

City of Coquitlam

Request for Proposals

RFP No. 23-043

Supply and Delivery of

Janitorial Supplies

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### [PROPOSAL SUBMISSION FORM](#)

**SUMMARY OF KEY INFORMATION**

|   |   |
|---|---|
| <b>RFP Reference</b>                        | <p><b>RFP No. 23-043</b></p> <p><b>Supply and Delivery of Janitorial Supplies</b></p>   |
| <b>Overview of the Opportunity</b>          | <p>The purpose of this RFP is to invite Proposals from qualified firms for the supply and delivery of <b>Janitorial Supplies</b> as specified within this RFP document.</p>   |
| <b>Closing Date and Time</b>                | <p><b>2:00 pm local time</b></p> <p><b>Thursday, April 06, 2023</b></p>   |
| <b>Instructions for Proposal Submission</b> | <p>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: <a href="http://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li>1. <b>In the “Subject Field” enter:</b> RFP Number and Name</li> <li>2. <b>Add files in .pdf format and Send</b><br/>(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, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

**“City”** means City of Coquiltam;

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

**“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”** 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 Vendor;

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

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

**“Vendor”** means the successful Proponent awarded the contract for supply of goods and services.

## 1 INSTRUCTIONS TO PROPONENTS

### 1.1 Acknowledgement

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

### 1.2 Purpose

The purpose of this RFP is to invite Proposals from qualified, experienced companies for the supply and delivery of Janitorial Supplies 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="#"><u>Corporate</u></a>                                      | 20                           |
| <a href="#"><u>Sustainable Benefits and Social Responsibility</u></a> | 10                           |
| <a href="#"><u>Technical</u></a>                                      | 30                           |
| <a href="#"><u>Financial and Value Added</u></a>                      | 40                           |
| Total   | 100                          |

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

#### Corporate Experience and Resources

- Demonstrated successful performance providing goods and services of similar size, scope and complexity to municipal or similar customers
- References
- Value Added Benefits

#### Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

#### Technical

- Delivery lead times
- Back Orders
- Accuracy of orders and invoicing
- Cleaning products preferences are Eco-logo and odour free
- Completeness of the Proposal Submission Form, Appendices, and products proposed
- Warranties where applicable

#### Financial

- Product Pricing

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 Coquiltam 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.



### 3 SCOPE OF SERVICES

#### 3.1 Description

The City requests Proposals from experienced qualified companies to supply and supply and delivery of Janitorial Supplies including, but not limited to, Cleaning Products and Janitorial Cleaning Equipment.

Hand soap dispensers must require minimal force or strength and dexterity to dispense soap product.

Where options exist, the City requests that Proponents highlight an environmentally friendly or natural product that does not compromise efficacy, efficiency and overall value. Scent free soap products are preferred.

Refer to:

- **Appendix A – Janitorial Products Info and Pricing Worksheet**
- **Appendix B – Cleaning Products and Pricing Worksheet**

Product quantities provided are actual usage from 2022 and are not a guarantee or commitment by the City. Actual order quantities may vary.

#### 3.2 Demonstration

The City may request demonstrations of equipment and/or products offered and would contact lead proponent(s) at that time.

The City may request an on-site visit to a customer of the Proponent's to observe a demonstration of the proposed equipment/product.

#### 3.3 Award to Multiple Vendors

The City currently has two (2) separate contracts for the following categories:

- Janitorial Cleaning Products
- Cleaning Chemicals

The City intends to award all of the products in each category to one vendor, but may award multiple categories to one or more suppliers in order to obtain best value. Proponents may submit for more than one category, but each category should be complete

#### 3.4 Substitutions

The substitution of products and/or materials will not be accepted unless it conforms to the City's specifications and is equal or better in performance, durability, availability and value. A substitution must be authorized in writing by the City before it is provided.

#### 3.5 WHMIS

All products purchased by the City are considered to be required for use in the workplace. All products are required to be labelled as a hazardous or controlled product and a material safety data sheet (MSDS) is to accompany the shipment and is required as a condition of purchase. Shipment of goods which do not comply will be returned to the Contractor at their expense.



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 23-043

### Janitorial Supplies

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

Thursday, April 06, 2023

(Closing Date and Time)

#### 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](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 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. <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>   |                          |
| <b>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):</b>            |                          |
|   |                          |

**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, head office location and branch location that will be servicing this Contract: |
|   |   |
| 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 to provide information on value added benefits available to the City:  |
|   |   |

|  |                                 |                                |                                       |
|--|---------------------------------|--------------------------------|---------------------------------------|
| <b>b) KEY CONTACTS</b> - Proponent is to provide contact information for key account representatives that would be assigned to the City. |                                 |                                |                                       |
|  | <b>Name, Title and Position</b> | <b>Role and Responsibility</b> | <b>Email address and Phone Number</b> |
| 1.   |                                 |                                |                                       |
| 2.   |                                 |                                |                                       |
| 3.   |                                 |                                |                                       |

**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):

| <b>Reference No. 1</b>         |                |
|--------------------------------|----------------|
| <b>Description of Contract</b> |                |
| <b>Size and Scope</b>          |                |
| <b>Start Date</b>              |                |
| <b>End Date</b>                |                |
| <b>Contract Value</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>Start Date</b>              |                |
| <b>End Date</b>                |                |
| <b>Contract Value</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>Start Date</b>              |         |
| <b>End Date</b>                |         |
| <b>Contract Value</b>          |         |
| <b>Reference Information</b>   | Company |
|                                | Name:   |

|  |                |
|--|----------------|
|  | Phone Number:  |
|  | Email Address: |

**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

|   |
|---|
| <b>a) PRODUCT RETURNS</b> - Provide details on product returns:   |
|   |
| <b>b) ECO-LOGO and ODOUR FREE</b> - Provide details on Eco logo and odour free options for the products list provided.  |
|   |
| <b>c) LEAD TIMES</b> - Provide details on lead times for the products list provided.  |
|   |
| <b>d) SUPPLIERS</b> - Provide details on warehouse locations and inventory levels for the products list provided.   |
|   |
| <b>e) BACK ORDERS</b> - The City prefers orders are filled complete with minimal to no back orders per Purchase Order. Proponent is to state how they will analyze and minimize back orders during the length of the Contract:  |
|   |
| <b>f) ACCURACY OF ORDERS AND INVOICES</b> - The Proponent is to provide a narrative of the process of insuring accuracy of orders and invoices and how the Proponent will address to ensure errors discovered are not repeated: |
|   |



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):

**Pricing is to be provided in:**

- **Appendix A – Janitorial Products Info and Pricing Worksheet**
- **Appendix B – Cleaning Products and Pricing Worksheet**

And to be submitted along with the Proposal Submission Form

**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> |