

# Request for Proposals

## Janitorial Service at Maxxine Wright Place



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**RFP Issue Date:** June 16<sup>th</sup>, 2014  
**Deadline for Questions:** 4:00 p.m. June 23<sup>rd</sup>, 2014  
**Submission Deadline:** 4:00 p.m. June 30<sup>th</sup>, 2014  
**Submissions to:** Amanda King at [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

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## 1.0 INTRODUCTION

Atira Women's Resource Society (AWRS) requests interested and qualified firms to submit offers in response to this RFP seeking janitorial service at Maxxine Wright Place.

The following are key milestones for this solicitation:

- Questions and clarifications to the RFP must be submitted by 4:00 p.m. June 23<sup>rd</sup>, 2014
- Proposals are due on June 30<sup>th</sup> at 4:00pm
- Primary Contact Amanda King [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

Proposals will be evaluated on the basis of the evaluation criteria listed in Section 2.5 of the RFP. The proponents may be required to make presentations for clarification or expansion on specific portions of their proposals. AWRS will subsequently select the firm that offers the best overall value and service.

AWRS reserves the right to hold discussions with proponents that are the most competitive, or to reject any or all bids. Awarding of services will not be solely based on price. The contract will be for a base period of one year contingent upon AWRS's satisfaction with the chosen contractor's janitorial services.

The RFP contains the following sections:

- **Section 1: Introduction** - Organizational background, goals/objectives for janitorial services
- **Section 2: Bid Instructions** - Provides required content and format for proposals, schedule, evaluation criteria, and other ground rules for the solicitation process
- **Section 3: Scope of Services** - General requirements and terms for the contract
- **Section 5: Appendix A – Detailed Scope of Services** – Itemizes required work, per area of the buildings.

Submit any questions, proposal correction or withdrawal prior to the closing date via **e-mail** to:

Name: Amanda King

E-mail: [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

We hope you will choose to submit a proposal to provide janitorial at Maxxine Wright Place.

## 1.1 Invitation to Proponents

This Request for Proposals (RFP) is an invitation by Atira Women's Resource Society (AWRS) to Non-Profit and For-Profit organizations ("Proponent") to submit proposals for the provision of janitorial services at Maxxine Wright Place, as further described in Part 2 – The Deliverables (the "Deliverables").

For the purposes of this RFP process, the **contact will be Amanda King, Facilities Manager.**

## 1.2 Introduction

Atira Women's Resource Society (AWRS) is seeking a qualified contractor to provide janitorial services at Maxxine Wright Place, which includes a daycare, a Community Health Centre, shelter space and a residential building.

### 1.2.1 Objectives

Our objectives are to provide efficient and affordable janitorial service to the many varying components of Maxxine Wright Community Place, by using scent free and environmentally sensitive cleaning products.

## 1.3 Agreement and Term

The selected Proponent will be requested to enter into negotiations for an Agreement with AWRS for the provision of the Deliverables. It is our intention to enter into an Agreement with only one (1) legal entity. The term of the Agreement is to be for a period of one (1) year, with a one-year option for renewal.

## 1.4 Material Disclosures – Items and/or Conditions Required upon Notification of Award

### 1.4.1 Commercial General Liability Insurance

The selected Proponent shall, without limiting its obligation or liabilities and at its own expense, purchase and maintain Commercial General Liability insurance to an amount of at least \$2,000,000 inclusive for any one occurrence through the term of the Agreement.

### 1.4.2 Workers Compensation Coverage

The Proponent will obtain and maintain, or cause to be obtained and maintained, workers compensation coverage in respect of all workers, employees, and other persons engaged in any work in or upon the property required by the *Workers Compensation Act*.

## 2.0 RFP INSTRUCTIONS

The following section provides mandatory instructions for preparation of RFP materials. Proponents that do not adhere to the following will not be considered. The information in this section should be considered the “ground rules” for the solicitation process and is intended to assist in the preparation of proposals.

### 2.1 Questions and Contact Person

Any inquiries about this RFP must be made in written form, via e-mail to:

Amanda King

[amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca)

All questions must be received by June 23<sup>rd</sup>, 2014.

### 2.2 Proposal Required Contents and Format

At a minimum, each proposal should address all of AWRS requirements through:

1. A description of a preliminary operations plan for janitorial service
2. A commitment to use scent free and environmentally sensitive cleaning products
3. A list of references

**Proposals must be received electronically via e-mail to [amanda\\_king@atira.bc.ca](mailto:amanda_king@atira.bc.ca) no later than 4:00pm on June 30<sup>th</sup>, 2014. Proposals received after the time and date specified will be declined.**

### 2.3 Response Evaluation Criteria

The evaluation criteria for proposed janitorial service:

1. Proposal Requirements (*Required*)
  - Proposal is submitted by the deadline
  - A commitment to use only scent free and environmentally sensitive products
  - References are provided
2. Proponent's Qualifications
  - Overall social, environmental and financial performance.
  - Corporate experience in similar buildings
  - Legal infractions in the last 5 years.
3. Technical/Service
  - The ability to provide the Scope of Services requested as per Section 3.0.

## 2.4 Proposal Correction or Withdrawal of Proposal Prior to Closing Date

A proposal may be withdrawn or modified by the written request of the proponent, provided the request is emailed to AWRS by the submission deadline. Modifications received after the due date will not be allowed. Modifications must be clearly marked and initialed by the proponent. AWRS reserves the right to request clarification from any or all Proponents on proposals that are submitted.

## 2.5 Additional Information, Investigation and Inspection

AWRS reserves the right to speak directly to a provider's references, and to make independent investigations as to the qualification of any proponent at any time during the process. Performance information may be solicited from any available source.

## 2.6 Confidentiality of AWRS Information

The terms of this RFP, and all other information provided, are to be treated by your company as strictly confidential and proprietary. All data and business information is to be used solely for the purpose of responding to this inquiry. Access to this information shall not be granted to third parties except upon prior written consent of AWRS.

## 2.7 Confidentiality of Proposals

All proposals shall become the property of AWRS and will be held confidential. Any copies of the proposals will be provided only to AWRS employees and consultants on a need-to-know basis. No proposals or associated documentation will be returned.

## 2.8 Responsibility for Costs

AWRS will not reimburse any proponent for any costs involved in the preparation or submission of a proposal, in making an oral presentation, or in contract negotiations. Proponents are responsible for all costs associated with submitting a proposal as part of this solicitation process.

## 2.9 Reservations and Limitations

AWRS reserves the following rights and options:

- To reject any and all proposals that fail to meet the literal and exact requirements of the specifications provided in this RFP.
- To reject all proposals without cause.
- To issue subsequent requests for new proposals.
- To accept the proposal that is, in the judgment of AWRS, in the best interest of AWRS.
- To accept different proponents for different sites.
- To discontinue its negotiations at any time with a finalist, if progress is unsatisfactory, and commence discussions with another proponent.

## 3.0 SCOPE OF SERVICES

This section provides a general description of the scope of services sought, period of performance, location(s) of service(s), and other issues pertaining to providing janitorial service at this site.

### 3.1 General

The Contractor will be required to expertly perform all janitorial work with minimal or no disruption to building occupants at the property identified in Appendix A.

### 3.2 Additional Services

From time to time the Contractor may be asked to perform extra services not specified within this scope of work. This work will be reimbursed by AWRS under a separate purchase order. This type of work may, at AWRS's discretion, be competitively bid.

### 3.3 Billing

Discuss your billing methods, including:

- The Contractor shall provide monthly invoices. Where applicable, the cost for each program should be separated out, as well as listing common costs (such as common areas, lobbies and stairwells in 13733).

### 3.4 Proponent's References

List three of your current major customers. Include as many customers as possible that are comparable to AWRS's requirements.



## 4.0 APPENDIX A

### Property Address and Description of Required Services

#### LOCATION

Maxxine Wright Place  
13733 & 13739 92<sup>nd</sup> Avenue  
Surrey, BC V3V 1H9

#### REQUIRED SERVICES - 13733 92<sup>nd</sup> Avenue

##### 1. DAYCARE – MONDAYS, WEDNESDAYS AND WEEKENDS

Sweep hallways  
Mop hallways  
Vacuum all carpeted floors  
Clean bathroom thoroughly

##### 2. SHELTER – MONDAY – THURSDAY

Sweep hallways  
Mop the hallway, kitchen and common space

##### 3. SECOND STAGE – TWICE PER WEEK

Sweep hallways, stairwells and common spaces (common space and floors 2 & 4)  
Mop hallways, stairwells and common spaces (common spaces on floors 2 & 4)  
Clean and restock common washroom on 2<sup>nd</sup> floor  
Empty two outside common area garbage cans

#### REQUIRED SERVICES - 13739 92<sup>nd</sup> Avenue

##### 4. SECOND FLOOR, COMMUNITY HEALTH CENTRE

#### DAILY CLEANING

**A Offices:** Clinic offices (to be determined) shall be cleaned daily, other offices/rooms weekly, other than as stated below.

1. empty and damp wipe all waste baskets, replace liners as required;
2. dust/damp wipe all furniture, fixtures, inclusive of desk lamps and all client accessories other than specific items designated by the client as their responsibility; clean phones using a germicidal detergent;
3. dust/damp wipe all window sills, partition ledges and other horizontal surfaces below 6'0" at least weekly;
4. dust mop all tile floors using a water base dust treatment, spot/wet mop as required;
5. vacuum and spot clean all carpets, mats and rugs;
6. remove finger marks and smudges from all walls, doors, glass partitions and other surfaces.

**B Washrooms:**

7. clean with germicidal detergent all basins, showers, counters, splashbacks and fixtures, including exposed plumbing;
8. clean with germicidal detergent entire toilets;
9. empty and damp wipe all waste receptacles, replacing liners;
10. restock paper towel, soap, toilet tissue and sanitary napkin supply dispensers;
11. spot clean all toilet partitions, walls, doors, etc. Wash every second month;
12. wet mop floors with a germicidal detergent solution and maintain floor drains;
13. clean mirrors, powder shelves, brightwork, etc. No parazene urinal blocks to be used.

**C Common Areas:** Include reception lobby (#201), donation room (#208), program-multi use room (#205), staff room (#213), and meeting room (#217).

Note- Kitchen and kitchen storage room will be cleaned by the program.

14. dust mop, spot/wet mop as required all non-carpeted floors;
15. spot clean removing finger marks, etc., from all glass and other surfaces;
16. vacuum and spot clean all carpets, mats and rugs;
17. dust/damp wipe all furniture and fixtures. Clean phones using a germicidal detergent;
18. dust all window sills and other horizontal surfaces below 6'-0";
19. clean interior and exterior of elevator surfaces including tracks of doors, floors, walls, etc;
20. dust mop, spot/wet mop or vacuum if carpeted all elevator floors;
21. sweep, or vacuum if carpeted, all stairs.
22. wipe all highchairs down in common space. (added)

## **PERIODIC CLEANING**

### **D STAIRWAYS:**

23. damp wipe all hand railings and remove finger marks, stains and smudges from vertical surfaces at least weekly.
24. sweep/mop the stairway at least twice per week. (added)

### **E FLOOR SURFACE OTHER THAN CARPET:**

25. dust mop using a water base dust treatment, wet mop or vacuum as required;
26. buff all floor surfaces at least weekly;
27. machine scrub all floor surfaces at least every four months, increase frequency in heavy traffic areas;
28. machine scrub and apply finish or strip, seal and finish as needed to maintain an overall clean and attractive protectant to the floor surface;

### **F INTERIOR WALLS & CEILINGS:**

29. dust/wash clean as often as necessary to maintain an overall clean and attractive surface.

### **G CARPETS:**

30. remove spots daily and clean traffic lanes as often as necessary to maintain an overall clean and attractive surface with no visible stains or traffic lanes or soil buildup;
31. thoroughly deep clean a minimum of once per year.

### **H VENETIAN BLINDS & VERTICAL LOUVERS:**

- 32. dust weekly;
- 33. clean thoroughly at least once every year.

**I VERTICAL SURFACES, FURNITURE AND MOVEABLE PARTITIONS:**

- 34. dust weekly furniture, frames and remove spots as required;
- 35. vacuum, and clean all cleanable surfaces as often as necessary to maintain an overall clean and attractive appearance whether by a deep scrub hand method or machinery designed for the specific purpose.

**J PICTURE FRAMES, CHARTS, EXPOSED PIPES, CLOCKS, WALL LOUVERS, DOOR FRAMES, ETC.:**

- 36. dust and remove all finger marks, smudges, etc., at least weekly;
- 37. clean thoroughly at least once every year.

**K WINDOWS/INTERIOR GLASS AND GLASS PARTITIONS, BOTH SIDES INCLUDING FRAMES, SASHES AND SILLS:**

- 38. clean interior and exterior as often as necessary to maintain an overall clean and attractive appearance.

**L LIGHT FIXTURES, AIR AND WALL VENTS AND MECHANICAL DIFFUSERS:**

- 39. maintain free of dust, debris, flies, etc.;
- 40. wash clean entire fixtures at least once every year.

**M WASTE:**

- 41. wherever wet or staining waste exists, plastic liners must be utilized and replaced as stained, worn, etc.

**N BUILDING EXTERIOR:**

- 42. maintain free of litter and debris.

**O VERTICAL AND HORIZONTAL SURFACES OVER 6'- 0":**

- 43. dust and remove all finger marks, smudges, etc., at least weekly. Wash clean as often as necessary to maintain an overall clean and attractive appearance.