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**RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des  
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K1A 0S5

Bid Fax: (819) 997-9776

**LETTER OF INTEREST**

**LETTRE D'INTÉRÊT**

Comments - Commentaires

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Special Projects/Projets Spéciaux

Terrasses de la Chaudière 4th Floo

10 Wellington Street

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> Service Provider(s) for Federal Qua	
<b>Solicitation No. - N° de l'invitation</b> 6D112-202772/A	<b>Date</b> 2020-09-16
<b>Client Reference No. - N° de référence du client</b> 6D112-202772	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZL-105-38463
<b>File No. - N° de dossier</b> 105zl.6D112-202772	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-10-19</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Génier, Nicole	<b>Buyer Id - Id de l'acheteur</b> 105zl
<b>Telephone No. - N° de téléphone</b> (873) 353-7957 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<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> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur ( taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**REQUEST FOR INFORMATION  
REGARDING SERVICE PROVIDER(S) FOR  
FEDERAL QUARANTINE/ISOLATION SITES  
FOR  
THE GOVERNMENT OF CANADA**

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**REQUEST FOR INFORMATION  
REGARDING SERVICE PROVIDER(S) FOR  
FEDERAL QUARANTINE/ISOLATION SITES  
FOR  
THE GOVERNMENT OF CANADA**

**1. Background and Purpose of this Request for Information**

**(a) Objective**

The Government of Canada (GoC) is considering engaging a Third Party Service Provider for Federal Quarantine / Isolation sites that will be used to house and care for people for public health and other related federal requirements associated with the COVID-19 pandemic response. The Government is seeking feedback from current service providers about potential options for standing up, operating and managing all of the services associated with these sites. The purpose of this Request for Information (RFI) is to seek feedback from potential service providers in order to develop a strategy for the potential future management of these sites going forward.

Should the Government of Canada determine that a third-party managed solution going forward is a viable strategy, Public Services and Procurement Canada (PSPC) may issue a Request for Proposal (RFP) to provide suppliers the opportunity to bid on the services required as per the schedule contained in this document.

**(b) Purpose**

This RFI seeks industry's feedback to:

- i. Obtain supplier feedback, with advice and guidance on the operation of these sites;
- ii. Assess industry's interest in bidding on a potential the contemplated RFP;
- iii. Identify and minimize any potential competitive barriers where possible; and
- iv. Ensure that potential suppliers can deliver the type of services being requested in a possible upcoming RFP.

**(c) Background**

Under the current Emergency Order in Council, all travellers arriving in Canada must have a suitable place to isolate or quarantine. Public Health Agency Canada (PHAC) is currently managing 11 designated quarantine sites (DQS) in 9 cities across Canada, with capacity to lodge up to 1600 travellers. PHAC regional staff are responsible for the management of 9 quarantine sites across Canada, with logistics, cleaning, transportation, food and nursing services provided by external providers. At this time, the DQS are being used to address the COVID-19 fourteen day quarantine requirements for international travellers not having a suitable place to isolate. Over time, the use of the DQS may be temporarily discontinued until needed again by the Government of Canada or may be used for other requirements. In anticipation of a possible continued need for quarantine sites over the next 1 to 2 years given the COVID 19 pandemic, PHAC is considering having a third party service provider provide and manage the existing sites and all of the related services on its behalf. PHAC may also consider expanding its site footprint to other locations provided in Annex C, attached.

**2. Nature of Request for Information**

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This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

### 3. Potential Work Scope and Constraints

The services managed by the third party service provider include:

- **Lodging** for up to 1600 people spread across Canada with the most frequent use and largest numbers at sites in Vancouver, Calgary, Toronto and Montreal. These could be hotels or other buildings where individuals, couples and /or families can be housed and provided the necessities of life. It will be important that the lodging be in close proximity to both the airport/port of entry and to an acute care hospital;
- **Food and incidentals.** Meals to be prepared/outsourced and delivered to the travellers housed at sites – 3 times daily – and will need to accommodate a range of dietary needs (e.g. diabetic, gluten free, vegetarian). Snacks and other incidental items (e.g. personal hygiene items) will need to be provided as needed;
- **Transportation** to and from the sites from airports and ports of entry into Canada. Flexible pick-up and drop off (medical and non-medical transport) within a 12-hour radius of all points of entry, within 1 hour of Traveller arrival. Non-medical transportation (post-quarantine period) within 2 hours drive;
- **Security services 24 x 7 at the sites by license guards which will be contracted separately;**
- **Site Management** to include integrated, coordinated site management services– in person and virtual – 24/7 for Traveller registration, logistical support, food distribution, and Traveller request management and referral;
- **Nursing and Health Assessments and other health supports** including regular health assessments (up to 3 times daily per Traveller) by registered medical professionals (e.g. registered nurses, registered practical nurses, physicians. mental health and addictions professionals), including assessment for symptoms of communicable diseases, including COVID-19;
- **Daily cleaning and disinfecting** of all occupied rooms, common areas, and high touch surfaces and terminal disinfection at the end of every stay;
- **Infection Prevention and Control (IPC) Program** that will maintain the integrity of the quarantine area. This includes:
  - Controlled access to different areas, space for donning and doffing, separate entrance/exits with segregation of symptomatic and asymptomatic Travellers;
  - Access to a trained IPC professional who can set up, train staff, and monitor IPC compliance at all sites; and
  - Access to a qualified Infection Prevention and Control (IPC) expert for site set-up, training of vendors/staff, and regular monitoring of compliance with IPC guidelines.
  - Provision of Personal Protective Equipment (PPE) to staff and Travellers in accordance with PHAC PPE guidance;
- **Data collection and reporting** including collection and maintenance of records of all Travellers lodged, including demographics, results of health assessments, health status, medication provision, mental health status, and total number of new and existing Travellers lodged and released by date and year to date total. Aggregate data on Traveller count difference from previous day as well as stratified by symptomatic status and reason for being

lodged. Records to be stored and transmitted daily to PHAC in an encrypted and secure manner; and

- **Resourcing and equipment** associated with all of the services required at the sites and noted above (e.g. drivers, security guards, registered medical professionals, hotel-like staff for site management/logistical support, registration, cleaning, food preparation, data control etc. The onsite supports may include fleet vehicles; screening tools; personnel incidentals; infection control equipment and supplies as well as personnel protective equipment, safety equipment; office supplies; computer equipment and network/internet access etc.

It is expected that use of the sites will increase or decrease as the need for the sites and services could vary over time. As a result, the service provider would need to be able to activate and resource a site and services with very short notice.

While PHAC is interested in having a single provider for all of the sites it is considering other operating models for the service delivery such as:

1. One single **“Turnkey”** Service Provider who provides and manages the lodgings and all of the services, resources and equipment for all sites;
2. A **“Regional” model** in which a “Turnkey” Service Provider provides and manages the lodgings and all of the services, resources and equipment for all sites in a specific Region;
3. A **“Mixed National” model** whereby PHAC sources the lodgings (via single or multiple contracts/leases) and a single Service Provider operates and manages all of the services, resources and equipment for all sites;
4. A **“Mixed Regional” model** whereby PHAC sources the lodgings (via single or multiple contracts) and a single Service Provider in each region operates and manages all of the services, resources and equipment for all sites in a specific Region.
5. A **“Hub” model** in which one single Service Provider provides, operates and manages all of the services, resources and equipment in the largest geographic regions (Vancouver, Calgary, Toronto and Montreal) and the single Service Provider operates a method to transport Travellers from all points of entry across Canada to these geographic regions ;
6. A **“Split” model** in which one Service Provider provides the leases for the lodging and equipment associated with the facility and a separate contract with one or more Providers for the operation, staffing and management of the services, resources and equipment at the sites leased;
7. **Joint bids** or partnerships of 2-3 different Service Providers to cover the full scope of the requirement with an integrated delivery of the lodging, services, resources and equipment at all sites.

PHAC is aware that the provider(s) may need to subcontract some of the work/ services/ resources/ equipment.

#### 4. Legislation, Trade Agreements, and Government Policies

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):

- (a) Federal Contractors Program for Employment Equity (FCP-EE);
- (b) Canadian Free Trade Agreement (CFTA);

#### 5. Schedule

In providing responses the following schedule should be utilized as a baseline:

Task	Completion
RFI Process	September - October 2020
RFP Release	December 2020
RFP Evaluations	February – March 2021
Contract Award	March 31, 2021

## 6. Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

## 7. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

## 8. Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or the requirements contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of representatives of Canada will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response;
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*. <https://laws-lois.justice.gc.ca/eng/acts/a-1/>
- (d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

## 9. Contents of this RFI

The documentation contained in this RFI remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that may ultimately be published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft documents are welcome.

## 10. Format of Responses

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
  - i. the title of the respondent's response;
  - ii. the name and address of the respondent;
  - iii. the name, address and telephone number of the respondent's contact;
  - iv. the date; and
  - v. the RFI number.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Number of Copies:** Canada requests that respondents submit one electronic copy, in PDF format, of their response.
- (e) **Format:** Where possible, Respondents should provide the information in the format and as many of the questions found in Annex A.

## 11. Enquiries

All enquiries and other communications related to this RFI must be directed exclusively to the PWGSC Contracting Authority This is not a bid solicitation, therefore Canada will not necessarily respond directly to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Name: Nicole Genier  
Title: Supply Team Leader  
Public Works and Government Services Canada  
Acquisition Branch  
Specialized Professional Services Procurement Directorate  
Telephone : 873-353-7957  
E-mail Address: [Nicole.genier@tpsgc-pwgsc.gc.ca](mailto:Nicole.genier@tpsgc-pwgsc.gc.ca)

Canada may summarize the feedback received and inform suppliers on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) regarding how industry's questions, ideas, solutions, etc., have been considered.

## 12. Submission of Responses

- (a) A point of contact for the Respondent should be included in the package.
- (b) Changes to this RFI may occur and will be advertised on the Government Electronic Tending System. Canada asks Respondents to visit [Buyandsell.gc.ca](http://Buyandsell.gc.ca) regularly to check for changes, if any.

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### 13. Closing date for this RFI

- a) Response to this RFI is to be submitted to the PWGSC Contracting Authority identified above on or before October 19, 2020.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct address.



## ANNEX A – QUESTIONS TO SUPPLIERS

### 1. The Market

A) Does your organization have previous experience managing an operation of this scope and scale? If so, please provide a brief overview of that experience and include in your response the number of people supported, number of sites, range of services provided and the service delivery model used. If possible, provide a copy or describe the Operational Plan used. Did the client provide the required equipment e.g. software or reporting systems to be used?

B) PHAC is considering a number of operational models, as described under article 3. potential work scope and constraints section above.

Is there one model that you believe is the most feasible? Are there any of the models that you not able to support, and why.

### 2. Locations

A) In what regions or locations are you able to provide services (refer to list of current sites in Annex B, and list of potential future locations in Annex C)?

B) Do you see any major risks with either a National or Regional procurement strategy?

C) Do you see a grouping of a smaller number of sites or services per contract impacting your interest or ability to bid on a possible future Request for Proposal? Are there a minimum number of sites or services per contract that you require?

D) Are there any locations in which you are not able to provide services? If so, why?

### 3. Services Provided

A) Which of the following services are you able to provide (yourself or via subcontractor) at all locations:

- a. Lodging;
- b. Food and incidentals;
- c. Transportation to and from the sites;
- d. Site Management;
- e. Nursing and Health Assessments and other health supports;
- f. Cleaning;
- g. Infection Prevention and Control (IPC) Program;
- h. Data collection and reporting;
- i. Resourcing and equipment associated with services provided at the sites.

### 4. Technical

A) What technical information would you deem critical to be included in the Statement of Work to mitigate variability in standards, levels of services etc. across regions?

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### **5. Payment Mechanism**

- A) What basis of payment structure would make the most sense for this type of contract? Minimum/maximum usage rates or standby rates/overtime rates, etc...?
- B) What would incentivize suppliers to maintain capacity during times of minimal use?

### **6. Scalability**

- A) PHAC believes that the sites will be increased or decreased based on need. What conditions need to be in place and what sort of timing is required to increase services or set up a new site? What are the critical steps?

### **7. Other**

- A) Are there any suggestions or concerns you believe PHAC and the Government of Canada should be aware of in undertaking this requirement?

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### Annex B - Location of Existing COVID-19 Designated Quarantine Sites (DQS)

Current DQS Locations	Nearby Ports of Entry
Calgary	Calgary International Airport
	Edmonton International Airport
	Coutts
Vancouver	Vancouver International Airport
	Douglas Passenger
	Pacific Highway
	Huntingdon
	Aldergrove
	Vancouver Harbour Flight Centre
Kelowna	Osoyoos
Winnipeg	Winnipeg Airport
	Emerson
Regina	Regina
Toronto	Pearson International Airport - Toronto
	Billy Bishop Toronto City Airport
Montreal	Pierre Elliott Trudeau International Airport
	St Bernard De Lacolle (Route 15)
	St.-Armand
	Stanstead Route 55 (Rock Island)
Halifax	Halifax Intl Airport-Traffic
Fredericton	St. Stephen
	Edmundston
	Woodstock
	Fredericton
St John's	St John's (NL)
Whitehorse	Whitehorse (Yukon)

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### Annex C – Potential Future DQS Locations Near High Volume Ports of Entry

Possible future DQS Locations	Nearby Ports of Entry
Saskatoon	Saskatoon
Windsor	Windsor
	Ambassador Bridge
	Blue Water Bridge
	Windsor Tunnel
Niagara	Niagara
	Fort Erie
	Rainbow Bridge
	Queenston Bridge
Ottawa	Ottawa Int'l Airport
	Lansdowne
	Prescott - Traffic
Sault Ste. Marie	Sault Ste. Marie
Winnipeg/Thunder Bay	Fort Frances - Traffic
	Pigeon River
Quebec City	Jean Lesage International Airport
Charlottetown	Charlottetown
Iqaluit	Iqaluit (NU)
Yellowknife	Yellowknife (NWT)