



City of Richmond

August 11, 2011
File: 4589P

**Business and Financial Services
Department
Finance Division**
Telephone: 604-276-4218
Fax: 604-276-4162

Attention: To All Proponents

Dear Sir/Madame:

Re: Request for Proposal 4589P – Janitorial Services for Lang (City) Community Centre, Hamilton Community Centre, Community Safety Building - Addendum One

This Addendum includes items of clarification, forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your proposal:

Part A – Questions and Answers

Q1. Clarify the specifications for floor burnishing at Community Safety Building, it is written as daily, Hamilton is bi-weekly, is this correct?

A1. For Community Safety Building – Section “Vinyl Tiles” should read “Burnish weekly”.
For Hamilton Community Centre – in every section that states “Burnish bi-weekly”, should read “Burnish weekly”.

Q2. What is the weighting scheme for proposal evaluation, ie: experience?

A2. We do not have a weighting scheme that we can share with the proponents. The successful proponent will offer the best value to the City.

Q3. In regards to window washing at Community Safety Building , how tall is the building?

A3. The Community Safety Building is two stories.

Q4. Will there be site tours?

A4. The City will not be facilitating any site tours. Both the Hamilton Community Centre and the Lang (City) Community Centre are open to the general public. Proponents are welcome to visit the sites. We ask that the Proponents identify themselves the front desk and to not disturb the patrons. The Community Safety building is under construction and not available for site visits. Please **DO NOT** attempt to enter the building.

Q5. What is the frequency of cleaning at Community Safety Building and Hamilton?

A5. The City has outlined its requirements in the RFP and we look to the Proponents to propose a solution.

Q6. What do you require for daytime BSW?

A6. Please see A5.

Q7. Does the City have an open budget?

A7. No.

Q8. What type of clearance is required for the facilities?

A8. Please see Part B – Amendments to the RFP Item 3.

Q9. What is the “area” of Hamilton?

A9. Hamilton Community Centre is 8600 sq. ft.

Q10. What is the type of flooring at City Centre?

A10. The flooring mostly laminate and small area of carpeting.

Q11. When is the transition period to the new contractor for all 3 facilities?

A11. The City currently does not have a contract in place so there is no transition period. The City’s expectation is that once a contract is signed, the successful proponent can start.

Q12. What is the number of visitors to each site?

A12. This information is not readily available at this time.

Q13. Clean supplies, does the City provide, define the consumables? Do they supply stock for the centres?

A13. Please see Part B – Amendments to the RFP Item 2.

Q14. Could you please confirm if the Hamilton Community and Lang Community Centres operate 7 days per week or are they closed on stats etc.

A14. Hamilton Community Centre and Lang (City) Community Centre are not open to the public on statutory holidays.

Q15. Please provide the area of each building with the floor plans, if possible.

A15. We are not able to share floor plans. Please see A9 for square footage of Hamilton Community Centre and the RFP for the remaining two facilities.

Q16. There is one Day Porter in the Community Safety Building / RCMP building, so the regular cleaning is done in the night time. Pl clarify.

A16. Please see A5.

Q17. Who provides the washroom consumables to all three buildings.

A17. Please see Part B – Amendments to the RFP Item 2.

Q18. In the Hamilton building the windows (inside /out) are to be cleaned weekly. Pl confirm.

A18. The windows (inside/out) are to be cleaned monthly with daily/weekly spot cleaning or more frequently as agreed to by the City and the successful Proponent.

Q19. Are you allowed to disclose the previous bid amounts for each building?

A19. You can contact the City of Richmond Records Department for information regarding previous bid opportunities.

Q20. Could you please confirm if these types of items would fall under the category of consumables:

- 1) Housekeeping carts
- 2) Mopping system
- 3) Garbage carts

A20. These types of equipment are not classified as consumables. Please see Part B – Amendments to the RFP Item 2 for clarification on what the City will be providing.

Q21. Have a question about the Hamilton Community Centre the hallways are not listed in the custodial tasks, what is the square footage of these areas?

A21. We do not have the square footage of the hallways available.

Q22. Can you give us a rough estimate as to how many personnel will be operating in each building?

A22. We are requesting that you provide us with a proposed number of janitorial and custodial staff.

Q23. Will you be placing more emphasis on value or experience?

A23. Best overall value is the emphasis which includes consideration of experience.

Part B – Amendments to the RFP

1. Schedule A – Requirements

Add new Section 4.3 & 4.4

4.3 Uniforms are defined as clean, long-sleeved (no sleeveless, smocks or tank tops) shirt with collar, worn with pants (no mid-calf Bermuda or short pants) accompanied by shoes that cover the entire foot (shoes, or slippers with open toe or exposed heel are unacceptable) with the company name on the shirt in a conspicuous location. Jackets with a collar may be worn. All uniforms are to be of the same colour. Contractor is responsible for all uniforms and attire worn by custodial staff. NOTE: Cleaning personnel are not permitted to wear casual street clothing and foot wear in the performance of the janitorial services.

4.4 The cost of uniforms and uniform maintenance (cleaning and repairs) is to be borne by the Contractor.

2. Schedule A – Requirements

Delete Section 13.1, 13.2, 13.3 & 13.4 and replace with new Section 13.1 & 13.2

13.1 The City is in the process of entering into a comprehensive contract for paper products, cleaning products and other consumables. The purpose of the agreement is to provide a purchasing vehicle for all janitorial supplies for all City facilities. The cost associated with this parameter will be paid for by the City.

13.2 The City will provide all of the cleaning products and consumables required for the janitorial and custodial services identified in this RFP.

3. Schedule A – Requirements

Add new Section 17

17. Criminal Background Checks

17.1 The Contractor is to ensure that all of its personnel who will be providing janitorial services and custodial services have first undergone and passed a criminal background check. Prior to the commencement of any Services, the Contractor is to supply the City with a RCMP 3584e: Consent For

Disclosure of Criminal Record Information, and RCMP 3923e: Consent For a Criminal Record Check For a Sexual Offence For Which a Pardon Has Been Granted for each **individual proposed to perform the Services.**

17.2 Personnel providing janitorial and custodial services at the Community Safety Building will be required to obtain and maintain RCMP Enhanced Security Clearance.

17.3 Any individual for whom a criminal record search certificate is not provided, or for whom a criminal record search certificate indicated any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any janitorial or custodial services.

17.4 All costs associated with criminal records searches are the sole responsibility of the Contractor.

4. Schedule A – Requirements **Add new Section 18**

18. Performance Security

Proponents are to submit with their proposal a letter from their financial institution confirming that the financial institute will issue a clean, unconditional, irrevocable, demand letter of credit in the amount of \$50,000 in favour of the City if the Proponent is selected to enter into a contract with the City.

5. Schedule A – Requirements **Add new Section 19**

19. Insurance

The successful Contractor shall have in place prior to commencement of janitorial and custodial services the following minimum insurance requirements:

- 19.1 Comprehensive General Liability Insurance with a limit of not less than \$5,000,000 inclusive per occurrence for bodily injury and property damage and \$5,000,000 for personal injury. The policy or policies shall cover all premises and operations necessary or incidental to the performance of this agreement and include but not necessarily be limited to the following coverage:
- a. Contractual liability assumed under this agreement.
 - b. Contingent employer's liability with respect to operations of sub-contractors.
 - c. Owner's protective liability.
 - d. Cross liability.
 - e. Automobile liability (non-owned, hired).
 - f. Completed operations liability 24 months after completed operations.
 - g. Voluntary medical payments.
- 19.2 The City, its officers, officials, and employees shall be added as an additional insured on all such policies. All such insurance provided by these policies shall be primary regardless of any insurance or self insurance that may be enforced at the time of any loss or claim that insures the City, its officers, officials, and employees.

6. Appendix 1 – Community Safety Building

Add new Section 3

3. When cleaning the Cell Area, cleaning personnel are required to wear personal protection equipment.(PPE) to to reduce employee exposure to potential hazards such as vomit and feces.

7. Schedule A – Requirements

Add new Section 5.8

5.8 The Contractor shall at all times in connection with the execution of the work, keep and employ a competent supervisor and a sufficient number of senior assistants capable of speaking, reading and writing the English language, at least one of whom must be at the site of the work at all times while such work is under progress, and any explanations, orders, instructions, directions and requests given by the City to such supervisor or one of his senior assistants shall be held to have been given to the Contractor.

Part C – Extension of Close Date:

Please delete the following:

- 1.1 Five (5) copies of proposals marked “ - **Contract 4265P Supply & Delivery of Janitorial and Cleaning Supplies**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **12:00 Noon Wednesday, August 17, 2011.** Submissions received after this time will be returned to the sender.

and replace with:

- 1.2 Five (5) copies of proposals marked “ - **Contract 4265P Supply & Delivery of Janitorial and Cleaning Supplies**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **12:00 Noon Friday, August 26, 2011.** Submissions received after this time will be returned to the sender.

Proponents must sign and include this Addendum with their submission.

Signature, Name and Title

Yours truly,



Sumita Dosanjh
Buyer II - Contracting Specialist

SD:sd