

Questions as of 2021-09-23

**Q1: As the Confederation Centre reserves the right to evaluate proposals, we are wondering if there is a certain criteria that may be considered to choose the successful candidate. Would there be a certain percentage breakdown you look at? For example, highest percentage based on price followed by experience/references, staffing, financial security, etc.**

A1: The Selection Committee will undertake a formal evaluation including weighted criteria scoring to determine the successful vendor. While the specific scoring matrix will not be shared, bidders are expected to submit a comprehensive, compelling response clearly articulating proven service delivery at sites similar to Confederation Centre, costs, plans for staffing to meet the tasks outlined in the RFP, efficiencies anticipated based on team composition and/or equipment availability, financial stability, and references. Bidders should also identify any risks they foresee in delivering the required services.

**Q2: Do you have an annual cost of supplies from the last year? And if possible an annual average supply cost from a non-pandemic year?**

A2: The Centre's fiscal year runs April 1 – March 31. Custodial supply costs have been as follows:  
2018/2019 - \$33,600  
2019/2020 - \$32,900  
2020/2021 - \$15,200 – No Summer Festival – Building was closed for approximately 1 month due to Covid.  
2021/2022 - \$6,500 – April 1 – August 31 – Limited Capacity (300 patrons) Summer Festival

**Q3: For the security bond, would you like this dropped off at your office any time before submission date or is there a certain time you would like this?**

A3: Security bonds can be delivered at any time between now and the submission deadline. If Kelly Dawson is unavailable, they can be given to Jodi Zver, CFO.

**Q4: On average, how many hours/week would the current cleaning staff be working based on season (Summer Schedule, Winter Schedule, and Off Season)? Is there a major gap in hours the Confederation Centre would prefer in comparison to actual hours worked?**

A4: Currently, there are 6 full time (i.e. 40 hours/week) permanent positions which exist 12 months of the year. During the summer season, 3 casuals have been hired to help with the increased activity on the Mainstage and The Mack. One of the three casuals works full time (i.e. 40 hours/week) from June to September and the other two casuals work part time (i.e. 8 – 16 hours/week) from June to September.

Based on past experience with this breakdown of staff, we were still short staffed during the summer months as the 2 casuals were need more than they were available especially on matinee days (i.e.

Wednesday and Saturday) and weekend evenings (i.e. Friday and Saturday) when crowds are larger. Ideally, they would have been available for 16 - 32 hours/week each to meet the needs of the Centre. Further to this, in the Winter Months, one to two casuals would have been helpful to cover vacations, sick time, and larger events (i.e. theatre crowds over 600 people where Orchestra and Balcony levels are at full capacity). Ideally, there would be two casuals available to work 8 – 16 hours/week.

**Q5: Usage of equipment on site. During, our meeting you had mentioned the successful contractor could use any of the cleaning equipment currently owned by the Confederation Centre. If he floor scrubber for example were to break down would the contractor be responsible to have it repaired?**

A5: It would be the responsibility of the vendor to fix.