



COQUITLAM PUBLIC LIBRARY

Request for Proposals
RFP No. 2020-001 – City Centre

JANITORIAL SERVICES

Issue Date: 2020-02-19

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PROPOSAL SUBMISSION FORM

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 2020-001 Janitorial Services
Overview of the Opportunity	The purpose of this RFP is to invite proposals from qualified firms for the provision of Janitorial Services .
Questions	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the closing date sent to email: Sharmini Manoharan email: smanoharan@coqlibrary.ca
Addenda	Proponents are required to check the BC Bid website for any updated information and addenda issued, before the Closing Date at the following website: www.bcbid.gov.bc.ca
Closing Date and Time	5:00 pm local time Wednesday March 18 2020
Instructions for Proposal Submission	Proposals are to be emailed to: smanoharan@coqlibrary.ca Files are to be no bigger than 10 MB . 1. In the “Subject Field” enter: RFP Number and Name 2. Add file in .pdf format and Send Phone 604-554-7332 should assistance be required. The Coquitlam Public Library also reserves the right to accept Proposals received after the Closing Date and Time.
Obtaining RFP Documents	RFP Documents are available for download from the BC Bid website: www.bcbid.gov.bc.ca Printing of RFP documents is the sole responsibility of the Proponents.

DEFINITIONS

“BC Bid Website” means www.bcbid.gov.bc.ca

“Agreement” “Contract” means the contract for services or Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the Coquitlam Public Library based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the Library

“Contractor” means the person, firm or corporation that the Library enters into Contract for the provision of goods and services

“CPL” “Library” “Owner” means the Coquitlam Public Library

“Material” “Materials” “Supplies” shall, unless otherwise specified, mean anything and everything other than persons or the Contractor’s equipment which is manufactured, processed or transported to the site, or existing on the site, and incorporated into the services.

“Preferred Proponent” means a Proponent whose Proposal has been reviewed by an evaluation committee and is favorably placed for consideration for award.

“Price” means the amount that will be paid by the Library to the Contractor for delivery and acceptance of goods and Services.

“Proponent” “Respondent” means a company that submits a response to the RFP

“Proposal” “Response” means the information submitted by a company in response to the RFP

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals.

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor.

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met.

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

1. INSTRUCTIONS TO PROPONENTS

1.1. Purpose

The Library requests proposals from qualified, experienced Contractors to provide labour, equipment, materials, overhead and all that is necessary for the **Janitorial Services** (the ‘**Services**’) as outline in Section 3 – Scope of Services.

1.2. Instructions for Proposal Submission

Proposals are to be consolidated into one PDF file and emailed to: smanoharan@coqlibrary.ca
Files are to be no bigger than 10 MB and are to be in .pdf format

1. In the “Subject Field” enter: RFP Number and Name.
2. Add file in .pdf format and Send

Phone 604-554-7332 should assistance be required.

Proposals submitted shall be deemed to be successfully received when displayed as new email in the in-box of the Library email address. The Library will not be liable for any delay for any reason including technological delays, or issues by either party’s network or email program, and the Library will not be liable for any damages associated with Proposals not received.

The Library reserves the right to accept Proposals received after the Closing Date and Time but is under no obligation to evaluate.

Proposals will not be opened in public.

Proposals may be withdrawn upon request by an authorized representative of the company sent to email: smanoharan@coqlibrary.ca prior to time set as closing time for receiving Proposals.

1.3. Inquiries

All inquiries are to be submitted in writing by email quoting the RFP name and number sent to: smanoharan@coqlibrary.ca

Questions are to be submitted in writing 3 business days prior to the closing date.

If a change, or additional information related to the original version of the Request for Proposals is warranted, the Library’s response will be communicated to all Proponents by means of written Addenda prior to the Closing Date and posted on the BC Bid website.

The Library shall determine, at its sole discretion, whether the query requires response, and such responses will be made available to all Proponents by issue of Addenda posted on the Library’s website that will be incorporated into and become part of the RFP.

No oral conversation will affect or modify the terms of this RFP or may be relied upon by the Proponent.

Proponents are invited to a tour of the facility on Wednesday March 4 at 9:30 am
No other tours will be conducted

1.4. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the Library.

1.5. Term of Agreement

The Term of the Agreement will be a five (5) year Term with an option to extend the Agreement for additional terms, as mutually agreed to between the parties.

1.6. Addenda

Proponents are required to check the BC Bid website for any updated information and Addenda issued before the Closing Date at the following website address: www.bcbid.gov.bc.ca

Upon submitting a Proposal, Proponents are deemed to have received all Addenda posted on the Library website and deemed to have considered the information for inclusion in the Proposal submitted.

Should there be any discrepancy in the documentation provided; the Library's original file copy shall prevail.

1.7. Withdrawal of Proposal

Proposals may be withdrawn upon request sent to email smanoharan@coqlibrary.ca prior to time set as closing time for receiving Proposals.

1.8. Evaluation Criteria

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Reputation, CapaLibrary and Resources – 20 points

- Business and technical reputation and capabilities; experience, financial stability, capaLibrary and resources
- References
- Sub-contractors

Technical – 40 points

- Methodology for delivery and mobilization of services
- Ability to comply with the stated specifications and requirements
- Qualifications and experience of the Proponent and key personnel
- Equipment and resources
- Proposed schedule

Financial and Value Added – 40 points

- Total Cost
- Value Added
- Sustainability/Environmental Considerations

These criteria will be used to determine best overall value to the Library. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

No scores or rates will be provided to any Proponents. Results of reference checks will not be disclosed or discussed with any Proponent.

The lowest proposed Proposal price or any Proposal will not necessarily be accepted, nor will there be any obligation to accept any Proposal if that Proposal is the sole bid. Without limiting the generality of the foregoing, any Proposal which is incomplete, obscure or irregular may be rejected; any Proposal having erasures or corrections in the Proposal submission may be rejected; any Proposal that has any deletions, alterations, or changes in the Contract documents as listed herein may be rejected.

The Library reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the work outlined in this RFP.

1.9. Examination of Proposal Documents and Work Sites

The Proponent must carefully examine the Proposal Documents and worksite(s). The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the Library.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the Library, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Drawings, Specifications, Site Visit and Investigation, and any resulting Addenda will be incorporated into any Contract between the Library and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

1.10. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

1.11. Negotiation

The Library reserves the right, prior to contract award, to negotiate changes to the scope of the services or to the contract documents (including pricing to meet budget) with the highest ranked Proponent and then consecutively, any one or more Proponents, proposing the “best value” without having any duty to advise any other Proponent or to allow them to vary their Proposal as a result of changes to the scope of the services or to the contract documents; and the Library may enter into a changed or different contract with the proponent(s) proposing the “best value”, without liability to Proponents who are not awarded the Contract.

1.12. Litigation

The Library may, at its absolute discretion, reject a Proposal if the Proponent, or any officer or director has been engaged directly or indirectly in a legal action against the Library, its elected or appointed officers, representatives or employees in relation to any matter, or if the Library has initiated legal action against any officers or directors of the Proponent.

In determining whether or not to reject a Proposal, the Library will consider whether the litigation is likely to affect the Proponents ability to work with the Library, its consultants and representatives and whether the Library’s experience with the Proponent indicates there is a risk the Library will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Proponent.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Terms and Conditions

The following Terms and Conditions listed below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

2.2. Notification of Award

The Library will notify the successful Proponent in writing of its decision to award the project by issue of a Library Purchase Contract or Purchase Order (PO) incorporating the information contained in this RFP, the General Condition of Contract stated herein, the accepted Proposal, Addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract **by April 30 2020 with a start date of within 90 days**

Proponents are to include with their Proposal submission a full description of any deviations if they are unable to comply with any of these general conditions.

2.3. Health and Safety Requirements

The Contractor shall strictly comply with the current Industrial Health and Safety regulations of WorkSafeBC and the safety policies/procedures of the Library. Other applicable federal, provincial and local regulations and policies concerning the health and safety of workers and general public shall also be followed.

2.4. Indemnity

The Contractor and any Sub-Contractors shall at all times indemnify and save harmless the Library or any of their officers, employees or agents from and against all claims and demands, losses, costs, damages, actions, suit fees, or other proceedings by whomsoever made, brought or prosecuted, in any manner based upon, occasioned by or attributable to the execution of this assignment, or any action taken or things done or maintained by virtue of this assignment or the exercise in any manner of rights except claims for damage resulting from the negligence of any officer, servant or agent of the Library while acting within the scope of their duties of employment.

2.5. Independent Contractor

The Contractor is an independent Contractor and this contract does not render the Contractor an agent or employee of the Library.

2.6. WorkSafeBC Coverage

The Contractor shall be in good standing with WorkSafeBC and provide a WorkSafeBC Registration Number.

The Contractor is responsible for having the work sites secured in accordance with WorkSafeBC regulations and to perform the work so that there is no risk of danger or hazard to the staff and public at any time during the progress of the work until completion.

2.7. Insurance Requirements

The Contractor shall submit, upon award by the Library a Certificate of Insurance signed by the Insurance Company certifying that the required insurance policies are in force. Such certificate is to be provided as:

- a) Commercial General Liability (CGL) Insurance policy satisfactory to the Library in the amount of FIVE MILLION DOLLARS (\$5,000,000) per occurrence covering losses to a third party for bodily injury or death, property damage and unlicensed vehicle, and attached equipment operation with a deductible not greater than \$10,000;

- i. The Coquitlam Public Library and the City of Coquitlam be named as “additional insured” and the policy shall contain the Separation of Insureds and Cross Liability;
 - ii. CGL insurance shall be placed with insurers licensed to do business in British Columbia, Canada and shall exclude any rights of cross claim against the Library or any rights of the insurer or insurers, whether subrogation or otherwise, against the Library and against those for whom the Library is in law responsible;
 - iii. The policy shall not be cancelled, lapsed, transferred, assigned or materially altered without at least thirty (30) days written notice to the Library of Coquitlam and the Library’s written approval of the cancellation, transfer, assignment or alteration;
- b) Automobile Liability insurance, and maintain third party liability in an amount of not less than TWO MILLION DOLLARS (\$2,000,000.) per occurrence, is required on all licensed vehicles owned or used by the Contractor;

Note that the effective date for Certificate of Insurance will be the date of the Notice of Award.

2.8. Permits and Licenses

The Contractor will provide and pay for all licenses and permits required to carry out the work.

2.9. Clean Up

At the end of each day the Contractor shall ensure the site is safe and secure and, at the conclusion of work, the Contractor shall clean out all debris promptly remove any equipment or materials and leave the site of the work in a clean and tidy condition.

2.10. Operations and Coordination of the Services

The Contractor shall agree to coordinate the execution of the Services with the Library such that disruption of the work of all involved is minimized.

2.11. Equipment, Materials and Workmanship

The Contractor shall ensure that they and all staff assigned to this contract are qualified and experienced and have the necessary resources for the successful completion of the work including any amendments as they may occur during the execution of the work.

All equipment, materials and labour utilized and all workmanship shall comply with all current codes, standards, regulations and statutes pertaining to the services including, but not exclusively:

- a) Canadian Standards Association (CSA)
- b) WorkSafeBC
- c) BC Provincial Motor Vehicle Act
- d) Coquitlam Public Library and City of Coquitlam relevant policies, by-laws and codes
- e) Workplace Hazardous Material Information System (WHMIS)

All necessary federal, provincial and local permits required for safe completion of the work shall be obtained and kept available at the work site for inspection.

Equipment must be in good mechanical repair and not require excessive maintenance or create excessive down time that jeopardizes the Contractors ability to provide the services agreed to.

2.12. WHMIS

The Contractor shall be responsible for ensuring that its employees are fully informed and comply, at all times, with WHMIS. Such compliance shall include, but not be limited to:

- a) Provision of Material Safety data Sheets for all materials being used;
- b) Training of employees in the proper handling and storage of such materials;
- c) Furnishing and use of workplace labels for such materials.

2.13. Identification of Employees

All personnel employed by the Contractor shall at all times be readily identifiable as being an employee of the Contractor. At all times while working on Library premises the Contractors employees and sub-trades shall carry on their person, personal photographic identification.

Only employees of the Contractor (or Contractor's approved sub-Contractor(s)) specifically assigned to carry out the work will be allowed to enter the Library facilities. While the Contractors employees are on the Library's premises, the Contractor shall require them to conduct themselves in a professional manner.

2.14. Inspection of Services

- a) All services provided shall be subject to regular inspection and shall meet the approval of the Library or a designated representative. If they are not approved, the Library shall have the right to reject them or to require correction.
- b) Acceptance or rejection of the work shall be made as promptly as practical, but failure to accept or reject the work shall not relieve the Contractor from responsibility for services provided not in accordance with the contract.
- c) The Library will not be deemed to have accepted the services by virtue of a partial or full payment for it.
- d) The Library or a designated representative shall be the final judge of all services and its decisions of all questions in dispute will be final.
- e) Neither the library nor the Contractor will be liable for any excess costs if failure to perform is due to circumstances beyond control

2.15. Force Majeure

Neither the library nor the Contractor will be liable for any excess costs if failure to perform is due to circumstances beyond control

2.16. Damage and Defects

The Contractor shall use due care so that no persons are injured, or no property damaged or lost in providing the services. The Contractor shall be solely responsible for all loss, damages, costs and expenses in respect of any injury to persons, damage of property, or infringement of the rights of others incurred in the performance of the services or caused in any other manner whatsoever by the Contractor or its employees.

The Contractor shall rectify any loss or damage for which, in the opinion of the Library, the Contractor is responsible, at no charge to the Library and to the satisfaction of the Library.

Alternatively, the Library may repair the loss or damage and the Contractor shall pay to the Library the costs of repairing the loss or damage upon demand from the Library. Where, in the opinion of the Library, it is not practical or desirable to repair the loss or damage, the Library may estimate the cost of the loss or damage and deduct such estimated amount from the amount owing to the Contractor.

2.17. Default

The Library reserves the right, at its sole discretion, to immediately terminate the contract, in whole or in part, and utilize the services of any other Contractor, if the successful Contractor:

- a) Fails to make delivery of the services;
- b) Fails to perform any provision of the contract within the time specified, or within a reasonable amount of time if no time is specified, as determined by the Library;
- c) Fails to meet the Library's standard of expected and agreed level of service and performance; or
- d) Be adjudged bankrupt or makes general assignment for the benefit of creditors.

2.18. Cancellation

The Contract may be cancelled by the Library for any reason without cause or penalty upon 30 days written notice.

The Contractor would be compensated for all work completed at the date of notification.

2.19. Dispute Resolution

The parties will make reasonable efforts to resolve any dispute, claim or controversy arising out of this contract using the following dispute resolution procedures:

- a) Negotiation – the parties will make reasonable efforts to resolve any dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.
- b) Mediation – If all or any of a Dispute cannot be resolved by good faith negotiations within 30 days, either party may refer the matter to mediation. Within 10 days of delivery of notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the BC International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with the assistance of the mediator. The place of mediation will be Coquitlam, British Columbia. Each party will bear its own costs of participating in the mediation.
- c) Litigation – If within 90 days of the request of the mediation, the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice, commence litigation. The location of litigation will be Vancouver, British Columbia.

2.20. Confidentiality

The Contractor agrees that proprietary Library information obtained in providing the services will be treated as confidential and not disclosed.

2.21. Advertisement

The Contractor shall not advertise its relationship with the Library without prior written consent from the Library.

2.22. Subletting

The Contractor will not, without the written consent of the Library, assign, sublet, or transfer any subsequent contract or any part thereof.

2.23. Non-Exclusivity

Award of contract does not entitle any Contractor to exclusive rights for the provision of the services.

The Library may, at its option, issue a written scope of work for specific projects, requesting from the Contractor a written quote to perform the work based on lump sum or the accepted hourly rates, or the Library may at its option, choose to competitively bid large scope special projects.

2.24. Law

The RFP and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia

2.25. Payments – Invoicing

- a) Services shall be invoiced monthly, according to the service rates established in this Contract.
- b) Each invoice shall be submitted in .pdf format sent to email: lvukasovic@coqlibrary. invoices shall include the Purchase Contract number and/or Purchase Order number as provided by the Library and will be submitted on the last day of the month. Invoices must include:

- description and dates of services
 - optional services must include the number of hours, hourly rates and dates
- c) The Contractor shall be paid net 30 days or best effort from receipt of invoice and acceptance of the goods and/or services, whichever is the later, unless alternate payment terms have been agreed to between the Contractor and the Library.
- d) Invoices shall show the appropriate amounts for value added taxes.
- e) The Contractor shall be paid for the work completed to acceptable standards.
- f) The Library may withhold payment for work that has not been completed to the Library's standard of expected and agreed level of service and performance.

Failure to comply with invoice criteria listed above may result in invoices being returned for correction and payment delayed until above criteria has been provided.

A Purchase Order or Purchase Contract for the services will be issued to the successful Proponent based on the proposal submitted and as finally negotiated. Invoice rates in excess of the PO will not be accepted.

3. SCOPE OF SERVICES

3.1. Purpose

The Library invites Proposals from experienced and qualified proponents for the provisions of everything required including all skilled labour, tools, materials, equipment, consumables, cleaners, paper for janitorial services and any other requirements to complete the services in a professional manner as outlined here-in.

3.2. Locations:

The subject of this RFP is the City Centre Library branch, located at 1169 Pinetree Way, Coquitlam BC, V3B 0Y1.

A second branch is located at 575 Poirier St. Coquitlam BC, V3J6A9. This second branch is not included in this RFP, but the Contractor may submit a proposal for this branch separately as per **RFP NO. 2020-002** -Poirier.

Contractors may choose to bid on one Janitorial RFP only, or both Janitorial RFPs as separate bids.

3.3. Specification for Cleaning Services

After hours service

DAILY CLEAN

Common Area and Meeting Rooms (including media room(s), computer lab, study rooms, etc.)
Dust/wipe all tables and spot clean chairs
Empty waste receptacles, take waste to designated waste collection area, replace liners as needed
Wipe all waste receptacle lids with disinfectant
Clean drinking fountains
Clean coffee kiosk area
Clean interior glass doors (entrance area) and spot clean glass in meeting/study rooms
Floor Cleaning
Vacuum all carpeted areas (including offices – all rooms)
Spot clean carpet areas as needed
Sweep/vacuum hard floor surfaces - all areas
Damp mop hard floor surfaces – all areas
Furniture
Spot clean non-porous furniture surfaces (leather, etc)
Reposition furniture as needed according to floorplan
Public/Staff Washrooms and Showers
Clean dispensers and fixtures
Clean and disinfect sinks, hand dryers, toilets, urinals and showers
Free minor plumbing if plugged; report major plumbing issues in communication book
Disinfect counters, backsplash, and door handles
Clean all metal and mirrors to be polished and streak free
Empty sanitary receptacles and replace liners
Restock supplies as needed – paper, soap, etc.
Damp mop floors with disinfectant
Spot clean cubicle walls and disinfect handles and light switches
Empty garbage receptacles, clean lids and replace liners as needed
Spot clean doors, door frames
Staff Room
Vacuum carpeted area
Wipe kitchen counters with degreasing solution
Damp mop floor with disinfectant
Wipe down tables and spot clean chairs
Clean sink (dishwashing not included)
Wipe down interior, exterior and top of microwave
Offices/Office Spaces
Remove garbage and recycling, take to designated waste collection area, replace liners as needed
Spot clean interior glass, glass door, windows
Sweep/mop hard surface floors
Vacuum carpeted areas
Dust/wipe all office furniture

Elevators
Spot clean walls and doors (inside and outside) with disinfectant
Sweep/vacuum and mop floor inside elevator and in elevator foyer area
Stairwell and Parkade
Remove litter from parkade stairwell #7 and sweep
Empty parkade garbage bin and replace liner as needed
Sweep and mop parkade elevator area
Pick up litter in parkade
Check Janitorial Communication book before commencement of work, and sign/date book on completion of services
Emergency Services
Clean-up and removal of broken glass, bodily fluids (as needed)
Unplug toilets and clean toilet overflow
Other Services
Empty book drops on statutory holidays where the library is not open

WEEKLY

Common Area and Meeting Rooms (including media rooms(s), computer lab, study rooms, etc.)
Vacuum fabric furniture
Detail edge vacuum around furniture and walls
Wipe down appliances

MONTHLY

Common Area and Meeting Rooms (including media rooms(s), computer lab, study rooms, etc.)
Dust light fixtures, picture frames, door frame tops under 8'
Offices/Office Spaces
Wipe door frames, thresholds, door kickplates, windowsills
Spot clean walls and doors as necessary (to 8')
Dust light fixtures, picture frames, shelves, blinds, door frame tops under 8'
Staff Room
Clean and disinfect inside of fridge
Wipe down cupboards
Stairwell #7
Mop stairs
Wash window sills

QUARTERLY

Common Area and Meeting Rooms (including media rooms(s), computer lab, study rooms, etc.)
Clean window coverings
Wipe baseboards
High dusting of air vents, HVAC diffusers, signage, etc. above 8'
Public/Staff Washrooms and Showers
High dusting – air vents, lights, fixtures
High dusting of light fixtures, air diffusers, grills, vents
Staff Room
High dusting of light fixtures, air diffusers, grills, vents
Offices/Office Spaces
Fully clean interior glass, glass doors, windows
Stairwell #7
Wash walls upto 8'
Parkade
Powerwash elevator landing

3.4. Staff Resources

Cleaning services are to be performed after the business hours listed below

Library hours are daily as following

- Monday to Thursday: 9:00 a.m. to 9:00 p.m.
- Friday: 9:00 a.m. to 5:00 p.m.
- Saturday and Sunday: 10:00 a.m. to 5:00 p.m.

The Library is closed on the following Statutory Holidays:

- New Year's Day
- Labour Day
- Remembrance Day
- Christmas Day
- Boxing Day

The Library is also closed on the Sunday between Christmas and New Year's day

A cleaner must be available to provide emergency services on-call during all library open hours. Acceptable response time is less than two (2) hours.

3.5. Specification of Goods

The Contractor will be responsible for the supply of the following:

- Garbage Bags (various sizes, premium weight);
- Waxes for floors;
- Germicidal Cleaners for floor, walls & Toilets (AIRX 66, AIR 44, Toilet bowl cleaners-23% Hydrochloric acid)
- Deodorant urinal pucks, (paradichlorobenzine, 4 oz, wrapped)
- Window cleaner (Aerosol, alcohol base)
- All equipment to perform Services
- Waxed personal hygiene bags and receptacles

The cleaning material must meet or exceed the Library’s current quality standards. The successful respondent may be required to supply samples of products that deviate from those specified in order that the quality may be examined. The Library will be the sole judge as to quality of the goods and may reject any product that does not, in its opinion, meet the specifications of the current product listed above.

3.6. Equipment

The Contractor is to supply all equipment necessary to perform the work to the satisfaction of the Library. All equipment to be of an industrial type where appropriate and CSA approved.

The Contractor is responsible for the receipt and storage on site, of all materials required for this agreement including its security and safety. The Library will make no payment in compensation for the Contractor’s materials or equipment stolen, lost, or damaged.

3.7. Service Performance

The Service factors listed below will objectively monitor the contractor’s performance of the Services by measuring Key Activities (KPIs) against pre-determined criteria.

The contract performance evaluation will be conducted in an objective manner on a monthly basis or as when required.

The performance ratings are set out as follows wherein:

Poor	Average	Good	Excellent
1	2	3	4

And define as percentage:

- 1 = Less than 60% + Unacceptable
- 2 = 61-75% = Acceptable
- 3 = 76% and above = Good

Within the first 30 days of commencement of the agreement, the Library will measure the contractor’s performance with respect to the KPIs using the scale set out above. If the contractor’s score below “Acceptable” on any KPI, the Library will give the contractor written notice that the Contractor has thirty (30) days to improve its services on the specific KPI to at least an “Acceptable” rating, determined by the Library, in its sole discretion. Failure to achieve this improvement will constitute a material breach of this Agreement allowing Library to terminate this Agreement immediately and without any further notice. In consideration of the service specifications for the cleaning plan set out in “Specification for Cleaning Services” the following elements will form the basis for determining the level of services that are provided by the contractor.

3.8 Key Performance Indicators

Quality of Work – assessment based on Library’s Manager’s comments and reports
Overall quality of cleaning work being done
Addressing deficiencies
Site Inspection and safety compliance
Emergency services- Services provided when needed
Frequency of unsatisfactory work
Staff professionalism (staff arriving at a consistent time for shifts, neatly and appropriately dressed, professional in interactions with customers and staff)
Working relationship – the relationship based on trust, responsiveness, integrity, professionalism, and offering solutions to issues



**Coquitlam Public Library
REQUEST FOR PROPOSALS**

RFP No. 2020-001-CityCentre

JANITORIAL SERVICES

Proposals will be received on or before

5:00 pm local time

Wednesday March 18 2020

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposals are to be consolidated into one PDF file and emailed to : smanoharan@coqlibrary.ca

Files are to be no bigger than 10 MB and are to be in .pdf format. In submitting the PDF File:

1. In the "Subject Field" enter: RFP Number and Name.
2. Add file in .pdf format and Send

Phone 604-554-7332 should assistance be required.

PROPOSAL SUBMISSION FORM

Complete and return this Proposal Submission Form

Submitted by: _____
(company name)

Proponents are to provide as much information as possible when replying to each point throughout the Proposal.

Proponents MUST identify any specific requirements with which they are unwilling or unable to comply.

1. PRICE

The term of the contract is for five (5) years commencing [insert date here] to [insert date here], which may be extended by up to two (2), one (1) year renewal options at a negotiated rate and at the sole discretion of the Library to [insert date here].

a) Janitorial Services

The contract price will be paid by the Library to the contractor at the end of each month’s service. These rates are all inclusive without limitation, including all loading, labour, wages, benefits, equipment, transportation, fuel, mobilization, disposal, overhead and profit.

JANITORIAL SERVICES	MONTHLY CONTRACT PRICE - EXCLUDING GST
Year 1	\$
Year 2	\$
Year 3	\$

2. ADDITIONAL FEES

Hourly rate for emergency janitorial services – e.g. broken glass, bio-waste cleanup	\$
Power wash stairwell #7	\$
Power wash stairwell #7 walls	\$
Clean stairwell #7 interior windows	\$
Power wash entry level elevator landing	\$
Garbage pick up and washroom cleaning Monday-Saturday between 2:00 p.m. and 4:00 p.m.	\$

Is there a minimum fee charged or minimum number of hours charged for the callout? If yes, please explain fee structure fully below.

3. METHODOLOGY, DISPOSAL & QUALITY ASSURANCE

Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the work.

Delivery, set-up and execution of the work – Proposals should address the plan for the delivery, set up and execution of the work; as well as the disposal, recycle or reuse for the surplus materials.

Quality Assurance – Provide the measures the proponent will use to maintain quality control for the Services being performed.

Risk Factors – Describe the risk factors anticipated and how the Proponent intends to mitigate these.

Delivery, set-up and execution
Quality Assurance

Risk Factors

4. KEY PERSONNEL

The following are the Proponent’s key personnel proposed for use on this project:

Name	Position	Experience and Qualifications	Years with your organization

1. Can all your staff communicate written and verbally in English? Yes No

2. Describe your training process and hours of training a new employee receives?

4. EQUIPMENT

Equipment and power tools used on this at the work site must be clearly identified. List Proponent’s equipment which is owned or leased and would be used in providing the services. Include only major equipment, e.g. vacuum, floor scrubber, etc.

EQUIPMENT LIST		
Equipment (include power tools over \$2,500)	Make / Model	Year

5. EXPERIENCE AND CAPABILITIES

a) Explain the proponent’s experience and capabilities in delivering goods and Services similar to those requested in this RFP:

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b) Explain the proponent’s capability to take on this project with respect to manpower and other contracts that may affect their ability in delivering the goods and Services:

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6. EXPERIENCE AND REFERENCES

Proponents shall be competent and capable of performing the services requested and successfully delivered service contracts of similar size, scope and complexity.

Year Started	
Year Completed	
Description of Contract	
Company	
Contact Person	
Telephone and Email	
Contract Value	

Year Started	
Year Completed	

Description of Contract	
Company	
Contact Person	
Telephone and Email	
Contract Value	

Year Started	
Year Completed	
Description of Contract	
Company	
Contact Person	
Telephone and Email	
Contract Value	

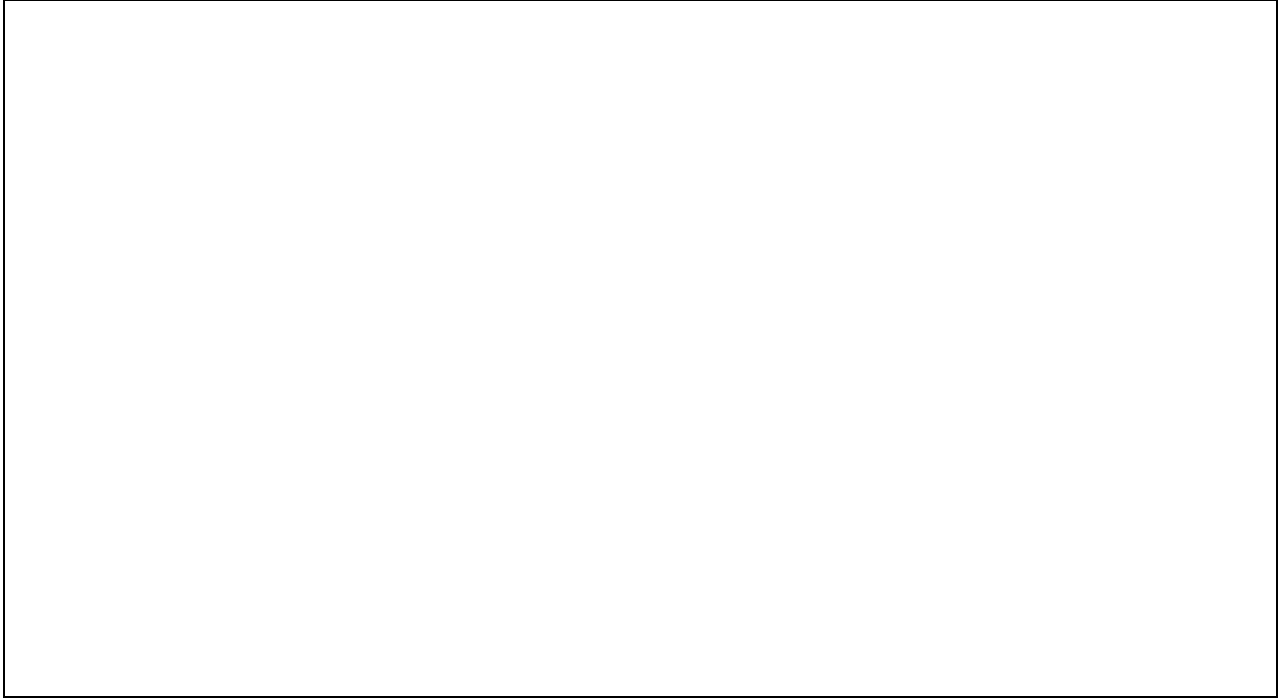
7. SUB-CONTRACTOR

The following Sub-contractors will be utilized in provision of the services and will comply with all the terms and conditions of this RFP:

	Type of Service	Company Name	Phone	Email
a)				
b)				
c)				
d)				

8. VALUE ADDED

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides that would assist or be of benefit to the Library:



9. TRAINING AND SAFETY PROGRAM

a) Does your firm have a training and safety program in place that meets the requirements of WorkSafeBC?

Yes No

b) If no is checked, describe how safety training is accomplished.

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10. ADDENDA

We acknowledge receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal:

Addendum No.	Date Issued	Date Received

11. AUTHORIZATION

We hereby submit our Proposal for the supply and services as specified and undertake to carry out the work in accordance with all Regulations and Codes, applicable to this RFP.

We agree to the rules of participation outlined in this RFP and should our proposal be selected, will accept the Library’s contract as defined within this RFP.

The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP submission, electronic signatures will be accepted.

Company Name:	
Address:	
Phone:	
GST Registration No.:	
Project Contact: Name and Title of Individual <i>for communication related to this RFP</i> (please print)	
Contact Email:	
Name & Title of Authorized Signatory: (please print)	
	Signature:
Date:	