory site visit .In contract #1 there is no mandatory site visit. Will there be a Mandatory site visit for contract#1?

Answer: Contract #1 was accessed through the buy & sell and reviewed, Site visit was found in Section 00 21 13 Subsection 1.6 Site Visit .1. There will be no site visit, it will be virtual, and we are creating a power point with details, pictures and plans for each contracts.

- 7) Ref the wage per hour. Paying 20% more than min wage should be a mandatory requirement so that all companies are required to pay that amount.

Answer: In all contracts #1-5 amendment will be made, pay for janitorial a minimum of 14.00\$/hr **will be mandatory.**

- 8) 3.04 States that L-32 requires 2 full time cleaners, Annex-A shows 4 hours total.

Answer: DND will remove estimated hours in Annex-A from all contracts 1 to 5, all bidding will be as per square meters.

DND has identified in the specifications 1 to 3 the requirement of the number of cleaners in buildings.

The number of cleaners stated in spec 1 to 3 are the minimum amount of cleaners required to clean buildings specified.

The contractors are responsible for the amount of cleaners and amount of time the cleaner works in each building, ensuring that buildings are cleaned and disinfected as per specification, plus Health Canada's COVID – 19 Directive.

- 9) Under the frequencies in annex A of all 5 contracts there are estimated cleaning hours for each building? It is very clear that these hours only reflect the time cleaning for each building, It would take a lot more time to do the second cleaning required by Health Canada for the washrooms, touch points Etc, As stated in Health Canada New Cleaning Steps Annex E part 1 of 1. In order for the cleaning contractor to do the second cleaning based on this directive all the estimated hours need to be greatly increased

Answer: All contracts will be amended to have all estimated hours removed from Annex A.

10) Page 1. 1.6 Mandatory Site Visit. When will this be? Or who do we contact for the site visits?

Answer: Answer: no site visit due to Covid but we working on a virtual one who will be available soon on the Buy and Sell Tenders web site.

11) Page 4. 1.13.1 If there is a final inspection for end of contract, as per impeccable condition. If a new contractor gets awarded this Jan. # 3 package. Will they get a copy of the final inspection prior to start-up of new contract to verify?

Answer: Final inspection will be conduct by Engineer as per inspection sheet. A copy may be available upon request.

12) Page 5. 3.01.3 Asks for 25 % of contractor's staff to be trained with Infection Diseases Control Training, and will be certified before commencing work.

A. Please define the expected type of certification required? Can this be an in house training and certification conducted by an already in house trained individual?

Answer: A) Personnel must be certified, if the in House member has the authority to give and certify the course, yes. In all tenders it should be noted that all cleaning staff 100% should be trained in infection Diseases Control.

B. Also, will there be a grace period for this training upon starting new contract? As we will not have these staff hired until after award of contract.

Answer: The training must be done as soon as possible, with in the first 2 months of the award.

13) Page 6. 3.01.6 Waxing, scrubbing of floors, and steam cleaning carpets, once per year. As per item # 13 on Annex B Basis of payment unit price table. Can we assume this service will be done and paid as an extra and paid as per the rate submitted in Item 13? And not included in the unit pricing in item # 1 on pricing sheet?

Answer: Yes

14) As per Number 4 above. Can we also assume window cleaning will be done and paid extra as per pricing items # 14 and 15? And not included in the Item 1 daily routine pricing.

Answer: The windows that are done twice a year will be paid as separate invoices, and the monthly window can be paid in the routine cleaning.

Description	Tax
Janitorial Services 5 CDSB Gagetown for December 1st to 31st 2020 187,088 sq. metres as per Annex Pricing Schedule 2.a Monthly Window Cleaning December Cleaning Building A-29 for the month of December 2020.	H H H
Base Semi Annual Window Cleaning	H
H - HST 15%	
HST	

15) Page 6. 3.03.1 Requirement of onsite manager 5 days per week. Page 7. 3.04.1 2 Supervisors. Why would there be a need for onsite manager when 2 supervisors are on site? This relates to all 5 Janitorial Packages. All packages would have 5 onsite managers, and no supplied offices?

Answer: If you win more than one contract you will need one Operation Manager who manages the supervisors. The manager has to be there, like the supervisors.

- A) Operational Manager: a person who is assigned the overall managerial responsibilities for the provision of the services that are specified here in.
- B) Site Supervisor: a person who is assigned supervisory duties, in a full time capacity. The supervisor does not preform hands-on cleaning.

It is the Contractor's responsibility through adequate use of the operational manager and site supervisors to ensure all cleaning is completed in accordance with this specification, prior to the departure of each work shift.

16) Page 8. 3.05.2 Recommended wage rate. Recommending a wage rate or 20 percent over Minimum wage, leaves this wide open to higher or lower bidding rates. To be fair to all, and the cleaning staff for Base cleaning. Why not stipulate a rate of 14 or 15.00 per hour for all cleaning staff? And can stipulate managers and Supervisors at a fair rate as well. This puts all bidders in the same wage rate and more fair to cleaning staff. This also eliminates the issues of minimum wage increases in middle of contracts as well. This stipulating of contract wages has and still is being done by all Provincial government cleaning contracts. And I believe Federal contracts can do this under their fair wage agreements and trades wages. Better wages, happier staff, less turn over. It's a win win.

Answer: Minimum wage will be amended to a minimum of 14.00\$ for the janitor personnel, and will be mandatory.

17) Page 8. 3.07.4 Supply a service Vehicle with a cleaning system mounted to the vehicle. The spec'd unit to mount to a vehicle is a small portable carpet cleaner with wheels.

Which could not be mounted to a vehicle, as it needs power from electrical outlet and only a 15 ft. hose, 10 gallon water tank and only 100 psi. Also, these portable units with inline heater will not work on Base, They continuously trip breakers. Draws more power than older electrical can handle. This was tried before at J 7. and tripped all breakers. If this equipment was meant to state a truck mount steam cleaning unit, it's a unit installed in a full size cargo van. All self-contained, self-powered, 490 cfm of vacuum for extraction, adjustable water pressure of 100 to 1200 psi. For cleaning or high heat pressure washing. 200 degrees F steam water temp. 120 gallons fresh water tank and 100 gallon recovery tank. Reeled vacuum and pressure water hoses, 150 ft. up to 350 ft. This unit stays and runs outside, self- powered, with only the vacuum and water pressure hoses and cleaning tools brought inside the buildings.

Answer: Unfortunately the on demand Cleaning Various Buildings Base and Training Area has been removed by PWGSC and is included in the janitorial #1 to 5. The minimum requirement are the same. Also if bidder win more than one contract he will need only 1 vehicle of that kind for all his contracts.

18) Page 4. 2.04.4 To be clear. This package requires 2 4x4/ all-wheel drive vehicles year around? One for the 2 person run of the range and training area and 1 specifically for SW-11 as it's a fulltime position site?

Answer: Yes, 1 x for the janitor who does the training area and 1 x for the full time janitor at SW 11.

19) Page 5. 2.04 .5 .5 .3 List for Vacuums mentions D-57. Not on Building list.

Answer: This is an error. Only buildings listed in Annex A are included in this Contract.

20) Page 6. 3.04.2 Hours don't reflect min. hours listed in Annex A Bldg. Info List. And no extra for disinfecting?

Answer: hours on contact will be amended and removed.

21) Page 6. 3.04.2 Does J-7 have a day and night shift? Days for common areas, such as halls, stairs, entries, receptions, washrooms, canteens, emergency spills, etc.? And a night shift for offices, Training/lecture rooms, theatres etc.? Or areas not accessible during day hours?

Answer: Yes

22) J-8 and J-9. Is it 8 hours per day each as per annex A? And what about disinfection time?

Answer: Hours will be amended and removed from the contract.

- 23) L- Lines. Hours listed do not reflect hours listed in Annex A bldg. info list. And Suspect minimum hours listed in Annex A does not include disinfection time 2 times per day?

Answer: Hours will be amended and removed from the contract.

- 24) Page 7. 3.6 .1 J-7 and J-10. Will there be special equipment required to clean high roof glass, some high hard to get at slanted entry glass, etc.? If so, Will this be looked at as an extra for special lift equipment rental? Or are these types and areas of glass exempt?

Answer: It is to the contractor decision if he need special equipment to clean hard to reach windows and glass, it should be reflected in the contractors bid.

- 25) Estimated hours listed: As per Annex B Frequency list page 1-7 and Annex E (health Canada new cleaning & disinfecting steps) the estimated hours do not seem to be adjusted to reflect this extra work. Will these be adjusted?

Answer: Hours will be amended and removed from the contract.

- 26) Annex B Frequencies. Page 1 to 11. Regarding the washrooms and high touch points for Covid 19 disinfection listed in Frequencies and in Annex E, Health Canada Cleaning steps. What about the buildings out in the Range Training areas? Will these buildings still be required to be done 2 times per day? Requiring a crew to travel out into the RTA 2 trips per day? If not enough time for 1 crew to cover all the RTA buildings 2 times per day, will there be a need for 2 crews with an extra 3rd 4x4/ All wheel drive? And more minimum hours listed?

Answer: Yes your bid must reflect this. 1x vehicule for RTA , 1x vehicule for sw 11,full time cleaner,and training are is slippery and muddy sometime.Required cleaning 2xdaily.

- 27) Annex B. Page 11. I. 4 Clean dishes? Is there an automatic dishwasher? Please define? Clean interior of stove oven and fridge daily. Will oven require oven cleaner daily? Please define?

Answer: Daily the janitor verify if they required to be clean, the engineer will contact supervisor if need to be clean in any other circumstance.

- 28) Annex B. Page 11. 17. Windows. A & B list H-33. Not on bldg. list.

Answer: This is an error. Only buildings listed in Annex A are part of Contract #3.

- 29) Page 6, section 3.04 #3 – States: Transportation will be provided to on course washrooms. Please explain how this is provided and by whom?

Answer: The Golf Club staff will provide a ride to them to go around this 2. Also these building on the golf course are summer months only.

- 30) Page 5 & 6, section 3.03 #3 – Due to various room occupancy on vacancy are the hours needed to clean suites & various accommodation rooms & VIP housing invoiced as an extra? Due to unknown usage. Would this be charged out under item 2 on the pricing table?

Answer: No. they have to be check daily and accommodation let them know when somebody has occupied it. They have to be bid by square meter on basic daily cleaning.

- 31) Annex B Frequencies. Page 2 through 9 look like they are for the J lines and L-33 and part of Janitorial # 3 and not pertaining to this Janitorial # 4 , K-Line Bldgs. ?

Answer: Annex B page 5-6 # 9-10 will be amended and remove from Janitorial contracts #4

- 32) It appears there is a request for the contractor to provide three vehicles Section 01 11 00 Page 4 and section 00 21 13 Pg 8. Can it be confirmed this is correct.

Answer: 2 plus 1 vehicle mounted as per Section 01 11 00 Page 4 and section 00 21 13 Pg 8.

- 33) 1.13 says at the end of the contract the contractor must leave the premises in an impeccable condition. Since there is a condition that money may be taken from the contractor if it is not can you please provide a definition of impeccable and who determines that. It seems reasonable that there should be a definition. Also if we were successful in attaining the contract will the sites be left in this same impeccable condition and if not whose responsibility is it to bring it up to that impeccable standard.

Answer: Building at an impeccable standard should be; clean, without accumulation of dust, floor swept and mopped, should be satisfactory as per inspection sheet.

- 34) Section 01 11 00 Page 6 says J1 and J7 requires 5 Full Time cleaners, however, Annex A is showing minimum hours of 64 for J7 and 4 hours for J1. Please provide clarification as to which one is correct.

Answer: 5 cleaners for both building. It is the minimum required.

35) Section 01 11 00 shows the staff requirement for L4, L24,L10,L32 and L37 to be 2 Full Time Cleaners. Annex A is showing 36 hours. Can it be clarified as to which one is correct?

Answer: hours will be removed and bid will be by square meter ONLY. The amount of cleaner needed is the minimum we required to complete the task.

36) The above noted tender in 2.2.1 a site visit is optional but in the specifications section 1.6 it indicates a mandatory visit but gives no dates or time. Can you please resolve the difference?

Answer: There will be no site visit, it will be virtual, and we are creating a power point with details, pictures and plans for each contracts.

37) Please confirm that the contractor is responsible for provision of all washroom supplies. If the contractor is responsible can you provide the population of each building or at least the total population of all buildings?

Answer: There is several school on base, population on CFB Gagetown vary, there is approximately 1500 civilian employees and we can go up to 4500 Military members. Military members fluctuate a lot depending of courses/operation running. It is impossible to know how many persons use each building because some of them are not used on daily basis but still required daily cleaning.

38) 3.03 states the requirement for an Operational Manager, can you confirm that this is above the non-working supervisors that are required.

Answer: Yes, Operational manager is above non-working supervisors.

39) Annex A Page 1 outlines listing of various numbers of dispensers required. If it is found that there are more required will the contractor be compensated.

Answer: Amendment will be done on Annex A on all 5 contracts to include extras in case of add-on needed.

40) Is the new contractor responsible for removing the dispensers that are presently in place or the present contractor. What occurs if the holes created when the new dispensers are installed do not meet the holes from the old ones being replaced?

Answer: The outgoing contractor will leave enough supply until it get replaced. The award contractor will remove and place his dispensers at same time. Recycling container will be provide by Engineer. If there is holes or minor damage done during installation/replacement of dispensers, it need to be reported to the engineer, he will take arrangement to get CE to repair at no cost of for the contractors.

- 41) 3.12 outlines the requirement for window cleaning. is the contractor responsible for windows on 2nd or 3rd level

Answer: Window of the first floor and up has to be done.

- 42) Window cleaning includes the removal of screens. Our understanding is many screens cannot be removed because of age etc. who is responsible should there be damage to screens while attempting to remove.

Answer: Summary of work under Building windows. All window screens will be removed to clean the windows and installed after cleaning by the contractor at no additional charge. Fixed screens will be reported to the Engineer.

- 43) There are numerous buildings which are asking for a number of full time or part time staff. Could you please define the number of paid hours in a full time position and that of a part time position?

Answer: (Definition; Full-time employment is usually considered between 30-40 hours a week, while part-time employment is usually less than 30 hours a week). That said, it is up to the bidder to determine the amount of hour needed, full time and part time based on the square footage. Normal working days on base is from 0730 to 1600.

- 44) Annex B outlines the specification, in those specs it details the frequency of service, however it also has a column which outlines that each type of service in each area is required to be done as required. By having as required inserted would allow the client to ask for services whenever they want as often as they want. This makes it very difficult to estimate the number of labour hours required and therefore cost. Can this be altered or deleted.

Answer: Engineer will contact contractor for any “As Required”, what that mean is at any time, if the engineer conducts an inspection of the building and there is an Area that has not been done, the engineer will contact the supervisor to get this corrected during working hours. EXAMPLE: Cleaner omits to empty the garbage bin in one office, the engineer calls the Head Supervisor who will let the Supervisor know to get this fix in the next few hours. In any circumstances the cleaner or contractor will not deal with building occupants, every issue goes through Engineer.

- 45) It would be a major project to replace all dispensers, how much time is allowed to complete this project.

Answer: 9 days, some buildings might take a day but by experience, a company changed all the hand sanitizer dispensers at the Hospital facility in less than half a day.

- 46) 3.05.2 States that it is recommended that staff should be paid 20% above provincial minimum wage. This is listed as a recommendation but not a requirement. Can it be made a requirement

Answer: It will be mandatory for the 5 tenders and minimum salary for the janitorial personnel will be 14.00\$/hr.

- 47) We have another inquiry concerning the replacement of various washroom dispensers. For all five tenders there is a total of 4800 dispensers of various types that are being required to be replaced. There is a substantial cost to purchasing these dispensers and the ability of a manufacturer to provide these in a timely manner which would make them available for the start-up of the contract. In addition it would take a substantial amount of hours to place all of these units throughout the buildings. Is the present contractor responsible for removing the ones that are presently in place, if not who is. What would be the logistics on timing of removal and replacement?

Answer: Depending on award of contract, we are expecting 9 days (April 01 to April 9) to replace them all but due to pandemic situation, supply chain, we will adjust the timeframe but we will try to keep the changes inside the first month of the winning award.

- 48) Does the present contractor now own the dispensers and if so would they also have to provide and replace all dispensers

Answer: Yes, they needed to replace them to be fair with every bidder.

- 49) There are many Government regulations surrounding the issue of environmental waste and putting more plastics into the waste stream. Unless all of the present dispensers are inoperable or unsightly it seems to go against good environmental policy to put five thousand of these units into the waste stream by removing all of the present units and then do the same thing three years from now when the contract is completed.

Answer: To be fair for any contractors on the board, dispensers will be removed/replaced and recycled. Containers will be provided by Engineer to dispose of dispensers.

- 50) The bid document and specification document have differences – as an example – The bid document states no site visit however the specification document states there is one – which document should we use as the best guide moving forward?

Answer: There will be no site visit, it will be virtual, and we are creating a power point with details, pictures and plans for each contracts.

- 51) If a proponent was to win more than one of the current contracts available for tender would they require an Operations manager for each one?

Answer: It is possible that a contractor may win more than one contract, the contractor may use one operations manager but will need the nonworking and working supervisor for each contract as stated.

52) The bid document and specification document have differences – as an example – The bid document states no site visit however the specification document states there is one – which document should we use as the best guide moving forward?

Answer: There will be no site visit, it will be virtual, and we are creating a power point with details, pictures and plans for each contracts.

53) Although there will be no office space provided, there will be spaces available to store supplies and equipment, Would vehicles be included in equipment or would the company who is awarded the contract be required to supply parking for vehicles?

Answer: Storage space for cleaning products and equipment will be provided by DND in each building, the contractor is responsible for the parking of their vehicles.

54) In some tenders it says that 25% of staff need Infection Diseases Control Training and will be certified before commencing work while others say 50%, is this an error and if so which is the correct percentage?

Answer: In all tenders it should be all cleaning staff 100% should be trained in infection Diseases Control.

55) If there is an increase in minimum wage and if the proponents are required to pay staff at a minimum of 20% above minimum wage will this be allowed as an increase to cover these costs?

Answer: The section will be amended in each contracts to a minimum salary of 14.00\$ n hour and it is MANDATORY.

56) If a company was to win more than one of the current contracts available for tender would they require a service vehicle with a cleaning system mounted for each tender?

Answer: No

57) In Specs 2.13 it states that the Contractor is responsible for covering all costs associated with the installation of dispensers. This includes the costs of all labor, material, tools and equipment, as well as the costs of the dispensers themselves. This cost should be included in the Contractor's unit price submitted for routine cleaning, as per section 00 21 13, Instructions to Bidders, subsection 3.9, Quantities and Basis of Payment, however in the pricing sheets the cost is listed separately. Should it be including in the first year cost or separately?

Answer: It could be easier to do it separately from the actual cleaning contracts.

58) The pool is noted as being seasonal with the hours of 1200-2100 daily including holidays and weekends however in the building information sheet it says that this building requires

4 hours daily. Is that year round or seasonal? Would someone be required for the entire duration of the pool being open?

Answer: In Janitorial #1 L-G2-990/1845 the outdoor pool A-42 is seasonal. From 0730 to 1200 there is a 4hour period to clean the pool and the change rooms, cleaning staff are not required while pool is open unless there is an emergency that would needed to be cleaned. Hour will be removed from contracts.

In Janitorial #5 L-G2-9900/1849 the indoor pool M-2 is year-round. This pool is cleaned over night by the night staff and no staff are required while the pool is open unless there is an emergency that would need to be cleaned.

59) It also states that there must be two staff at all times when working at the pool however that if a life guard was present that would count as two staff however if there is no life guard then we would require two staff. Is there always a life guard on duty when the pool is operational?

Answer: There is life guards on duty but only when the pool is open, the pool is always cleaned before the pool opens therefore two cleaning staff are required around the pool when being cleaned.

60) What is considered the winter Season?

Answer: Winter is considered to be November 1 to April 30 and summer months are May 01 to October 31. In some cases, like the Golf course, the weather dictated when the season start and end.

61) 3.04 States that L-32 requires 2 full time cleaners, Annex-A shows 4 hours total.

Answer: DND will remove estimated hours in Annex-A from all contracts 1 to 5, all bidding will be as per square meters.

DND has identified in the specifications 1 to 3 the requirement of the number of cleaners in buildings.

The number of cleaners stated in spec 1 to 3 are the minimum amount of cleaners required to clean buildings specified.

The contractors are responsible for the amount of cleaners and amount of time the cleaner works in each building, ensuring that buildings are cleaned and disinfected as per specification, plus Health Canada's COVID – 19 Directive.

62) Page 5. 3.01.3 Asks for 100 % of contractor's staff to be trained with Infection Diseases Control Training, and will be certified before commencing work.

C. Please define the expected type of certification required? Can this be an in house training and certification conducted by an already in house trained individual?

D. Also, will there be a grace period for this training upon starting new contract? As we will not have these staff hired until after award of contract.

Answer: A) Personnel must be certified, if the in House member has the authority to give and certify the course, yes.

B) The training must be done as soon as possible, with in the first 2 months of the award.

- 63)** Page 6. 3.01 .6 Waxing, scrubbing of floors, and steam cleaning carpets, once per year. As per item # 13 on Annex B Basis of payment unit price table. Can we assume this service will be done and paid as an extra and paid as per the rate submitted in Item 13? And not included in the unit pricing in item # 1 on pricing sheet?

Answer: Yes

- 64)** Page 6. 3.03 .1 Requirement of onsite manager 5 days per week. Page 7. 3.04 .1 2 Supervisors. Why would there be a need for onsite manager when 2 supervisors are on site? This relates to all 5 Janitorial Packages. All packages would have 5 onsite managers, and no supplied offices?

Answer: If you win more than one contract you will need one Operation Manager who does the order and managed supervisors. Manager has to be there like the supervisors
A) Operational Manager: a person who is assigned the overall managerial responsibilities for the provision of the services that are specified here in.

B) Site Supervisor: a person who is assigned supervisory duties, in a full time capacity. The supervisor does not preform hands-on cleaning.

It is the Contractor's responsibility through adequate use of the operational manager and site supervisors to ensure all cleaning is completed in accordance with this specification, prior to the departure of each work shift.

- 65)** Page 8. 3.07 .4 Supply a service Vehicle with a cleaning system mounted to the vehicle. The spec'd unit to mount to a vehicle is a small portable carpet cleaner with wheels. Which could not be mounted to a vehicle, as it needs power from electrical outlet and only a 15 ft. hose, 10 gallon water tank and only 100 psi. Also, these portable units with inline heater will not work on Base, They continuously trip breakers. Draws more power than older electrical can handle. This was tried before at J 7. And tripped all breakers. If this equipment was meant to state a truck mount steam cleaning unit, it's a unit installed in a full size cargo van. All self-contained, self-powered, 490 cfm of vacuum for extraction, adjustable water pressure of 100 to 1200 psi. For cleaning or high heat pressure washing. 200 degrees F steam water temp. 120 gallons fresh water tank and 100 gallon recovery tank. Reeled vacuum and pressure water hoses, 150 ft. up to 350 ft. This unit stays and runs outside, self- powered, with only the vacuum and water pressure hoses and cleaning tools brought inside the buildings.

Answer: Unfortunately the on demand Cleaning Various Buildings Base and Training Area has been removed by PWGSC and is included in the janitorial #1 to 5. The minimum requirements are the same. Also if bidder win more than one contract he will need only 1 vehicle of that kind for all his contracts.

- 66) Estimated hours listed: As per Annex B task schedule/frequency list page 1-7 and Annex E (Health Canada new cleaning & disinfecting steps) The estimated hours listed does not include the extra time it would take to provide this extra as required 2 times per day for disinfecting. Will these hours be adjusted to reflect the 2x per day requirements as per Annex B & E Covid disinfecting services?

Answer: Janitorial no.1 to 5 hours will be removed from contracts.

- 67) Please confirm that the contractor is responsible for provision of all washroom supplies. If the contractor is responsible can you provide the population of each building or at least the total population of all buildings

Answer: There is several school on base, population on CFB Gagetown vary, there is approximately 1500 civilian employees and we can go up to 4500 Military members, military members fluctuate a lot depending of courses/operation running. It is impossible to know how many persons use each building because some of them are not use on daily basis but still required daily cleaning.

- 68) Is the new contractor responsible for removing the dispensers that are presently in place or the present contractor. What occurs if the holes created when the new dispensers are installed do not meet the holes from the old ones being replaced?

Answer: the outgoing contractor will leave enough supply until it get replaced. The award contractor will remove and place his dispensers at same time. Recycling container will be provide by Engineer. If there is holes or minor damage done during installation/replacement of dispensers, it need to be reported to the engineer, he will take arrangement to get CE to repair at no cost of for the contractors.

- 69) 3.12 outlines the requirement for window cleaning. is the contractor responsible for windows on 2nd or 3rd level

Answer: Window of the first floor and up has to be done.

- 70) There are numerous buildings which are asking for a number of full time or part time staff. Could you please define the number of paid hours in a full time position and that of a part time position?

Answer: (Definition; Full-time employment is usually considered between 30-40 hours a week, while part-time employment is usually less than 30 hours a week). That said so it is to the bidder to determine the amount of hour needed, full time and part time. Normal working days on base is from 0730 to 1600.

71) Annex B outlines the specification, in those specs it details the frequency of service, however it also has a column which outlines that each type of service in each area is required to be done as required. By having as required inserted would allow the client to ask for services whenever they want as often as they want. This makes it very difficult to estimate the number of labour hours required and therefore cost. Can this be altered or deleted.

Answer: Engineer will contact contractor for any ‘‘As Required’’, what that mean is at any time if the engineer make an inspection of the building and there is Area that has not been done the engineer will contact supervisor to get this corrected during the working hours. EXEMPLE: Cleaner omit to empty the garbage bin in one office, the engineer call the Op. Manager who let Supervisor know to get this fix in the next few hours.in any circumstance the cleaner or contractor will deal with building occupants, every issue goes through Engineer.

72) It would be a major project to replace all dispensers, how much time is allowed to complete this project.

Answer: 9 days, some building might take a day but by experience, a company change all the hand sanitizer at the Hospital facility in less than half a day

73) Does the present contractor now own the dispensers and if so would they also have to provide and replace all dispensers

Answer: yes, they needed to replace them to be fair with every bidder.

74) There are many Government regulations surrounding the issue of environmental waste and putting more plastics into the waste stream. Unless all of the present dispensers are inoperable or unsightly it seems to go against good environmental policy to put five thousand of these units into the waste stream by removing all of the present units and then do the same thing three years from now when the contract is completed.

Answer: to be fair for any contractors on the board, dispensers will be remove/replace and recycled. Containers will be provided by Engineer to dispose of dispensers.

75) Section 01 35 35 Page 2.3 states all rubbish shall be removed from the work site at the end of the work day. Can you please tell us where it is to be taken?

Answer: There are garbage and card board recycling bins at each building which can be used. Paper recycling bins are kept at the entrance.

76) The tender indicates that office space will not be provided. Where managers, supervisors and admin staff would be expected to operate from. Can this be reviewed?

Answer: At this stage, this concern cannot be reviewed. Office space will not be provided. Office has to be in a radius of 15KM of the CFB Gagetown. Several time during the week the Manager get call from Engineer or supervisor to fix and check things/issue on site.

77) Section 01 35 35 Page 2.3 states all rubbish shall be removed from the work site at the end of the work day. Can you please tell us where it is to be taken?

Answer: Garbage container are provided besides each building on base.

78) Annex E – we just want to confirm that twice per day service is required for washrooms/offices/classrooms.

Answer: Yes Annex E need to be followed as required on contracts.

79) If a company was to win more than one of the current contracts available for tender would they require a service vehicle with a cleaning system mounted for each tender?

Answer: No

80) The pool is noted as being seasonal with the hours of 1200-2100 daily including holidays and weekends however in the building information sheet it says that this building requires 4 hours daily. Is that year round or seasonal? Would someone be required for the entire duration of the pool being open?

Answer: In Janitorial #1 L-G2-990/1845 the outdoor pool A-42 is seasonal. From 0730 to 1200 there is a 4hour period to clean the pool and the change rooms, cleaning staff are not required while pool is open unless there is an emergency that would needed to be cleaned. Hour will be removed from contracts.

81) In Janitorial #5 L-G2-9900/1849 the indoor pool M-2 is year-round. This pool is cleaned over night by the night staff and no staff are required while the pool is open unless there is an emergency that would needed to be cleaned. It also states that there must be two staff at all times when working at the pool however that if a life guard was present that would count as two staff however if there is no life guard then we would require two staff. Is there always a life guard on duty when the pool is operational?

Answer: There is life guards on duty but only when the pool is open, the pool is always cleaned before the pool opens therefore two cleaning staff are required around the pool when being cleaned.

82) What is considered the winter Season?

Answer: Winter is considered to be November 1 to April 30 and summer months are May 01 to October 31. In some cases, like the Golf course, the weather dictated when the season start and end.

83) SNOW REMOVAL. I have noted there is a requirement to remove ice and snow etc from entrances and steps.

Questions: A. Does the contractor provide the salt and sand and equipment to move the snow/ ice? B. Is there a snow clearing contractor on the Base in addition to the cleaning Companies?

Answer: Cleaning contractors do not remove any snow.

84) DAYS PER WEEK. I noticed most cleaning is during the day 7:30- 1600 hours. I notice the task dictates what to do and how often. Questions: Is there a 5 day service per week for all buildings, or do some have a 6 or 7 day requirement? Also the estimated hours you have given us are obviously per day correct? On demand a separate per hour quote?

Answer: some building required 7 days week cleaning and, Estimate hour on contracts will be amended and removed, bid will be by square meter.

85) GARBAGE DUMPSTERS. Question: Is there a requirement for that, or do you have a contractor removing the garbage from the base?

Answer: There is a contract set up for garbage container on base.

86) EQUIPMENT. Question: Is the equipment including vehicles to be new or like new?

Answer: SUMMARY OF WORK SECTION 01 11 00 PAGE 4/2.04

.2 All equipment will be of industrial quality and in like-new condition at the beginning of the contract. Equipment will be maintained in like-new condition for the duration of the contract.

87) NEW CLEANING STEPS. Question: Regarding the Health Canada / COVID sanitizing 2 x per day is this to be billed extra, or to be priced within the overall quote?

Answer: The 2 time a day sanitizing will be included in daily routine, and in the square meter bid. It will be itemized in the invoice.

88) TENDER NAMES.

What Tender Corresponds to the following Job # 5 Janitorial Specifications?

L-G2-9900/1845 Janitorial Spec # 1

L-G2-9900/1846 Janitorial Spec # 2

L-G2-9900/1847 Janitorial Spec # 3

L-G2-9900/1848 Janitorial Spec # 4

L-G2-9900/1849 Janitorial Spec # 5

Answer:

Janitorial #1 L-G2-9900/1845 Janitorial Spec # 1
Janitorial #2 L-G2-9900/1846 Janitorial Spec # 2
Janitorial #3 L-G2-9900/1847 Janitorial Spec # 3
Janitorial #4 L-G2-9900/1848 Janitorial Spec # 4
Janitorial #5 L-G2-9900/1849 Janitorial Spec # 5

- 89) All of the hours stipulated is for janitorial services only and there is no allowance for hours that would pertain to Covid Cleaning. Are the contract specifications going to be modified to include hours for covid cleaning as the hours allowable in the specifications would only allow for daily cleaning one time only. Right now the current contract the way it was set out was amended to allow for monthly covid cleaning. Please advise.

Answer: Hours will be amended and removed from contracts. All bids must be done by Square Meter. It is responsibility to contractors to have sanitizing and cleaning work reflected in his bid.