

City of Coquitlam

Request for Proposals

RFP No. 25-039

Janitorial Supplies

TABLE OF CONTENTS

1. KEY DATES	3
2. RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS	3
3. DEFINITIONS	4
4. INSTRUCTIONS TO PROPONENTS	5
4.1. Acknowledgement	5
4.2. Purpose	5
4.3. Proposal Submission	5
4.4. Prices	5
4.5. Requested Departures	5
4.6. Evaluation Criteria	5
4.7. Term	8
4.8. Specifications and Alternatives	8
5. SCOPE OF SERVICES	8
5.1. Scope.....	8
5.2. Demonstration	9
5.3. Product Requirements	9
5.4. Sanitary Paper Products.....	9
5.5. Cleaners	9
5.6. Health Canada EVP Product Registry.....	10
5.7. Dispensing Equipment.....	10
5.8. Support & Account Coverage	10
5.9. Training & Education Services	10

Appendix A – Paper, Soap and Dispenser Products Worksheet

Appendix B – Bulk Cleaning Products & Dispensers Worksheet

Appendix C – Dispenser Count and Location Information Sheet

[PROPOSAL SUBMISSION FORM](#)

1. KEY DATES

RFP Issue Date	Thursday, March 6, 2025
Deadline for Questions	2:00 PM (local time) Monday, March 31, 2025
Deadline for Issuing Addenda	Tuesday, April 1, 2025
Submission Deadline	2:00 PM (local time) Thursday, April 3, 2025

2. RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements and guidelines for this RFP, are available on the City's website: [City Purchasing Information](#).

To be eligible for the award, the City requires only the **successful Proponent** to have the following in place before providing any Goods or Services. The requirements that apply to this RFP are:

- a) For ordering and delivery services
 - i. Accept the City's standard Terms and Conditions posted on the City's website: Standard Terms and Conditions - Purchase of Goods and Services
 - ii. A City of Coquitlam or Tri Cities Intermunicipal Business License is required for any Contractor performing Work within the City or if their office is located within the City, excluding delivery-only services.
- b) For Bulk Chemical Dispensers installation services:
 - I. Commercial General Liability (CGL) insurance \$5M coverage provided on the City's Standard Insurance Form
 - II. Be registered and provide WorkSafeBC clearance
 - III. Accept the City's standard Terms and Conditions posted on the City's website: Standard Terms and Conditions - Purchase of Goods and Services
 - IV. A City of Coquitlam or Tri Cities Intermunicipal Business License

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

3. DEFINITIONS

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the 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” “Vendor” 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.

4. INSTRUCTIONS TO PROPONENTS

4.1. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́hə́míhə́m (HUN-kuh-MEE-num) word kwíkʷə́lə́m (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwíkʷə́lə́m traditional and ancestral lands, including those parts that were historically shared with the ʔíćə́y (kat-zee), and other Coast Salish Peoples.

4.2. Purpose

The purpose of this RFP is to invite Proposals from qualified firms for **Janitorial Supplies**.

4.3. 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.

4.4. Prices

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

4.5. 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.

4.6. Evaluation Criteria

- a) The City uses Microsoft Word to aid the transfer of Proponents information to an Instructions for Proposal Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Proposal Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

b) Submission Format and Content Authenticity

Lower scores may be assigned if Proposal Submission Forms:

- I. Non-conforming
 - Are not submitted in Microsoft Word format.
 - Rely solely on references such as "see section X in the attached document" without providing summaries.
- II. Authenticity and AI Generated Content
 - The City preference is for Proposals to be original and directly aligned with the requirements outlined in this RFP. Proposals containing boilerplate, non-specific, or AI-generated content may receive a lower score.
 - Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Proposals lacking sufficient detail and originality may result in a lower evaluation score.

c) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	20
Sustainable Benefits and Social Responsibility	10
Technical	20
Financial	50
Total	100

d) 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

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Quality Assurance
- Risk factors
- Delivery lead times
- Product Returns
- Suitability and ease of use of proposed dispensers and bulk dispensing equipment
- Cleaning products preferences are Eco-logo and odour free
- Products proposed
- Installation timeframe
- Product training and educational resources

Financial

- Price
- No charge dispensers for life of contract

e) Proposal Comparison

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.

f) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted
 - As part of the evaluation of Corporate Experience

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.

g) Additional Evaluation Considerations

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.

h) Proposal Compliance and Rejection

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

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.

i) Disclosure of Information

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.

4.7. Term

The initial term of the Contract is two (2) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

4.8. Specifications and Alternatives

Wherever the Specifications state a brand name, make, name or manufacturer, trade name, or Supplier catalogue number, it is for the purpose of establishing a grade or standard. It is not intended to rule out competition from equal brands or makes. If goods other than that specified is offered, it is the Proponent's responsibility to provide information in its Proposal that enables the City to confirm equivalency and acceptance.

If the Proponent cannot meet Specifications, the Proponent may identify and offer an alternative which it believes to be an equal or better alternative.

Proponents shall clearly indicate any variances from the City's Specifications or conditions and attach descriptive literature

5. SCOPE OF SERVICES

5.1. Scope

The City is seeking Proposals from experienced and qualified vendors for the supply and delivery of:

- a) Sanitary Paper Products
- b) Hand Soap and Dispensers
- c) Feminine Hygiene Dispensed Products
- d) Bulk Cleaning Products and Dispensing Systems

For further details, please refer to:

Appendix A – Paper, Soap, and Dispenser Products Information Worksheet
Appendix B – Bulk Cleaning Products & Dispensers Information Worksheet
Appendix C – Dispenser Count and Location Information Sheet

Categories, the City currently maintains two (2) separate contracts for the following categories:

Category 1: Sanitary Paper Products, Hand Soap, and Dispensers

- Supply of sanitary paper, hand soap products, and dispensers
- Supply of feminine hygiene products (tampons and maxi pads)

Category 2: Bulk Cleaning Products and Dispensers

- Supply of all-purpose, pH-neutral, glass, and degreaser cleaners
- Supply of hard surface disinfectants
- Supply and installation of bulk diluting product dispensers for the above cleaning and disinfectant product classes

The City intends to award each category to a single Vendor; however, one Vendor may be awarded both categories if it provides the best value. Proponents may submit Proposals for one or both categories.

5.2. Demonstration

The City may request demonstrations of proposed equipment or products and will contact the lead Proponents as required.

5.3. Product Requirements

- a) Products must meet or exceed specified performance and quality standards, including functional equivalence as determined by the City.
- b) Preferred product features include:
 - Third-party environmental certification (e.g., ECOLOGO, Green Seal) or equivalent, with higher ratings preferred.
 - High post-consumer waste (PCW) recycled content verified by a third party.
 - Reduced or eliminated packaging, or bulk packaging using soft plastic (LDPE) or high-PCW materials.

5.4. Sanitary Paper Products

- Preference will be given to products with 100% post-consumer or recycled content, or the highest available percentage.
- Products should use high post-consumer recycled fiber and be unbleached or chlorine-free.

5.5. Cleaners

- Preference will be given to low-VOC cleaners and disinfectants without added fragrances.

5.6. Health Canada EVP Product Registry

- All proposed disinfectant products must be registered on Health Canada's list of hard surface disinfectants for emerging viral pathogens. Proponents will provide Drug Identification Numbers for applicable products quoted.
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/emerging-viral-pathogens.html>

5.7. Dispensing Equipment

- The City currently has 966 product dispensers in use and encourages the utilization of existing equipment where applicable to reduce costs and minimize waste.

Toilet paper dispenser	Roll towel dispenser	Hand Soap Plastic	Hand Soap Stainless	Bulk chemical dispensing stations
329	252	268	78	39

- Hand soap products must be compatible with currently installed dispensers (refer to Appendix A).
- If incompatible products are offered, the Proponent must supply new dispensers that meet the City's standards for quality and durability.
- All dispensers provided must be free of charge, delivered direct to sites, with any discrepancies resolved at the Supplier's expense.
- Additional dispensers shall be supplied free of charge to accommodate future expansion and new locations.
- All dispensers must include a universal key, a secure locking mechanism and shall have no commercial branding (manufacturer branding only).
- Proponent shall conduct a full assessment with the City of existing installed dispensers upon Agreement signing.
- Proponent shall replace dispensers that are obsolete, damaged, or defective at no cost to the City.
- Provide annual (or as required) servicing and maintenance of bulk chemical dispensing stations at no cost to the City.

5.8. Support & Account Coverage

The Proponent must provide comprehensive product support, including a dedicated company account representative with clearly defined availability and responsibilities to effectively address the City's needs

5.9. Training & Education Services

The Proponent must outline available product training resources and detail any annual educational services provided as value-added support to the City.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 25-039

Janitorial Supplies

Proposals will be received as per the date and time specified in the [Key Dates Section](#) of the RFP.

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions and Microsoft Excel appendices should be submitted in the original format (MS Word and MS Excel) and any other supporting documents are 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 and "Send Files"

(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 Company	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. DEPARTURES AND AWARD

a) CONTRACT - I/We have reviewed the City’s Standard Terms and Conditions - Purchase of Goods and Services (per section 2 of the RFP) 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)

2. CORPORATE

a) Category Shortlist - Proponent is to indicate the categories which they are applying for

Category	Description	YES	NO
1	Sanitary Paper Products, Hand Soap, and Dispensers		
2	Bulk Cleaning Products and Dispensers		

b) 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:

c) 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	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

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

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

3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

<p>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</p>
<p>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:</p>
<p>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:</p>
<p>IV. What policies does your organization have to support reconciliation with indigenous peoples:</p>

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; as well as the disposal, recycle or reuse for the surplus materials.

II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.

III. Training & Education –Proponent to outline available product training resources and any annual educational services offered.

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

V. WARRANTY AND DAMAGED DISPENSERS

Provide a summary of how your firm intends to handle damaged/vandalized dispensers and any warranty for defective dispensers. (Attach Manufacturer warranty information if applicable.

Confirm that defective equipment would be replaced with new equipment (not refurbished) at no cost to City.

ADDITIONAL DISPENSERS

The City preference is that all dispensers (soap, paper towel, toilet paper, and bulk dispensing systems) be provided at no cost. Please confirm or provide details on how your firm would address the City's requirements for additional dispensers in the event of new buildings, renovations, or similar circumstances.

6. PRODUCT RETURNS

Upon completion of the contract, the City prefers the following:

- All uninstalled dispensers to be returned to the supplier at no cost to the City.
- Any unopened and unused products to be returned for credit.
- All used dispensers to be collected by the supplier from a designated City location for recycling or disposal within one week of the City's request for pickup.

Provide details on these processes.

--

7. LEAD TIME FOR DELIVERY

Proponents are to confirm delivery lead times upon placement of an order.

Product Type	Lead Time (from date of order)
Paper Products, Hand Soap & Dispensers	
Bulk Cleaning Products & Dispensers	

8. LEAD TIME FOR INSTALLATION

Proponents are to confirm lead times for installation.

Product Type	Lead Time (from date of order)
Bulk Cleaning Products & Dispensers	

9. Confirm all cleaning products proposed are Eco-logo and fragrance free:

<input type="checkbox"/> Yes	<input type="checkbox"/> No
-------------------------------------	------------------------------------

5.

FINANCIAL

Category 1 Sanitary Paper Products, Hand Soap & Dispensers

a) **PRICE** – The following Prices proposed are to be firm and be F.O.B. destination to City Stores or various sites within the City. Confirm **Appendix A – Product Information and Price Worksheet is attached.**

Yes

No

Category 2 Bulk Cleaning Products & Dispensers

b) **PRICE** – The following Prices proposed are to be firm and be F.O.B. destination to City Stores or various sites within the City. Confirm **Appendix B – Product Information and Price Worksheet is attached.**

Yes

No

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 [Standard Terms and Conditions - Purchase of Goods and Services](#) 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.

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