



REGIONAL DISTRICT OF NORTH OKANAGAN
REQUEST FOR PROPOSAL No. # 2024-CS06

Janitorial Services
White Valley Community Centre

COMMUNITY SERVICES
Parks, Recreation and Culture

Issued: February 16, 2024

Closes: March 12, 2024

PART I - INSTRUCTIONS TO PROPOSERS

1. The Regional District of North Okanagan (RDNO) requires the services of a qualified contractor to provide janitorial services to White Valley Community Centre (WVCC)
2. Proposals should be received no later than **March 12, 2024 at 4:00 p.m.**
3. All questions regarding this Request for Proposal (RFP) should be directed Jay Hammer, Project Coordinator – Parks, Recreation and Culture by email at communityservices@rdno.ca prior to **4:00 p.m. local time February 27, 2024** to allow sufficient time to respond. If questions are received after this time they may not be answered. All questions will be answered through addenda and posted on BC Bid no later than 48 hours before the closing date.
4. Proposers are solely responsible for any costs or expenses incurred related to the preparation and submission of proposals.
5. Proposals must be submitted electronically in PDF format on or before the closing date to communityservices@rdno.ca. The email subject line should include: **2024-CS06: Janitorial Services for White Valley Community Centre.**

A paper copy of the proposal can also be submitted with the proposer's name and address and **2024-CS06: Janitorial Services for White Valley Community Centre** marked on the envelope, addressed to:

Regional District of North Okanagan
Attention: Jay Hammer
9848 Aberdeen Road
Coldstream, BC V1B 2K9

6. The successful proponent (Contractor) and any Sub-Contractors shall at all times indemnify and save harmless the RDNO and/or any of its officers, employees or agents from and against all claims and demands, losses, costs, damages, actions, legal fees, or other proceedings by whomsoever made, brought or prosecuted, in any manner based upon, occasioned by or attributable to the execution of this assignment, or any action taken or things done or maintained by virtue of this assignment or the exercise in any manner of rights except claims for damages resulting from the negligence of any officer, servant or agent of the RDNO while acting within the scope of their duties of employment.
7. The RFP must clearly show the complete company name, nearest location to the RDNO, and name and telephone number of the primary contact person for the project.
8. The RFP must identify other organizations to which the company and/or team members have provided a similar service. The RDNO may contact those organizations for references and use that information to evaluate the expected level of service.
9. Unless authorized by the RDNO in writing, the Contractor shall not add or subtract key team members to or from the project team. Where key team members are added, resumes shall be provided for the RDNO's approval prior to commencement.

10. The RDNO is subject to the provisions of the *Freedom of Information and Protection of Privacy Act (Act)*. As a result, while Section 21 of the *Act* does offer some protection for third party business interests, the RDNO cannot guarantee that any information provided to the RDNO can be held in confidence. All proposals, after closing date, become the property of the RDNO.
The parties agree and consent to the disclosure of the Agreement as a matter of public record and acknowledge that applicable laws may require disclosure of information provided by one party to the other party pursuant to, or in connection with, the Agreement.
11. Unless specifically outlined in the RFP, the services or any part thereof may not be sub-contracted, transferred or assigned to another firm, person or company without the prior written authorization of the RDNO.
12. The RDNO reserves the right to not proceed with the assignment or to reduce or expand the scope of the project as necessary.
13. The RFP must include a level of effort table showing hours and hourly rates per task, including disbursements and expenses. Total fees will be compared against level of effort and work plan to see if the Contractor has placed effort where the RDNO believes it is required. The Contractor with the lowest fee will not necessarily be awarded the project. The Contractor may include optional items if desired; however, extra optional items must be clearly identified and a cost estimate provided separately from the costs for the work requested by RDNO in Part II. If RFPs exceed the RDNO's budget, the RDNO may elect to negotiate a "partial scope work" with any Contractor to achieve budget.
14. The RDNO reserves the right to accept any or none of the RFPs submitted and will evaluate RFP submissions based on "best value" considering the fees, experience, work plan, level of effort, project understanding, proposed schedule, and general quality of the RFP.
15. If the work is awarded, the RDNO will provide a Purchase Order to complete the works in accordance with this RFP and the successful Contractor's proposal.
16. The RFP may include alternatives as optional but these should be clearly identified independently of the scope outlined.

17. Site Visit

An optional site visit of the White Valley Community Centre will be provided on **February 27, 2024 from 9:00 am – 10:00 am**. Interested proposers should meet at the White Valley Community Centre front entrance on the day of the site visit.

18. RFP Format

The RFP submissions shall include the completed RFP Form, included as Appendix "B", and all required supporting documentation.

19. RFP Evaluations

Criteria	Weight
EXPERIENCE Proponent's experience and expertise providing janitorial maintenance service. <ul style="list-style-type: none">• Company experience / corporate strength• Assigned Contract Manager experience• Historical performance / references	60
COST	40
Total possible score	100

20. Award of the work is subject to funds being legally available.

21. Data Exchange Agreement

Data provided to the Contractor as part of this project will be provided with all requested data to support the work being carried out under the following terms and conditions:

- Copyright – the Contractor acknowledges and agrees that copyright for all data transferred from the RDNO to the Contractor belongs to the RDNO. The RDNO shall retain title to all data provided and any copies of made of the data.
- Conditions of Use – the Contractor is entitled to use the data files for the project, but use of the data shall be limited to supporting the project. The Contractor may not use the data for purposes not directly related to the project without first receiving written consent from the RDNO. Data sourced from outside agencies may require a separate data sharing agreement with said agency. The Contractor will acknowledge the source for any data utilized and agrees that the copyright for any data shared by other agencies belongs to said agencies.
- Transfer of Data – the Contractor may not sell, transfer, copy, loan or gift any of the data to another party for any reason without first receiving written consent from the RDNO.
- Conditions of Data Retention – the Contractor may keep the data used to support the project in their files where required by law, or as determined by best management practices with the provision that the data is always bound to the conditions within this agreement and must meet the provisions stated therein.

- e) Confidentiality – the Contractor shall maintain confidentiality of all information, documentation and data provided by the RDNO during the course of carrying out the project unless written consent from the RDNO is provided, or as required by law or by an authority having jurisdiction.
- f) No Warranty – the Contractor understands that all data, whether digital, hardcopy or in any other format, is provided by the RDNO “as is” and the RDNO provides no warranty of any kind, either express or implied, nor guarantees whatsoever the accuracy and completeness of the data files or their fitness for any purpose. It is the Contractor’s responsibility to ask for updated data in the event it is required. In no event will the RDNO be liable to the Contractor or any other party for losses or damages, including any loss of profits, lost savings or other incidental or consequential damages arising out of the data files, or the Contractor’s use or inability to use the data files, even if the RDNO has been advised of the possibility of such damages. The Contractor releases the RDNO from all losses or damages as just described and agrees not to sue or make any claim against the RDNO.
- g) General – if any provision of this Agreement is unenforceable, unlawful or void the provision is to be deemed severable from the rest of this Agreement and does not affect the validity or enforceability of the remaining provisions. This Agreement is governed by the laws of British Columbia. This is the entire Agreement between the Licensee and the RDNO regarding its subject and there are no oral or other written agreements between the Licensee and the RDNO regarding its subject.

PART II – TERMS OF REFERENCE

A. INTRODUCTION & BACKGROUND INFORMATION

The Regional District of North Okanagan (RDNO) requires the services of a qualified contractor to provide janitorial services at the White Valley Community Centre located at 2250 Shields Avenue, Lumby, BC. The facility consists of approximately 5,000 square feet encompassing numerous different functional spaces. A floor layout has been included as *Appendix A* to this Request for Proposal document.

B. TERM

The term of the contract once awarded shall be for a period of two year(s) (hereinafter referred to as the “Term”) with an option to renew for a second term, and is anticipated to begin in April 2024.

C. PAYMENT

The price paid by the RDNO to the Contractor shall include all costs to perform the Scope of Work as outlined herein and as submitted on the Proposal Form (*Appendix B*).

Payment for janitorial services for the White Valley Community Centre (WVCC) will be on a monthly basis. Payment will not be made to the Contractor for travel time. A monthly invoice for the janitorial services is to be provided to the RDNO detailing the date and the hours of service provided. A standing Purchase Order (PO) number will be issued, which is to be quoted on each invoice.

D. SCOPE OF WORK

The Contractor is responsible for providing all labour, equipment, materials and cleaning products and supplies necessary to maintain the facility to a high standard of cleanliness utilizing environmentally acceptable cleaning materials. This work will meet the minimum specifications set forth below. All cleaning supplies will be provided by the Contractor except for toilet paper, paper towel, garbage bags, hand sanitizer, and hand soap. Cleaning supplies will be sourced by the Contractor then charged backed to the RDNO, with proof of cost upon request, to the RDNO as part of the regular monthly invoice provided to the RDNO.

THURSDAY, SUNDAY & TUESDAY (EVENINGS) or FRIDAY, MONDAY & WEDNESDAY (BEFORE 7:30 AM)

- Sweep and mop all flooring
- Vacuum all travelled carpeted areas
- Clean glass windows/doors at front entrance
- Clean all washroom fixtures, toilets, urinals, sinks, counters, mirrors, floors, and walls surrounding toilets
- Empty all garbage and recycling containers in bin outside (most plastic bag liners can be reused for several days)
- Fill soap, paper towel, and toilet paper dispensers as needed
- Spot clean walls as required

WEEKLY

- Clean all doorknobs and door frames at all offices and entrances
- Dust and clean counter tops in kitchen and meeting room
- Deeper clean of kitchen

EVERY 3 MONTHS

- Dust window frames and ledges
- Dust baseboards
- Spot clean walls
- Clean glass and door frames at all offices and entrances
- Dust walls and wash where needed
- Clean kitchen range and refrigerator

SEMI-ANNUALLY (Spring & Fall)

- Dust all file cabinets, bookshelves, cupboards, wall hangings, pictures, etc.
- Remove and dust inside covers for fluorescent lights
- Dust walls and wash where needed
- Clean all diffusers and exhaust fans
- Wash return air vents

AS NEEDED

- Replenish hand soap, toilet paper, garbage bags, air deodorizers, urinal deodorizers and paper towel dispensers
- Additional janitorial services on an on-call basis for special events or extraordinary cleaning

All custodial work is to be in accordance with recognized industrial standards.

All cleaning products will be provided by the contractor and must meet the following specifications:

- biodegradable, non-toxic or chlorinated and standardized as much as possible to reduce the number of chemicals in use
- zero or minimal volatile organic compound emissions associated with product
- minimal, refillable and/or recyclable packaging

E. WORKPLACE SAFETY

The Contractor shall acknowledge appointment as Prime Contractor, as defined by *WorkSafe BC* with an understanding of the duties as defined in the *Workers Compensation Act*, Sections 118 Clauses 1 and 2 by entering into a Prime Contractor agreement with the RDNO.

The Contractor shall, within 10 days following the award of contract and prior to the start of work, submit to RDNO:

- one copy of a “clearance letter” indicating that the Contractor is in *WorkSafe BC* compliance, and shall also provide to RDNO, from time to time as may be required, satisfactory proof that such compliance is still in full force and effect; and,

The Contractor shall observe and comply with Worker's Compensation Act (British Columbia) and the Occupational Health and Safety (OHS) Regulation, including: conducting worker safety orientations; conducting daily safety meetings and keeping meeting minutes on-site; holding health and safety meetings to coordinate activities; and, conducting safety inspections to ensure compliance with WorkSafeBC and OHS Regulations by all workers. The RDNO reserves the right to request and review the Health and Safety Plan of the Contractor.

In any case where pursuant to the provisions of the *Workers Compensation Act*, the Worker's Compensation Board orders the Contractor in respect of its operations under this Agreement to cease operations because of failure to install or adopt safety devices or appliances directed by the order of the said Board, or required under said Act or regulations thereunder or because said Board is of the opinion the conditions of immediate danger exist that would be likely to result in injury to any person, or because of lack of payment of an account due to the Board, RDNO may cancel this Agreement on 24 hours written notice to the Contractor.

Protection of the Work Property and Public

The Contractor shall comply with all applicable laws, ordinances, rules regulations and lawful orders of any public authority having jurisdiction for the safety of persons or property or to protect them from damage, injury or loss.

The Contractor shall protect any property adjacent to the work area from damage as the result of its operations under the Agreement. The Contractor shall protect the Project and property of RDNO from damage which may arise as the result of its operations under the Agreement.

F. INVOICING

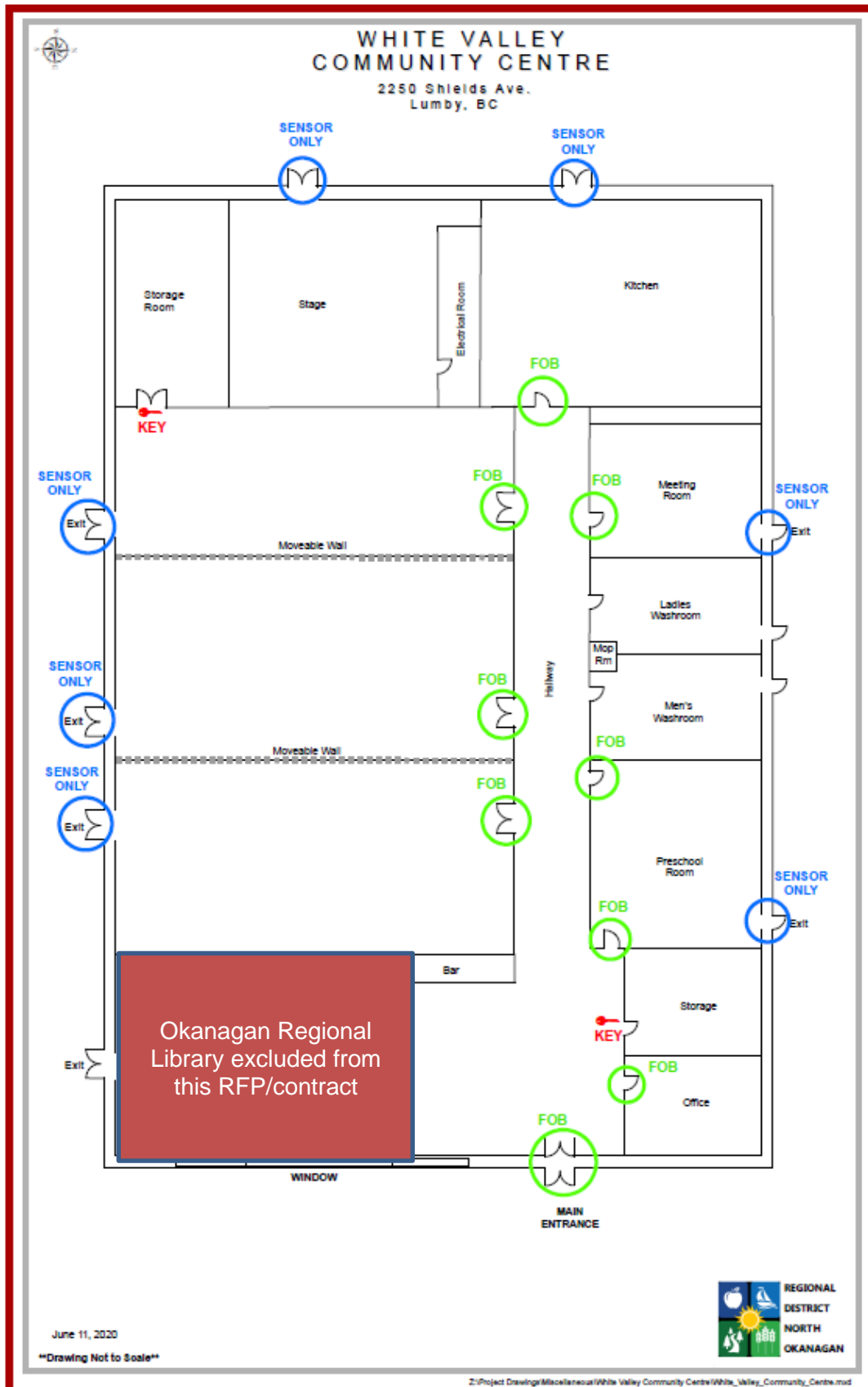
Invoices shall be submitted electronically to **financeap@rdno.ca** and shall have the following information in the email body or subject line:

Attention: Tannis Nelson
Project Number: 2024-CS06
Purchase Order Number: TBA

All invoices shall have the following information contained either on the invoice or on an attached page:

- RDNO project title and project number,
- name of RDNO project manager,
- date of invoice and period the invoice covers

APPENDIX A **SITE LOCATION**



APPENDIX B

PROPOSAL FORM

I/we have reviewed the specifications and submit the following Proposal to perform the work described.

1. **Monthly Rate (\$ + GST)** _____

2. **Additional Hourly Rate – if required (\$ + GST)** _____

Conditions on additional hourly rate (required notice, etc.): _____

COMPANY INFORMATION

Company Name: _____

Address: _____

Primary Contact Person: _____

Phone Number: _____

Fax Number: _____

E-mail: _____

CLEANING PRODUCT

Product Name(s): _____

The proposed cleaning products meet proposal requirements:

☐ Yes

☐ No

REFERENCES

Please provide company name and contact for three janitorial references:

SUBMITTED BY:

Name:

Title/Position:

Signature:

Date:

The RDNO reserves the right to accept some, all or none of the submitted Proposals and to change the scope of work before a purchase order is issued.

- END -