



RFP – 2021-01

**Village of Pemberton
Contract Cleaning (Janitorial) Services – Pemberton
and District Community Centre and Youth / Seniors
Centre**

Issue Date: Monday February 22, 2021

Closing Date: Monday March 8, 2021 @ 2:00 p.m.PST

Delivery Address for Proposals:

PO Box 104, 7390 Cottonwood Street
Pemberton, BC V0N 2L0
Phone: 604.894.2340
Fax: 604.894.2320
www.pemberton.ca

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EXECUTIVE SUMMARY

The Village of Pemberton (VOP) is located 35 kms north of Whistler in the Pemberton Valley, and is part of the Sea to Sky corridor. Pemberton is one of the most desirable communities in BC and home to family farms, adventurous outdoor activities and stunning vistas. With over 2400 residents and just 30 km from Whistler, Pemberton prides itself on its creative and collaborative approach with the business community, local volunteer groups, neighbouring communities and key business and tourism partners, such as Tourism Pemberton and the Pemberton & District Chamber of Commerce. Pemberton's mild winters, warm summers and unique adventure culture provide an ideal place to enjoy arts, history, recreation, dining, shopping and comfortable lodging.

1. INTRODUCTION

The Village of Pemberton (Village) is requesting proposals from qualified individuals or companies for the supply of cleaning (janitorial) services to the Village for two specific facilities in accordance with the requirements set out herein.

Questions regarding this Request for Proposal, submission requirements, timing or similar contractual matters should be directed to:

Christine Burns, Recreation Services Manager
Telephone: 604.894.2340
Email: cburns@pemberton.ca

2. INSTRUCTIONS, TERMS AND CONDITIONS

The following terms and conditions will apply to this Request for Proposal. Submission of a Proposal indicates acceptance of all the terms that follow, and that are included in any addenda issued by the Village. Provisions submitted in Proposals that contradict any of the terms of this Request for Proposal will be as if not written and do not exist.

2.1 Definitions: "Village", or "the Village", shall mean the Municipality of the Village of Pemberton. "Proponent" shall mean the entity submitting a proposal. "Contractor" or "Consultant" shall mean the successful Proponent.

2.2 Proposals may be submitted via one of the following two methods:

1. Proponents may submit their Submission electronically via email to cburns@pemberton.ca before the submission deadline. If the Proposal file is larger than 10 MB, please provide a hyperlink in the email to download the file from an online file host, such as Dropbox, FTP, or your own system.
2. Proponents may submit one hard copy of the Submission to the following location:

Village of Pemberton
Box 104, 7390 Cottonwood Street,
Pemberton BC, V0N 2L0

Submissions should be submitted in a sealed package and should be marked "CONFIDENTIAL RFP-2021-01 (Contract Cleaning (Janitorial) Services – Pemberton & District Community Centre and Youth / Seniors Centre)".

2.3 Submission Deadline

1. All submissions must be received by: Monday, March 8, 2021 @ 2:00 pm PST
2. Proposals received after the closing time will not be considered.

2.4 Proposals must be executed by an authorized signatory of the Proponent utilizing the Proponent Commitment contained in Appendix "A" of this Request for Proposal.

2.5 All Proposals and subsequent information or material received shall become the property of the Village of Pemberton and will not be returned. The Proposals will be held in confidence by the Village subject to the provisions of the *Freedom of Information and Protection of Privacy Act*.

2.6 Proposals may be withdrawn, by written request only to the Chief Administrative Officer (CAO), at any time prior to the scheduled closing time.

2.7 Proposals remain valid, and may not be withdrawn, for a period of sixty (60) days following the date for submission of the Proposals.

2.8 Prior to the date for submission of Proposals, Proponents should not contact any other representative of the Village regarding this Request for Proposal, other than the representatives identified in Section 1, without that representative's permission. Unauthorized contact with any Village representatives, including members of Village Council, may be cause for the rejection of the proponent's proposal.

2.9 Proponents are cautioned to carefully read and follow the Instructions, Terms and Conditions required by this Request for Proposal, as any deviation, omission, as well as any inaccuracies or misstatements may be cause for rejection. However, the Village reserves the right, at its sole discretion, to waive minor irregularities and defects in a proposal, and proceed with that Proponent.

2.10 Submission of a Proposal by a Proponent and its subsequent receipt by the Village does not represent a commitment on the part of the Village to proceed further with any Proponent or project. The Village is under no obligation to award a contract as a result of this Request

for Proposal and reserves the right to terminate this Request for Proposal process at any time.

- 2.11** Except as expressly and specifically permitted in these Instructions, Terms and Conditions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this Request For Proposal and by submitting a proposal each proponent shall be deemed to have agreed it has no claim.
- 2.12** The Village and its representatives, agents, consultants and advisors will not be liable to any proponent, or any firm, corporation or individual member of a proponent, for claims, whether for costs, expenses, loss or damages, or loss of anticipated profits, or any matter whatsoever, suffered or incurred by the proponent, or any firm, corporation, or individual member of a proponent, in preparing and submitting a proposal, or participating in the Request for Proposal process or negotiations for the agreement, or any activity related to or arising out of this Request for Proposal.
- 2.13** This Request for Proposal and the successful proponent's response may form part of any contract entered into.
- 2.14** Any information acquired about the Village by a Proponent during this process must not be disclosed unless authorized by the Village, and this obligation will survive the termination of the Request for Proposal process.
- 2.15** The Proponent, including all firms, corporations or individual members of a Proponent, will promptly disclose to the Village any potential conflict of interest and existing business relationships they may have with the Village or evaluation committee. The Village reserves the right to disqualify any Proponent that, in its opinion, has a conflict of interest, whether such conflict exists now or is likely to arise in the future.
- 2.16** Pricing will be firm for the contract period, unless this Request for Proposal states otherwise. All prices quoted are to be in Canadian funds exclusive of any applicable taxes.
- 2.17** All amendments or further information will be published on the Village of Pemberton website at www.pemberton.ca. It is the responsibility of the Proponent to monitor this website to check for updates. Any dispute arising from this Request for Proposal, or subsequent agreement, will be resolved according to the laws of the Province of British Columbia.
- 2.18** After the date for submission of Proposals, a Proponent may make a change to the make-up of the Proponent's team membership only with express written approval of the Village. The Village may refuse to permit changes of members who in the judgment of the Village have qualifications that were unique and essential to the Proponent.

3 PROJECT OVERVIEW AND OBJECTIVES

The Village invites you to submit proposals for providing cleaning (janitorial) services for the following facilities: Pemberton & District Community Centre and the Youth / Seniors Centre. For clarity, proponents must submit proposals for both facilities. It is the intention of the Village to enter into one contract for the Pemberton & District Community Centre and Youth / Seniors Centre.

The contract associated with each facility is for a one-year term commencing on April 1, 2021 and ending on March 31, 2022.

At the sole discretion of the Village, the term may be renewed for up to two (2) additional one (1) year terms on the same terms except for an adjustment to the contract price that is equal to the same percentage as the Consumer Price Index published by Statistics Canada by the Province of British Columbia for the period January to December of the previous year.

Subcontracting of services is not allowed.

Cleaning (janitorial) specifications and conditions for the Pemberton & District Community Centre is attached as Appendix "B" to this Request for Proposals.

Cleaning (janitorial) specifications and conditions for the Youth / Seniors Centre is attached as Appendix "C" to this Request for Proposals.

Cleaning (janitorial) specifications and conditions for Appendix "B" and "C" adhere to WorkSafeBC COVID-19 health and safety: Cleaning and disinfecting guidelines can be viewed through this link [WorkSafeBC COVID 19 health and safety cleaning and disinfecting](#)

Although attendance is not mandatory, interested parties are highly encouraged to attend a proponents' meeting on either Friday February 26, 2021 or Friday March 5, 2021 at the Pemberton & District Community Centre and Youth / Seniors Centre located at 7390 Cottonwood Street, at 10:00 a.m. The proponents' meeting is expected to take a total of two (2) hours.

4 PROPOSAL REQUIREMENTS

Proposal Format

The following format, sequence, and instructions should be followed in order to provide consistency in proponent responses and ensure each proposal receives full consideration. All proposals must adhere to the requirements:

- a) Proposal must be received at the Closing Location before the specified Closing Time;
- b) Proposal must be in English;

- c) Proposals must include:
- Bonding insurance coverage (please provide certificate of insurance);
 - \$5 million comprehensive general liability coverage (please provide certificate of insurance);
 - WorkSafeBC coverage in place for all of its employees/owners/partners (i.e. anyone engaged in carrying out the services) (please provide a clearance letter as issued by WorkSafeBC); and
 - Valid Village of Pemberton business license (please provide copy of business license).
- d) Proposal must include one unaltered, Request for Proposals cover page, including an executed copy of the proponent commitment from appendix A; and
- e) All pages consecutively numbered.

This is a request for proposals only, and not a call for tenders or request for binding offers. Nothing in the RFP is intended to constitute an offer of any kind by the Village and no contractual obligations whatsoever shall arise as a result of the submission of a proposal in response to this RFP.

5 EVALUATION AND AWARD

All submissions shall become the property of the Village. The Village reserves the right to neither select any proposal nor to be bound to select the lowest priced proposal.

Proponent selection will be made based upon the following criteria, which will include but not be limited to:

- Completeness and thoroughness of proposal submitted in response to this RFP;
- Experience, including but not limited to the number and size of previous projects of a similar type, projects located in this region, and extent of experience;
- Work performance, including but not limited to past projects and quality of work product;
- Capacity to perform, including but not limited to staffing level and experience of staff and adequacy of resources; and
- Price and Cost Control – identification of cost control by providing a total budget, including basis for billing of services and disbursements. Provide total price including costs and disbursements. Evaluation emphasis is on the value of service for the total price.

Contract Award

Depending on the Proposals submitted in response to this RFP, a contract will normally be negotiated and executed with the leading Proponent (the “front-runner”) selected in accordance with the Proposal Evaluation Criteria contained in this RFP. The lowest price or any Proposal will not necessarily be accepted.

The Village may negotiate the final scope of work with the selected Proponent and, if the parties are not successful, may attempt to negotiate an agreement with its next preferred Proponent. The Village reserves the right to reject all proposals and re-issue the RFP or abandon it altogether.

Clarification

Notwithstanding that a presentation/interview process has not been indicated in the Proposal Evaluation Form, at the Village’s sole discretion, one or more Proponents may be asked to provide additional clarification respecting their Proposals, or to address areas where the Village clarifies its needs. If these clarifications do not meet the Village’s satisfaction, the Village may, in its sole discretion, decide to reject the Proposal(s).

Suitability of Proponent

The Proponent may be interviewed and/or the Village may conduct such independent reference checks or verifications as are deemed necessary by it, to clarify, test, or verify information contained in the Proposal and to confirm the suitability of the Proponent. If the Proponent is deemed unsuitable by the Village, or if the Proposal is found to contain errors, omissions or misrepresentations of a serious nature, the originally selected Proponent may be rejected and another Proponent selected according to the evaluation format, or the Village may choose to terminate the RFP process and not enter into a contract with any of the Proponents. The Village may interview key persons to determine if they would be adequate for the proper performance of the proposed contract.

Negotiation with Proponent

Negotiations may be held with the front-runner Proponent including, but not limited to, matters such as:

- Price, insofar as a change in price is directly associated with a change in the Proposal as a result of negotiations;
- Contract details;
- Contract payment details; and
- Expectations of the parties applicable to the service requirements.

If a written agreement cannot be negotiated within fourteen workdays of notification to the front-runner, the Village may terminate negotiations with that Proponent and negotiate a contract agreement with another Proponent selected as the front-runner according to the

evaluation procedure, or may choose to terminate the RFP process and not enter into an agreement with any of the Proponents.

The Village shall not be obligated in any manner to any Proponent whatsoever until a written agreement has been duly executed relating to an approved Proposal. The Village reserves the right to modify the project scope or Contractor deliverables as set out herein, or both, at any time during the negotiation phase without notification to other Proponents.

Disqualification

If any Proposal contains a deficiency or fails in some way to comply with any requirement of the RFP, which in the opinion of the Village is not material, the Village may waive the defect and accept the Proposal. The determination of whether or not to disqualify or otherwise remove any Proposal from the evaluation process will be made at the sole discretion of the Village.

6 AUTHORIZED REPRESENTATIVES

The authorized representative for this RFP is the Recreation Services Manager. Proponents should address all correspondence to Authorized Village Representative Christine Burns.

7 CONTRACT

The Contractor will enter into a contract with the Village, based on the information contained in this RFP and the Contractor's submission and the Village's supplementary conditions.

8 INDEMNIFICATION OF THE VILLAGE

The Contractor shall indemnify, protect and save harmless the Village, its officers, agents, servants and employees from and against all actions, causes of actions, claims and demands of every kind, description and nature whatsoever arising out of or in any way connected with fulfillment of this contract, and all such actions, causes of action, claims and demands recoverable from the Village or the property of the Village, shall be paid by the Contractor, and, if recovered from the Village, or the property of the Village, shall together with any costs and expenses incurred therewith be charged to the Contractor.

APPENDIX A - Proponent Commitment

The Request for Proposals may be delivered by hand, courier, Canada Post or email to:

Village of Pemberton
Box 104, 7390 Cottonwood Street
Pemberton, BC V0N2L0
cburns@pemberton.ca

"CONFIDENTIAL RFP-2021-01 (Contract Cleaning (Janitorial) Services – Pemberton & District Community Centre and Youth / Seniors Centre)" no later than Monday, March 8, 2021 @ 2:00 pm PST

This section to be completed by Proponent: Provided that this Proposal is accepted within thirty (30) calendar days from the closing date, the undersigned agrees, on behalf of the company named below, to supply the goods and services listed at the prices quoted, under the Instructions, Terms and Conditions set forth in this Request for Proposal document, the Proponent's Proposal, any and all addendum, which shall together form the Agreement. This Proposal is valid and enforceable for a period of not less than thirty (30) days following the closing date. In accordance with the Terms, Conditions, Instructions, and specifications the undersigned agrees to supply products and services at the prices quoted.

Company Name _____

Company Address _____

Postal Code _____ Phone Number _____

Email _____

Signature of Signing Officer/Date _____

Name/Title of Signing Officer _____

APPENDIX B – Scope of Work Pemberton & District Community Centre

Cleaning (janitorial) specifications and conditions for the Pemberton & District

Community Centre

Scope of Work for weekly cleaning of the Pemberton & District Community Centre, 7390 Cottonwood Street, Pemberton, BC

Daily Tasks

- Multi-Purpose Rooms: clean all hard surfaces and disinfect (doors, door handles, sinks, light switches, and tables/desktops) vacuum, empty garbage (including French School activity room September through June, Monday to Friday)
- Fitness Centre: empty garbages, wipe down edges on the treadmill beside the belt, vacuum around and under equipment and mop entire floor
- Great Hall: dust mop entire floor and wet mop 1/3 per night
- Community Kitchen: dust mop, wet mop and change garbages
- First floor washrooms / change rooms: clean mirrors, taps, sinks, countertops, toilets. Dust ledges, lights and stall partitions and doors, polish stainless steel, showers scrubbed every other day, vacuum and mop floors, refill all paper products.
- First and second floor offices: change garbage, vacuum and wet mop
- First floor lobby and elevator: vacuum mats and elevator track, dust and wet mop all floors

- Second floor washrooms: as per above with exception of showers
- Second floor hall and stairs: clean railings, dust and wet mop
- Garbages and recycling: back offices, the north and south entrance, the vending machines and the first-floor washrooms and exterior. *Check basketball court and spray park garbage and empty if necessary (Note: all paper products from bathroom garbages can be composted)
- General; dust the first-floor ledges including window ledges, pictures, top of vending machines as needed. Polish stainless-steel kick boards and elevator

Weekly Tasks:

- Sweep exterior entrances
- Sweep and mop parkade stairs
- Sweep of parkade (noticeable waste on ground)
- Wipe exterior of entrance doors
- Clean all interior windows and mirrors in meeting rooms
- Dust 2nd floor door ledges, hand railings
- High dusting of entire facility
- Clean second floor railing glass
- Use tenant floor cleaning machine on Great Hall flooring (training provided)
- Create supply list for following weeks cleans and email to maintenance coordinator
- Deep clean and disinfect showers
- Clean fitness centre mirrors and activity room mirrors
- Community Kitchen dust mop, wet mop and change garbages (subject to daily when used)

The Village will provide all supplies to complete the scope of work including cleaning chemicals.

The Contractor will advise the Village in a timely manner when supplies need to be replenished.

APPENDIX C – Scope of Work Youth / Seniors Centre

Cleaning (janitorial) specifications and conditions for the Youth / Seniors Centre

Scope of Work for cleaning (janitorial) services at the Youth / Seniors Centre located at 7390 Cottonwood Street, Pemberton, BC.

Cleaning to occur three (3) time per week with days to be determined by usage.

Daily Tasks

- Dust, vacuum floors / mats, mop, empty garbage and recycling
- Washrooms: clean mirrors, taps, sinks, countertops, toilets. Dust ledges, lights, stall partitions and doors, polish stainless steel, vacuum and mop floors, refill all paper products. (Note: all paper products from bathroom garbage's can be composted).

Weekly Tasks:

- Sweep exterior entrances
- Kitchen – wipe down all surfaces and appliances

Bi-weekly Tasks:

- Clean all interior windows and window ledges

The Village will provide all supplies to complete the scope of work including cleaning chemicals.

The Contractor will advise the Village in a timely manner when supplies need to be replenished.