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NA
Ontario

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
Public Works and Government Services Canada
Ontario Region
10th Floor, 4900 Yonge Street
Toronto
Ontario
M2N 6A6

Title - Sujet Security Guard Services	
Solicitation No. - N° de l'invitation 47419-216063/B	Amendment No. - N° modif. 001
Client Reference No. - N° de référence du client 47419-216063	Date 2021-06-17
GETS Reference No. - N° de référence de SEAG PW-\$TOR-016-8053	
File No. - N° de dossier TOR-0-43034 (016)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-07-07 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Grozdanovski, Tase	Buyer Id - Id de l'acheteur tor016
Telephone No. - N° de téléphone (647) 926-3756 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See Herein	

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

Amendment 001 has been issued to:

1. Extend the solicitation period,
2. Provide answers to the following questions, and
3. Make changes to Annex A – Statement of Work.

1. Extend the solicitation period as follows;

At Page 1, under Solicitation Closes:

Delete: 2021-06-25

Insert: 2021-07-07

2. Provide answers to the following questions.

Q1. Are you able to provide any information on what applicable collective agreements are in force for the Pacific Region, current wage rates and which unions are represented?

A1. There are no current collective agreements or unions represented in the Pacific Region, and therefore current wage rates will not be disclosed.

Q2. Can uniform pants be navy blue?

A2. No. As per Annex A, Section 8, contracted resource uniforms cannot be navy blue.

Q3. Will the Contractor be providing all electronic reporting structures, i.e. incident reports, departure verifications etc., or does CBSA use a proprietary system that the Contractor will have access to?

A3. If reporting is required to be done electronically the CBSA will provide the system(s) for electronic reporting for incident reports, departure verification, etc.

Q4. How is the 40 hours of on-site training broken down? Can this include cross-training at other locations?

A4. The 40 hours of on-site training is utilized to ensure Contractors are aware of the operation, emergency procedures, posts and tasks. A breakdown can be found in Annex A, Section 7.3.5. Cross-training at other locations may be required for certain posts/tasks at satellite offices, airports, other law enforcement locations, etc., if required for the specific resource.

Q5. How long is the current process to obtain a CBSA Reliability Clearance?

A5. CBSA Reliability Clearance may take up to 20 business days.

Q6. Under what conditions will leg irons be utilized for transport?

A6. Leg irons are utilized for transport when deemed necessary as determined by a CBSA risk assessment.

Q7. To what extent will information be shared about detainees i.e. Risk Assessments etc.?

A7. The CBSA will ensure Contractors have the information required to complete their tasks safely and securely. Security requirements based on CBSA risk assessments will be communicated to Contractor resources, if deemed necessary for the required work.

Q8. What is the communication mechanism for changes in risk? For example, if a detainee was considered a low flight risk but is elevated to high.

A8. The CBSA determines the risk level of all detainees, and will communicate any changes to Contractor resources, if deemed necessary for the required work.

Q9. What is the escalation process through CBSA to provide support to the Contractor for a detainee – i.e. a high risk situation or incident?

A9. CBSA will monitor the Contractor-provided radio enabling them to be immediately notified of any urgent or emergency situations, and therefore attend appropriately to provide support to Contractors.

Q10. Are all guards currently certified to CGSB standards for security officers, or is this a new requirement?

A10. Yes, all guards are currently certified with at least a CGSB Basic Security License (Annex A, Section 7.2).

Q11. To what extent will CBSA be comfortable with retaining current personnel? If CBSA permits and guards are amenable, could the new Contractor transfer a large portion of the current staff over to the new contract?

A11. Yes, this is preferable, and up to the Contractor to facilitate.

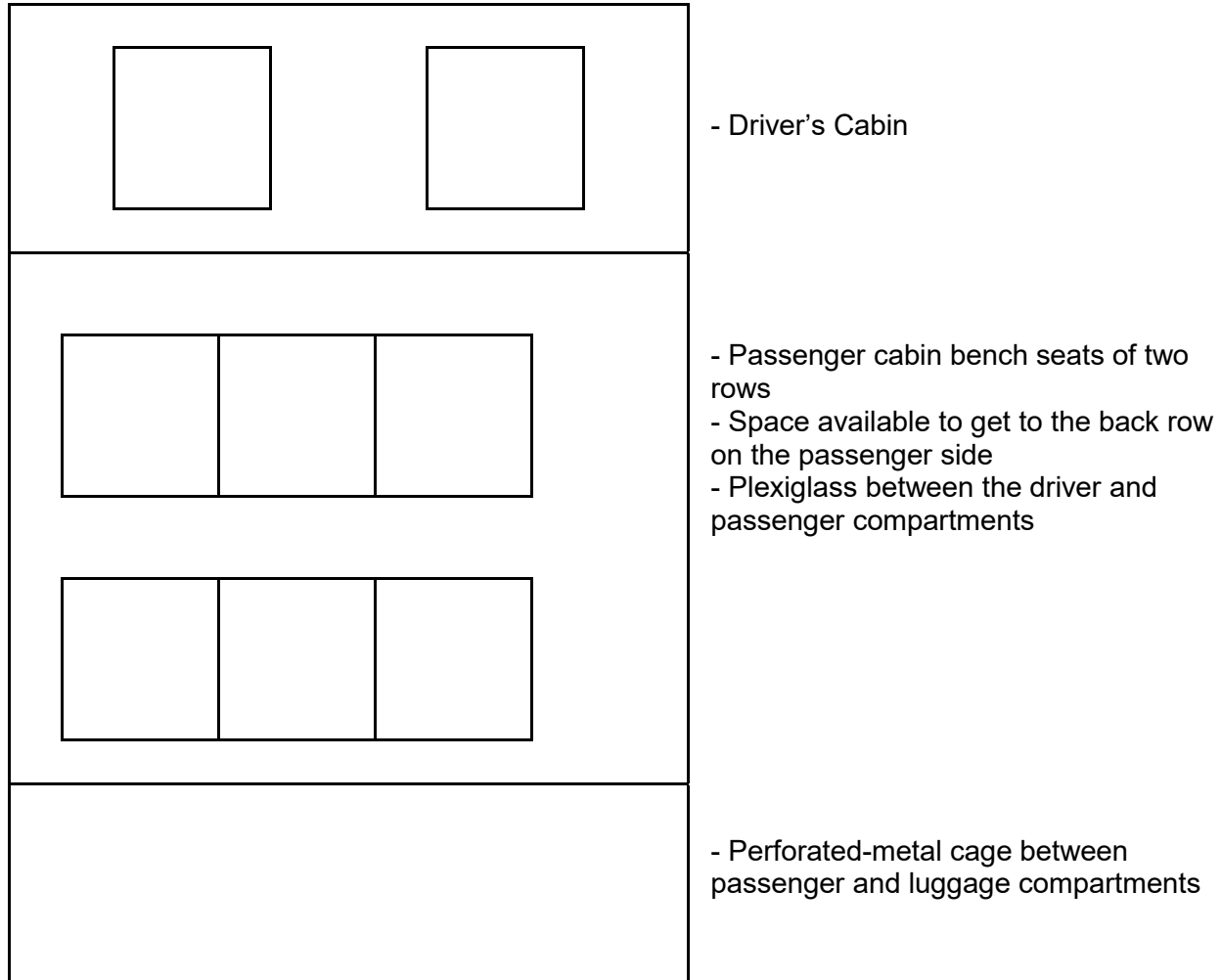
Q12. Regarding Vehicles: Does the 5/10/12 passenger include the driver & front “passenger”, or is that actually the number of detainees that are in addition to the driver and front passenger.

A12. This includes the driver and front seat passenger.

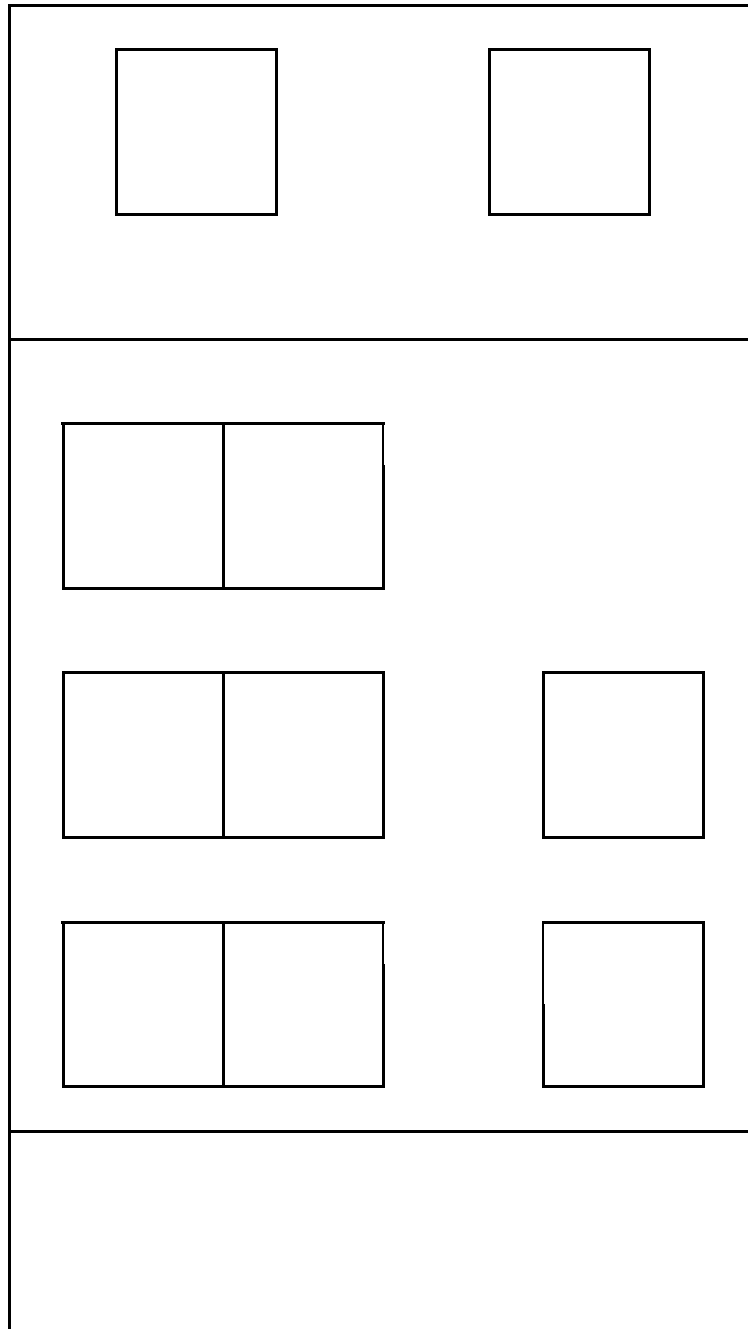
Q13. Regarding Vehicles: Can you provide a diagram of how seating is configured for the 10 and 12 passenger vehicles as well as how the ten dividers etc. would be positioned?

A13. Vehicles are required for 5/7/8/12 passengers for this requirement (Annex A, Appendix 1). Here are examples of seating configurations of transport vehicles:

Example 1:



Example 2:

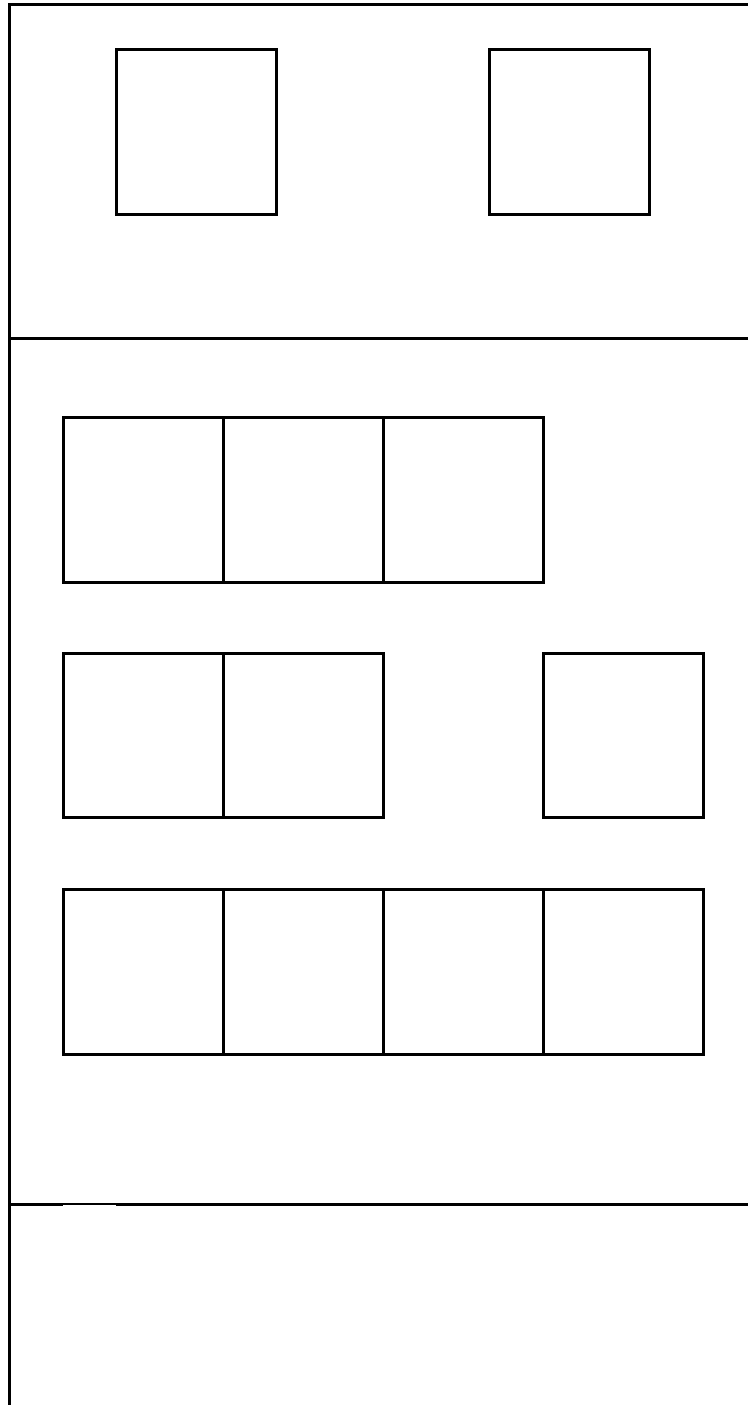


- Driver's cabin

- Passenger cabin has 3 rows of seats
- Space to get to the centre on the passenger side; then in the centre of the second row to the rear
- Metal bulkhead with Plexiglass between the driver and passenger compartments

- Metal bulkhead with Plexiglass between the passenger and luggage compartments

Example 3:



- Driver's cabin

- Passenger cabin has 4 rows of seats
- Space to get to the centre on the passenger side; then in the centre of the second row to the rear
- Metal bulkhead with Plexiglass between the driver and passenger compartments

- Metal bulkhead with Plexiglass between the passenger and luggage compartments

Example 4:



Example 5:



Q14. Regarding Vehicles: Can you provide the make and models (with pictures) of the current vehicles in use that are compliant?

A14. Vehicles that are currently being utilized for operations belong to contracted service providers, therefore the CBSA cannot comment on them.

However, we can provide some of the examples that the CBSA uses:

Ford Transit MR 150 XL

Ford Transit MR 350 XL

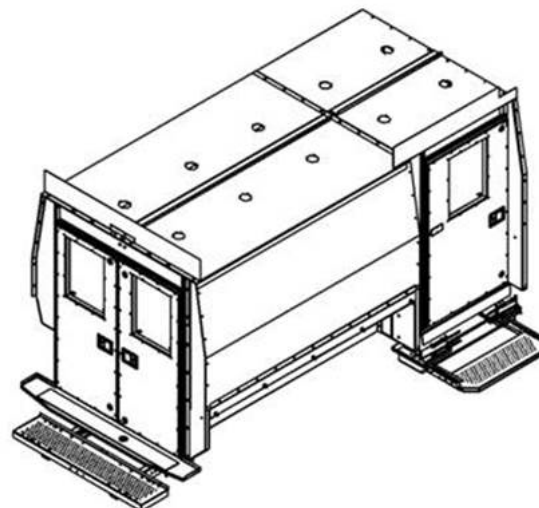
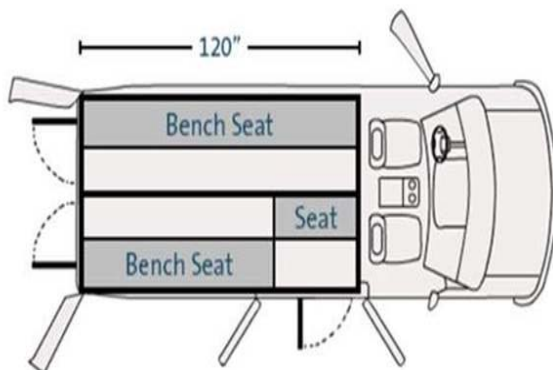
Toyota Sienna



Dodge Ram Promaster



Q15. Regarding Vehicles: Can you kindly elaborate on the level of security required? Would we require a detainee transport insert similar to those used to transport prisoners (picture below)?



Prisoner Transport Insert For 2015-2021 Ford Transit Medium roof long length 148" WB Cargo van

Or will a lighter version suffice where the windows and contact with the driver are secured as shown in the below schematic?



A15. A prisoner transport system is not necessary, however, may be accepted for use by the CBSA. Windows must be laminated or have wire mesh to prevent breakage and escape, and the passengers must be separated from the transport guards.

Q16. Can you please provide wages for all locations, including Bill 7 for Ontario?

A16. Yes. PSPC will provide the information.

Q17. Are we required to provide the fit test kit and perform the tests or just provide the kit and CBSA support teams will provide the tests.

A17. Contractors must ensure all resources have been properly fit-tested for sizing of N95 masks. The CBSA will provide various sizes of N95 masks in bulk, if required, but will not determine the proper fit for each Contractor resource.

Q18. What documentation is required to be provided to CBSA for each yearly vehicle certification?

A18. Safety inspection results for each vehicle must be provided to the CBSA annually.

Q19. General: Is parking for guards provided at all locations? Including airports?

A19. Site specific differences exist in relation to whether Contractor resources are provided parking. Please refer to Annex A, Appendix 1 for parking specifications for each location.

Q20. At Appendix 2, Clause 1.3, As there are currently no suitable van models produced that meet the specified height requirement, will CBSA approve the use of the mid roof Ford Transit Van?

A20. Yes, as long as height limitations are adhered to.

Q21. At Appendix 2, Clause 1.4, Can you please confirm that Ace security laminate is suitable to meet this requirement?

A21. Yes.

Q22. At Appendix 2, Clause 1.4, Can you please confirm if the perforated plexiglass is to be applied to the barrier between the driver and the clients? If not, can you please provide details on the location and specifications for the installation?

A22. Perforated plexiglass should be upfitted between the driver's and passenger cabins so ventilation can occur without detainees having a chance to escape.

Q23. At Appendix 2, Clause 1.8, If the partition used is engineered to accommodate side curtain airbag deployment, is there still a requirement to deactivate the airbags?

A23. No; if vehicle fit-up is engineered to safely accommodate side curtain airbag deployment, then the airbags do not need to be deactivated.

Q24. At Appendix 2, Clause 1.9, If the vehicle is equipped with a remote unlock feature, is a cable release mechanism still required for the rear doors?

A24. For safety reasons, a cable release mechanism is still required for the rear doors, even with a remote unlock feature.

Q25. At Appendix 2, Clause 1.9, can you please confirm if the OEM safety belts are sufficient to meet the anti-ligature requirement?

A25. OEM belts are sufficient, and this requirement will be removed.

Q26. At Appendix 2, Clause 1.9 Can you please provide additional specifications and photographs for the anti-ligature split vehicle compartments?

A26.



Q27. At Appendix 2, Clause 1.11, Can you please confirm that all weather tires that have the mountain and snowflake rating are sufficient to meet this requirement?

A27. No. Each fleet vehicle must have separate winter tires for use in the appropriate season.

Q28. At Appendix 2 Clause 1.12 Is there a required volume of cubic space per seat for luggage storage?

A28. No.

Q29. Is there a specific timeline required for upfit and replacement of vehicles where needed? Given the current inventory shortage in the auto industry, there is a possibility that turn around times will be delayed or extended.

A29. The CBSA requires the appropriate fit-up and provision of vehicles for the entire duration of the Contract. A 12-week transition period will be provided prior to the in-service date.

Q30. Regarding the Toronto Pearson International Airport (TPIA) site, are there guard posts in both T1 and T3?

A30. The exact needs/posts have to be flexible in the TPIA operation. There is office space available in both terminals for contracted guard services. Contracted guards will work in both terminals.

Q31. Do guards watch the cells at TPIA?

A31. There's the potential for CBSA officers to require assistance for this task.

Q32. Are guards stationed in the living units of the IHC?

A32. Yes, if clients are present (2-3 guards). There's lots of movement in the building, and clients must be escorted at all times. There's also a requirement for observation during yard time when they're not in the facility.

Q33. Because of COVID, can you explain any changes in operating procedures or protocols that the IHC has employed now?

A33. Medical contractor provides a screening of detainees at intake, and all detainees receive twice daily temperature checks. Screening questionnaires are utilized prior to entry into the facility. Any presumptive positive cases are isolated pending results in one of the medical area's rooms, which have separate HVAC systems from the rest of the facility. CBSA ensures restricted movement of these cases, and there is an increased PPE requirement for anyone who must come into contact with the presumptive case. The Government of Canada has employed a strict PPE protocol for the facility.

Q34. With the assumption of COVID still being at play in April 2022 at the in-service date, will the requirement be phased?

A34. The detained population at the time of contract award will determine the number of required resources, however, at this time the CBSA does not anticipate a COVID impact on the requirement. The exact requirements would be detailed at the contract kick-off meeting.

Q35. What is the ratio of detainees to guards?

A35. As detailed in the RFP and further discussed in the contract kick-off meeting, the requirement is 3 guards per wing; 3 guards for hospital transports (pending risk assessment by the CBSA); 2 guards for regular transports.

3. Make changes to Annex A – Statement of Work.

At section 7.3.4 Online Training

Delete:

1. Prior to the provision of services, the Contractor must ensure all Contractor resources are trained and certified with the below identified online training. CBSA may approve a variance to either the timeline or the requirement for the completion of training based on operational need. The CBSA will provide access to online training for resources to access the courses. Copies of all completion certificates must be provided to the identified CBSA employee(s) for each Contractor resource file.

Insert:

1. Prior to the provision of services, the Contractor must ensure all Contractor resources are trained and certified with the below identified online training. CBSA may approve a variance to either the timeline or the requirement for the completion of training based on operational need. The CBSA will provide access to online training for resources to access the courses. Proof of course completion, as deemed acceptable by the CBSA, may be required for inclusion in each Contractor resource file.

At Appendix 2, section 1.9 REAR SEATING AREA

Delete:

1.9 REAR SEATING AREA

Side door skins must cover the inner door handle and other mechanisms to prevent detainees from accessing parts of the door while in the vehicle.

The “child-lock” option must always be activated.

Emergency door unlock cables must be installed for the rear doors of any caged vehicles. The unlock cable will allow the guard to unlock the door by pulling on the cable from the front doors.

Anti-ligature safety belts must be provided and installed for those being transported.

A prisoner partition with front and back panels must be installed, including a clear plexiglass partition. The provided back panel may be a cage, and is only required in vehicles with a back cargo area (e.g., SUV, etc.). Sedan-type vehicles (e.g., Crown Victoria, etc.), do not require the back panel.

Anti-ligature split vehicle compartments must be installed to separate males and females physically and visually during transports.

Floor of the vehicle must be non-slip, fire retardant and any floor coverings must be securely fastened.

Insert:

1.9 REAR SEATING AREA

Side door skins must cover the inner door handle and other mechanisms to prevent detainees from accessing parts of the door while in the vehicle.

The "child-lock" option must always be activated.

Emergency door unlock cables must be installed for the rear doors of any caged vehicles. The unlock cable will allow the guard to unlock the door by pulling on the cable from the front doors.

Safety belts must be provided and installed for those being transported, and consideration should be given to limiting potential ligature points.

A prisoner partition with front and back panels must be installed, including a clear plexiglass partition. The provided back panel may be a cage, and is only required in vehicles with a back cargo area (e.g., SUV, etc.). Sedan-type vehicles (e.g., Crown Victoria, etc.), do not require the back panel.

Anti-ligature split vehicle compartments must be installed to separate males and females physically and visually during transports.

Floor of the vehicle must be non-slip, fire retardant and any floor coverings must be securely fastened.