



THE MUNICIPALITY OF THE VILLAGE OF LIONS BAY

Request for Proposal Janitorial Services

The Village Lions Bay is a mainly residential community located on the Sea to Sky Highway 11 km. north of Horseshoe Bay and is part of the Metro Vancouver Regional District. The Village is requesting written proposals from qualified vendors to provide janitorial services for the Village's municipal buildings (Municipal Hall, Community Centre, Public Works Building, Emergency Building). This is a request for proposal and is not a contract tender.

The Village welcomes potential contractors to attend an optional site visit on Monday, December 22, 2014 at 2:00 p.m. to better understand the dynamics, operations, locations and access throughout Lions Bay and to provide a better understanding on the scope of services.

For additional questions, please contact Mandy Koonts, Chief Administrative Officer, Village of Lions Bay, 604 921-9333 or email mkoonts@lionsbay.ca

I. INTENT OF SOLICITATION

The Village seeks a contractor who will work cooperatively with the Village to meet the objective to provide a high level of customer service in a timely and efficient fashion, as follows:

1. Weekly:

a. Carpeted floors – vacuuming

All accessible carpets, mats, and rugs will be substantially free of debris, stains, odors, and visible dirt. The appropriate techniques, equipment, and standards will be utilized to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product. Stain treatment may be requested if and when may become necessary.

b. Non-carpeted floors – swept and washed

All hard floors and baseboards will be substantially free of visible dirt, dust, debris, stains, traffic/scuff marks, aging marks, and wax buildup; all floor surfaces will have a finish as appropriate to the floor type. The appropriate techniques and standards will be utilized to achieve appearance, aesthetics, clean/healthy environment, and maintain the life of the product.

c. Cleaning washrooms (excluding showers):

Municipal Hall:	1
Community Centre:	3
Public Works Building:	1
Emergency Building:	1

Sinks, mirrors, partitions, urinals, toilets, drains, and fixtures and all horizontal and vertical surfaces are substantially free of any residue build-up (e.g., calcium build-up, mildew), smudges, odors, and dust. All dispensers are stocked and operational. All air fresheners/deodorizers are full and working. All vents and exhausts are free of dust. Trash cans are clean. There are no offensive odors, overflows or backflows.



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d. Surface dusting

All exposed horizontal and vertical surfaces including all sills, furniture, fixtures and fittings, will be free of dust, dirt, marks, and stains. HVAC vents will be free of dust, dirt, and marks. Dusting will be performed to preserve air quality and remove dust. All common and conference (cubicle) areas telephones, handrails, door handles, push bars will be disinfected a minimum of once a week or as instructed.

e. Trash and recycling

All public trash and recycle receptacles will be clean, free of odors, and not overflowing. Remove and dispose of trash and recycling in outside receptacles.

2. Monthly:

a. Cleaning showers

- i. Public Works Building: 1 stall
- ii. Emergency Building: 1 stall

3. Semi-annually:

- a. Cleaning accessible windows (inside only).

II. ADDITIONAL OPTIONS

The Village asks that the RFP be submitted with an addendum to indicate the costing of the following additional option:

- 1. Weekly public washroom cleaning (seasonal – April through October)
 - a. Lions Bay Beach Park: 3 stalls
 - b. Kelvin Grove Beach Park: 2 stalls

III. SCOPE OF SERVICES

1. **Cleaning Management**

A. Janitorial Services - Routine and Request

The Contractor will perform outcome based cleaning as defined by the standards and schedule above for the spaces that are cleaned.

The Village of Lions Bay's expected outcomes are:

- Village facilities are clean, orderly and present a professional appearance.
- Cleaning does not disrupt the Village of Lions Bay's employees and customer environment with regards to moving personal property, air quality, odors, excessive noise, etc.



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This section is intended to encompass routine janitorial services that are typically performed on a scheduled basis to maintain or restore agreed upon standards of appearance to spaces after normal daily use.

- Contractor personnel performing work in any area of the facility or building are required to restore that area to a safe, compliant and otherwise as-found condition following completion of their work.
- Municipal Hall and all other high-use and visible customer areas will be maintained in a high level of service. The Village of Lions Bay will have zero tolerance for missed services in these areas.
- Cleaning practices will be conducted in an effort to maximize life of all furniture, carpets and fixtures where applicable.
- Indoor spaces affected by incidents or in which Village events have been held are rapidly restored to an appropriate condition.
- Safety and risk reduction guidelines will be strictly followed in all areas, with the goal of zero safety incidents resulting from custodial activities.
- The Contractor will use sustainable environmental practices where appropriate (green chemicals, energy conservation, etc.).
- All maintenance needs observed by Contractor's janitorial staff are to be promptly reported to Reception.

B. Provide User Request Cleaning Services

This section is intended to encompass event-driven janitorial needs as opposed to regularly scheduled cleaning. These services may be performed both during and after business hours and are generally requested on an as-needed basis:

- Restore space to pre-existing standards after an unusual event such as a spill in a trafficked area, a plumbing repair or cleanout of an office.
- Provide all Village request cleaning (e.g., after a special event in the Community Centre).
- Spill response cleaning: Mop up spills and provide wet-dry vacuuming, carpet drying, spot cleaning, disinfecting and deodorizing as required.

C. Supplies and Equipment

The Contractor will be expected to supply all equipment (vacuum, mops, brooms, brushes, dustpans) and cleaning supplies (cleaning liquids and/or powders, rags, paper towel). The Village will provide consumer supplies (hand soap, toilet paper, garbage bags).

IV. RESPONSIBILITY AND LIABILITY

Contractor shall be solely responsible for the safety of Contractor's employees and others relative to Contractor's work, work procedures, transportation, signage and related activities. The Contractor and all janitorial staff working on-site in close proximity to Village staff are expected to adhere to the Village's Harassment Policy. If any part(s) of the Contractor's services are to be sub-contracted, the Contractor is required to adhere to the Village's Purchasing Policy for the duration of the sub-contractor award process.



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The Contractor shall operate in compliance with all applicable regulations and requirements. Lubricants and chemicals will be disposed of as required within applicable law parameters and in consideration of Village septic requirements.

Contractor shall possess and keep in force all licenses, business permits insurance and other permits required to perform the services of the contract.

V. SUBMITTAL REQUIREMENTS

Each Contractor shall submit an electronic copy of their proposal in the following manner:

1. Contractor Description

Provide a description and history of the Contractor emphasizing the Contractor's resources and expertise in the area(s) relevant to this RFP.

2. Proposal

- Clearly identify the breakdown for each service provided.
- The total cost of janitorial must include breakdown of applicable taxes, fees and all other anticipated charges.
- Manner in which customer inquiries and complaints will be handled.

VI. SELECTION CRITERIA

Each proposal shall be evaluated based on the following criteria:

1. Understanding and responsiveness to the Village's objectives;
2. Fees and cost(s); and
3. Contractor's qualifications including company compliance history

All responsive submissions shall be reviewed in their entirety and will rank all proposals based on the criteria contained herein. The Village may conduct interviews of short-listed contractors. Proposals submitted by Contractors who attended the optional site visit will be given greater consideration.

The Village will attempt to reach a final contract with the first-ranked Contractor. If negotiations with the first-ranked Contractor fail, the Village will proceed with the next highest ranked Contractor.

Proposals will be received by email until **December 31, 2014 at 4:00 p.m.** and should be addressed to:

Mandy Koonts, Chief Administrative Officer
Village of Lions Bay
PO Box 141 - 400 Center Road
Lions Bay, BC V0N 2E0

Submit electronically via: mkoonts@lionsbay.ca



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The Village anticipates awarding of the two-year contract by the end of January 2015, with service to commence shortly thereafter.

The Village of Lions Bay reserves the right to reject any and all proposals, to waive technical or legal deficiencies, to make such investigation as it deems necessary to evaluate Contractor's qualifications, to accept any proposal that may be deemed in the best interest of the Village and to negotiate terms and conditions of any proposal leading to acceptance and final execution of the contract. The lowest or any proposal may not be accepted.