



Contract 3843P

Inspection, Repairs, and Cleaning Services – Firefighter Turn-Out Gear

1. Introduction

- 1.1 The City of Richmond proposes to engage the services of a qualified contractor to provide cleaning, inspection and records keeping for fire-fighting turn out gear.
- 1.2 The objective of this request for proposal (RFP) is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Definitions

Throughout this Request for Proposal the following definitions apply:

- a. “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at www.bcbid.ca, or any replacement website;
- b. “City” means the City of Richmond, British Columbia;
- c. “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Contractor for the Work;
- d. “Contractor” means the successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work;
- e. “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- f. “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- g. “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;
- h. “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;

- i. “Shall”, “must”, and “mandatory” means a requirement that must be met in order for a Proposal to receive consideration;
- j. “Should” or “desirable” means a requirement having a significant degree of importance to the objectives of the Request for Proposal which will be considered in analysing the Proposals;
- k. “Submission” means a proposal submitted by a Proponent in response to this RFP
- l. “Turn Out Gear” or “Turn Out Gear Kit” means and includes all helmets, hoods, gloves, boots, jackets, trousers, suspenders and bags used by Richmond Fire-Rescue staff for fire fighting purposes and
- m. “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

3. Submission Details

Three (3) copies of proposals marked “**Inspection and Cleaning Services – Fire Fighter Turn Out Gear - Contract 3843P**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until

Tuesday, October 12, 2010 2:00 pm.

Submissions received after this time will be returned to the sender.

Proposals shall remain open for acceptance for a period of ninety (90) days following the submission closing date.

Proposals may be withdrawn by written notice only providing such notice is received at the office of the City’s Purchasing Section prior to the date/time set as the closing time for receiving Proposals.

Any additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the City of Richmond’s Website, and / or BC Bid to ensure that all available information has been received prior to submitting a Proposal.

Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the Request For Proposal (RFP), and by submitting a Proposal each proponent shall be deemed to have agreed that it has no claim.

The City reserves the right to cancel this RFP for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.

A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.

The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.

The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.

All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

4. Enquiries

4.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Daianna Panni

Buyer I

Purchasing Section

City of Richmond

Telephone: 604-276-4270

E-mail: purchasing@richmond.ca

The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

Deadline for questions: **Friday, October 1, 2010 2:00 pm.**

5. Negotiations

5.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:

- a. changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
 - b. price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
 - c. specific contract details as deemed reasonable for negotiation by the City of Richmond.
- 5.2 If a written contract cannot be negotiated within sixty (60) days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

6. Project Background

The City of Richmond's Fire and Rescue Services Dept is seeking to establish a contract with a qualified contractor to provide cleaning, inspection, repair, reporting and record keeping services for its fire fighting turn out gear. There are approximately two hundred (200) firefighters and two (2) sets of turn out gear per firefighter. The following is a list of all Fire Halls located in Richmond.

No. 1 Hall (Headquarters)
6960 Gilbert Rd, V7C 3V4

No. 2 Hall (Steveston)
11011 No. 2 Rd, V7E 2E6

No. 3 Hall (Bridgeport)
9100 Bridgeport Rd, V6X 1S1

No. 4 Hall (Sea Island)
3911 Russ Baker Way, V7B 1M7

No. 5 Hall (Hamilton)
22451 Westminster Hwy, V6V 1B6

No. 6 Hall (Shellmont)
9400 No. 4 Rd, V7A 2Y9

No. 7 Hall (Crestwood)
5731 No. 6 Rd, V6V 1T2

Objectives

- a. Long-term contract
- b. Cost Savings
- c. Inspection training for Richmond Fire-Rescue members

Scope of Work

- a. Cleaning “Globe” turn out gear. Turn out gear consists of:
 - “Globe” Trousers
 - “Globe” Jackets
- b. Inspection and reporting of “Globe” turn out gear. Inspection required: scan item for: missing or broken hooks, snaps and rivets, stitching or seams unravelling, holes, broken loops, lettering or binding tape not securely stitched on.
- c. Repairs to “Globe” turn out gear, as required. Replacements and repairs to include, but not limited to:
 - replace collar or closure hooks or loops
 - replace velcro pockets
 - replace trouser and jacket liners
 - replace trouser snaps
 - replace trouser closure hooks or loops
 - replace trouser binding tape
 - replace trouser pockets
 - replace trouser rivets
 - re-stitch trousers and jackets as required
 - patch trouser, jacket and shell holes
 - replace trouser trim band
 - replace trouser and jacket cuffs
 - replace lettering on jackets
 - install new lettering on jackets
 - repair helmet as required
 - repair gloves as required
 - repair boots as required
 - repair suspenders as required
 - repair hoods as required
 - repair bags as required
- d. Training Richmond Fire-Rescue staff in performing inspections on “Globe” turn out gear. Training to include, what staff should be looking for to determine the need for repair.

7. Project Scope

Contractor Duties

- a. Cleaning Services (advanced) which entails the thorough cleaning of ensembles or elements by washing with cleaning agents. Advanced cleaning usually requires elements to be temporarily taken out of service. Examples include hand washing, machine washing, and contract cleaning.
- b. Cleaning Services (Specialized) which entails cleaning to remove hazardous materials or biological agents. This level of cleaning involved specific procedures and specialized cleaning agents and processes.
- c. Pick up and delivery of turn out gear kits to and from Richmond Fire-Rescue locations. *A turn-around time of two-weeks is the maximum accepted by the City.*
- d. Inspection Services
- e. Certificate training for Richmond Fire-Rescue members (certify and provide inspection tools)
- f. Documentation and reporting (bar codes) – record results of inspection, annual notifications and serial number reports (helmet, hood, gloves, boots, jackets, trousers and suspenders).
- g. Repair

8. City Provided Items

Staff liaison and existing and replacement turn out gear.

9. Contract Term

This contract will be for three years with the possibility to extend the contract for two (2) additional one (1) year terms, upon mutual consent of the City and the Contractor.

10. Proposal Submissions and Proponent Qualifications

All Proponents must provide the following information with their proposals:

- a. A corporate profile of the Proponent's firm outlining its history, philosophy, current customer base and target market.
- b. Proponent's Proof of Qualifications
Mandatory:
 - i. A copy of a valid certificate that meets or exceeds the NFPA 1851 (2008) certificate confirming the Proponent's certification with these standards.

Desirable:

- ii. Proof of ISO 9000 certification or demonstration of a similar quality assurance program in place.
 - iii. ETL certified (optional)
 - iv. Proof of compliance with NFPA 1971 and 1581 standards (Infection Control)
 - v. MSDS sheets for cleaning chemicals and cleaning methodology.
 - vi. Proof of turn out gear manufacturer approval for care and maintenance
- c. Team Composition – a complete listing of the Contractor’s key personnel who will be assigned to perform the Work specified in this RFP. This will include their relevant experience, qualifications for this Work, roles and responsibilities etc., in addition to their availability for this project. Any request for a "team composition" would be subject to updates of staff changes.
- d. A detailed listing of the Proponent’s experience with performing the Work required in this RFP.
- e. A description of the Proponent’s understanding of the Work, the City’s objectives, and how these will be achieved by the Proponent.
- f. A detailed Work methodology explaining each duty including what will be expected of both the Proponent and the City with respect to each task.
- g. A detailed proposal of what will be delivered, including the expected outcome and benefits to the City of Richmond.
- h. Provision of a priced methodology complete with pricing information for the following:
- i. For each component of Turn Out Gear, a rate sheet for cleaning, inspection, repairs and documentation/reporting.
 - ii. Pick up and delivery of Turn Out Gear Kits to and from Richmond Fire Hall No 1.
 - iii. Certificate training for Richmond Fire-Rescue members, including certification tools.

This information shall form the basis for payments to the Contractor.

- i. A minimum of three (3) references from clients of a similar size and scope.

11. Working Agreement

The Contractor will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

Proponents may include their standard terms of engagement with their proposals.

12. Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

- a. Qualifications as outlined in section ten (10) of this RFP.
- b. Team Composition – Experience and Qualifications of those staff to be assigned to do the Work.
- c. Benefits to the City and value for money.
- d. References.
- e. Interview (if required).