

City of Coquitlam

Request for Proposals

RFP No. 23-047

## Plumbing Maintenance & Repair Services

Issue Date: March 15, 2023

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## [PROPOSAL SUBMISSION FORM](#)

### SUMMARY OF KEY INFORMATION

<b>RFP Reference</b>	<p align="center"><b>RFP No. 23-047</b></p> <p align="center"><b>Plumbing Maintenance &amp; Repair Services</b></p>
<b>Overview of the Opportunity</b>	<p>The purpose of this RFP is to invite Proposals from qualified, experienced and licensed companies for “as and when required” <b>Plumbing Maintenance &amp; Repair Services</b>.</p>
<b>Closing Date and Time</b>	<p align="center"><b>2:00 pm local time</b></p> <p align="center"><b>Wednesday, April 05, 2023</b></p>
<b>Instructions for Proposal Submission</b>	<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: <a href="https://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li><b>In the “Subject Field” enter:</b> RFP Number and Name</li> <li><b>Add files in .pdf format and Send</b> (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol> <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>
<b>Obtaining RFP Documents</b>	<p>RFP Documents are available for download from the City of Coquitlam’s website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>
<b>Instructions to Proponents</b>	<p>The guidelines for participation that will apply to this RFP are posted on the City’s website: <a href="#">Instructions to Proponents</a></p>
<b>Questions</b>	<p>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: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a></p> <p>Questions received after that time may not receive a response.</p>
<b>Addenda</b>	<p>Proponents are required to check the City’s website for any updated information and addenda issued, before the Closing Date at the following website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p>
<b>Withdrawal of Submission</b>	<p>Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> prior to the Closing Date and Time.</p>
<b>Terms and Conditions of Contract</b>	<p>City of Coquitlam <a href="#">Standard Terms and Conditions - Purchase of Goods and Services</a> are posted on the City’s website and will apply to the Contract awarded as a result of this RFP.</p>

## 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”** 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 hən̓q̓əmin̓əm' word kʷikwə́lə̓m (kwee-kwuh-tlum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikwə́lə̓m (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the sq̓əciyaʔt təməxʷ (Katzie), and other Coast Salish Peoples.

### **1.2 Purpose**

The purpose of this RFP is to invite Proposals from qualified, experienced and licensed companies for “as and when required” Plumbing Maintenance & Repair Services as stated within this RFP.

### **1.3 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.

### **1.4 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.

The City will not be responsible for any delay or for any submission not received for any reason, including technological delays or issues by either party's network or email program, and the City will not be liable for any damages associated with submissions not received.

### **1.5 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.

### **1.6 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.

### 1.7 Evaluation Criteria

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

Proposal Evaluation Summary	Maximum Points to be Awarded
<a href="#">Corporate</a>	35
<a href="#">Sustainable Benefits and Social Responsibility</a>	10
<a href="#">Technical</a>	20
<a href="#">Financial</a>	35
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
- References
- Sub-contractors
- Staff qualifications and experience
- Health and Safety
- Equipment
- Value added benefits

#### **Sustainable Benefits and Social Responsibility**

- Sustainable benefits
- Reconciliation
- Social Responsibility

#### **Technical**

- Methodology, set-up and execution of the Work
- Quality Assurance and Safety
- Risk factors
- Understanding of City's Requirements and Objectives
- Response time

#### **Financial**

- Labour Rates
- Mark up 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.

**1.8 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) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)
- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

**1.9 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.

## **2 GENERAL CONDITIONS OF CONTRACT**

### **2.1 Terms and Conditions of Contract**

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, 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 Permits Regulations**

The Contractor is to obtain permits, pay all fees therefore and comply with all Provincial, Municipal and other legal regulations and by-laws applicable to the Work. If no local regulations, comply with the National Building Codes of Canada, latest revision. Workers Compensation Act and Workplace Hazardous Material Information System ("W.H.M.I.S.") requirements and regulations are to be strictly adhered to.

### **2.3 On-Site Hazards**

The Contractor is to make themselves aware of any and all on-site hazards including but not limited to underground and overhead utilities in or near to the Work area and to take every precaution necessary to eliminate any risk that may exist. If an on-site hazard exists that is causing or may cause injury to any person(s), the Respondent is to take immediate action to mitigate risk and damage, and then to notify the City's contact person.

The locations of all such hazards are to be investigated and verified in the field by the Contractor.

### **2.4 Qualified Personnel**

All Work shall be performed by skilled persons in strict accordance with the applicable Municipal, Provincial, Federal and other laws, regulations, standards, codes, etc. The Contractor and persons hired by it to perform the Work shall be licensed and comply with all laws applicable to the provision of the Work in the Province of British Columbia. All workmanship and materials will be subject at any time to the inspection and approval of the City.

The Contractor and persons hired by it to perform the Work shall at all times be properly attired and shall be courteous to the public and all other trades / work crews, and perform the Work in a manner that minimizes any inconvenience or nuisance to the public.



### **3 SCOPE OF SERVICES**

#### **3.1 Scope**

The scope of Work includes:

- a) Regularly scheduled preventative maintenance tasks including but not limited to:
  - I. Drain cleaning and camera inspection
  - II. Sump system servicing
  - III. Lift stations
- b) Corrective maintenance and repair services as needed and when requested including but not limited to:
  - I. Piping system leaks
  - II. Clogged drains
  - III. Camera inspection of piping systems when required and as requested
  - IV. Failed plumbing fixtures
  - V. Underground plumbing system/pipe repairs
- c) Minor project work and asset replacements including but not limited to:
  - I. Plumbing fixtures (sinks, toilets, showers, faucets, etc)
  - II. Hot water heaters and storage tanks
  - III. Hot water on demand units
  - IV. Drinking fountains
  - V. Piping system replacements

#### **3.2 Service Requests**

##### **a) Emergency Service Requests**

The Contractor shall maintain a twenty-four (24) hour emergency response service for the duration of the Agreement and have one or more qualified technicians available for after hour emergencies.

The Contractor shall respond on-site within one (1) hour to emergency requests. The Contractor must phone the City representative within fifteen (15) minutes to confirm that a timely on-site response will be made.

##### **b) Non-Emergency Service Requests**

The Contractor shall respond to non-emergency request within 24 hours.

#### **3.3 Contractor Field Reports**

A report is required to be completed by the Contractor for any Services performed. The reports shall itemize the labour type and amount of hours based upon the time of arrival and departure from the site, any materials used, any other additional charges. Provide a sample of a typical field report with the submission.

3.4 Protection of Public

The Contractor shall take adequate measures to protect the public, City staff, and all others on site from injury, damage, or other loss resulting from maintenance operations and related activities.

The Contractor shall promptly report to the City any safety incidents as they occur.

3.5 Work Hazards

- a) It is the responsibility of the Contractor to address all Work hazards that could be reasonably expected on any job site(s) and to develop both training and written policy and procedures, where necessary, for the protection of the workers and the general public.
- b) It is the responsibility of the Contractor to monitor compliance and where necessary correct and/or discipline workers.

3.6 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.



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 23-047

### Plumbing Maintenance & Repair Services

Proposals will be received on or before 2:00 pm local time on

Wednesday, April 05, 2023

(Closing Date and Time)

#### **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](http://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.

<b>Legal Name of Proponent</b>	
<b>Contact Person and Title</b>	
<b>Business Address</b>	
<b>Telephone</b>	
<b>Email Address</b>	

## 1. DEPARTURES AND AWARD

a) **CONTRACT** - I/We have reviewed the City's [Standard Terms and Conditions - Purchase of Goods and Services](#) and would be prepared to enter into 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. <b>WCB</b> - 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. <b>Insurance</b> – Provide Insurance coverage as per the <a href="#">City's Standard Insurance Form</a>	
iii. <b>Vendor Info</b> - Complete and return the City's <a href="#">Vendor Profile and Electronic Funds Transfer Application (PDF)</a>	
iv. <b>Business License</b> - A City of Coquitlam or Tri Cities Intermunicipal <a href="#">Business License</a>	

**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

<b>a) CAPABILITIES, CAPACITY AND RESOURCES</b> - 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/equipment 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>b) REFERENCES</b> – 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	

<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company:
	Name:
	Phone Number:
	Email Address:

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

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

**c) KEY PERSONNEL** – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City’s written approval. (use the spaces provided and/or attach additional pages, if necessary)

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
iv.				

**d) SUB-CONTRACTORS** - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City’s written approval:

Sub-Contractor No. 1	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

Sub-Contractor No. 2	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

**e) HEALTH AND SAFETY**

I. Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
II. Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?	
<input type="checkbox"/> Yes	<input type="checkbox"/> No

**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; as well as the disposal, recycle or reuse for the surplus materials. Include any safety and pedestrian control measures.

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

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

**IV. Safety** - Proponent is to state how they will address safety on the Work site.

**V. Understanding** - Provide a detailed narrative as to the Proponent's understanding of the project objectives, outcomes and vision, identifying major issues and opportunities presented in this RFP:

### b) **RESPONSE TIME:**

Indicate Response time in hours for Emergency & non-Emergency Call outs:

**Emergency Call Out:**

**Non-Emergency Call Out:**

## 5. FINANCIAL

**a) PRICE** - The following are rates for qualified trades personnel that would be used for valuing additional work and services beyond the scope of this RFP on an “as needed and when requested” basis.

These rates are all inclusive without limitation, including all labour, wages, taxes and assessments, benefits payable in accordance with applicable laws, mobilization and demobilization, supervision, administration, small tool allowance including small tool rental, overhead and profit.

ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	<b>State worker type:</b>		
ii.	Regular time	Hour	\$
iii.	Overtime	Hour	\$
iv.	<b>State worker type:</b>		
v.	Regular time	Hour	\$
vi.	Overtime	Hour	\$
vii.	Minimum number of hours billed per mobilization	Each	\$
viii.	Other not Listed:		\$
ix.	Other not Listed:		\$

### **b) MATERIAL MARKUP RATES**

Mark-up rate on materials	%
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**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](http://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.**

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