

City of Coquitlam

Request for Proposals

RFP No. 24-043

Janitorial Services at Public Safety
Building

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APPENDIX A – Services, Schedules and Tasks

APPENDIX B – Appendix B - Form of Contract

[PROPOSAL SUBMISSION FORM](#)

KEY DATES

RFP Issue Date	Wednesday, May 1, 2024
Mandatory Site Visit: Date Time and Location	10:00 AM Monday, May 27, 2024 LOCATION: Public Safety Building 2986 Guildford Way, Coquitlam
Deadline to register for Site visit	10:00 AM Tuesday, May 21, 2024 See Section 1.3 for instructions
Deadline for Questions	2:00 PM (local time) Tuesday, June 4, 2024
Deadline for Issuing Addenda	Wednesday, June 5, 2024
Submission Deadline	2:00 PM (local time) Friday, June 7, 2024

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 24-043 Janitorial Services at Public Safety Building
Overview of the Opportunity	The purpose of this RFP is to invite proposals from qualified firms to provide Janitorial Services at Public Safety Building .
Instructions for Proposal Submission	<p>Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none"> In the "Subject Field" enter: RFP Number and Name Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.) <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p>
Obtaining RFP Documents	RFP Documents are available for download from the City of Coquitlam's website: https://www.coquitlam.ca/Bid-Opportunities Printing of RFP documents is the sole responsibility of the Proponents.
Questions	Send questions to: bid@coquitlam.ca referencing the RFP name and number.
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	APPENDIX B – Appendix B - Form of Contract will apply to any Contract awarded resulting from this RFP.

DEFINITIONS

“Agreement” “Contract” means Form of Contract (attached as **Appendix B** to this RFP) incorporating the information contained in this RFP, Proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” “Owner” means City of Coquitlam;

“Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and Works.

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

“Project Manager” means the City staff member appointed to coordinate the Work;

“Proponent” means responder to this Request for Proposals;

“Proposal” means the submission by the Proponent;

“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. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́ŋqəmiḥə́m word kʷikʷə́ləm (kwee-kwuh-tlum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikʷə́ləm (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the s̓q̓əciyaʔ təməxʷ (Katzie), and other Coast Salish Peoples.

1.2. Purpose

The purpose of this RFP is to invite Proposals from qualified firms to provide **Janitorial Services at Public Safety Building**

1.3. Security Clearance

For all attending the non-mandatory site meeting, **the following information MUST be provided to the City email: bid@coquitlam.ca when confirming attendance.** This information is being sent to the RCMP for basic background checks before allowing anyone to review the RCMP work areas:

- Company name
- Photo of the front and back of attendee’s valid driver’s license

If anyone is not allowed to enter the RCMP area of the Site, they will be advised. On the day of the site visit, all attendees MUST provide government issued photo ID, they must sign in, and they may not take any photos without approval of RCMP security escort.

A separate check will be required on all Contractors once the project is awarded.

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 City.

1.5. Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

1.6. Prices

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

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs

import and export duties, freight, handling, 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.

1.7. Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City may not consider any departures not stated in the Proponent's Proposal Submission.

1.8. Evaluation Criteria

The City uses Microsoft Word to aid the transfer of Proponents information to an evaluation document. Proposal Submission Form responses should provide direct answers or a concise summary of attachments. If attachments are required, ensure to provide a summary for each question then direct the City to the appropriate section within the attachments.

Lower scores may be recorded if Proposal Submission Forms are:

- Not in Microsoft Word
- Only answering questions with "see section x in attached document".

Evaluation Criteria of each proposal will be determined in accordance with the following:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	30
Sustainable Benefits and Social Responsibility	10
Technical	30
Financial	30
Total	100

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

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- Value added benefits
- References
- Sub-contractors

- Staff qualifications and experience
- Health and Safety

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, execution of the Work
- Uniforms, name tags, and professional appearance.
- Ability to communicate (oral and written) in English
- Monitoring, supervision and coordination of services
- Quality assurance and compliance to cleaning standards and training
- Equipment and Resources
- Cleaning products
- Equipment

Financial

- Price
- Labour Rates and Equipment Rates

These criteria will be used to determine best overall value to the City. 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

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City 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.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

1.9. Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Enter into a Contract with the City using **APPENDIX B – Appendix B - Form of Contract**
- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

1.10. Term

The initial term of the Contract is one (1) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Terms and Conditions of Contract

The City's **APPENDIX B – Appendix B - Form of Contract**, the Conditions listed in this RFP, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract..

PROJECT SPECIFIC TERMS AND CONDITIONS

2.2. RCMP Security Check

RCMP Security Check will be required on all Contractors once the project is awarded. All of the Contractors personnel working on site must obtain a security check in order to perform the Work. Contractor will provide a list of all employees who will be working on site along with a copy of their drivers' license. No personnel shall perform the Work at the Public Safety Buildings without obtaining a RCMP security check. Any approved subcontractors must meet these requirements as well.

RCMP security identification must be worn at all times while working and this security identification remains the property of the RCMP and must remain onsite when leaving the Buildings.

Contractors will not be supplied with copies of the security clearance certificates, and should a staff member no longer perform the Work, the security clearance will be terminated and the security identification is to be returned.

3. SCOPE OF SERVICES

3.1. Scope

The City of Coquitlam ("City") requests Proposals from qualified, professional and experienced companies to provide **Janitorial Services at Public Safety Building**.

The City encourages innovative ideas and solutions that may be of mutual benefit or enhance the services to the City. This RFP is not intended to be limiting should a Proponent have innovative ideas or alternate solutions.

The janitorial and cleaning services shall include, but is not limited to, the following:

- Provision of all qualified labour, materials and equipment
- Provision of all supplies; unless noted that the City will provide these at the location identified
- The Daily Report Log shall be signed and dated by each of the Contractor's personnel which is kept in a log book on-site
- Provision of all supervision of Contractors employees to ensure the highest level of service is provided in accordance with the specifications and task schedule, and as determined by the City

For further details refer to:

APPENDIX A – Services, Schedules and Tasks

3.2. Contractors Personnel

All Personnel must be bondable.

Personnel must be Canadian Citizens or Landed Immigrants and must provide proof when requested by the City.

All personnel, servants, agents and employees of the Contractor must be able to read, write, speak and understand English in order to communicate effectively with the City.

All personnel are required to have, at all times, security clearance, which is to be paid for by the Contractor after contract award.

3.3. Probationary Period and Renewal

Contractors are to note that the Services in this RFP are subject to a two month probationary period and review. If under the probationary period, the City determines the work is performed to an acceptable standard as described in the RFP, the City reserves the right to terminate the Contract and seek alternate solutions. The City will be the sole judge as to what the acceptable level of service is.

3.4. Certification

All janitorial and cleaning employees shall have successfully completed the Building Service Workers (BSW) certification program from a reputable government recognized training program. W.H.M.I.S training must also be completed. Copies of such certification shall be provided to the City upon request.

3.5. Environmentally Friendly Cleaning Products

Contractor shall be responsible for the procurement, safe storage and use of all environmentally safe cleaning supplies, equipment, tools, and materials required for the Services. Contractor to maintain an adequate inventory of supplies in order to perform the services required.

The City will supply the soap dispensers, liquid soap and paper products for Contractor's use at all locations.

No pressure washing is to be undertaken unless prior approval has been obtained by the Civilian Police Services Management.

3.6. Storage Areas

Contractor shall maintain custodial closet and/or storage area in a clean, orderly and safe manner at all times Contractor to ensure that basic equipment and cleaning products are always available in these areas for emergency clean-up by Contractor's staff during working hours.

3.7. Variation of Usage

The City expects to receive a MONTHLY PRICE which shall consider the peaks and troughs that will occur at the Buildings. This means that no extra charges will be expected should there be a high level of usage at a particular time. Contractor to consider that usage may vary and arrive at a monthly price that will allow for such fluctuations.

3.8. Schedule of Usage and Hours of Coverage

The Public Safety Buildings are in use 24 hours per day, 7 days a week, 365 days a year. At no time, shall performance of services, interfere with the operations. During any unusual or special events, restricted areas will be identified and may be exempted from cleaning.

The City requires that the Contractor have RCMP security cleared staff coverage available, at all times during the agreed upon hours, in the event of staff illness/turnover.

3.9. Conduct and Professionalism

Contractors staff, shall at all times, be professionally attired in clean and neat company uniforms, and wear name tags and security identification. Proponents shall provide and pay for uniforms and name tags.

Good public relations must be maintained at all times by the Contractor, the Contractor's employees, and representatives. All enquiries and complaints must be satisfactorily resolved in a courteous and businesslike manner and be acted upon within a 24-hour period.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 24-043

Janitorial Services at Public Safety Building

Proposals will be received as per date and time in [Key Dates Section](#)

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

1. In the "Subject Field" enter: RFP Number and Name

2. Add files in .pdf format and "Send"

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

Legal Name of Proponent	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. DEPARTURES AND AWARD

a) CONTRACT -CONTRACT - I/We have reviewed **APPENDIX B – Appendix B - Form of Contract** and would be prepared to enter into in an agreement that incorporates the City's Standard Terms and Conditions, amended by the following departures (list, if any):

Section	Requested Departure(s) / Alternative(s)

b) SERVICES - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):

Requirements – Requested Departure(s) / Alternate(s) / Addition(s)

c) AWARD - For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Goods and Services.

Section 1c items are not required as part of this Proposal but may be required prior to entering into an agreement with the City.

i. WCB - WorkSafe BC coverage in goodstanding and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided:	WCB Registration Number:
ii. Insurance – Provide Insurance coverage as per the City's Standard Insurance Form	
iii. Vendor Info - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application	
iv. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	

As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

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2. CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):
i. Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):
ii. Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:
iii. Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:
iv. Proponent is describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing:

b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 2	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

c) HEALTH AND SAFETY	
I. Proponent to attach current Work Safe BC Employer Report	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If no, explain:	
II. Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
III. Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
IV. We are registered with one or more of these Safety Management System/Program: OHSAS 18001, CAN/CSA Z1000, ANSI Z10 or other. Please specify:	

d) JANITORIAL SERVICES PERSONNEL

- a) All Personnel named below must be bondable.
- b) Personnel named below must be Canadian Citizens or Landed Immigrants and must provide proof when requested by the City.
- c) All personnel named below, servants, agents and employees of the Contractor must be able to read, write, speak and understand English in order to communicate effectively with the City.
- d) All personnel named below shall currently possess a "Building Service Workers" (BSW) certificate. Original certificates will be provided to the City for viewing upon request.
- e) All personnel are required to have, at all times, security clearance.

Name	Address	Phone Number & Driver's License Number / Expiry	Previously Security Cleared?	Years Employed with Company (Dates)

3. **SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY**

I. Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City

II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:

III. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises or Indigenous owned businesses:

IV. What policies does your organization have to support reconciliation with indigenous peoples:

4. TECHNICAL

a) APPROACH and METHODOLOGY

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.

I. Delivery, Set-Up and Execution - Proposals should address the plan for the delivery, set up and execution of the Work.

II. Quality Assurance and Compliance to Cleaning Standards - Provide the measures the Supervisor will use to provide quality assurance and compliance to the cleaning standards.

III. Describe the systems used to ensure that staff have access to clean and laundered cloths and mops (wet and dry) - Provide the measures the Supervisor will use to provide clean and laundered cloths and mops. How do you ensure different cloths are used for different cleaning functions such as washrooms vs. offices?.

IV. Cleaning procedures training – Describe at least 5 cleaning procedures where staff receive technical and hands on instruction.

b) ENVIRONMENTALLY SAFE CLEANING PRODUCTS - Provide a list of the environmentally safe cleaning products that would be used in to provide the services.

Product Name	Product Use

c) EQUIPMENT PROPOSED - Provide a list of the larger equipment that would be used to complete the Services (i.e. floor polishers, vacuums, etc.)

Type of Equipment	Quantity

5. FINANCIAL

a) PRICE - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):

ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	Public Safety Building, 2986 Guildford Way 60,000 sq. ft.	Monthly	\$
ii.	Public Safety Building, 1059 Ridgeway Avenue 1,877 sq. ft. (Exclude GST)	Monthly	\$
iii.	Public Safety Building, 557 Emerson St 3,700 sq. ft.	Monthly	\$
iv.	Lower level of City Hall, 3000 Guildford Way 1,926 sq. ft.	Monthly	\$
v.	Hourly Rate: All inclusive hourly rate for additional janitorial and cleaning services as requested by the City	Hourly	\$
vi.	Other not Listed:		\$
vii.	Other not Listed:		\$
Upon satisfactory completion of the first twelve month service period, as reviewed by the City, and in the event the City elects to renew the service period(s) for further one-year periods, the above monthly price and where applicable, the hourly rate for additional services will be adjusted at the following percentages			
viii.	2nd Term: 2025 – 2026	Add / Deduct:	%
ix.	3rd Term: 2027 – 2028	Add / Deduct:	%
x.	4th Term: 2028 – 2029	Add / Deduct:	%
xi.	5th Term: 2029 – 2030	Add / Deduct:	%

Attention Purchasing Manager:

- 6. I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City's website www.coquitlam.ca/Bid-Opportunities, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
- 7. I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City's **APPENDIX B – Appendix B - Form of Contract** and will accept the City's Contract as defined within this RFP document.
- 8. I/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

This Proposal is submitted this ____ day of _____, 20____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Name of Proponent	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.