
Addendum Number	2
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RFP Number	21126
RFP Description	Supply, Delivery, and Installation of New Appliances – West Group
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This Addendum forms part of the above mentioned RFP document and is to be read, interpreted, and coordinated with all other parts. The following revisions supplements and/or supersedes the information contained in the original RFP documents issued on June 15, 2021 for the above-named project to the extent referenced and shall become part thereof.

1. QUESTIONS AND ANSWERS

Q1. TCHC's minimum requirements are extensive and can be a limiting factor to engage in business. The scope of work requirements for pest control is challenging as the manufacturers require the products to be serviced prior to being decommissioned or exchanged. The back charge being enforced is a further barrier. Is TCHC open and willing to negotiate on some of these clauses to gauge if a submission is worthwhile?

A1. It is not the intent of TCHC to cause undue stress and difficulties with any vendor that works for the organization. The minimum technical requirements as needed for the RFP 21126 are there to ensure that a Proponent understands the full scope of the program, and is able to adequately meet all requirements to provide the service deliveries.

For pest control please refer to section 2.7.2 Pest Control in Appendix B – Scope of Work which amongst all details states *“for any units and appliances confirmed to have a pest infestation, TCHC and the Proponent shall then discuss and come to a mutually agreeable solution to address the issue at hand”*. As such, TCHC is open to such contract negotiation discussions with the successful Proponent after award. The objective shall always be to attain a solution that best meets the program deliverables (and ultimately limits pest movement).

For back charge, please refer to section 2.13 Liquidated Damages in Appendix B – Scope of Work. TCHC as a landlord provides food vouchers to tenants left without working appliances (fridge, and stove) to ensure they are not without meals. As outlined, the back charge shall not apply if the Proponent has been communicating effectively and is working with TCHC to provide a resolution (i.e. notification of all delays in advance, provision of temporary appliances, and etc.). Conversely if a vendor is facing unprecedented delays/ performance issues, and is providing no communication; TCHC will not be idle. TCHC will move to outsource independently, cancel the order, and/or place the order with another qualified individual.

In essence, this section has been stated to make the vendor aware of the challenges TCHC, and the tenants face when vendors are unable to provide the program deliverables in a timely manner. TCHC reserves the right to enforce the back charge as a last resort.

To conclude, TCHC is looking to establish an amicable and successful relationship where communication is key and proper notices of all issues are provided both ways to plan accordingly.

- Q2. We are finding that it is much harder to get a commitment from the manufacture for 3 years fixed pricing. Given the fact that we went through a Pandemic and things are still not back to normal, it is taking them longer to submit their pricing to us since they have to forecast what will happen in 3 years. Please give us more time for the manufactures to get back to us.
- A2. The pricing is to be held firm for the entire duration of the contract term, plus extensions (if any). Meaning it is a three (3) year initial term; plus two (2), one (1) year extensions.

Unfortunately, an extension cannot be provided as the TCHC internal approval dates are set. Vendor reports and recommendations must be submitted very close after the tender closes. As such, TCHC needs time to evaluate and prepare.

2. CLARIFICATIONS

1. **Clarification 1:** Please be advised that the winning Proponent of the East Portfolio of the previous RFP 20314 - Supply, Delivery, and Installation of New Appliances at Various TCHC Locations; shall not be permitted to bid on this RFP 21126 - Supply, Delivery, and Installation of New Appliances – West Group. The winning Proponent of RFP 20314 shall be announced publically via the Bonfire Portal once all Procurement processes have been completed.

All other terms and conditions remain the same.

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[End of Addendum #2]