



Sunshine Coast Regional District

Request for Proposal

Number: 2611603

for

Janitorial Services for Field Road, Transit and Fleet, Utilities, and Parks Services

Issue Date:

March 24, 2026

Closing Date of

April 24, 2026, at 3:00 PM local time

MANDATORY SITE MEETING: A mandatory site meeting will be held on Monday April 10, 2026, at 10:00 am local time starting at 1975 Field Road, Sechelt BC and then Proponents will need to travel to the 5920 Mason Road, Sechelt BC. Proponents need to RSVP by April 9, 2026 to purchasing@scrd.ca, if no RSVPs are received the site meeting may be cancelled.

CONTACT: All enquiries related to this Request for Proposals, including any requests for information and clarification, are to be submitted by April 10, 2026 and directed, in writing, to purchasing@scrd.ca, who will respond if time permits with a Q&A on BC Bid by April 17, 2026 Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

DELIVERY OF PROPOSALS: Proposals must be in English and must be submitted using one of the submission methods below, and must either **(1)** include a copy of this cover page that is signed by an authorized representative of the Proponent or **(2)** be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP.

BC Bid Electronic Submission: Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with the BC Bid requirements and e-bidding key requirements (found at <https://www.bcbid.gov.bc.ca/>). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system. Use of an e-bidding key is effective as a signature.

OR

Email Submission: Proponents may submit an electronic proposal by email. Proposals submitted by email should be submitted to submissions@scrd.ca in accordance with the instructions at Section 1.3 of the General Terms and Conditions of this RFP.

OR

Hard Copy Submission: Proponents must submit **ONE (1)** hard-copies and **ONE (1)** electronic copy on a USB Drive of the proposal. Proposals submitted by hard copy must be submitted by hand or courier to:

**Sunshine Coast Regional District
1975 Field Road
Sechelt, BC V7Z 0A8**

Regardless of submission method, proposals must be received before Closing Time to be considered.

CONFIRMATION OF PROPONENT'S INTENT TO BE BOUND:

The enclosed proposal is submitted in response to the referenced Request for Proposal, including any Addenda. By submitting a proposal the Proponent agrees to all of the terms and conditions of the RFP including the following:

- The Proponent has carefully read and examined the entire Request for Proposal;
- The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- The Proponent agrees to be bound by the statements and representations made in its proposal.

PROPONENT NAME (please print): _____

NAME OF AUTHORIZED REPRESENTATIVE (please print): _____

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

DATE: _____

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1. GENERAL TERMS & CONDITIONS

1.1 DEFINITIONS

Throughout this Request for Proposal, the following definitions apply:

"Addenda" means all additional information regarding this RFP, including amendments to the RFP; **"BC Bid"** means the BC Bid website located at <https://www.bcbid.gov.bc.ca/>;

"Closing Location" includes the location or email address for submissions indicated on the cover page of this RFP, or BC Bid, as applicable;

"Closing Time" means the closing time and date for this RFP as set out on the cover page of this RFP;

"Contract" means the written agreement resulting from the RFP executed by the Regional District and the successful Proponent;

"Contractor" means the successful Proponent to the RFP who enters into a Contract with the Regional District;

"Must", or **"mandatory"** means a requirement that must be met in order for a proposal to receive consideration;

"Proponent" means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

"Proposal" means a written response to the RFP that is submitted by a Proponent;

"Request for Proposals" or **"RFP"** means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Regional District by Addenda; and

"Should", **"may"** or **"weighted"** means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

"SCRD", **"Regional District"**, **"Organization"**, **"we"**, **"us"**, and **"our"** mean Sunshine Coast Regional District.

1.2 FORM OF PROPOSAL

This Proposal must be completed in its entirety. Failure to properly complete this Proposal form may cause your Proposal to be rejected. The signing officer must initial all corrections. The Sunshine Coast Regional District (Regional District) reserves the right to permit a correction, clarification or amendment to the Proposal or to correct minor errors and irregularities.

1.3 SUBMISSION OF PROPOSAL

- a) Proposals must be submitted before Closing Time to the Closing Location using one of the submission methods set out on the cover page of this RFP. Proposals must not be sent by fax. The Proponent is solely responsible for ensuring

that, regardless of submission method selected, the Regional District receives a complete Proposal, including all attachments or enclosures, before the Closing Time.

- b) For electronic submissions (BC Bid or email), the following applies:
 - (i) The Proponent is solely responsible for ensuring that the complete electronic Proposal, including all attachments, is received before Closing Time;
 - (ii) The Regional District limits the maximum size of any single email message to 20MB or less.
 - (iii) Proponents should endeavour to submit emailed proposal submissions in a single message and avoid sending multiple email submissions for the same opportunity. If an electronic submission exceeds the applicable maximum single message size, the Proponent may make multiple submissions (BC Bid upload or multiple emails for the same opportunity). Proponents should identify the order and number of emails making up the email proposal submission (e.g. "email 1 of 3, email 2 of 3...");
 - (iv) For email proposal submissions sent through multiple emails, the Regional District reserves the right to seek clarification or reject the proposal if the Regional District is unable to determine what documents constitute the complete proposal;
 - (v) Attachments must not be compressed or encrypted, must not contain viruses or malware, must not be corrupted, and must be able to be opened using commonly available software (e.g. Adobe Acrobat). Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not corrupted. The Regional District has no obligation to attempt to remedy any message or attachment that is received corrupted or cannot be viewed. The Regional District may reject proposals that are compressed encrypted, cannot be opened or that contain viruses or malware or corrupted attachments.
- c) For BC Bid e-submissions only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service and the registration process may take two business days to complete. If using this submission method, Proponents should refer to the BC Bid website or contact BC Bid Helpdesk at 250-387-7301 for more information. An

electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.

- d) For email proposal submissions, including any notices of amendment or withdrawal referred to in Section 1.6, the subject line of the email and any attachment should be clearly marked with the name of the Proponent, the RFP number and the project or program title.
- e) The Regional District strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.
- f) The Proponent bears all risk associated with delivering its Proposal by electronic submission, including but not limited to delays in transmission between the Proponent's computer and the Regional District Electronic Mail System or BC Bid.
- g) While the Regional District may allow for email proposal submissions, the Proponent acknowledges that email transmissions are inherently unreliable. The Proponent is solely responsible for ensuring that its complete email proposal submission and all attachments have been received before Closing Time. If the Regional District Electronic Mail System rejects an email proposal submission for any reason, and the Proponent does not successfully resubmit its proposal by the same or other permitted submission method before Closing Time, the Proponent will not be permitted to resubmit its proposal after Closing Time. The Proponent is strongly advised to contact the Regional District Contact immediately to arrange for an alternative submission method if:
 - (i) the Proponent's email proposal submission is rejected by the Regional District Electronic Mail System; or
 - (ii) the Proponent does not receive an automated response email from the Regional District confirming receipt of each and every message transmitted, within a half hour of transmission by the Proponent.

An alternate submission method may be made available, at the Regional District's discretion, immediately to arrange for an alternative submission method, and it is the Proponent's sole responsibility for ensuring that a complete proposal

(and all attachments) submitted using an approved alternate submission method is received by the Regional District before the Closing Time. The Regional District makes no guarantee that an alternative submission method will be available or that the method available will ensure that a Proponent's proposal is received before Closing Time.

1.4 SIGNATURE REQUIRED

Proposals must be properly signed by an officer, employee or agent having authority to bind the Proponent by that signature.

1.5 CLARIFICATIONS, ADDENDA & MINOR IRREGULARITIES

If any Proponent finds any inconsistencies, errors or omissions in the proposal documents or requires information, clarification of any provision contained therein, they shall submit their query in writing or email, addressed as follows:

Purchasing Division
Sunshine Coast Regional District
1975 Field Road, Sechelt, BC V7Z 0A8

purchasing@scrd.ca

Any interpretation of, addition to, deletions from or any corrections to the proposal documents will be issued as written addendum by the Regional District.

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

1.6 WITHDRAWAL OR REVISIONS

Proposals or revisions may be withdrawn by written notice provided such a notice of withdrawal is received prior to the closing date and time. Proposals withdrawn will be returned to the Proponent unopened. Revisions to the proposals already received shall be submitted only by electronic mail, or signed letter. The revision must state only the amount by which a figure is to be increased or decreased, or specific directions as to the exclusions or inclusion of particular words.

1.7 CONDUCT OF THE CONTRACT

Unless otherwise specified within this document, any queries regarding this Request for Proposal are to be directed to purchasing@scrd.ca. No other verbal or written instruction or information shall be relied upon by the Bidder, nor will they be binding upon the Regional District.

1.8 CONFLICT OF INTEREST/NO

LOBBYING

- (a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the Regional District's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the Regional District involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Regional District Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.
- (b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate, for this purpose directly or indirectly with any employee, contractor or representative of the Regional District, including members of the evaluation committee and any elected officials of the Regional District, or with the media, may result in disqualification of the Proponent.

1.9 CONTRACT

By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Regional District on substantially the same terms and Conditions set out in www.scrd.ca/bid and such other terms and conditions to be finalized to the satisfaction of the Regional District, if applicable.

1.10 SUSTAINABLE PROCUREMENT

The Regional District adheres to its sustainable consideration factors. Proposals will be considered not only on the total cost of services, but Proposals that addresses the environment and social factors.

1.11 INVOICING AND PAYMENT

Unless otherwise agreed, the Regional District payment terms are Net 30 days following receipt of services or approved invoices, whichever is later. Original invoices are to be forwarded to the accounts payable department of the Regional District. The

purchase order number assigned by the Regional District must be stated on the invoice otherwise payment may be delayed.

1.12 PRICING, CURRENCY AND TAXES

Offered prices are to be attached as a price schedule in Canadian dollars with taxes stated separately when applicable.

1.13 IRREVOCABLE OFFER

This Proposal must be irrevocable for 90 days from the Proposal closing date and time.

1.14 TIME IS OF THE ESSENCE

Time shall be of the essence in this contract.

1.15 ASSIGNMENT

The Proponent will not, without written consent of the Regional District, assign or transfer this contract or any part thereof.

1.16 OWNERSHIP OF DOCUMENTS & FREEDOM OF INFORMATION

All documents submitted in response to this Request for Proposal shall become the property of the Regional District and as such will be subject to the disclosure provisions of the *Freedom of Information and Protection of Privacy Act* and any requirement for disclosure of all or a part of a Proposal under that Act.

The requirement for confidentiality shall not apply to any Proposal that is incorporated into a Contract for the Work. Further, the Regional District may disclose the top scoring proponent's aggregate pricing to the Regional District Board at a public meeting, when making a recommendation for the award of the Contract.

For more information on the application of the Act, go to http://www.cio.gov.bc.ca/cio/priv_leg/index.page.

1.17 AWARD OF CONTRACT

The Purchasing Policy at the Regional District offers contracts to businesses through an open, fair and consistent competitive bidding process. This ensures that the Regional District will receive the best overall value for the goods and services it requires. The Regional District reserves the right to cancel, award all or part of the scope of work described in this document to a single Proponent or may split the award with multiple Proponents.

All awards are subject to Board approval that meets the needs as determined by the Board. The Regional District, in receipt of a submission from a Proponent, may in its sole discretion consider the Proponent to have accepted the terms and conditions herein, except those expressly excluded or changed by the Proponent in writing.

The RFP shall not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the Regional District in any way to award a contract and that no legal relationship or obligation regarding the procurement of any good or service will be created between Regional District and the proponent unless and until Regional District and the proponent execute a written agreement for the Deliverables

1.18 COST OF PROPOSAL

The Proponent acknowledges and agrees that the Regional District will not be responsible for any costs, expenses, losses, damage or liability incurred by the Proponent as a result of or arising out submitting a Proposal for the proposed contract or the Regional District's acceptance or non-acceptance of their proposal. Further, except as expressly and specifically permitted herein, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal each Proponent shall be deemed to have agreed that it has no claim.

1.19 PROPONENT'S RESPONSIBILITY

It is the Proponent's responsibility to ensure that the terms of reference contained herein are fully understood and to obtain any further information required for this proposal call on its own initiative. The Regional District reserves the right to share, with all proponents, all questions and answers related to this bid call.

1.20 EVALUATIONS

Proposals will be evaluated in private, including proposals that were opened and read in public, if applicable. Proposals will be assessed in accordance with the evaluation criteria.

If only one Proposal is received, the Regional District reserves the right to open the Proposal in private or if the total bid price exceeds the estimated budget for the Contract, the Regional District may cancel and re-tender, accept, not accept and cancel or re-scope the Work seeking a better response, with or without any substantive changes being made to the solicitation documents. If more than one Proposal is received from the same Proponent, the last Proposal received, as determined by the Regional District, will be the only Proposal considered.

1.21 ACCEPTANCE OF TERMS

The submission of the Proposal constitutes the agreement of the Proponent that all of the terms and conditions of the RFP are accepted by the Proponent and incorporated in its Proposal, except those

conditions and provisions which are expressly excluded and clearly stated as excluded by the Proponent's proposal.

1.22 MANDATORY REQUIREMENTS

Proposals not clearly demonstrating that they meet the mandatory requirements will receive no further consideration during the evaluation process.

1.23 INSURANCE & WCB

The Proponent shall obtain and continuously hold for the term of the contract, insurance coverage with the Regional District Listed as "Additional Insured" the minimum limits of not less than those stated below:

- (a) Commercial General Liability – not less than \$2,000,000 per occurrence
- (b) Motor Vehicle Insurance, including Bodily Injury and Property Damage in an amount no less than \$2,000,000 per accident from the Insurance Corporation of British Columbia on any licensed motor vehicles of any kind used to carry out the Work.
- (c) A provision requiring the Insurer to give the Owners a minimum of 30 days' notice of cancellation or lapsing or any material change in the insurance policy;

The Proponent must comply with all applicable laws and bylaws within the jurisdiction of the work. The Proponent must further comply with all conditions and safety regulations of the *Workers' Compensation Act* of British Columbia and must be in good standing during the term of any contract entered into from this process.

1.24 COLLUSION

Except otherwise specified or as arising by reason of the provisions of these documents, no person, or corporation, other than the Proponent has or will have any interest or share in this proposal or in the proposal contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponent in connection with proposals submitted for this project and the Proponent has no knowledge of the context of other proposals and has no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the proposal.

1.25 CONFLICT OF INTEREST

Proponents shall disclose in its Proposal any actual or potential conflict of interest and existing business relationship it may have with the Regional District, its elected or appointed officials or employees.

1.26 LIABILITY FOR ERRORS

While the Regional District has used considerable efforts to ensure an acute representation of information in these bid documents, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Regional District nor is it necessarily comprehensive or exhaustive.

1.27 TRADE AGREEMENTS

This RFP is covered by trade agreements between the Regional District and other jurisdictions, including the following:

- a) Canadian Free Trade Agreement; and
- b) New West Partnership Trade Agreement.
- c) Canada-European Union Comprehensive Economic and Trade Agreement

1.28 LAW

This contract and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia, which shall be deemed the proper law thereof.

1.29 REPRISAL CLAUSE

Tenders will not be accepted by the Regional District from any person, corporation, or other legal entity (the "Party") if the Party, or any officer or director of a corporate Party, is, or has been within a period of two years prior to the tender closing date, engaged either directly or indirectly through another corporation or legal entity in a legal proceeding initiated in any court against the Regional District in relation to any contract with, or works or services provided to, the Regional District; and any such Party is not eligible to submit a tender.

1.30 FORCE MAJEURE (ACT OF GOD)

Neither party shall be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event. The Regional District may terminate the Contract by notice if the event lasts for longer than 30 days.

1.31 CONFIDENTIAL INFORMATION OF PROPONENT

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by Regional District. The confidentiality of such information will be maintained by Regional District, except the total proposed value, which must be publicly released for all proposals, or otherwise required by the Freedom of Information and Protection of Privacy Act ("FOIPPA"), law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by Regional District to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

1.32 DISPUTE RESOLUTION

All unresolved disputes arising out of or in connection with this Proposal or in respect of any contractual relationship associated therewith or derived therewith shall be referred to and finally resolved by arbitration as prescribed by Mediate BC services pursuant to its rules, unless otherwise mutually agreed between the parties.

1.33 DEBRIEFING

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with the Regional District.

2. INTRODUCTION

2.1 Purpose

The Sunshine Coast Regional District (Regional District) is seeking proposals from qualified contractors to provide janitorial services at several facilities. The Contractor will be required to provide all labour, approved products, chemicals, supplies, and equipment to facilitate the day-to-day cleaning of the facilities. Work shall be done in accordance with the specifications, description of operation and quality standards listed in Appendix 1 Cleaning Standards, using the latest professional techniques of the trade in the frequencies given in the attached.

3. SITUATION/OVERVIEW

3.1 Background

The Regional District requires janitorial services at the following facilities:

- a) Field Road Administrative Offices located at 1975 Field Road, Sechelt BC
- b) Transit and Fleet Building located at 5920 Mason Road, Sechelt BC
- c) Utilities Building located at 5920 Mason Road, Sechelt BC
- d) Parks Building located at 5920 Mason Road, Sechelt BC

3.2 Project Objectives

The Regional District's primary objective is to enter a contract for janitorial services to provide and maintain continuous custodial maintenance of the Field Road Administrative Offices, Transit and Fleet Building, Utilities Building, and Parks Building, to the Regional District's standards as defined in the scope of work and related appendix.

3.3 Scope

The work will consist of the provision of all labour, approved products, chemicals, supplies and equipment required and listed for use in the day-to-day custodial maintenance of the required areas of the Field Road Offices, Transit and Fleet Building, Utilities Building, and Parks Building. Work shall be done in accordance to the specifications, description of operation and quality standards listed in Appendix 1 - Cleaning Standards, using the latest professional techniques of the trade in the frequencies given in the attached.

3.3.2 Cleaning Frequency and Standard

The work will be done in accordance with the Appendix 1 - Cleaning Standards. All work by the Contractor must adhere to the Regional District's cleaning standards. The work will need to be completed in advance of the facility opening hours to ensure that all clean surfaces are dry. The Regional District reserves the right to change cancel or add requirements to meet operational requirements and or continuity of the services at the facility.

3.3.3 Supplies

The Regional District will be responsible for the supply of refills for all dispenser type products (i.e. paper towels, toilet paper, hand soap etc.).

3.3.4 Chemicals and Other Products

The Contractor shall provide all materials and supplies necessary to carry out the work of the contract. Products and chemicals, in accordance with current W.H.M.I.S. legislation, shall be delivered to the work site in original containers bearing the supplier's current workplace Hazardous Material Information System (W.H.M.I.S.) Labels. On site, the Contractors shall maintain current Safety Data Sheets (S.D.S.) for each product, contained in a binder specifically marked S.D.S. These binders shall be located in each area where these products are stored or dispensed. Dispensing chemical quantities into small or larger containers must be done in accordance with W.H.M.I.S. legislation and all containers clearly marked in compliance.

3.3.5 Equipment

The Contractor will provide all equipment necessary to carry out the required work of this contract.

3.3.6 Building Security

During the contracted hours, the Contractor shall be responsible for the security of the premises, and for locking all exterior doors and windows and turning out lights as required at the completion of each day's duties and setting the building security alarms.

Where keys or access codes are necessary at the following locations please contact:

Field Road Administrative Offices:

- Tara Crosby, at 604-741-0359 or designate.

Transit and Fleet Building:

- Nigel Pease, Transit Superintendent at 604-865-0258 or designate.

Utilities Building:

- Codi Abbott, at 604-741-3914 or designate.

Parks Building:

- Tina Anupun, at 604-865-4518 or designate.
- Jessica Huntington, at 604-212-0371

The Contractor will sign for the keys or access code and upon completion or termination of the Contract will return the keys to the designated contact above. At no time will the Contractor have additional keys cut or share access codes.

3.3.7 Protection of Work and Property

The Contractor will take all reasonable precautions necessary to protect the Regional District's property from damage during the performance of the Contract and shall make good on any damage to the Regional District's property cause by the Contractor, its Sub-Contractor, employees, or agents during the performance of the Contract.

3.3.8 Access to Premises

Only the employees of the Contractor are permitted to enter the building being cleaned. The Contractor will provide a current list of names of all employees on the site.

3.3.9 Plumbing and Electrical Problems

The Contractor will report any faulty plumbing and electrical problems promptly to the following designates:

Field Road Administrative Offices:

- Tara Crosby, at 604-741-0359 or designate.

Transit and Fleet Building:

- Nigel Pease, Transit Superintendent at 604-865-0258 or designate.

Utilities Building:

- Codi Abbott, at 604-741-3914 or designate.

Parks Building:

- Tina Anupun, at 604-865-4518 or designate.
- Jessica Huntington, at 604-212-0371

3.3.10 Smoking

The Contractor shall adhere to the Regional District smoking policy of no smoking allowed on or near the premises.

3.3.11 Communications

In order to assure the safety of the Contractor, its employees and the users of the building, the Contractor will be required to ensure that at least one supervisor or employee understands oral or written instructions given in the English language.

3.3.12 Cleanup

The Contractor will maintain the site in as clean a condition to the satisfaction of the Regional District during services provided and will remove from the site and properly dispose of all debris. Failure to do this will result in the cleaning and removal being instituted by the owner and the cost deducted from the amount owing the contractor.

Debris awaiting pick up must not be piled against the building or adjacent buildings and must not interfere with other work being carried out in the building by Regional District staff. Where directed, the Contractor may use approved Regional District site dumpsters to dispose of debris.

3.3.13 Damage to Regional District Property

The Contractor shall be responsible for all loss or damage to the premises or any part therein or to any Regional District staff resulting from the performance of the contract.

3.3.14 Criminal Record

The Contractor will need to ensure that all staff or subcontractors performing services under this contract have a clean criminal record. The Contractor will need to ensure that the criminal records checks are no more than five (5) years old. The Regional District may request confirmation from the Contractor that the criminal record checks have been completed.

4. CONTRACT

4.1 General Contract Terms and Conditions

Proponents should review carefully the terms and conditions set out in the General Service Contract, including the Schedules. The General Contract terms can be found at: Information about our General Service Terms and Conditions can be found at www.scrd.ca/bid.

4.2 Term of Contract

The term of this contract will be for a two-year period with the option to extend up to an additional three-year period subject to Contractor performance and budgetary requirements.

4.3 Service Requirements

The Contractor's responsibilities will include the following:

- a) Strictly abide by the cleaning schedules and frequency of cleaning duties as per the requirements.
- b) Provide in advance a written quarterly schedule for all cleaning activities to the Regional District.
- d) Provide completed check sheets of daily duties completed, and quarterly duties completed at the request of the Regional District.
- e) Maintain a daily communication board located in the Janitorial room in each facility. The communications MUST be read and initialed each day to confirm to the Regional

District that the contractor has read the comments or requests left by Regional District Staff.

4.4 Field Road Offices Cleaning Frequencies and Duties

1. Open Areas

Entrance includes the vestibule, lobby and hallway viewing lobby areas.

Wednesday and Friday - after business hours:

- a) All floors will be dust mopped, damp mopped/washed and disinfected with germicidal cleaner.
- b) Waste, recycling and compost receptacles emptied, cleaned with germicidal cleaner and new bags installed.
- c) Doors and window glass will be cleaned both sides including frames.
- d) Door mats vacuumed, lifted, cleaned and underneath wet mopped and dried.
- e) Fingerprints and other marks will be removed from walls and doors with a disinfectant.
- f) Both sides of glass reception sneeze guard barrier cleaned and disinfected with germicidal cleaner.

Weekly:

- a) All horizontal ledges to be dusted.

Monthly:

- a) All walls cleaned and washed with a germicidal cleaner (including kickplates and baseboards).
- b) Tile floors grout lines will be scrubbed with a bristle brush and germicidal cleanser.

2. Offices and Meeting Spaces (including exterior office and meeting locations):

Includes all offices and spaces with carpet in the facility.

Wednesday and Friday - after business hours:

- a) Waste, recycling and compost receptacles emptied, cleaned with germicidal cleaner and new bags installed.
- b) Carpets will be vacuumed.
- c) Windows cleaned/both sides.
- d) Wipe down counters and tables using germicidal cleaner.
- e) Wipe off partition door handles and frames with germicidal cleaner.
- f) Fingerprints and other marks will be removed from walls and doors with a disinfectant.

Weekly:

- a) Fingerprints and other marks will be removed from walls and doors with a disinfectant.
- b) All horizontal ledges to be dusted.

3. Bathrooms

Includes ALL Bathrooms.

Wednesday and Friday - after business hours:

- a) Tile floors will be soaked using germicidal cleaner, scrubbed with stiff bristle brush. Hose down with fresh water, squeegeed and residual hair or debris disposed of.
- b) Waste, Sanitary napkin and compost receptacles will be emptied and cleaned with germicidal cleaner and new bags installed.
- c) Inside and outside of porcelain urinals cleaned and wiped down with germicidal cleaner.
- d) Inside and outside of toilet bowls cleaned and wiped down with germicidal cleaner.
- e) Paper towel, toilet paper, hand soap and sanitizer dispensers checked and filled as necessary.
- f) Counters, sinks, benches and change tables wiped and disinfected using germicidal cleaner.
- g) Graffiti removed / if NOT possible report immediately to Regional District contact.
- h) Mirrors cleaned.
- i) Window glass cleaned both sides including frames.
- j) Shower walls and floors to be cleaned and scrubbed using germicidal cleaner and stiff bristle brush. Hose down with fresh water to rinse, residual hair and debris to be disposed of.
- k) Fingerprints and other marks will be removed from walls and doors with a disinfectant.

4. Kitchen and Common Areas

Wednesday and Friday - after business hours:

- a) Floors will be mopped using germicidal cleaner, scrubbed with stiff bristle brush (as required). Rinsed with fresh water and residual debris disposed of.
- b) Waste, recycling and compost receptacles will be emptied and cleaned with germicidal cleaner and new bags installed.
- c) Paper towel, hand soap and sanitizer dispensers checked and filled as necessary.
- d) Counters, sinks, dishwasher (exterior), refrigerators, chairs and tables wiped and disinfected using germicidal cleaner.
- e) Window glass cleaned both sides including frames.
- f) Fingerprints and other marks will be removed from walls and doors with a disinfectant.

Annually:

- a) Refrigerator interiors cleaned and disinfected.

4.5 Transit and Fleet Building Cleaning Frequencies and Duties

Biweekly:

Offices and Open Areas:

- a) Waste receptacles will be emptied and cleaned with germicidal cleaner and new bags installed.
- b) Wipe down desks, tables and counters with germicidal cleaner.
- c) Floors will be swept and wet mopped with germicidal cleaner.
- d) Wipe door handles and railings with germicidal cleaner.
- e) Replenish paper towel/hand towel dispensers and soap dispensers
- f) Windows cleaned (inside only).
- g) All fabric chairs vacuumed and plastic chairs wiped down

Washrooms/Change-rooms:

- a) Tile floors will be swept and wet mopped with disinfecting cleaner.
- b) Waste receptacles will be emptied and cleaned with disinfecting cleaner and new bags installed.
- c) Inside and outside of toilet bowls cleaned and wiped down with disinfecting cleaner.
- d) Sink and counter wiped down with disinfecting cleaner.
- e) Paper towel, toilet paper and hand soap dispensers checked and replenished.
- f) Mirrors cleaned.
- g) Shower walls and floors to be cleaned and scrubbed using disinfecting cleaner and stiff bristle brush. Hose down with fresh water to rinse, residual hair and debris to be disposed of.

Monthly:

- a) Supply and return air louvers in the ceiling vacuumed and wiped down.

4.6 Utilities Building Cleaning Frequencies and Duties

Weekly:

Offices and Open Areas

- a) Waste receptacles will be emptied and cleaned with disinfecting cleaner and new bags installed.
- b) Wipe down desks, tables and counters with disinfecting cleaner.
- c) Floors will be swept and wet mopped with disinfecting cleaner.
- d) Wipe door handles and railings with disinfecting cleaner.
- e) Replenish paper towel/hand towel dispensers and soap dispensers
- f) Windows cleaned (inside only).

Washrooms/Change-rooms:

- a) Tile floors will be swept and wet mopped with disinfecting cleaner.
- b) Waste receptacles will be emptied and cleaned with disinfecting cleaner and new bags installed.
- c) Inside and outside of toilet cleaned and wiped down with disinfecting cleaner.
- d) Sink and counter wiped down with disinfecting cleaner.
- e) Paper towel, toilet paper and hand soap dispensers checked and replenished.
- f) Mirrors cleaned.

- g) Shower walls and floors to be cleaned and scrubbed using disinfecting cleaner and stiff bristle brush. Hose down with fresh water to rinse, residual hair and debris to be disposed of.

4.7 Parks Building Cleaning Frequencies and Duties

Weekly:

- a) Waste receptacles will be emptied and cleaned with germicidal cleaner and new bags installed.
- b) Wipe down desks, tables, and counters with germicidal cleaner. Sanitize computer mice and keyboards.
- c) Wipe and sanitize surfaces in the kitchen area.
- d) Building floor will be vacuumed and then damp mopped and disinfected using germicidal cleaner and a microfibre mop.
- e) All fabric chairs vacuumed and plastic chairs wiped down.
- f) Light switches and door handles will be sanitized and cleaned.

Washroom:

- a) Floors will be vacuumed and then damp mopped and disinfected using germicidal cleaner and a microfibre mop.
- b) Inside and outside of toilet bowl scrubbed and wiped down with disinfectant.
- c) Paper towel, toilet paper and hand soap dispensers checked and filled.
- d) Sink scrubbed and disinfected using germicidal cleaner.
- e) Mirror cleaned.
- f) Fingerprints and other marks will be removed from walls, light switches door handles and doors with a disinfectant.

Monthly:

- a) Scrub all floors.
- b) Microwave will be wiped down and disinfected inside and out.

4.8 Related Documents

Appendix 1 – Cleaning Standards

5. REQUIREMENTS

In order for a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

This section includes “Response Guidelines” which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds the Regional District’s expectations.

Please address each of the following items in your proposal in the order presented. **Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses.**

5.1 Capabilities

The Proponent should be capable of providing the required services, keeping accurate schedules of cleaning activities and maintaining a very high level of cleaning standards. The proponent’s workforce should possess the expertise, knowledge, and certifications necessary to provide the required services.

3.3.15 Relevant Experience

The Proponent and any subcontractors of the Proponent included in its proposal should have a minimum of three (3) years of experience providing services of a similar scope and complexity.

Similar scope and complexity is defined as:

- a) Providing commercial janitorial services
- b) Providing janitorial services for facilities of a similar size
- c) Providing janitorial services for facilities of a similar type
- d) Providing janitorial services on a 7 day per week overnight schedule

3.3.16 Subcontractors

Proponents need to provide company name, years of experience and identify the services they will perform for any subcontractor that may be used to perform the services.

3.3.17 References

Proponents need to provide a minimum of three (3) references (i.e. names and contact information) of individuals who can verify the quality of work provided specific to the relevant experience of the Proponent and of any subcontractors named in the proposal. References from the Proponent’s own organization or from named subcontractors are not acceptable.

The Regional District reserves the right to seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent's and any subcontractor's performance under any past or current contracts with the Regional District or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

3.3.18 Environmental Requirements

The Regional District is committed to preserving the environment. Proponents shall 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 shall indicate the nature of the hazard in its submissions. The Proponent agrees to advise the Regional District of any known alternatives or substitutes for such materials that would mitigate the effects of any adverse condition of the environment.

5.2 Sustainable Social Procurement

A factor in the Regional District evaluation process is sustainable social procurement, and the evaluation of proposals will take this into consideration.

As part of any submission the Proponent is encouraged to identify how they may contribute to the following key social, employment and economical goals, but not limited to the following:

- a) Contribute to a stronger local economy by:
 - promoting a Living Wage
 - Using fair employment practices;
 - Increase training and apprenticeship opportunities;
- b) Local expertise knowledge by:
 - Being locally owned;
 - Utilization of local subcontractors;
- c) Environmental Cost of Ownership;
- d) Energy efficient products;
- e) Minimal or environmental friendly use of packing materials; and
- f) Reducing hazardous materials (toxic and ozone depleting substances).

5.3 Approach

Proponents should provide a detailed approach to providing the required services which at a minimum MUST include the proposed number of staff hours per day to provide the services at each facility, and the times of day within which the services would be provided. Services MUST be provided outside of the normal operating hours of the facility. The Regional District reserves the right to adjust the facility operating hours as needed to meet facility demand.

The normal facility operating hours are as follows:

Field Road Administrative Offices:

- Monday to Friday 8:30am – 4:30pm
- Saturday Closed
- Sunday Closed

Transit and Fleet Building:

- Monday to Friday 8:00am – 4:00pm
- Saturday Closed
- Sunday Closed

Utilities Building:

- Monday to Friday 7:00am – 3:00pm
- Saturday Closed
- Sunday Closed

Parks Building:

- Monday to Friday 8:00am – 4:00pm
- Saturday Closed
- Sunday Closed

5.4 Added Value

Proponents should describe any services or additional services that they will perform under the regular duties associated in this contract that have no additional charges.

5.5 Price

Proponents need to submit a fee proposal that sets out the separate costs of each portion of the project described as well as an all-inclusive cost for all the projects; the proposal should include a breakdown of the fix prices including time, travel, hourly billable rates and material costs.

Prices quoted will be deemed to be:

- in Canadian dollars;
- inclusive of duty, tariffs, FOB destination, and delivery charges where applicable; and
- exclusive of any applicable taxes.

Bidder's will provide a list of all major suppliers and manufacturers involved in the contract, including their country of origin and whether they are based in the United States.

6. PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the RFP in order to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the “Proponent Response”.
- e) Appendices, appropriately tabbed and referenced.
- f) Identification of Proponent (legal name)
- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

7. EVALUATION

Evaluation of proposals will be by a committee formed by the Regional District and may include other employees and contractors.

The Regional District’s intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking.

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

The Regional District reserves the right to be the sole judge of a qualified proponent.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to only selected Proponents. The Evaluation Committee may consider such clarification or additional information in evaluating a Proposal.

7.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria
The proposal must be received at the Closing Location before the Closing Time.
The proposal must be in English.
The proposal must be submitted using one of the submission methods set out on the cover page of the RFP
The proposal must either (1) include a copy of the Confirmation of Proponent’s Intent to be Bound that is signed by an authorized representative of the Proponent, this is also required for email submissions or (2) be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP
Attendance at the mandatory site meeting

7.2 Weighted Criteria

Proposals meeting all of the mandatory criteria will be further assessed against the following weighted criteria.

Weighted Criteria	Weight (%)
Qualifications and Experience	30
Approach	30
Sustainable Social Procurement	15
Added Value	5
Price	20
TOTAL	100

7.3 Price Evaluation

The lowest priced Proposal will receive full points for pricing. All other prices will be scored using the following formula: lowest priced proposal/price of this proposal* total points available for price.

Appendix 1 – Cleaning Standards

Item	TERM	DESCRIPTION OF OPERATION	QUALITY / STANDARD
1	Sweeping & Dust Mopped	Consists of removing loose, dry surface soil.	<ol style="list-style-type: none"> 1 There will be no dirt, trash or other matter left in corners, behind or under furniture or doors. 2 Floors will be free of dust film. 3 There will be no dirt left where sweepings were picked up. 4 Walls, baseboards and other surfaces should be free of scars from the equipment. <p>All Furniture and equipment (excluding file cabinets & desks) moved during the sweeping & dust mopped operation and should be returned to its original location.</p>
2	Damp and Wet Mopping / Floor Washing	Consists of using a non-filming detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and wiping up the rinse water. In washrooms the rinsing operation is performed using a germicidal solution.	<ol style="list-style-type: none"> 1 The floors should be free of dirt, streaks, mop strands, marks, skipped areas and loose mop strands other evidence of improper application. 2 Walls, baseboards and other surfaces will be free of watermarks, splashing and scars from equipment. 3 Water or other cleaning solution will not have been allowed to collect under furniture legs or cabinet. 4 All Furniture and equipment (excluding file cabinets & desks) moved during the damp and wet mopping operation and should be returned to its original location.
3	Stripping	Consists of removing the top layer or layers of floor finish, using either the wet (use minimum amount of water) or dry scrub method. Complete the operation by cleaning baseboards.	<ol style="list-style-type: none"> 1 The floors should be free of surface dirt, stains, streaks, marks, skipped areas and other evidence of improper application. 2 There should be no wax or finish build up on the floor surface following the stripping operation. 3 The furniture (excluding file cabinets & pool tables) should have been moved for the complete floor coverage. 4 Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from the equipment. 5 Furniture and equipment should be relocated to where it was prior to the stripping application.
4	Buffing / Polishing	Consists of buffing the floors to improve the attractiveness of the floors surface by increasing the gloss.	<ol style="list-style-type: none"> 1 The floors should be free of dirt, visible stains, streaks, mop strands, marks, free of dust and skipped areas and other evidence of improper application. 2 The furniture (excluding file cabinets & pool tables) should have been moved for the complete floor coverage. 3 Walls, baseboards and other surfaces should be free of excess polish, splashing and scars from the equipment. 4 Furniture and equipment should be relocated to where it was prior to the buffing and polishing application.

5	Finishing / Waxing	Consist of the application of wax, sealer or other required floor finishes.	<ol style="list-style-type: none"> 1 The floors should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application. 2 The floors should be clean and bright looking including in the corners and under furniture. 3 Walls, baseboards, furniture and other surfaces should be free of excess residue and scars from the equipment. 4 Furniture and equipment should be relocated to where it was prior to the finishing / waxing application.
6	Vacuuming	Consists of Vacuuming all carpeted floors. There carpets should be free of dirt and dust and no dirt should be left in corners, under furniture, behind doors or radiators.	<ol style="list-style-type: none"> 1 Carpets should be clean and free from dust, dirt and other debris. 2 There should be no dirt left in corners, under furniture, behind doors or radiators. 3 All Furniture and equipment (excluding file cabinets & desks) moved during the vacuuming operation and should be returned to its original location.
7	Glass / Window Cleaning	Consists of washing glass surfaces inside and outside with a detergent solution and wiping dry with a clean cloth. Skylights surfaces shall be cleaned where applicable.	<ol style="list-style-type: none"> 1 Glass and windows will be clean on both sides and free of streaks or smears. 2 Sash, sill, stools and floors will be clean and free of watermarks. 3 Sash, sills, stools will be free of dust, dirt, spots and odours. 4 Items moved should be relocated to where it was prior to the cleaning operation.
8	Dusting	Consists of removing dust and cobwebs with appropriate vacuum attachments.	<ol style="list-style-type: none"> 1 There will not be any dust or dust streaks on desks or furniture. 2 Glass, tops of desks, tables and all horizontal surfaces will be clean and free of finger-marks and stains. 3 All pictures, plaques, furniture, files, sills, blinds, telephones, windowsills, door ledges, frames, louvers, baseboard and partition ledges will be free of dust and cobwebs.
9	Light Fixtures	Consists of washing with a germicidal detergent all light fixtures inside and out including the light bulbs to disinfect and remove dust, dirt, spots and stains.	<ol style="list-style-type: none"> 1 All light fixtures and lights will be free of dust, dirt, spots and stains. 2 Light fixtures will be clean on both sides and free of streaks or smears. 3 All dust, dirt, spots and stains will be removed.
10	Washroom Surfaces & Fixtures	Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls and urinals to disinfect and remove dust, dirt, spots and stains.	<ol style="list-style-type: none"> 1 All surfaces of wash basins, taps and all exposed piping will be free of dust, dirt, spots and stains. 2 All surfaces of flush tanks, toilet seats, toilet bowls and urinals will have been disinfected. 3 Plumbing fixtures will be free of stains and soap build-up.

		No powder cleaners shall be used in or on washbasins, toilet bowls or urinals.	<p>4 All paper and garbage receptacles should be emptied, plastic bags should be replaced (if required) and exterior surface wiped clean and should be free of odour, spots, stained and finer marks.</p> <p>5 All dispensers of supplies should be filled.</p>
11	Kitchen Surfaces & Fixtures	Consists of washing with a germicidal detergent all surfaces of the kitchen including, counter tops, sinks, taps, exposed piping, fridges, stoves, microwaves, cupboards inside and out to disinfect and remove dust, dirt, spots and stains.	<p>1 All surfaces of the kitchen including, counter tops, sinks, taps, exposed piping, fridges, stoves, microwaves, cupboards.</p> <p>2 All surfaces of will have been disinfected.</p> <p>3 Plumbing fixtures will be free of stains and soap build-up.</p> <p>4 All paper and garbage receptacles should be emptied, plastic bags should be replaced (if required) and exterior surface wiped clean and should be free of odour, spots, stained and finer marks.</p> <p>5 All dispensers of supplies should be filled.</p> <p>6 All surfaces will be free of dust, dirt, spots and stains.</p>
12	Spot Clean Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges and Blinds	Consists of removing finger-marks, smudges, stains and graffiti.	<p>1 All dispensers, shelves, shelf brackets ledges and blinds will be free of finger-marks, dust and stains.</p> <p>2 Mirrors will be cleaned and free of streaks or smears.</p> <p>3 Walls stall partitions and doors will be free of dust, hand marks, pencil marks, water streaks, mop marks and fittings will be free of mold.</p> <p>4 Walls up to a standing height will be free of all marks.</p>
13	Janitorial Closets	Consist of washing floors, fixtures, emptying pails and ensuring the closet is free of tripping hazards and all supplies are store appropriately.	<p>1 The floors and walls should be free of dirt, streaks, mop strands, marks, skipped areas and loose mop strands other evidence of cleaning operation.</p> <p>2 Mop pails/trucks should be empty and free of odours.</p> <p>3 There will be no dirt, trash, empty containers or other matter left in the janitorial closet.</p> <p>4 Janitorial closet should be free of tripping hazards and all supplies stored appropriately.</p> <p>5 Walls, baseboards and other surfaces will be free of watermarks, splashing and scars from equipment.</p> <p>6 The floors should be swept & dusted mopped.</p> <p>7 The floors should be damp & wet mopped / floor washed.</p> <p>8 The floors should be stripped.</p> <p>9 The floors should be buffed / polished.</p> <p>10 The floors should be finished / waxed.</p>