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**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-22VA01/A	<b>Date</b> 2021-12-22
<b>Client Reference No. - N° de référence du client</b> HAWVA01	<b>Amendment No. - N° modif.</b> 003
<b>File No. - N° de dossier</b> fk304.W857A-22VA01	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$FK-304-80577	
<b>Date of Original Request for Standing Offer</b> 2021-11-15 <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 2022-01-25</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> ( ) - ( )	<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>		

This amendment 003 is raised to:

- 1) Extend the solicitation closing date;
- 2) Modify section 7.12 Priority of Documents;
- 3) Update 8.2.1 General Conditions;
- 4) Modify sections, 8.6.5.3, 8.6.5.4, 8.6.6.1;
- 5) Modify Annex A, SOW sections 2.1.7, 4.2.4.5, 13.1.2;
- 6) Modify Attachment 1 to Part 3 Pricing Schedule;
- 7) Modify Annex B Basis of Payment;
- 8) modify section 4.2 in ANNEX A Statement Of Work
- 9) Answer questions from offerors; and
- 10) Add the bidder's conference presentations.

**1. CLOSING DATE :**

**DELETE :** Solicitation Closes - L'invitation prend fin at – à 02:00 PM on – le 2022-01-11 EST

**INSERT :** Solicitation Closes - L'invitation prend fin at – à 02:00 PM on – le 2022-01-25 EST

**2. DELETE section 7.12 Priority of Documents and REPLACE with:**

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions **2005** (2017-06-21), General Conditions - Standing Offers – Goods or Services
- d) the general conditions **2035** (2021-12-02), Higher Complexity - Services;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Insurance Requirements;
- h) Annex D, Quarterly Usage Report;
- i) the Offeror's offer dated \_\_\_\_\_.

**3. DELETE section 8.2.1 General Conditions and REPLACE with:**

**2035** (2021-12-02), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 17 (2008-12-12) Interest on Overdue Accounts, of **2035** (2021-12-02), will not apply to payments made by credit cards.

**4. DELETE section 8.6.5.3, 8.6.5.4, 8.6.6.1 and REPLACE with:**

**8.6.5.3** Unforeseen items of work arising during the term of the SO which are not in the Schedule of Unit Rates shall be done by hourly rates plus the applicable laid-down cost of Materials with a 20% mark-up (applied to the Material only). Laid-down cost is defined as: The cost incurred by a Contractor to acquire a specific product from a supplier for resale to Canada. This includes the supplier's invoice price (less trade discounts), plus any applicable charges for incoming transportation, foreign exchange, customs duty and brokerage, but excludes the applicable taxes. Mark-up is defined as: The difference between the Contractors' laid-down cost for a product and its resale price to Canada exclusive of the applicable taxes. Mark-up includes applicable purchasing expense, internal handling and general and administrative expenses plus profit.

**8.6.5.4** Where items are only available in pre-set quantities or measurements, the Contractor will be paid the laid-down cost with a 20% mark-up of the Material used only. Example: Pipe comes in 12-foot length and Contractor uses only 6 feet. Contractor would get paid half of the laid- down cost of a 12-foot length. Supplier's invoice shall be presented upon request to the Canada's Representative.

**8.6.6.1** Where the Contractor is expressly directed to carry out emergency work outside the normal working day (ref. Annex A, Statement of Work, Para 4.2), then 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. Hours worked is defined as actual time worked at work site including time spent on telephone communications and coordination with the CFHA EAHRs Centre and/or an occupant. Time to procure and supply materials for the EAHRs call is compensated by a material mark-up of 20%, and will not be additionally compensated. 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. Materials used will be paid at a laid down cost plus a 20% mark-up.

**5. DELETE Annex A, SOW sections 2.1.7, 4.2.4.5, 13.1.2 and REPLACE with:**

**DELETE section 2.1.7 Maintenance Inspection Checklists and Appendix 7 in it's entirety.**

**4.2.4.5** EAHRs shall be provided within one hour of notification of a requirement. For EAHRs work, the work should be made safe or serviceable at the after-hours hourly rate plus the cost of materials which will be paid at invoiced cost with a mark-up of 20%. Any follow up work ANNEX A Statement of Work September 2019 10 required shall be completed during normal hours using the Schedule of Unit Rates or hourly rates where work is not covered by the Schedule of Unit Rates. NOTE: Where the work is too extensive the contractor is to call the EAHRs Call Centre for further direction.

**13.1.2** All Contractors working on, or in federally owned or leased premises / property, acknowledge and accept responsibility for compliance with the applicable health and safety requirements and industry standards. Delays due to safety concerns or issues may result in actions taken by the Canada for non-compliance under 2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services and 2035 (2021-12-02) General Conditions - Higher Complexity - Services. All Contractors shall also follow all local (Base or Wing) health and safety policies and procedures.

**6. DELETE ATTACHMENT 1 TO PART 3 PRICING SCHEDULE and REPLACE with:**

**ATTACHMENT 1 TO PART 3  
PRICING SCHEDULE**

1. Offerors must submit the financial offer in accordance with the Pricing Schedule detailed below. The total amount of Applicable Taxes must be excluded.
2. The price expressed as an offer percentage shall include labour, time, travel, material, plant, fuel, overhead, wastage and profit.
3. The hourly rates are not used in the calculations to select the successful offerors (financial evaluation). They are generally used for work not described in the Schedule of Unit Rates (SUR).
4. Offerors shall determine a percentage offer (change) to apply to the Schedule of Unit Rates specified in Appendices 5. Annex A Statement of Work by comparing the Schedule of Unit Rates with their own prices.
5. The percentage(s) quoted will apply to Responsive Maintenance, Planned Maintenance and Minor Improvements work where the call ups are raised using the Schedule(s) of Unit Rates.

6. The Schedule of Unit Rates (SUR) and hourly rate(s), as applicable, will then be adjusted annually thereafter on the anniversary of the establishment of the SO by calculating the percentage change in the CPI over each twelve-month period.
7. Offerors shall complete the Table A below by inserting a plus, or par or minus percentage (one per trade only), as indicated below:
- For each trade(s) only one percentage is to be quoted and is to be inserted as their Percentage Offer in Table A. The percentage quoted (Percentage Offer) should be quoted to two decimal places.
  - The unit rates indicated in the Schedule of Unit Rates include 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. Offerors must allow for any increases in costs (including labour, material, transportation, fuel and plant) over the duration of the SO when they prepare their Percentage Offer.
8. Offerors should analyze their offers in detail to ensure that their quoted percentage(s) and hourly rate(s) will result in a fair profit margin. Offerors must allow for any increases in costs (including material, transportation and plant) over the duration of the SO when they prepare their offer.
9. Offerors are to note that the offer is to be based on the single or combined trades that are identified in Annex A Statement of Work. The Schedules of Unit Rates (SUR) for each RFSO, are contained within Appendix 5 Schedule of Unit Rates. The work of trade(s) is contained in Annex A Statement of Work, Appendix 6 Schedule of Unit Rates Specification. Offerors are to further note that the title page of each trade specific Specification includes the trade title and the SUR code prefix in parenthesis below the trade title. Offerors are required to coordinate the applicable information provided in both the SUR Specification(s) and the SUR code table(s) in order to formulate their offer. An example of this is Carpentry (CP) means that the CP prefixed codes in the SUR are the codes that are to be considered when submitting a percentage Offer on Carpentry Pricing Schedule.

#### EXAMPLES

Offer minus 5.16% (i.e. 5.16% below the rates quoted in the Schedule of Unit Rates) for the carpentry trade.

TRADE	PERCENTAGE OFFER
Carpentry	- 5.16 %

Offer 0.00% (i.e. no change from the rates quoted in the Schedule of Unit Rates) for the carpentry trade.

TRADE	PERCENTAGE OFFER
Carpentry	0.00 %

Offer plus 10.25% (i.e. 10.25% above the rates quoted in the Schedule of Unit Rates) for the carpentry trade.

TRADE	PERCENTAGE OFFER
Carpentry	+ 10.25 %

10. Offerors shall complete Table B below by inserting the requested all-inclusive fixed hourly rate (in Can \$). Failure to provide the Journeyman rate or to enter « Not Applicable (N/A) » or to enter a \$0.00 rate will render the Offer non responsive.

#### TABLE A: PERCENTAGE OFFER

	TRADES	PERCENTAGE OFFER
1.	Carpentry (CP)	
2.	Roofing (RF)	
3.	Hazardous Materials Abatement (HZ)	
	<b>TOTAL EVALUATED PRICE</b>	

#### TABLES B: HOURLY RATE

	TRADES	JOURNEYMEN HOURLY RATES
1.	Carpentry (CP)	\$
2.	Roofing (RF)	\$
3.	Hazardous Materials Abatement (HZ)	\$

11. 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* will be applied to the Schedule of Unit Rates (SUR) and hourly rate(s), as applicable. The price adjustment will be applied annually, on April 1 of each year following one year anniversary of the start date of the SO. The percentage change will be calculated as a change in the CPI between January of the previous year and January of the current year (a change in CPI over 12 month period).

Example:

SO is established on February 15, 2022. First April following the first SO award anniversary will be April 1, 2023.

The percentage change will be calculated as a change in the CPI in January 2022 (e.g.: 125) and in January 2023 (e.g.: 130).

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

The adjusted rates would apply to the Schedule of Unit Rates (SUR) and the hourly rate(s) for the period April 1, 2023 to March 31, 2024.

12. The Unit Rates (SUR), hourly rate(s), as applicable, will then be adjusted annually thereafter on the anniversary of the establishment of the SO by calculating the percentage change in the CPI over each twelve-month period.
13. There will be no retroactive rate adjustments. The CPI used for calculation will not be seasonally adjusted.
14. Percentages in Table A will not be adjusted.

#### 7. DELETE ANNEX B BASIS OF PAYMENT and REPLACE with:

##### ANNEX B BASIS OF PAYMENT

##### A- Standing Offer Period

**STANDING OFFER PERIOD:** From \_\_\_\_\_ to \_\_\_\_\_

1. During the period of the Standing Offer, for Work performed in accordance with the Call up, the Contractor will be paid as specified below.

2. The price expressed as a percentage shall include labour, time, travel, material, plant, fuel, overhead, wastage and profit. Applicable Taxes are excluded.
3. The Schedule of Unit Rates (SUR), hourly rate(s), as applicable, quoted on the pricing schedule will be adjusted annually on the anniversary of the establishment of the SO by calculating the percentage change in the CPI over each twelve-month period.
4. All payments shall be based upon the actual work performed as certified by the CFHA's Representative. A minimum call up value of \$80 will be applied.
5. The percentage(s) quoted will apply to Responsive Maintenance, Planned Maintenance and Minor Improvements work where the call ups are raised using the Schedule(s) of Unit Rates.

**TABLE A: PERCENTAGE OFFER**

	TRADES	PERCENTAGE OFFER
1.	Carpentry (CP)	
2.	Roofing (RF)	
3.	Hazardous Materials Abatement (HZ)	
	<b>TOTAL EVALUATED PRICE</b>	

**TABLES B: JOURNEYMEN HOURLY RATES**

The Contractor will be paid all-inclusive fixed time rates as follows:

	TRADES	JOURNEYMEN HOURLY RATES YEAR 1	JOURNEYMEN HOURLY RATES YEAR 2	JOURNEYMEN HOURLY RATES YEAR 3
1.	Carpentry (CP)	\$	\$TBD	\$TBD
2.	Roofing (RF)	\$	\$TBD	\$TBD
3.	Hazardous Materials Abatement (HZ)	\$	\$TBD	\$TBD

6. The price adjustment will be made in accordance with the percentage change in the Bank of Canada CORE Consumer Price Index (CPI) and will be applied to the Schedule of Unit Rates (SUR) and hourly rate(s), as applicable. The price adjustment will be applied annually, on April 1 of each year following one year anniversary of the start date of the SO. The percentage change will be calculated as a change in the CPI between January of the previous year and January of the current year (a change in CPI over 12 month period)..

Example:

SO is established on February 15, 2022. First April following the first SO award anniversary will be April 1, 2023.

The percentage change will be calculated as a change in the CPI in January 2022 (e.g.: 125) and in January 2023 (e.g.: 130).

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

The adjusted rates would apply to the Schedule of Unit Rates (SUR) and the hourly rate(s) for the period April 1, 2023 to March 31, 2024.

7. The Unit Rates (SUR), hourly rate(s), as applicable, will then be adjusted annually thereafter on the anniversary of the establishment of the SO by calculating the percentage change in the CPI over each twelve-month period.
8. There will be no retroactive rate adjustments. The CPI used for calculation will not be seasonally adjusted.
9. Percentages in Table A will not be adjusted.
10. The Standing Offer Authority and the Contractor may, by an agreement in writing, add or delete items from the Schedule of unit rate (SUR) and / or Price Schedule.

**8. DELETE section 4.2 Time Frames For Completion Of The Work in ANNEX A Statement Of Work and REPLACE with:**

.2 The following are considered Statutory Holidays for the purposes of this Standing Offer:

- .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 Labour Day – First Monday in September
- .8 National Day for Truth and Reconciliation - September 30
- .9 Thanksgiving Day – Second Monday in October
- .10 Remembrance Day – November 11
- .11 Christmas Day – December 25
- .12 Boxing Day – December 26

**9. QUESTION AND ANSWER :**

**Question 1:** In Quebec, we are governed by the standards of the Commission de la construction du Québec. According to your specifications, you do not take into consideration the standards for statutory holidays and annual leave determined by the collective agreements.

Since Quebec is different from the other provinces of Canada, could you modify all the specifications of the calls for tenders for the housing at the Valcartier site.

This is Annex A article 4.1.2. You will find attached the winter and summer vacations until 2024-2025 as well as the statutory holidays.  
For work after regular working hours.

It is also the same thing, we are governed by the standards of the Commission de la construction du Québec.

According to article 24.06 - 5), we must pay our employees at their regular rate of pay and it must be increased by one hundred percent (100%). You will find the article attached.

For all the specifications of the calls for tenders of the Valcartier base housing, can you modify article 8.6.6.1 to read "The hourly rate that applies outside of normal working hours is calculated by multiplying by 2 (instead of 1.5) the regular hourly rate indicated on the tender form".

**Answer 1:** The goal of establishing the Standing Offer is to procure services to meet CFHA requirement. CFHA may require responsive maintenance and repairs services at any given day during the year. The compensation for the services is determined by the Offeror, as will be indicated in the Offeror's financial bid. The percentage bid and the journeymen hourly rates should take into account any confines imposed by any agreements or arrangements an Offeror may have, including any collective agreements. Offerors should analyze the Schedule of Unit Rates price in detail to ensure that their Percentage Offer will result in a fair profit margin. We encourage Offerors to refer to the SUR usage report for historical data on CFHA requirements during the periods in question.

The Standing Offer holiday schedule is aligned with the holiday schedule for the federal government and includes 12 statutory holidays.

The compensation for work outside the normal working day will remain at 1.5 times the regular hourly rate as indicated on the Offer Form.

**Question 2:** In the event several trades would appear on a call-up, would it be possible for each trade to receive the minimum of \$80 separately?

**Answer 2:** The minimum call-up value of \$80 will be applied for each call-up, but not separately for each trade that may appear on a call up.

The compensation is determined by a value of an SUR code, and if the SUR code value exceeds \$80, the minimum call-up value will not apply.

**Question 3:** Could the minimum payment of \$ 80 per order be changed? The minimum of \$ 80 does not reflect the reality or the fixed hourly rate of a journeyman. This is not an amount that can be added a%. Could we at least put the fixed hourly rate of the corresponding trade to the work order (put 1 hour)?

**Answer 3:** The minimum call up of \$80 is an increase from a minimum call up of \$50 that was in effect till June 2020. This amount will remain at \$80.

**Question 4:** For all Offers to Orders the appendices are all the same. Should they be different for each of the trades, including Appendix 7?

**Answer 4:** Appendix 7 has been removed from this RFSO.

**Question 5:** In Quebec City, in addition to Valcartier there are accommodations at the Citadelle de Quebec, would it be possible to have an addition code for employee time and return transportation?

**Answer 5:** There will be no changes in the compensation structure for the work required in Quebec City (Citadelle). Nevertheless, the proposal will be taken into consideration for the future.

**Question 6:** The RFSO for Cleaning (CL), when do you plan to send it out?

**Answer 6:** There is no date at the moment. Please monitor [buyandsell.gc.ca](http://buyandsell.gc.ca) to see the posting.

**Question 7:** Who will coordinate the work on the site The Housing Agency, the general contractor?

**Answer 7:** Coordination of multi-trade, multi-contractor tasks code may be raised, as required.

Please refer to Annex A, Statement of Work clause 17 outlining the contractor's responsibilities if a code "Coordination of Trades is raised".

**Question 8:** In Quebec, union requirements for double time compensation for workers during construction holidays. Is there a possibility of taking this into account?



**Answer 8:** The goal of establishing the Standing Offer is to procure services to meet CFHA requirement. CFHA may require responsive maintenance and repairs services at any given day during the year. The compensation for the services is determined by the Offeror, as will be indicated in the Offeror's financial bid. The percentage bid and the journeymen hourly rates should take into account any confines imposed by any agreements or arrangements an Offeror may have, including any collective agreements. Offerors should analyze the Schedule of Unit Rates price in detail to ensure that their Percentage Offer will result in a fair profit margin. We encourage Offerors to refer to the SUR usage report for historical data on CFHA requirements during the periods in question.

**Question 9:** According to the norms of the Commission de la construction du Québec, we must pay our employees their regular salary plus 100% (double time). Can you modify article 8.6.6.1 of all tenders?

**Answer 9:** The compensation for work outside the normal working day will remain at 1.5 times the regular hourly rate as indicated on the Offer Form.

**Question 10:** The rates remain firm for 2 years. In your example you are talking about a readjustment for 2025, The economic situation today (inflation rate is 6%) and prices are increasing a lot for materials and equipment (the unit price list is already 2 years old and prices have already increased by more than 50%. According to our suppliers, this will increase further in the coming years). Would it be possible to make the price adjustments every year?

**Answer 10:** Please see modification #6 and #7 above

**Question 11:** The mark-up is 10%, would it be possible to increase it to 20% (for administration costs)?

**Answer 11:** Please see modification #4 above

**Question 12:** Depending on certain times of the year, there is an overload of work and the top ranked (100%) cannot do everything. If you offer work to the 2nd highest ranked who has 0% of the offer, he cannot remain available just in case, since it is 0%. Why don't you give a 60% - 40% especially for CP, that's the hard work?

**Answer 12:** The goal of the Standing Offer is to have only one point of contact and one point of responsibility. If for any reason the services cannot be delivered in full by the SO holder ranked #1, CFHA will engage with SO holder # 2 and/or 3 prior to allocating work to them.

**Question 13:** CFHA can verbally approve additional work up to a maximum value of \$100 (taxes included) Could you increase the amount to \$200?

EX: the employee is at the top of the ladder, opens the ceiling and realizes that he has to do the work immediately and it's more than \$100 (he can't go back down and wait for the variation the next day, what should he do?)

**Answer 13:** Any expenditure of public funds requires federal employees to pre-approve work in writing prior to the work start. The verbal approval of work valued less than \$100 has been an exception and CFHA employees do not have any additional authority to waive this requirement. The required written approval can be granted via e-mail that should expedite the approval process.

**Question 14:** Since there is no general contractor, according to the CNESST, who is in charge of the site for health and safety? Is CFHA acting as prime contractor?

**Answer 14:** Please refer to Annex A Statement of Work, section 13 and Appendix 3 SAFETY REQUIREMENTS that addresses contractor's responsibilities for safety.

As per Annex A Statement of Work, Appendix 3,

2.1 In accordance with the Canada Labour Code Part II, the obligations and responsibilities for safety reside with the Contractor. The Contractor will monitor safety at the location of the Standing Offer work in accordance with the Canada Labour Code Part II and the Canada Occupational Safety and Health Regulations made under Part II of the Canada Labour Code.

2.2 The Contractor is responsible for safety of persons and property on the work site and for protection of federal employees and the general public circulating adjacent to work site operations to extent that they may be affected by conduct of work.

**Question 15:** The environmental insurance of \$ 1,000,000 applies to all tenders? It should only apply for offer 01 in which there is a hazardous abatement (HZ).

**Answer 15:** The insurance requirement hasn't been changed for this RFSO.

**Question 16:** Coring section no longer exists in the Plumbing codes (PL) and the Carpentry codes (CP). Is it possible to put them back?

**Answer 16:** As per RFSO 8.6.5.3 Unforeseen items of work arising during the term of the SO which are not in the Schedule of Unit Rates shall be done by hourly rates plus the applicable laid-down cost of Materials with 20% mark-up (applied to the Material only).

**Question 17:** Accessories, water closet-seat - Replace. Should be in PL and not CP?

**Answer 17:** CFHA has reviewed the codes, and found that it is acceptable to have them under CP trade.

**Question 18:** Our roofing specialist noticed that there is no bilayer membrane in the codes. We are currently installing some, so could you add it in the codes?

**Answer 18:** As per RFSO 8.6.5.3 Unforeseen items of work arising during the term of the SO which are not in the Schedule of Unit Rates shall be done by hourly rates plus the applicable laid-down cost of Materials with 20% mark-up (applied to the Material only).

**Question 19:** Item 5.3 - Additional Certifications Precedent to Issuance of a Standing Offer:

- In section III - Certification, should we respond to 5.3.1 and 5.3.2 immediately where wait to know if we have obtained the standing offer?
- If we have to answer right away, can you give more explanation of what we should provide you (curriculum vitae, degree, experience, etc.) for each employee?

**Answer 19:**

- The certifications and additional information should be submitted with the offer, but may be submitted afterwards.
- No, only the certifications are required with your offer.

**Question 20:** For the letter of recommendation, we have asked the CFHA to complete it and they would like to have a certificate from you authorizing them to do so.

**Answer 20:** Submission of a letter of recommendation is voluntary on the part of your former client, no authorization is required by PSPC. The letter of recommendation must be completed in accordance with Mandatory Technical Criterion # 2 of Attachment 1 to Part 4 - Technical Criteria.

**\*ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED\***



# Request for Standing Offer

## CFHA Responsive Maintenance and Minor Repairs Services

December 2021



National  
Défense

Défense  
nationale



Canadian Forces  
Housing Agency

Agence de logement  
des Forces canadiennes

Canada

# Canadian Forces Housing Agency (CFHA): Mandate



Canadian Forces  
Housing Agency

Agence de logement  
des Forces canadiennes

## 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
  - 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



National  
Défense

Défense  
nationale

# CFHA Portfolios



Canadian Forces  
Housing Agency

Agence de logement  
des Forces canadiennes

Site	Residential Housing Unit (RHU) Type*				Total Units*
	Apartments	Row Units	Semi- Detached	Single	
Valcartier	107	333	161	110	711

*\* The number of RHUs may fluctuate.*



National  
Défense

Défense  
nationale

# Maintenance Services Requirement

1. Repairs
2. Responsive maintenance
3. Operations and maintenance
4. Lifecycle
5. Upgrades

**Standing Offer (SO)** was determined to be the optimal contracting instrument to meet the requirement.



# Requirement: Maintenance Services Standing Offers

## Standing Offers:

- Not a contract, but an agreement, each call-up is a contract, raised as and when required
- Can be for services in an individual trade or combination of several trades
- Duration: initial period is from award till March 31, 2025  
2 optional periods, 1 year each
- Work is described by Schedule of Unit Rates (SUR) codes, selected by the site
- SURs price is determined by applying the contractor's bid percentage to the base price
- Work can be split between 2 or more contractors
- May have a contractor(s) with 0% of work allocated (on a standby)



# Requirement: SO Maintenance Trades



RFSO #	Work distribution percentage	SO Trades
W857A-22VA01	100/0/0	Carpentry (CP)* Roofing (RF)* Hazardous Materials Abatement (HZ)
W857A-22VA02	100/0/0	Electrical (EL)*
W857A-22VA03	100/0/0	Plumbing (PL)*
W857A-22VA04	100/0/0	Painting (PT)
W857A-22VA05	100/0/0	Hardwood Flooring (HF) Resilient Tile, Sheet Flooring & Carpet (VC)
W857A-22VA07	100/0/0	Concrete and Foundation (CF) Asphalt (AS) Masonry (MA)

\*Services required for emergency repairs 24/7, 365 days per year.



# Annex A Statement of Work:

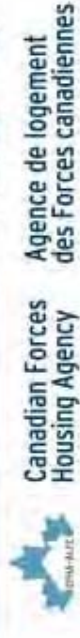
The requirement is described in RFSO Annex A Statement of Work:

- ☐ 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



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.



# SUR Structure

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

- Description
- Unit of Measure
- Base price

SOR Code	SOR Description	Unit	Base Price
<b>TRADE</b> 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



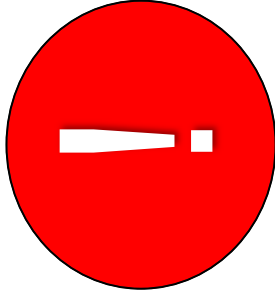
To allow for inflation and other economical factors price adjustment will be made in accordance with the percentage change in the Bank of Canada CORE Consumer Price Index (CPI):

- 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 2022 and January 2025
- The second adjustment is calculated as the percentage change in the CPI between January 2025 and January 2026
- The price adjustment will be in effect during the Option periods only (first one April 1, 2025 –Mar 31, 2026, second one April 1, 2026 – March 31, 2027)

# SO Price Structure

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

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



**Offerors should analyze the Schedule of Unit Rates price 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.



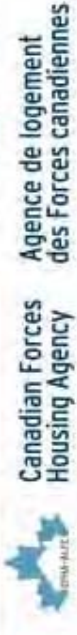
# Requirement: Annual Work Planning



- ❑ 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.



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



- 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.

# 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
6. Canada Day – July 1
7. Labour Day – First Monday in September
8. National Day for Truth and Reconciliation - September 30
9. Thanksgiving Day – Second Monday in October
10. Remembrance Day – November 11
11. Christmas Day – December 25
12. Boxing Day – December 26





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



Canadian Forces  
Housing Agency

Agence de logement  
des Forces canadiennes

- ☐ 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.



National  
Défense

Défense  
nationale

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



## SO W857A-21-WVA01

- ☐ Carpentry
- ☐ Roofing

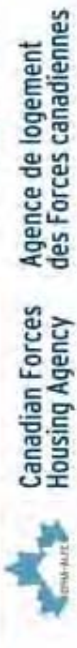
## SO W857A-21-WVA02

- ☐ Electrical

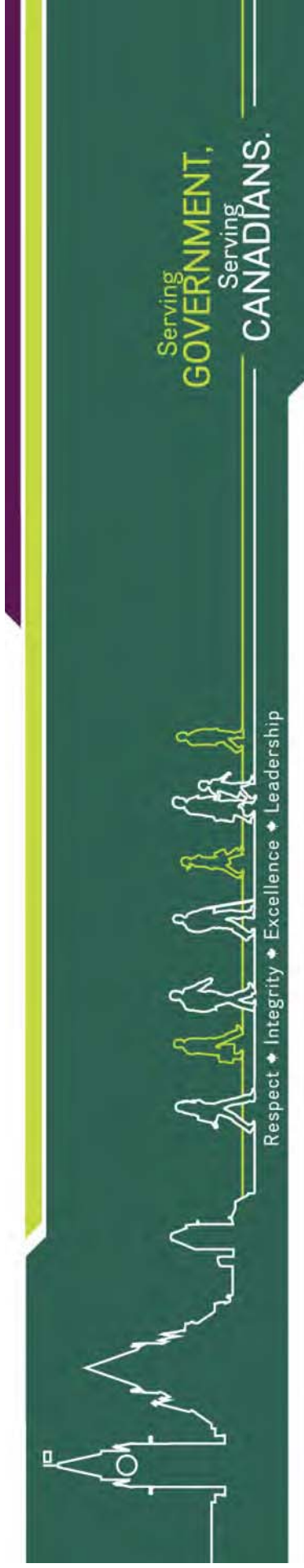
## SO W857A-21-WVA03

- ☐ Plumbing

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



- 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.



## OFFEROR'S CONFERENCE

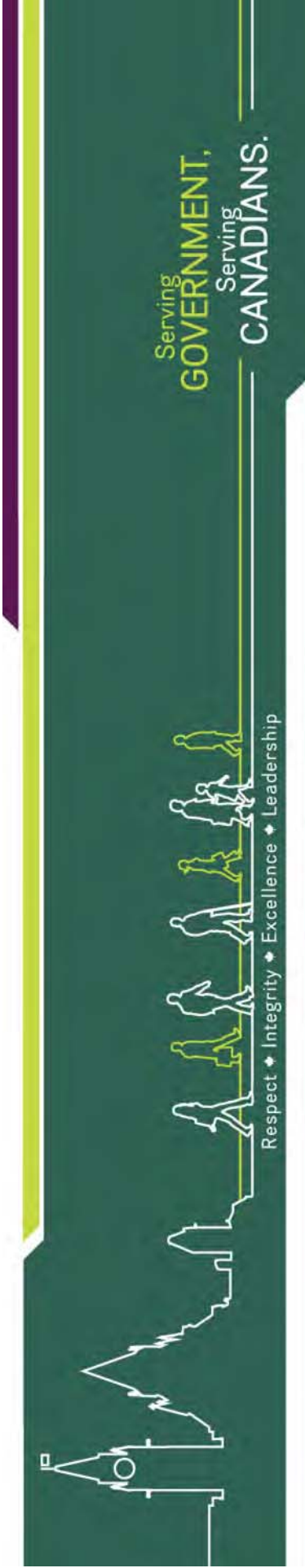
# Request For Standing Offer RFSO for the provision of Canadian Forces Housing Maintenance Services



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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
ABES.PROD.PW_FK.B317.E79355.EBSU001.PDE	001	English	3	2020-12-07
ABES.PROD.PW_FK.B317.F79355.EBSU001.PDE	001	French	0	2020-12-07
ABES.PROD.PW_FK.B317.E79355.EBSU000.PDE	000	English	18	2020-11-27
ABES.PROD.PW_FK.B317.F79355.EBSU000.PDE	000	French	2	2020-11-27

Showing 1 to 4 of 4 entries

Attachments

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File	Amendment number	Language	Unique download event (English page)	Date added
w3711-21hx01_appendices_-_appendix.zip	Not available	Bilingual	6	2020-11-27



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## OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS

<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>

<b>Solicitation Closes - L'invitation prend fin</b>	
<b>at - à</b>	<b>02:00 PM</b> Eastern Standard Time EST
<b>on - le</b>	<b>2022-01-11</b> Heure Normale du l'Est HNE



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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  
Bid Fax: (819) 997-9776

<b>Solicitation Closes - L'invitation prend fin</b>		
<b>at - à</b>	<b>02:00 PM</b>	Eastern Standard Time EST
<b>on - le</b>	<b>2022-01-11</b>	Heure Normale du l'Est HNE

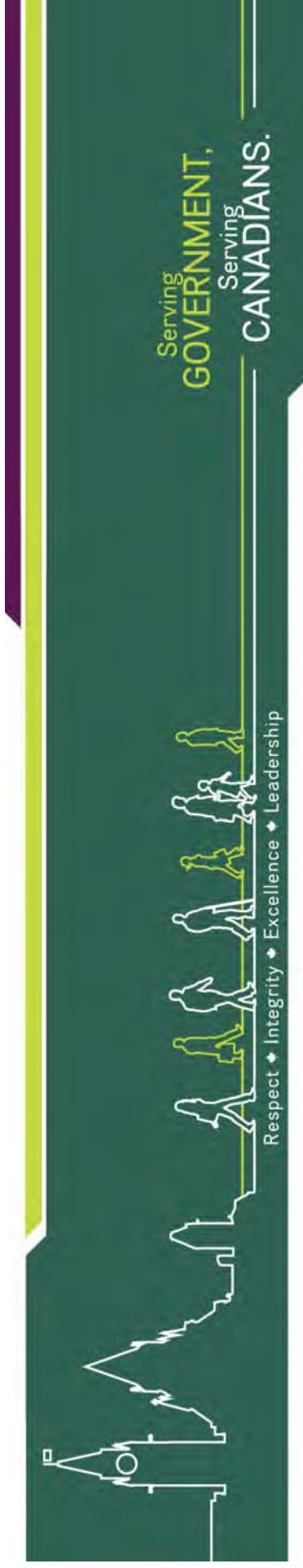
Bid Receiving Unit, Procurement Operational Support Division, telephone 819-420-7200.  
Electronic offers are accepted by e-post.



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

### **[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](#)**

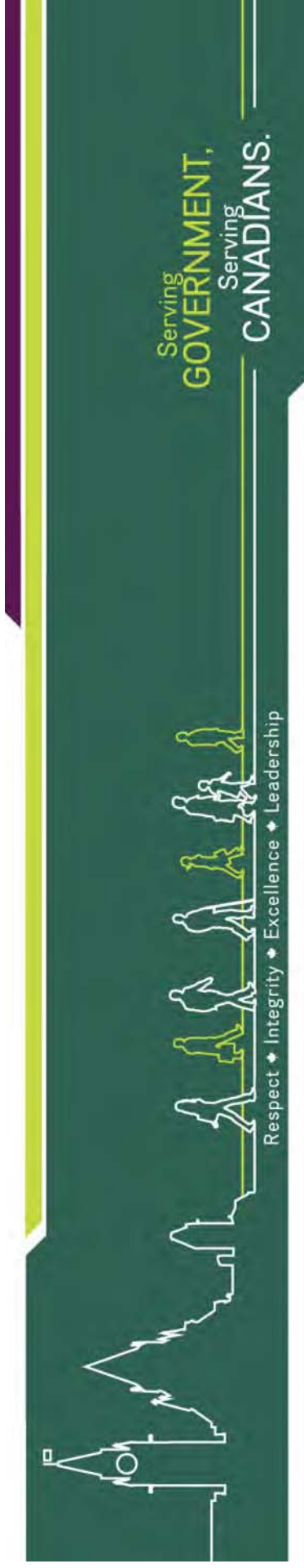


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## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **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.

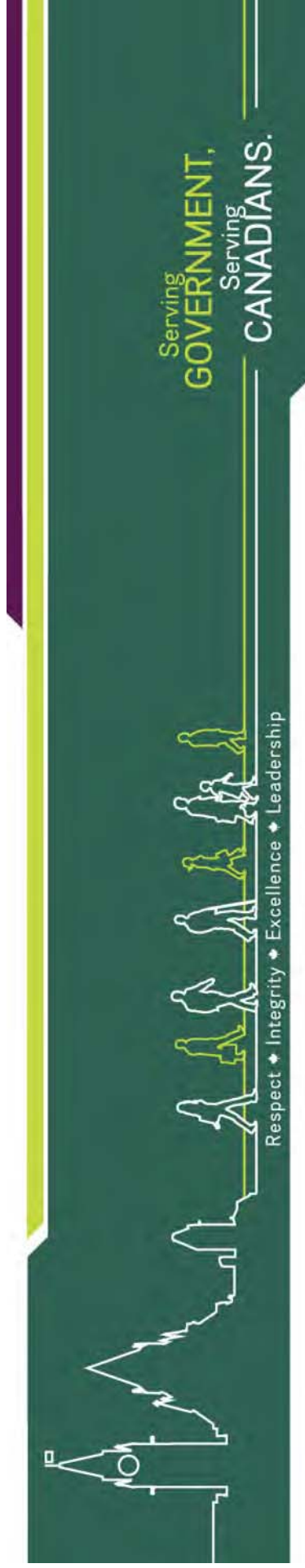
[Section 18 \(2012-03-02\) Conflict of interest—unfair advantage](#)



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## COVID-19 Vaccination Requirement

This requirement is subject to the COVID-19 Vaccination Policy for Supplier Personnel. Failure to complete and provide the COVID-19 Vaccination Requirement Certification as part of the offer will render the offer non-responsive.



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

### **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**
- **Mandatory Technical Criterion #4 - RBQ (Régie du bâtiment du Québec)**
- **\*Point Rated Technical Criterion #1- Ability To Meet The Response Times**

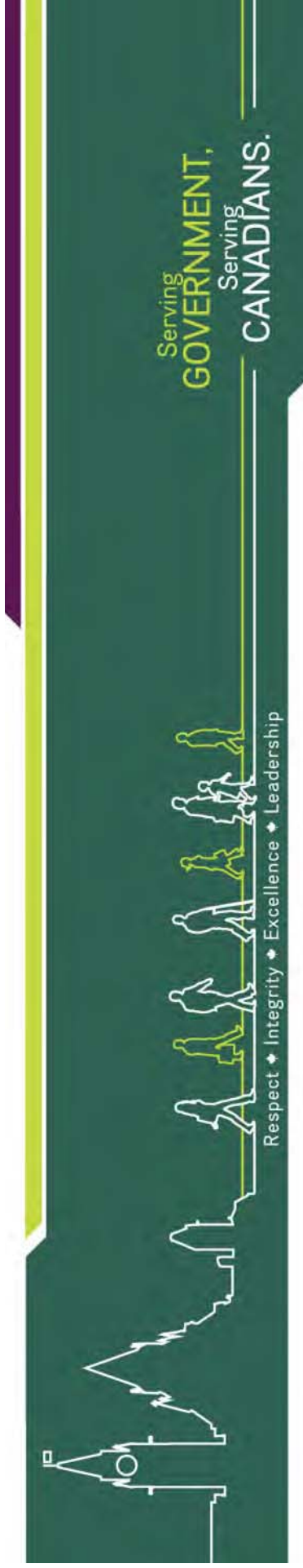
**\*This Point Rated Criterion is not applicable for all RFSO.**



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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.

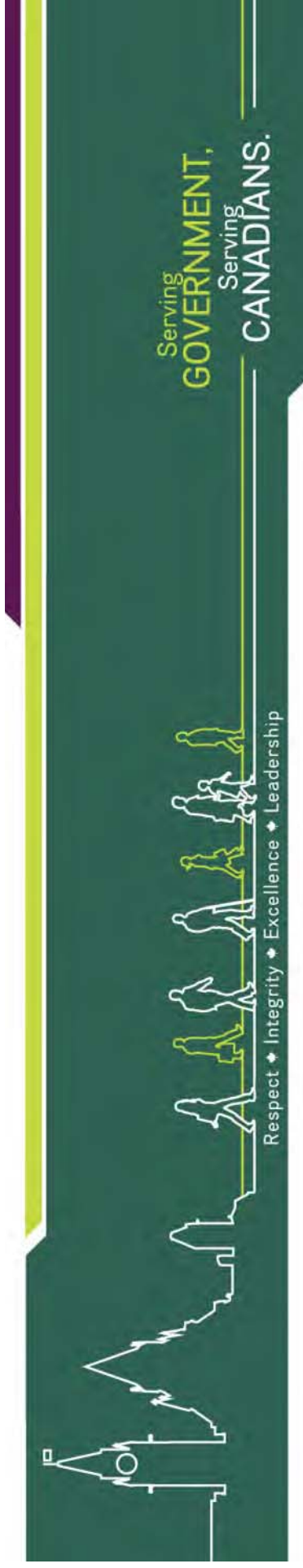


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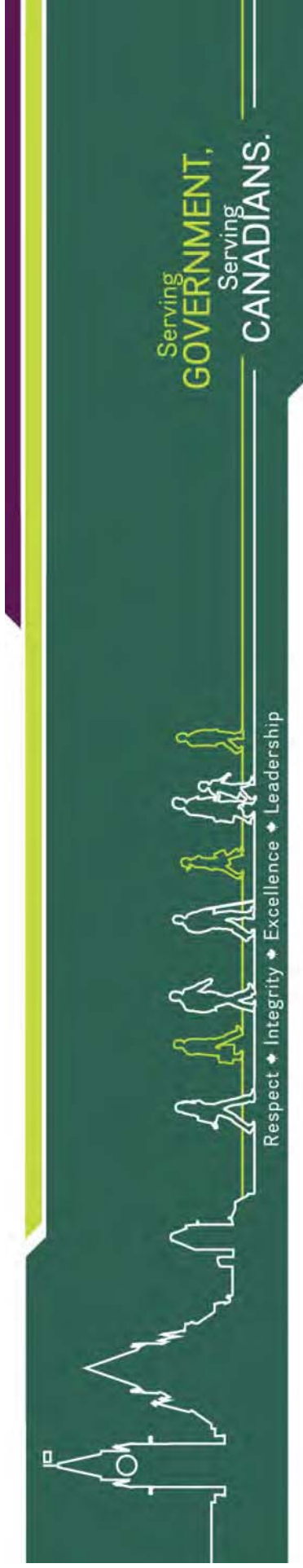
## **OVERVIEW OF THE REQUEST FOR STANDING OFFER SECTIONS**

### **Bid Submission Forms Overview**

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

- 5.1.1- Integrity Provisions - Declaration of Convicted Offences, if applicable
- 5.1.2 - COVID-19 vaccination requirement certification
- 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





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

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

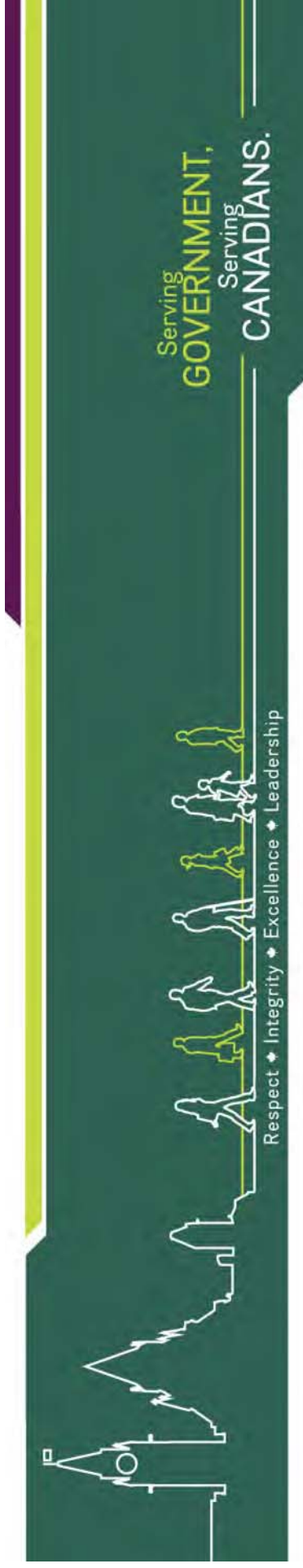
- Legal name
- Procurement Business Number (PBN)
- Contact person
- Part 2, article 3, Former Public Servant, of the Request for Standing Offer: the required answer to each question; and, if the answer is yes, the required information;



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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.

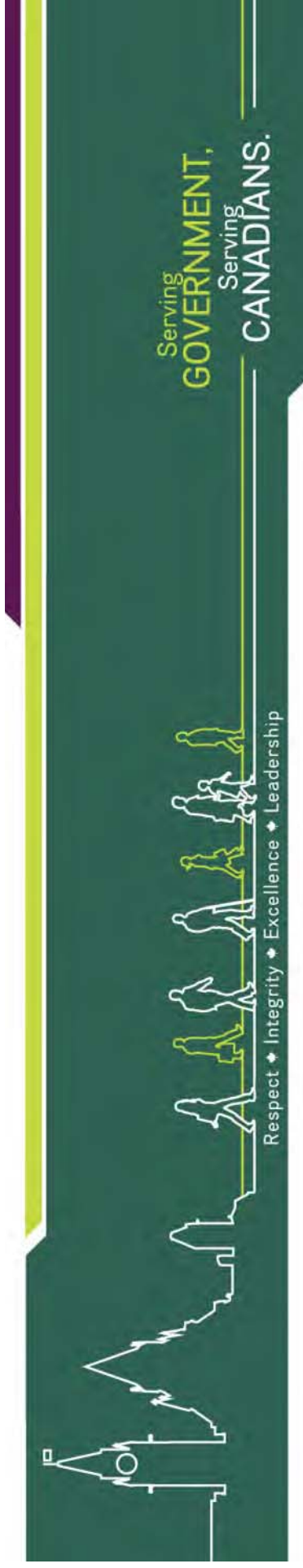


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## **STANDING OFFER CLAUSES**

[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

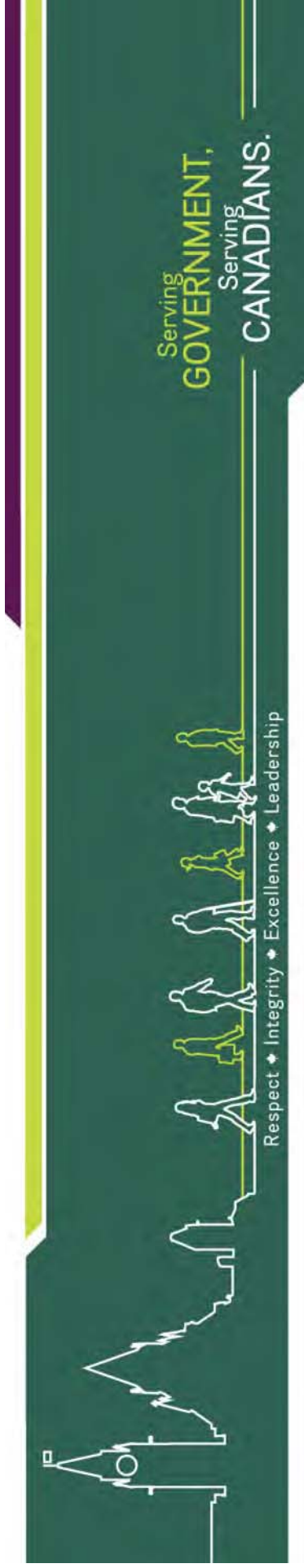
the Offeror that voluntarily withdraws from the SO will not be allowed to resubmit interest on the same SO for the duration of that SO



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## **STANDING OFFER CLAUSES**

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

from award to March 31, 2025 plus two (2) additional 1 year optional periods

### **Security**

There is no security requirement applicable to the Standing Offer.

### **Identified Users**

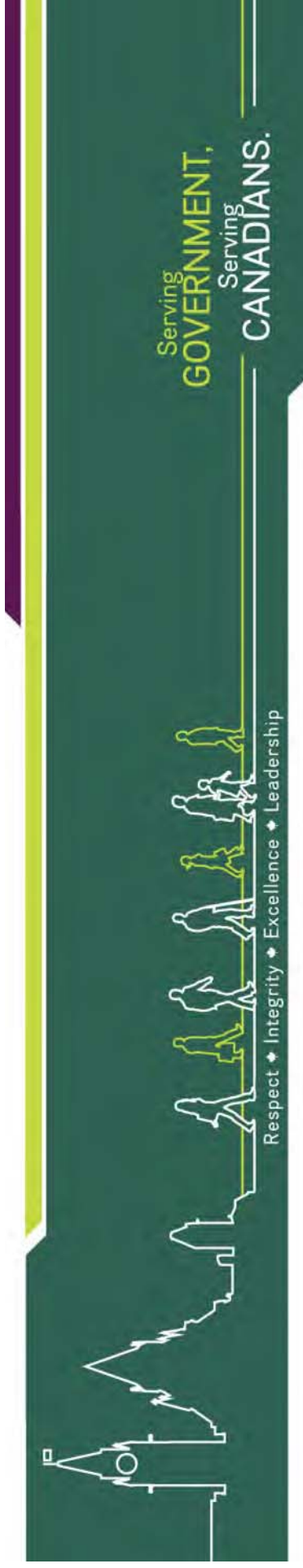
The Identified User authorized to make call-ups against the Standing Offer is Canadian Forces Housing Agency.



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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%):**

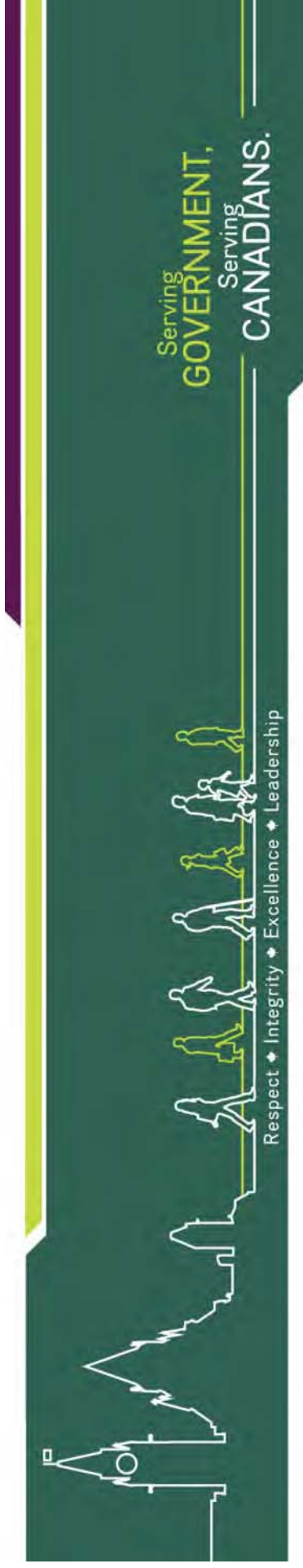
The *Call-ups* will be issued such that the highest ranked Offeror will perform the majority of the work. Canada may offer work to other than the highest ranked Offeror when, in the opinion of Canada, scheduling of work and / or, *Offeror* availability and / or, *Offeror workload* would dictate such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



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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.

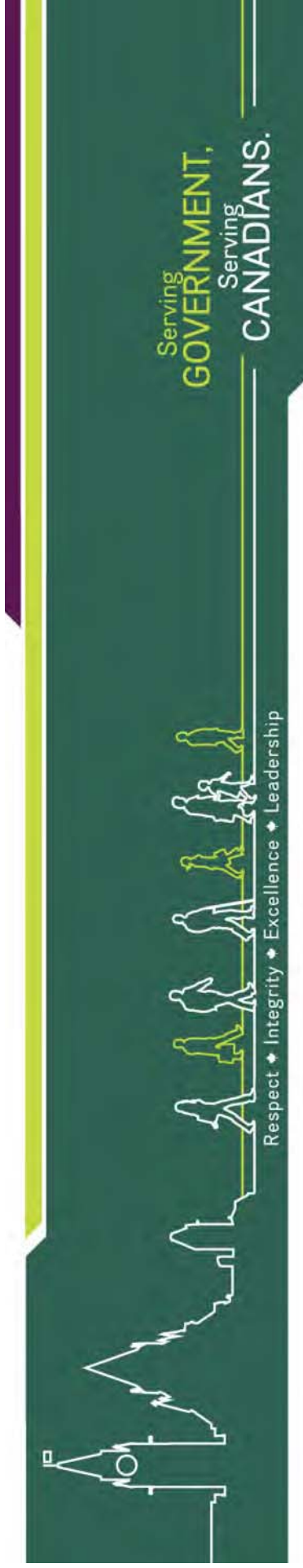
the Offeror shall produce evidence that the proposed Subcontractor and/or his/her trades people to be assigned to that part of the Work are so registered or licensed.



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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**

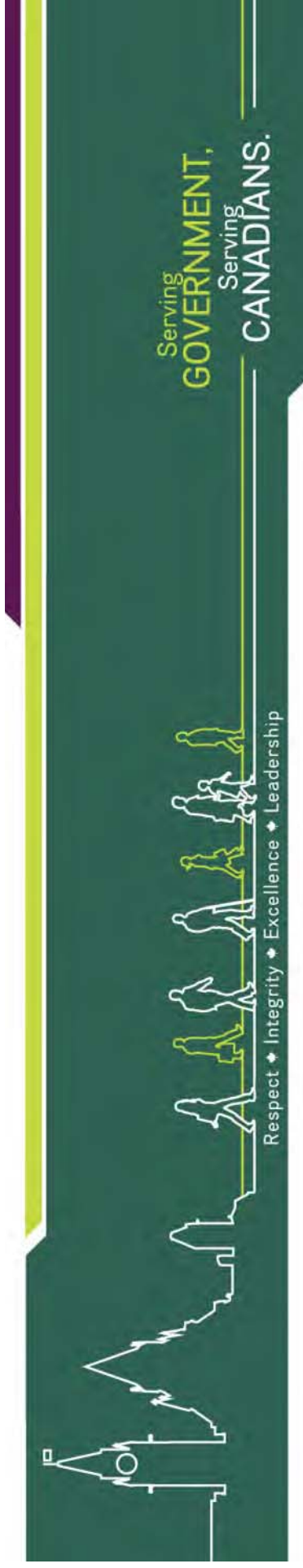


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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **General Conditions**

[2035 \(2021-12-02\), 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,

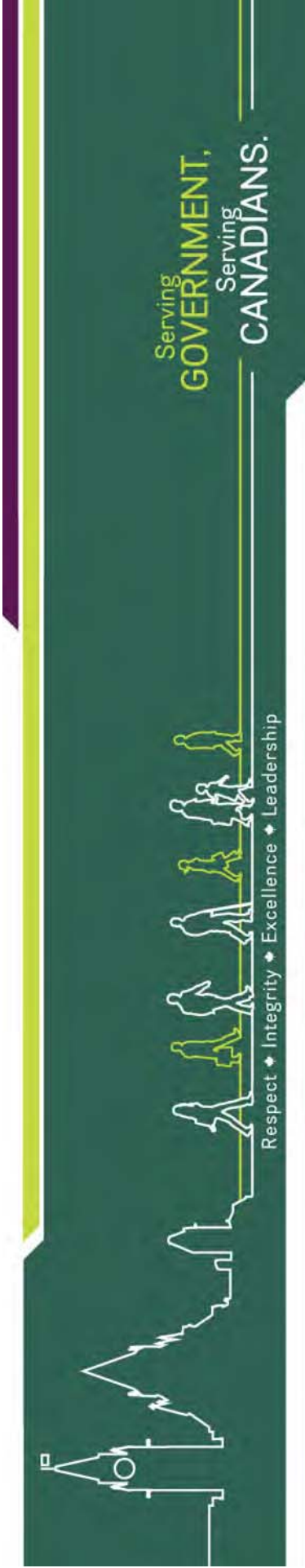


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## **RESULTING CONTRACT CLAUSES (CALL UPS OR WORK ORDERS)**

### **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.

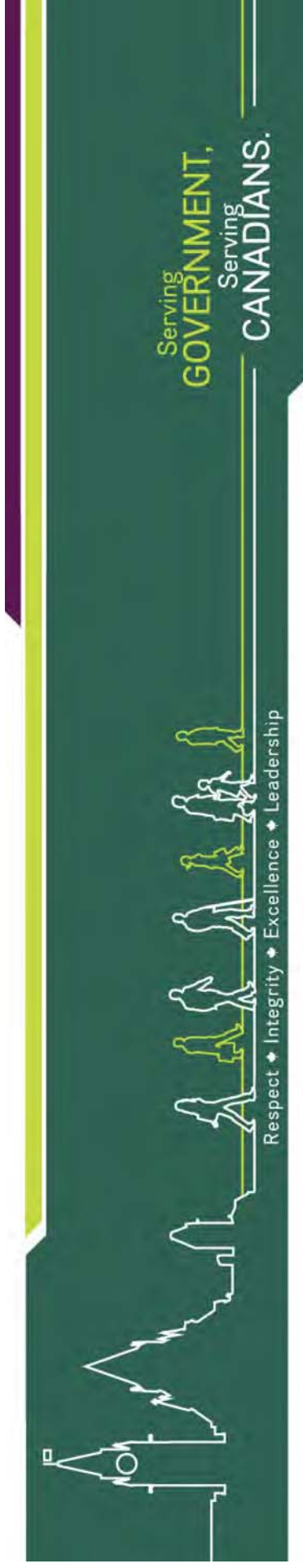
Percentages in Table A will not be adjusted.



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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).

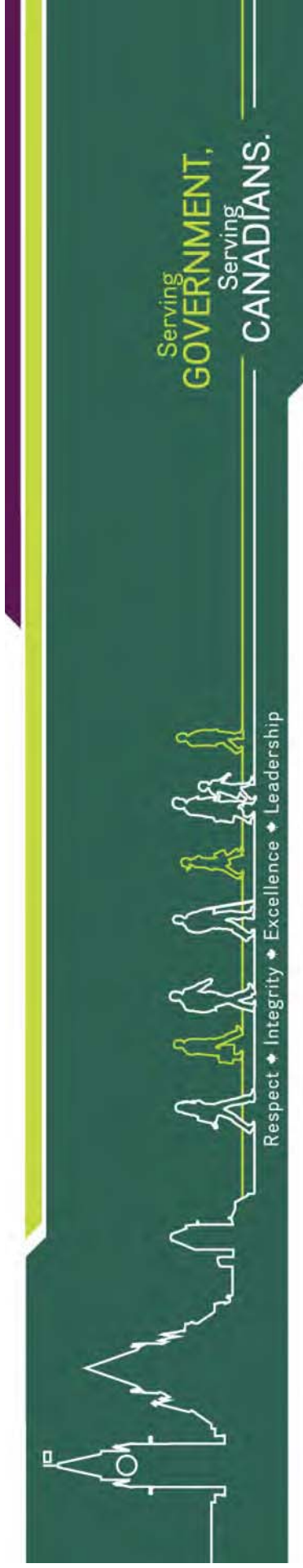
Where items are only available in pre-set quantities or measurements, the Contractor will be paid the laid-down cost with a 10% mark-up of the Material used only.



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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

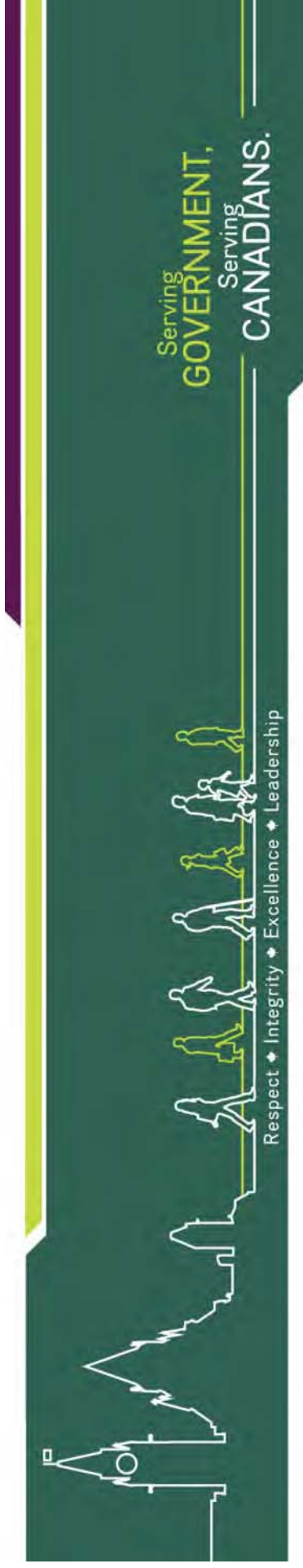
The contractor will be reimbursed at the regular hourly rate for the total travel time (the sum of To and From the Contractor's business address), rounded up to the next hour to a maximum of 2 hours



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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**

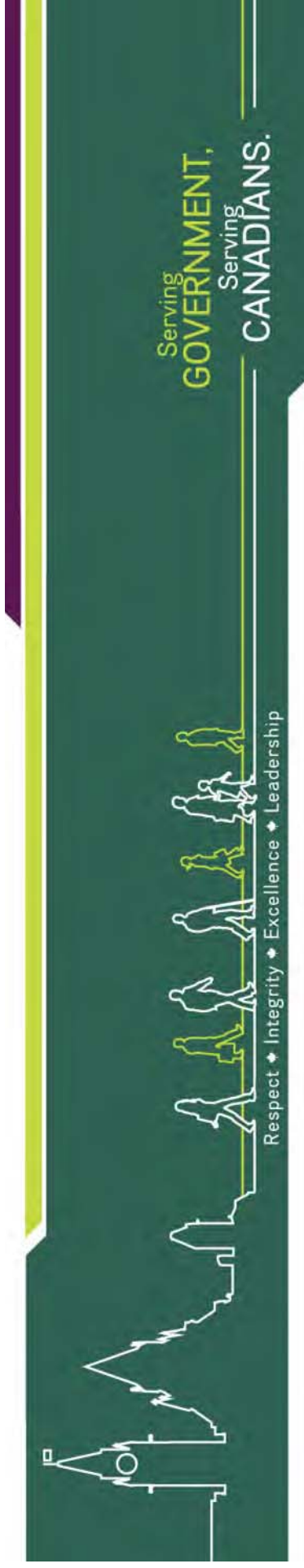
Single Payment upon delivery and acceptance.



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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.

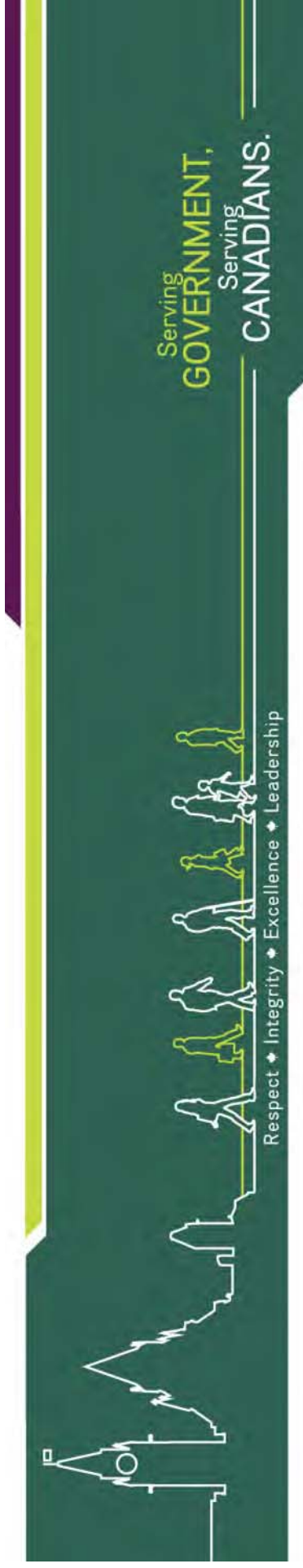


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**Any resulting questions must be submitted in writing to**

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

Christine Seguin - [Christine.Seguin@tpsgc-pwgsc.gc.ca](mailto:Christine.Seguin@tpsgc-pwgsc.gc.ca)

Gabrielle Dufour - [Gabrielle.Dufour@tpsgc-pwgsc.gc.ca](mailto:Gabrielle.Dufour@tpsgc-pwgsc.gc.ca)

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

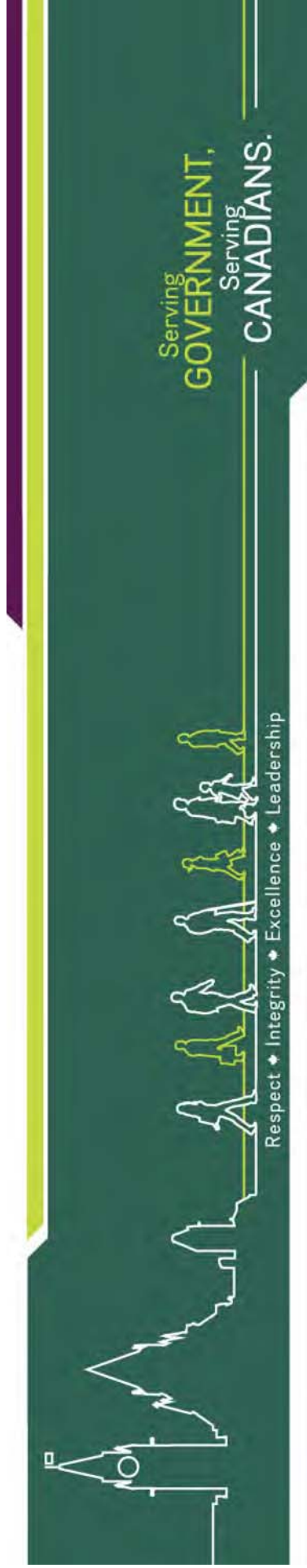


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**Thank you for your participation!**



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