# APPENDIX C: RESPONSES

## Section A: Legal and Structure

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| --- |
| **LEGAL STATUS:**  |
| (check as appropriate) | [ ]  INCORPORATED | [ ]  REGISTERED | [ ]  PRIVATE |
| **Coquitlam Business License No. (if available)** | **Worksafe Number** | **Number of Employees** | **Years in Business** |
|  |  |  |  |
| **Organizational Structure of the Company** Fill in the chart below, or attach an organizational chart |
| **Title** | **Duties** | **Additional information / explanation** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Section B: Staffing

|  |  |
| --- | --- |
| 1. Will you have a fully qualified Supervisor or Foreman on site? If not, describe how supervision will happen?
 | Click or tap here to enter text. |
| 1. How do the public and library staff identify your staff?
 | Click or tap here to enter text. |
| 1. How are absences covered, both unexpected and expected?
 | Click or tap here to enter text. |
| 1. Describe your training processes and the number of training hours new employees receive
 | Click or tap here to enter text. |
| 1. Describe your WHMIS training program for your staff
 | Click or tap here to enter text. |

## Section C: PROCESS

|  |  |
| --- | --- |
| 1. Will you be sub-contracting any part of the Janitorial & Cleaning services? If yes, which parts?
 | Click or tap here to enter text. |
| 1. What systems do you use to ensure staff have access to clean, laundered wet and dry mops and cleaning cloths?
 | Click or tap here to enter text. |
| 1. How do you ensure that staff use different cloths for different cleaning functions, such as washrooms, offices, dusting, etc?
 | Click or tap here to enter text. |

## Section D: Quality assurance

|  |  |
| --- | --- |
| 1. Describe your company’s Quality Assurance program
 | Click or tap here to enter text. |
| 1. Describe how your company will ensure that standards set out by CPL are being adhered to
 | Click or tap here to enter text. |
| 1. Describe how your company will maintain and monitor the cleaning standards
 | Click or tap here to enter text. |
| 1. Describe your company’s process for addressing items that do not meet the cleaning standards
 | Click or tap here to enter text. |
| 1. What does the communication flow look like in your company when it comes to complaints or issues from CPL?
 | Click or tap here to enter text. |

## Section E: Value added offerings

|  |  |
| --- | --- |
| 1. Provide any additional information that would be of benefit and applicable to providing the best cleaning and janitorial service to CPL.
 | Click or tap here to enter text. |
| 1. In the spirit of working with industry subject matter experts, CPL acknowledges that there may be products, solutions and/or services that may bring value to CPL that may exceed the minimum requirements of the requirements of this RFP. For example, solution enhancements that would reduce the total cost of service, improve user experience, higher effectiveness, mitigating risk etc. Proponents are encouraged to propose unique and/or creative solutions that could add value to their proposal.

Proponents may choose to provide such value-added products, solutions and/or services that may exceed the minimum requirements of this RFP.All proposed value-added elements are to be fully costed by the proponent in the designated area in Section G - Pricing. However, any costs associated with a proposed value-added element will not be considered in the awarding of points, if any to this criterion.Describe any Value-Added Offerings here, and indicate whether each offering will incur additional costs. Costs are to be outlined in Appendix D, section E. |
| Click or tap here to enter text. |

## Section f: references

Reference #1

|  |  |  |
| --- | --- | --- |
| **Business Name:** | **Location(s):** | **Floor Area (sq. ft):** |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |
| **Contact:** | Click or tap here to enter text. | **Title:** | Click or tap here to enter text. |
| **Phone**: | Click or tap here to enter text. | **Email:** | Click or tap here to enter text. |

Reference #2

|  |  |  |
| --- | --- | --- |
| **Business Name:** | **Location(s):** | **Floor Area (sq. ft):** |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |
| **Contact:** | Click or tap here to enter text. | **Title:** | Click or tap here to enter text. |
| **Phone**: | Click or tap here to enter text. | **Email:** | Click or tap here to enter text. |

Reference #3

|  |  |  |
| --- | --- | --- |
| **Business Name:** | **Location(s):** | **Floor Area (sq. ft):** |
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| Click or tap here to enter text. | Click or tap here to enter text. |
| Click or tap here to enter text. | Click or tap here to enter text. |
| **Contact:** | Click or tap here to enter text. | **Title:** | Click or tap here to enter text. |
| **Phone**: | Click or tap here to enter text. | **Email:** | Click or tap here to enter text. |