



Contract 4589P

**Supply of Janitorial Services for Lang (City) Community Centre, Hamilton
Community Centre & Community Safety Building**

1 Introduction

- 1.1 This Request for Proposal (“RFP”) is to invite Proponents to submit Proposals for janitorial services to the City of Richmond (the “City”) for specific facilities in accordance with the requirements (the “Requirements”) as set out herein.
- 1.2 The City wishes to enter into a Contract with a qualified and experienced janitorial service provider to provide janitorial services to the following City locations (collectively the “Facilities”): Lang (City) Community Centre, Hamilton Community Centre, Community Safety Building.
- 1.3 The City may elect to add additional facilities at a later time. The successful Proponent may be given the opportunity to provide those additional services.
- 1.4 The purpose of this RFP is to assist the City in selecting a Proponent(s) with the service capability to efficiently and cost-effectively supply Services as per the requirements set out herein. The Requirements stated within this RFP are as envisioned by the City at the time of writing, but may change or be refined in the course of the evaluation and negotiation process.
- 1.5 The City will consider Proposals that meet all of the Requirements. The successful Proponent will be the Proponent who offers the best value, which will be assessed as a combination of, but not limited to, experience, pricing, scope, duration and level of services offered, proposed innovative design, operations, maintenance enhancements, environmental and social performance.
- 1.6 The City is seeking to do business with Proponents who demonstrate sustainability leadership. As such, this RFP will identify Proponents who are proactively managing the environmental and social impacts of their operations.

2. Definitions

2.1 Throughout this Request for Proposal the following definitions apply:

“BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at www.bcbid.ca, or any replacement website;

“City” means the City of Richmond, British Columbia;

“Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Contractor for the Work;

“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 and

“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;

“Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;

“Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;

“RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;

“Submission” means a proposal submitted by a Proponent in response to this RFP;

“Successful Proponent” means the same as “Contractor”

“Sustainability” means forms of progress that meet the social, environmental, and economic needs of the present without compromising the ability of future generations to meet their needs;

“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

- 3.1 Five (5) copies of proposals marked “**Contract 4589P - Janitorial Services for Lang (City) Community Centre, Hamilton Community Centre and the Community Safety Building**” 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 **12:00 Noon Wednesday, August 17, 2011**. Submissions received after this time will be returned to the sender.
- 3.2 A pre-bid meeting will be held at the City of Richmond, **Wednesday, August 10, 11:00 am until 1:00 pm** at City Hall North, 110 - 5440 Hollybridge Way, Richmond, BC. Please advise the contact person in Section 4.1 via email of your confirmation of attendance by **Monday, August 8, 2011, 12:00 noon**.

4. Enquiries

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

Purchasing
Sumita Dosanjh
Buyer II - Contracting Specialist
Email: purchasing@richmond.ca
Purchasing Section
City of Richmond

- 4.2 Enquiries will be received until **12:00 Noon Friday, August 12, 2011**.
- 4.3 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.
- 4.4 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:

City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>

BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

5. Terms of this Request for Proposal

- 5.1 Proposals shall be open for acceptance for ninety (90) days following the submission closing date.
- 5.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at it's own discretion.
- 5.3 Proposals may be withdrawn by written notice only provided 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.
- 5.4 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 RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 5.5 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.
- 5.6 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.
- 5.7 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.
- 5.8 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.
- 5.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

6. Negotiations

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

- changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
- price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
- specific contract details as deemed reasonable for negotiation by the City of Richmond.

6.2 If a written contract cannot be negotiated within 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.

7. Project Background

Locations:

Facility
Community Safety Building 11411 #5 Rd.
Lang (City) Community Centre #140-8279 Saba Road
Hamilton Community Centre 5111 Smith Dr

8. Objectives

8.1 The purpose of this RFP is to select a Proponent(s) with the capability and experience to efficiently and cost-effectively supply the RFP Requirements as set out in Schedule A – Requirements. The Requirements stated in the RFP are as envisioned by the City at the time of writing, and may change or be refined in the course of evaluation and award process.

8.2 Through the consolidation and streamlined acquisition process for the Products, the City would like to realize the following goals:

- improved service levels while reducing the overall cost of services to the City;
- the “green” standards outlined in this RFP;
- a strong co-operative and proactive relationship with the Contractor.

9. Quantities

9.1 The City has outlined representative cleaning requirements for the Facilities.

10. Brand Names – Intentionally left blank

11. Alternate Solutions

11.1 If in addition to proposing goods and services which meet the Requirements, the Proponent wishes to offer an alternative, the alternative solution is to be submitted separately as an appendix within the Proposal.

12. Sustainability

12.1 In the spring of 2007, sustainability was advanced as a corporate priority and City Council adopted an Enhanced Corporate Sustainability Initiative. Council also supported the enhanced investment in the social fabric of the community and adopted the application of Triple Bottom Line (TBL) decision making approach for all major City projects and initiatives. A TBL model of practice strives to base decisions on an integrated consideration of economic, environmental and social benefits and costs

that takes into account both short and long-term time horizons. Additional information can be found at:

http://www.richmond.ca/_shared/assets/complete_guide6687.pdf

- 12.2 Proponents are to provide environmentally sensitive products or services wherever possible. Where there is a requirement that the Proponent supplies materials, and where such materials may cause adverse effects, the Proponent is to indicate that nature of the hazard in its Proposal. The Proponent is to advise the City of any known alternatives or substitutes for such materials that would mitigate the effects of any adverse conditions on the environment.

13. Contract Term

- 13.1 The term of the Contract shall be for three (3) year term with the option to renew for two (2) additional one (1) year periods to a maximum of five (5) years. The option to extend the Contract is subject to agreement between the Contractor and the City.

14. Proposal Submissions

- 14.1 Unnecessarily elaborate Proposals, beyond that sufficient to present a complete and effective response, are not required and unless specifically requested, the inclusion of corporate brochures and narratives are discouraged.
- 14.2 Proponents should complete all forms included in this RFP, attaching any additional appendices that may be required.
- 14.3 All proponents are required to provide the following information with their submissions, and in the order that follows:

A. Company Profile

Provide a description of the your company, including full legal name, purpose and history of successes including, number of years in business, annual sales, and what factor is most responsible for the Proponent's success to date. Provide a complete list of services provided by your company.

B. Experience

Describe your firm's experience in the supply and delivery of janitorial services similar in scope to the requirements in the RFP during the last five (5) years. Please specify client names where applicable. Provide a list of current clients and length of services and contracts.

C. Understanding of RFP

A detailed project methodology explaining each project task including what will be expected of both the Proponent and the City with respect to each task to achieve the City's objectives.

A complete definition of the process that will be employed to meet the objectives of this project, e.g., approach to be taken, feasibility and market study, etc.

A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required to achieve the City's objectives.

D. Key Personnel

Identify the Proponent's personnel who will be assigned to this Contract, setting out their names, responsibilities and relevant experience. The Proponent should also provide confirmation that each such employee has received training and graduated in accordance with Section 8 of Schedule A and the details of such training including the technical or vocational institute attended by each employee. Provide details of employee benefits and care plan that your company provides.

E. Quality Assurance Plan

Provide details on:

- a) how you will assess and measure the janitorial and custodial maintenance services required;
- b) How you will assess and measure the services provided to ensure performance meets or exceeds our requirements;
- c) How you will ensure deficiencies are corrected to ensure City cleaning standards are maintained.

F. Continuous Improvement

Provide details outlining your companies commitments toward continuous improvement in the following areas:

- a) Environmental health and sustainability;
- b) Energy efficiency;
- c) Conservation;
- d) Reducing our carbon footprint.

G. Risk Management Plan

Provide a copy of your risk management plan.

H. Payment Process

Description of the payment options available to the City.

I. Sustainability

Description of corporate social responsibility/ sustainability initiatives at your firm.

J. References

The Proponent is to provide at least three (3) recent references for similar goods and/or services as those required by this RFP. By submitting a Proposal, the Proponent consents to the City contacting these references for the purposes of evaluating the Proponent’s company and Proposal.

Name and Address of Company	Contact Name, Telephone number and Email Address	Brief Description of Goods/ Services Provided by Proponent

15. Pricing

- 15.1 Proponents are to submit completed pricing methodology Schedule C – Pricing.
- 15.2 Prices quoted are to be exclusive of HST, except where expressly requested.
- 15.3 Pricing shall be fixed for the full term of the Contract. Prices may be adjusted by mutual agreement by both the Contractor and the City, subject to documented proof which can be verified with an independent published source or mutually acceptable market index as related to the Services(s).
- 15.4 Prices quoted are to be royalties, handling, overhead, profit and other costs inclusive.
- 15.5 Prices are to be quoted in Canadian currency.

16. Review of Proposals

- 16.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the Requirements identified in this RFP.
- 16.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.
- 16.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:
 - ability to meet the Requirements;
 - ability to deliver the Requirements when and where required;
 - proven experience in delivering similar scope of work;
 - compliance with the City's insurance requirements;
 - business and technical reputation and capabilities;

- experience and where applicable, the experience of its personnel, financial stability, track record, and references of current and former customers;
- financial offer;
- quality of Proposal, including any innovative concepts; and
- any other criteria set out in the RFP or otherwise reasonably considered relevant.

16.4 Prior to approval of a Proposal, the City must be satisfied as to the Proponent's financial stability. The Proponent may be asked to provide annual financial reports or a set of financial statements prepared by an accountant and covering the Proponent's last two (2) fiscal years.

16.5 The City may elect to short list Proponents in stages as deemed necessary. short listed Proponents will be asked to provide additional information or details for clarification, which may include the Proponent (and any or all Sub-Contractors of the Proponent) attending interviews, making a presentation, performing demonstrations, and where necessary, providing any additional information that City may request.

17. Non-Conforming Proposals

17.1 Proposals which fail to conform to the format requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

18. RFP Process

18.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:

- amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
- reject or accept any or all Proposals;
- accept all or any part of a Proposal;
- split the Requirements between one or more Proposals;

- cancel the RFP process at any time and reject all Proposals; or
- cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

18.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

19. Working Agreement

19.1 The successful proponent 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.

19.2 Proponents may include their standard terms of engagement with the Proposals.

20. Information Disclaimer

20.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.

20.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.

20.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.

Schedule A – Requirements

This Schedule identifies the Requirements to which the City is seeking a solution or a response.

1 Contract Administration and Billing

- 1.1 The Contractor will electronically supply reports of activities, invoices, log books, and damaged materials to the City, on request, at no additional charge. The Proponent will confirm that it can comply with this requirement.
- 1.2 The Proponent will confirm and describe its ability to provide separate billing for each Facility, as well as summary billing to one central source at the City as required, to verify and authorize payment of all related services.
- 1.3 The City is interested in incorporating technologies such as digital scanning billing and electronic invoice verification, secure online payment system as well as using electronic funds transfer (EFT) payment process. Please explain your capabilities, including if your firm possesses technology enabling an EFT interface; Please include with your submission, a sample of a digital invoice.
- 1.4 The City intends to pay the Contractor on a monthly basis for services rendered the previous month. The Proponent will confirm whether this billing cycle is acceptable.

2 General Requirements

- 2.1 Contractors Responsibility
- 2.2 The Contractor shall remove all obstructions which may arise or be found during the execution of the Services and shall repair, restore, or make good all places and things disturbed and shall clear away from the site all accumulated rubbish. At the completion of the Services the Contractor shall leave the work and the site in a clean and presentable condition, free from all obstruction and ready for use in accordance with the instructions and to the satisfaction of the City's designated representative for each Facility (the "Facility Representative").
- 2.3 The Contractor shall not post any site signs, nor release any publicity reports, photographs or other information regarding the Facilities or the Services, orally or in writing without the prior written approval of the City.

- 2.4 Any furniture that is moved for the convenience of cleaning must be returned to its original place. Chairs, stools, and waste paper baskets, etc. must not be placed on desks, filing cabinets, etc. The Contractor will not step or stand on furniture to reach high surfaces including windows.

3 Scheduling Work Hours

- 3.1 The Contractor will perform the Services at each Facility in a manner which causes minimal interference to the users and occupants of each Facility.
- 3.2 The frequency that each item of work must be performed at each Facility is set out in Appendices 1 - 3 The Contractor will perform the Services during the “Hours of Cleaning” for each Facility as set out in Appendices 1 - 3. The exact start and finish times for the Services at each Facility will be agreed upon between the City and the Contractor.
- 3.3 The Services will be performed with the least inconvenience to City personnel. Full consideration must be given where offices are occupied and the Contractor must arrange its work schedule accordingly.
- 3.4 All work shall be started and completed at approximately the same time in each time period, unless otherwise specified or agreed to by the City.
- 3.5 Specific cleaning schedules and any variations to the schedule must be approved by the City in writing in advance of the variation.

4 Identification

- 4.1 The Contractor will cause its employees to wear uniforms which display the Contractor’s logo while working at the Facilities. All personnel shall carry photo identification cards and wear them in a visible and conspicuous manner while working in the Facilities. Photo identification cards shall include the company name of the Contractor, the name of the individual bearing the card and the start and end date of the contract period. The City reserves the right to request the Contractor to change its uniforms if the City determines, acting reasonably, that they are inappropriate.
- 4.2 The cost of the photo identification cards is to be borne by the Contractor. The format of the photo identification cards must be approved in advance by the City.

5 Personnel

- 5.1 The Contractor will provide the City with written notice of permanent staff changes a minimum of one week prior to the effective date and include with such notice information about replacement staff including a description of experience, resumes and training information as required by Section 8 of this Schedule A.
- 5.2 If staff changes are made, new personnel must be accompanied by experienced personnel for a minimum of one full shift, to become familiar with the particular Facility.
- 5.3 The Facilities shall not be used as training areas for Contractor's personnel unless specifically authorized by the City.
- 5.4 To verify that the specified hours are worked, the Contractor will cause each employee to complete a daily log and will provide such log to the particular Facility Representative, upon request.
- 5.5 Neither the Contractor, nor its employees will permit any visitor to enter the facility at any time.
- 5.6 All of the Contractor's employees performing the Services will be certified as building service workers pursuant to Section 8 of this Schedule A.
- 5.7 The City shall have the right to request replacement of any Contractor personnel considered by the City to be unacceptable.
- 5.8 The Contractor must provide a direct support representative that the City can contact.

6 Alarm Systems & Building Security

- 6.1 The Contractor will meet with the Facility Representative for each Facility to become familiar with the functions of the alarm system. The Contractor will then instruct his staff on the alarm system and will be solely responsible for arming and disarming the alarm system during the times that the Contractor is on site at the Facilities.
- 6.2 The Contractor will be required to pay all the response fees of Richmond Fire & Rescue Services for any false alarms at the Facilities caused by the Contractor or its employees.
- 6.3 The Contractor will be responsible for the security of the Facilities during the periods in which the Contractor is on site. The Contractor will be responsible for locking all exterior doors and windows and turning out lights as required at the completion of each day's duties.

- 6.4 The City will provide the Contractor with one copy of any keys that are required to access the Facilities. The Contractor will sign to acknowledge receipt of all keys and will return them to the Facility Representative upon the expiry or earlier termination of the Contract. Where applicable, the main set of keys is to remain at the Facility in a locked secure key box when not in use. At no time will the Contractor have additional keys cut.
- 6.5 All keys will be the responsibility of the Contractor. The cost of any lost keys, or locks or the cost of re-keying resulting from keys lost by the Contractor will be borne by the Contractor. All keys shall be assigned and recorded to specific individuals.

7 Access to the Premises

- 7.1 The Contractor will not grant access to the Facilities to any person other than its designated employees.
- 7.2 The Contractor will provide the Facility Representative with the names of all of the Contractor's employees who will be performing the services and will update such information as personnel changes.

8 Qualifications of Contractor and Workers

- 8.1 The Services will be performed by the Contractor's employees who have graduated from a recognized technical or vocational institute, approved by the City, in a building service worker program and who are thoroughly experienced with the material and methods specified in this Contract. The Contractor will provide the City with certificates of graduation in respect of each of its employees immediately upon request.
- 8.2 The City may, in its sole discretion, accept in house training and or certification programs equivalent to building service worker programs offered by approved technical or vocational institutions.

9 Inspections

- 9.1 The City through its Facility Representatives or through third party inspection services may conduct unscheduled inspections of the Facilities to confirm compliance with the terms of the Contract. Performance assessments will be shared with the Contractor to ensure service levels are being met.

10 Equipment

- 10.1 The Contractor will be expected to provide and use their own cleaning equipment. The City owns and stores certain cleaning equipment at some Facilities, the Contractor will have the option of using those cleaning equipment should they choose, however, it is the Contractor's responsibility to ensure that they have the equipment to be able to provide the Services.
- 10.2 All of the Contractor's equipment will be modern, industrial type suitable for the performance of the Services and the nature of the Facilities such that the equipment does not damage or cause any wear and tear to the surfaces, finishings or equipment in the Facilities. The equipment will be kept clean and in safe repair and will be replaced by the Contractor at its cost when worn out.
- 10.3 All cleaning equipment, ladders and other tools used by the Contractor in the performance of the Services will be inspected regularly and maintained in accordance with manufacturer's specifications, the Worker's Compensation Board, the Canadian Standards Association and all applicable laws.

11 Storage

- 11.1 Unless authorized by the City in writing, specialized equipment used periodically by the Contractor shall not be kept in the Facilities, and the Contractor shall not use any Facility for the storage of materials, supplies or equipment for use in other locations, nor shall any other operations of the Contractor be directed from the Facilities.

12 WHMIS

- 12.1 The Contractor will comply with the "WHMIS" provisions (the "WHMIS Requirements") of the Workers Compensation Act, Occupational Health and Safety Regulation in the performance of the Services. The Contractor will use and store all cleaning products and chemicals in accordance with the WHMIS Requirements.

13 Cleaning Products

- 13.1 The Contractor will only use cleaning products, supplies and Consumables (as defined below) which have been approved in advance by the City. Unless otherwise approved by the City, all cleaning products, supplies and Consumables used by the Contractor will be "Green Seal" certified.
- 13.2 For the purposes of this Contract, "Consumables" will mean all consumable products used at the Facilities, whether supplied by the Contractor or the City, and includes, without limitation, toilet paper, hand towels, feminine hygiene products, hand soap, urinal pucks, deodorizers and other similar products consumed at the Facilities from time to time.

13.3 Without limiting any other provision of this Schedule A, no solvent seals or finish, butyl contained products, bleach, hydrochloric or sulphuric acid, ammonia, powdered cleansers or parazine blocks will be used or stored in the Facilities.

13.4 The Contractor will discontinue using any cleaning products, materials or equipment which in the reasonable opinion of the City, may cause any damage to the Facilities or pose any health risk to the users of the Facilities.

14 **Reports**

14.1 The Contractor will provide quarterly usage reports to the Facility Representative on Consumables and cleaning products and supplies supplied and/or used at each Facility.

15 **Workmanship**

15.1 The Contractor will perform the Services in accordance with the requirements of this Schedule A, Appendices 1 to 7 and the terms of the Contract, in a good and workman like manner and in accordance with the latest industry standards, techniques and best practices for work of a similar nature.

16 **Contract Management**

16.1 The Contractor will prepare and provide to the City for approval a written strategy for the management of the Contract by the Contractor including a description of the Contractor's strategy for transition and implementation of the Contract terms.

Schedule B - Subcontractors

The Sub-Contractors shown below are the Sub-Contractors that the Proponent proposes to use to carry out the Requirements. The City expects that the Proponent will engage the listed Sub-Contractors and no others in their stead, without prior written authorization of the City.

If no Sub-Contractors will be used, indicate “Not Applicable”.

Company Name, Address	Contact Name and Telephone Number	Area of Responsibility

Schedule C – Pricing

The Proponent is required to complete the information in the fields provided and include with their Proposal.

1.0 Please insert into the cells in Table C1 the total monthly fees (excluding HST) that you will charge to perform the Services described in Schedule A and Appendices 1 to 3 in respect of each of the Facilities listed below. The monthly fees will include all of your costs to complete the Services including without limitation, labour, supervision, management, equipment, tools, materials, fuel, overhead and office costs but will exclude HST and the cost of Consumables as set out in Section 2 of this Schedule C.

Monthly Fees:

Table C.1

	Total price for Year One (1) of the Contract excluding HST.	Total price for Year Two (2) of the Contract excluding HST.	Total price for Year Three (3) of the Contract excluding HST.
Community Safety Building	\$	\$	\$
Hamilton Community Centre	\$	\$	\$
Lang (City) Community Centre	\$	\$	\$

Hourly Charge Out Rates:

Table C.2 (add rows as needed)

Employee category (i.e, janitor, supervisor etc.)	Hourly charge our rate for Year One (1) of the Contract (excluding HST)	Hourly charge our rate for Year Two (2) of the Contract (excluding HST)	Hourly charge our rate for Year Three (3) of the Contract (excluding HST)
1.	\$	\$	\$
2.	\$	\$	\$
3.	\$	\$	\$
4.	\$	\$	\$
5.	\$	\$	\$

2.0 Consumable Products

The City intends to supply Consumables. The City may continue to supply and stock such Consumables or the City may wish to purchase Consumables directly from the Contractor if the Contractor can provide the Consumables to the City at competitive rates. If the City purchases Consumables from the Contractor, then the City proposes to do so on a “cost plus” basis. This means that the Contractor will charge the City its cost of purchasing the Consumables from its supplier(s) plus a fixed mark-up amount (expressed as a percentage) to compensate the Contractor for overhead and administration costs associated with supplying the Consumables. Accordingly, please provide the City with a list of the Consumables available to you from your supplier(s) and the current unit price that you pay to your supplier(s) for each such item excluding taxes. For each Consumable item, indicate whether or not it is “Green Seal” certified.

Please indicate the fixed mark-up amount (expressed as a percentage) which you will charge for supplying the Consumables to the City: _____%.

3.0 Terms of Payment

- 6.1 The City's standard payment terms are net thirty (30) days after receipt of approved invoice however discounts eg. early payment discounts are more favourable terms which may be offered by the Proponent and will be taken into consideration in the financial evaluation. Proponent to indicate if other than net thirty (30) days.

Schedule D – Proposal Form

Proponent's Name

Mailing Address

Key Contact Person

Telephone Number

Email Address

Number of Years in Business

Appendix 1 – Community Safety Building

1. The Community Safety Building is open 24 hours a day, 7 days a week.
2. The requirements include full-time day coverage and nightly cleaning.

**Community Safety Building
Janitorial Task List**

**Building Size:
Approximately 100,000 sq ft.**

Location	Tasks
Men's Washroom / Showers	<p>Daily</p> <ul style="list-style-type: none"> ▪ Empty garbage/clean garbage cans ▪ Clean and disinfect sinks, counter-tops, backsplash, faucets, door handles and kick plates ▪ Disinfect urinals, toilets, wipe toilet seats ▪ Replenish paper towels, toilet paper and hand soap ▪ Dust mop and wet mop floors ▪ Wipe mirror ▪ Clean partition walls ▪ Low dusting ▪ Scrub wall tiles and grout in showers <p>Weekly</p> <ul style="list-style-type: none"> ▪ Vacuum and clean vents <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum and clean vents <p>Semi-Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor
Women's Washroom / Showers	<p>Daily</p> <ul style="list-style-type: none"> ▪ Empty garbage/clean garbage cans ▪ Clean & disinfect sinks, counter-tops, faucets, door handles and plat ▪ Disinfect, toilets, wipe toilet seats ▪ Replenish paper towels, toilet paper and hand soap ▪ Dust mop and wet mop floors ▪ Wipe mirror ▪ Low dusting ▪ Clean partition walls <p>Weekly</p> <ul style="list-style-type: none"> ▪ Scrub wall tiles and grout in showers <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum and clean vent <p>Semi-Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor
Staff Change Room	<p>Daily</p> <ul style="list-style-type: none"> ▪ Dust mop and wet mop floors ▪ Clean hand prints from doors and door frame <p>Weekly</p> <ul style="list-style-type: none"> ▪ Clean top of lockers
Epoxy Concrete Floors Approx – 5,000 sq ft.	<p>Daily</p> <ul style="list-style-type: none"> ▪ Dust mop, sweep, wet mop
Rubber Floor – Gym Approx – 18,000 sq ft	<p>Daily</p> <ul style="list-style-type: none"> ▪ Vacuum floor, damp mop
Carpet Approx - 47,500 sq ft.	<p>Daily</p> <ul style="list-style-type: none"> ▪ Vacuum all offices and meeting rooms, under work stations as needed. ▪ Vacuum all offices and meeting rooms, under work stations ▪ Spot clean as needed <p>Semi-Annual</p> <ul style="list-style-type: none"> ▪ Shampoo all areas or as needed
Vinyl Tiles Approx - 12,000 sq ft.	<p>Daily</p> <ul style="list-style-type: none"> ▪ Dust mop and wet mop floor ▪ Burnish daily <p>Semi-Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor

**Community Safety Building
Janitorial Task List**

**Building Size:
Approximately 100,000 sq ft.**

Location	Tasks
Linoleum Approx - 9,000 sq ft	Daily <ul style="list-style-type: none"> ▪ Dust and damp mop floor ▪ Burnish daily Semi-Annual <ul style="list-style-type: none"> ▪ Strip and refinish floor
Dusting	Daily <ul style="list-style-type: none"> ▪ Dust work stations, computer keyboard Weekly <ul style="list-style-type: none"> ▪ Dust window frames and sills ▪ Dust ceiling vent ▪ Dust light fixtures ▪ Dust window blinds
Window Cleaning	Quarterly <ul style="list-style-type: none"> ▪ Wash all interior windows or as needed
Window Cleaning	Semi-Annual <ul style="list-style-type: none"> ▪ Wash all exterior windows or as needed
Cell Area	Daily <ul style="list-style-type: none"> ▪ Disinfect, dust mop, sanitize all toilets, sinks, mattress pads ▪ Spot clean walls
Exterior	Daily <ul style="list-style-type: none"> ▪ Hose down all entrance areas
Building Entrance	Daily <ul style="list-style-type: none"> ▪ Vacuum entrance mats

Appendix 2 – Hamilton Community Centre

1. The Hamilton Community Centre is available for cleaning between 10:00pm and 6:00am nightly.



HAMILTON COMMUNITY CENTRE Custodial Tasks

Location	Tasks
Front Entrance	<p>Daily</p> <ul style="list-style-type: none"> ▪ Sweep outside entrance area, steps and ramp ▪ Empty exterior garbage containers & clean container as needed ▪ Empty recycle bins & clean containers
Side Entrance	<p>Daily</p> <ul style="list-style-type: none"> ▪ Sweep outside entrance area and steps ▪ Empty exterior garbage containers & clean container as needed ▪ Empty recycle bins & clean containers
Lobby 935 sq ft. Tile floor	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect side tables, furniture and door handles ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Water fountain - clean faucet basin and exterior surface ▪ Wall spot cleaning ▪ Auto scrub tile <p>Weekly</p> <ul style="list-style-type: none"> ▪ Dust public art pieces ▪ Window cleaning, inside/out ▪ TV monitor – dust screen and top ▪ Burnish floor (biweekly) <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Dust light fixtures ▪ Dust window frames and cills ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage
Reception 275 sq ft. Tile floor	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect desks, cabinet, chairs, door handles, phones ▪ Dust computer keyboards, hard drive and monitors ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning <p>Weekly</p> <ul style="list-style-type: none"> ▪ Window cleaning, inside ▪ Dust and wipe down cabinet doors <p>Monthly</p> <ul style="list-style-type: none"> ▪ Dust window frames and cills ▪ Damp wipe and dust ceiling pot lights ▪ Vacuum, dust, damp wipe ceiling vents ▪ Auto scrub tile and burnish floor
Admin Office 140 sq ft. Tile floor	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect desk, cabinets, chairs, door handle, phone ▪ Dust computer keyboard, hard drive and monitor ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning <p>Weekly</p> <ul style="list-style-type: none"> ▪ Window cleaning, inside and out ▪ Dust and wipe down cabinet doors <p>Monthly</p>



HAMILTON COMMUNITY CENTRE Custodial Tasks

Location	Tasks
	<ul style="list-style-type: none"> ▪ Dust window frames and sills ▪ Damp wipe and dust ceiling pot lights ▪ Vacuum, dust, damp wipe ceiling vent ▪ Auto scrub tile and burnish floor
Meeting Room 1 250 sq ft. Carpet Tile	Daily <ul style="list-style-type: none"> ▪ Clean and disinfect tables, chairs and door handle ▪ Empty garbage/clean garbage cans ▪ Vacuum carpet tile ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning Weekly <ul style="list-style-type: none"> ▪ Window cleaning, inside/out ▪ TV monitor – dust screen and top Monthly <ul style="list-style-type: none"> ▪ Dust light fixtures ▪ Dust window frames and cills ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage
Fitness Room 1220 sq ft. Rubber Sport Flooring	Daily <ul style="list-style-type: none"> ▪ Clean doors and door handles/crash bars ▪ Clean and disinfect equipment ▪ Empty garbage/clean garbage cans ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning ▪ Vacuum under equipment ▪ Replenish supplies ▪ Mirrors spot cleaning Weekly <ul style="list-style-type: none"> ▪ Window cleaning, inside/out ▪ TV monitors – dust screen and tops ▪ Clean mirrors ▪ Wipe down cubbies Monthly <ul style="list-style-type: none"> ▪ High dusting ▪ Dust light fixtures ▪ Dust window frames and cills ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage
Men's Washroom Approx 190 sq ft. WC Tile floor	Daily <ul style="list-style-type: none"> ▪ Clean and disinfect toilets, urinals, sinks, counter-tops and door handles ▪ Spot clean walls, ceiling and partitions as required to remove all marks ▪ Empty garbage/clean garbage cans ▪ Sweep and damp mop floors ▪ Low dusting ▪ Mirror and tile spot cleaning ▪ Damp wipe the hand dryers ▪ Replenish papers, hand soaps, sanitary, etc. Weekly <ul style="list-style-type: none"> ▪ Clean/wipe mirrors and tiles Monthly <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage ▪ Damp wipe and dust ceiling pot lights

HAMILTON COMMUNITY CENTRE Custodial Tasks

Location	Tasks
<p>Women's Washroom Approx 270 sq ft. WC Tile floor</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect toilets, sinks, counter-tops and door handles ▪ Spot clean walls, ceiling and partitions as required to remove all marks ▪ Empty garbage/clean garbage cans ▪ Sweep and damp mop floors ▪ Low dusting ▪ Mirror and tile spot cleaning ▪ Damp wipe the hand dryers ▪ Replenish papers, hand soaps, sanitary, etc. <p>Weekly</p> <ul style="list-style-type: none"> ▪ Clean/wipe mirrors and tiles ▪ Empty sanitary napkin disposal and replace paper bag. Clean and disinfect <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage ▪ Damp wipe and dust ceiling pot lights
<p>Universal Change Room Approx 80 sq ft. WC Tile floor</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect sinks, counter-tops and door handles ▪ Clean and disinfect baby change table ▪ Spot clean walls and ceiling as required to remove all marks ▪ Empty garbage/clean garbage cans ▪ Sweep and damp mop floors ▪ Low dusting ▪ Mirror spot cleaning ▪ Damp wipe the hand dryer ▪ Replenish hand soaps, sanitary, etc. <p>Weekly</p> <ul style="list-style-type: none"> ▪ Clean/wipe mirrors ▪ Wipe down the cubbies and bench <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage ▪ Dust and clean lighting fixtures
<p>Accessible Washroom *(Shower)</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect toilet, sink, counter-top and door handle ▪ Spot clean walls, ceiling and partitions as required to remove all marks ▪ Empty garbage/clean garbage cans ▪ Sweep and damp mop floors ▪ Low dusting ▪ Mirror spot cleaning ▪ Damp wipe the hand dryer ▪ Replenish paper, hand soap, sanitary, etc. <p>Weekly</p> <ul style="list-style-type: none"> ▪ Clean/wipe and scrub the shower ▪ Wipe down hand rails <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage ▪ Damp wipe and dust ceiling pot lights
<p>Multi-purpose Room (1) 900 sq ft. Marmoleum *(Heated flooring)</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect tables, furniture, chairs, door handles, phone ▪ Clean and disinfect sinks and countertops ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers



HAMILTON COMMUNITY CENTRE Custodial Tasks

Location	Tasks
	<ul style="list-style-type: none"> ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning ▪ Replenish supplies ▪ Auto scrub floor <p>Weekly</p> <ul style="list-style-type: none"> ▪ Window cleaning, inside and out ▪ Dust and wipe down cabinet doors ▪ Dust and wipe down cubbies ▪ Burnish floor (biweekly) <p>Monthly</p> <ul style="list-style-type: none"> ▪ Dust window frames and cills ▪ Damp wipe and dust light fixtures ▪ Vacuum, dust, damp wipe wall vents ▪ High dusting
<p>Multi-purpose Room (2) 995 sq ft. Marmoleum</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect tables, furniture, chairs, door handles, phone ▪ Clean and disinfect sink and countertop ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning ▪ Replenish supplies ▪ Auto scrub floor <p>Weekly</p> <ul style="list-style-type: none"> ▪ Window cleaning, inside and out ▪ Dust and wipe down cabinet doors ▪ Dust and wipe down cubbies ▪ Burnish floor (biweekly) <p>Monthly</p> <ul style="list-style-type: none"> ▪ Dust window frames and cills ▪ Damp wipe and dust light fixtures ▪ Vacuum, dust, damp wipe ceiling vents ▪ High dusting
<p>Multi-purpose Room (3) 1010 sq ft. Existing Laminate</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect tables, furniture, chairs, door handles, phone ▪ Clean and disinfect sink and countertop ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning ▪ Replenish supplies ▪ Auto scrub floor <p>Weekly</p> <ul style="list-style-type: none"> ▪ Window cleaning, inside and out ▪ Dust and wipe down cabinet doors ▪ Burnish floor (biweekly) <p>Monthly</p> <ul style="list-style-type: none"> ▪ Dust window frames and cills ▪ Damp wipe and dust light fixtures ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ High dusting
<p>Kitchen 120 sq ft. Linoleum</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect sinks, countertops, doors and handles ▪ Clean and disinfect stove top, fridge, dishwasher and microwave



HAMILTON COMMUNITY CENTRE Custodial Tasks

Location	Tasks
*(Commercial)	<ul style="list-style-type: none"> door surfaces ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Wall spot cleaning ▪ Replenish supplies ▪ Auto scrub floor <p>Weekly</p> <ul style="list-style-type: none"> ▪ Dust and wipe down shelving ▪ Dust and wipe down cabinet doors ▪ Burnish floor (biweekly) <p>Monthly</p> <ul style="list-style-type: none"> ▪ Dust light fixtures ▪ Dust retractable window openings ▪ Dust and damp wipe hood range ▪ Vacuum, dust, damp wipe ceiling vents ▪ Dust and damp wipe top of the fridge ▪ Damp wipe and dust signage
<p>Meeting Room 2 175 sq ft. Existing Linoleum</p>	<p>Daily</p> <ul style="list-style-type: none"> ▪ Clean and disinfect table, desk, chairs and door handle ▪ Dust computer keyboard, hard drive and monitor ▪ Empty garbage/clean garbage cans ▪ Collect/empty recycle bins & clean containers ▪ Sweep and damp mop floors ▪ Low dusting ▪ Window spot cleaning ▪ Wall spot cleaning ▪ Auto scrub floor <p>Weekly</p> <ul style="list-style-type: none"> ▪ Window cleaning, inside/out ▪ Dust and wipe down cabinet doors ▪ Burnish floor (biweekly) <p>Monthly</p> <ul style="list-style-type: none"> ▪ Dust light fixtures ▪ Dust window frames and cills ▪ Vacuum, dust, damp wipe ceiling/wall vents ▪ Damp wipe and dust signage

Appendix 3 – Lang (City) Community Centre

1. The City (Lang) Community Centre is available for cleaning between 10:00pm and 6:00am nightly.

**CITY CENTRE COMMUNITY CENTRE
Janitorial Task List**

TOTAL 3200 SQ FT.

Location	Tasks
Men's Washroom	<p>Daily</p> <ul style="list-style-type: none"> ▪ Empty garbage/clean garbage cans ▪ Clean and disinfect sinks, counter-tops, faucets, door handles and kick plates ▪ Disinfect urinals and toilets ▪ Replenish paper towels, toilet paper and hand soap ▪ Dust mop and wet mop floors ▪ Wipe mirror <p>Weekly</p> <ul style="list-style-type: none"> ▪ Clean partition walls ▪ Low dusting <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum and clean vents <p>Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor
Women's Washroom	<p>Daily</p> <ul style="list-style-type: none"> ▪ Empty garbage/clean garbage cans ▪ Clean & disinfect sinks, counter-tops, faucets, door handles and plat ▪ Disinfect and toilets ▪ Replenish paper towels, toilet paper and hand soap ▪ Dust mop and wet mop floors ▪ Wipe mirror <p>Weekly</p> <ul style="list-style-type: none"> ▪ Low dusting ▪ Clean partition walls ▪ Clean children's step stools <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum and clean vent <p>Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor
Staff (Handicap) Washroom	<p>Daily</p> <ul style="list-style-type: none"> ▪ Empty garbage/clean garbage cans ▪ Clean & disinfect sinks, counter-tops, faucets, door handles and plat ▪ Disinfect and toilets ▪ Replenish paper towels, toilet paper and hand soap ▪ Dust mop and wet mop floors ▪ Wipe mirror <p>Weekly</p> <ul style="list-style-type: none"> ▪ Low dusting ▪ Clean partition walls <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum and clean vents <p>Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor
Office, Hallway, Kitchen and Rest Area	<p>Daily</p> <ul style="list-style-type: none"> ▪ Dust mop and wet mop floor ▪ Vacuum entrance mat ▪ Wipe clean counters and desks ▪ Clean and disinfect phones, monitors and door handles ▪ Empty garbage/clean garbage cans and lids ▪ Wipe down water fountain ▪ Clean kick plates, corner plates as needed

CITY CENTRE COMMUNITY CENTRE

TOTAL 3200 SQ FT.

Janitorial Task List

Location	Tasks
Preschool Rooms (2)	<p>Weekly</p> <ul style="list-style-type: none"> ▪ Low dusting ▪ Empty recycling <p>Monthly</p> <ul style="list-style-type: none"> ▪ High dusting ▪ Vacuum and clean vents <p>Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor <hr/> <p>Daily</p> <ul style="list-style-type: none"> ▪ Empty garbage/clean garbage cans ▪ Vacuum area rug ▪ Dust and damp mop floor ▪ Clean and disinfect sinks and counter-tops, door handles and plates ▪ Replenish papers and hand soap <p>Weekly</p> <ul style="list-style-type: none"> ▪ Low dusting <p>Annual</p> <ul style="list-style-type: none"> ▪ Strip and refinish floor