



Request for Proposal

Janitorial Services

Issued by:
Regina Public Library

P.O. Box 2311
2311 – 12th Avenue
Regina, Saskatchewan
S4P 3Z5

Issue Date:	February 1, 2017
Closing Date:	February 22, 2017
Award Date:	April 1, 2017

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Intent

The intent of this Request for Proposal (RFP) is to invite proposals to provide janitorial services to the Regina Public Library (RPL) for its central library and seven branch libraries for a period of two years commencing April 1, 2017 with the option to extend for two additional years with a price escalation in the 3rd and 4th year.

Background

RPL was established under *The Public Libraries Act, 1996* to facilitate equitable access by all residents of Saskatchewan to basic and special library services.

An important aspect of RPL’s service plan is that residents will be able to visit a safe and welcoming physical space. Key to a welcoming public space is cleanliness. The successful Proponent(s) will be an important partner with RPL in providing a welcoming physical space to users.

RPL’s Central Library and the seven branches included in this RFP are open to the public seven days per week. Proponents must be aware that cleaning services at Central and the branches are required seven days per week.

Scope

This RFP is seeking a preferred firm(s) to provide janitorial services at the following locations:

Central	2311 12 th Ave
Connaught	3435 13 th Ave
George Bothwell	Southland Mall
Glen Elm	1601 Dewdney Ave East
Prince of Wales	445 14 th Avenue
Regent Place	331 Albert Street
Sherwood Village	6121 Rochdale Blvd
Sunrise	3130 East Woodhams Dr.

Submission Deadline

To receive consideration, responses to this RFP must be received no later than 2:00 p.m. Saskatchewan Time (CST), February 22, 2017

Three (3) copies must be directed to:

Dale Mitchell
Regina Public Library
2311 – 12th Avenue
Regina, SK S4P 0N3
(306) 777-6158
dmitchell@reginalibrary.ca

Prior to the submission deadline, RPL may amend or clarify the RFP. In the event that RPL revises the RFP after the closing date, Proponents will have the opportunity to refine, submit, or resubmit their proposals.

Facsimile or electronic proposals will not be accepted.

Proposals will remain sealed until 2:00 p.m. February 22, 2017. Late proposals will not be considered and will be returned unopened.

Mandatory Site Visit

All interested Proponents must attend a mandatory meeting on February 9 , 2017 at 9:00 am starting at the Sherwood Village Library located at 6121 Rochdale Blvd. Proponents will use their own vehicles to travel to all library sites listed in this proposal.

Please contact Dale Mitchell by email at dmitchell@reginalibrary.ca or by phone (no texts please) 306-529-9878 if you will be attending.

Withdrawal of Proposal

A proposal may be amended or withdrawn at any time prior to the time and date set for the receipt of proposals.

Project Contact

Proponents are encouraged to obtain a clear understanding of the proposal requirements prior to submission. At all times, the Proponent is responsible for notifying RPL in writing, of any error or omission contained within the RFP document, or requesting clarification that may be

required to prepare the proposal. RPL will provide written responses to all queries received and all requests/questions and their responses will be posted to the Sasktenders and RPL websites. Proponents should review these sites to check for questions and answers posted, prior to the submission deadline. Inquiries, interpretations and questions regarding the procurement process or the scope of the work are to be directed to:

Dale Mitchell, Cleaning Services Supervisor
Regina Public Library
2311 – 12th Avenue
REGINA SK S4P 0N3
306.777.6158 dmitchell@reginalibrary.ca

Verbal responses to any inquiry are not binding on either party. Contacts are restricted to the person identified above. Contact with individuals other than that listed above may result in proposal disqualification.

General Requirements

1. All cleaning work shall commence no sooner than thirty (30) minutes after library closing and shall be completed by 6:00 a.m. the next business day.
2. The successful Proponent shall provide all cleaning equipment and such equipment shall be maintained in good working order and shall be operated in a safe manner by fully qualified staff.
3. The successful Proponent shall provide all garbage bags.
4. RPL will supply washroom supplies.
5. All waste shall be removed from all locations daily to a designated container provided by RPL.
6. The successful Proponent shall leave phone messages at 306-533-4312 or 306-529-9878 for issues that require RPL maintenance attention. The successful Proponent shall have a log book where entry and exit times are recorded.
7. No toilet shall be left plugged overnight. A reasonable effort must be made to unplug toilets.
8. The successful Proponent shall perform weekly supervision at each location, document and forward a copy of the report to the RPL Cleaning Services Supervisor on a weekly basis.
9. The successful Proponent shall have a representative available for scheduled monthly inspections in coordination with the RPL Cleaning Services Supervisor.

Service Requirements

Sunrise Library Cleaning Specifications

(12,172 SQ Ft)

Daily

- Thoroughly vacuum all carpeting, throw rugs and entrance matting
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours
- Vacuum and spot clean all fabric seating
- Sweep and mop all hard floor coverings to a streak free finish
- Empty and clean all waste and recycling receptacles, replace liners as needed and remove to the designated disposal area
- Replace liners in all waste receptacles located in washrooms and kitchen areas and in those which may contain food or drink items
- Clean all exterior and interior door glass from top to bottom
- Wash and sanitize drinking fountain
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: tables, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Wet mop all rubber and plastic floor mats
- Empty exterior trash cans and replace liners
- Refill hand sanitizers as required

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents weekly

Periodic Services

- Provide professional floor refurbishment with high quality products to all hard surfaces two (2) times per year on Easter long weekend and Thanksgiving long weekend
- Burnish all hard floor coverings monthly

Central Library Cleaning Specifications
(36,360 SQ Ft.)

Daily

- Thoroughly vacuum all carpeting, entrance matting and throw rugs
- Vacuum and spot clean all fabric seating
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours.
- Empty and clean all waste recycling receptacles and replace all liners as needed and remove garbage to the designated disposal area. Recycling to be left at loading dock.
- Replace liners in all waste receptacles located in washrooms and kitchen areas and in those which may contain food or drink items
- Clean all door surfaces including hardware, door frames and disinfect door knobs and handles
- Clean all exterior and interior door glass from top to bottom
- Remove all finger prints and smudges from glass partitions on the mezzanine
- Remove all finger prints and smudges from walls to a height of 6 feet
- Clean and sanitize phones in rotation
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: tables, chairs, filing cabinets, desks, cupboards, shelving, radiators, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean escalator hand rails
- Clean all hard surface floors daily to ensure a high standard appearance
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Sweep and mop Interior stairwells, clean all hand railings including the lobby
- Wet mop any rubber or plastic runners and mats (e.g. under desks or computer work stations
- Clean all sinks not full of dishes)

Weekly Services

- Auto scrub all safety flooring (e.g. Children's Library green flooring)
- Dust the tops of all Shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents

Periodic Services

- Provide professional floor refurbishment with high quality products to all hard surfaces two (2) times per year on May long weekend and Thanksgiving weekend.
- Burnish all hard floor coverings bi-weekly

Connaught Library Cleaning Specifications

(4,184 SQ FT)

Daily

- Thoroughly vacuum all carpeting, throw rugs and entrance matting
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours.
- Vacuum and spot clean all fabric seating
- Sweep and mop all hard floor coverings to a streak free finish
- Empty and clean all waste and recycling receptacles, replace liners as needed and remove to the designated disposal area. Recycling to be left with delivery.
- Replace liners in all waste receptacles located in washrooms and kitchen areas and in those which may contain food or drink items
- Clean all exterior and interior door glass from top to bottom
- Wash and sanitize drinking fountain
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: tables, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Sweep and wet mop both stairwells, clean and sanitize hand railing
- Clean and sanitize all interior hand railings
- Wet mop all rubber and plastic floor mats
- Empty exterior trash cans and replace liners
- Refill hand sanitizers as needed

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents

Periodic Services

- Provide professional floor refurbishment with high quality products to all hard surfaces two (2) times per year on Easter long weekend and Thanksgiving long weekend
- Burnish all hard floor coverings monthly

George Bothwell Library Cleaning Specifications

(17,164 SQ FT)

Daily

- Thoroughly vacuum all carpeting, throw rugs and entrance matting
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours.
- Vacuum and spot clean all fabric seating
- Sweep and mop all hard floor coverings to a streak free finish
- Empty and clean all waste and recycling receptacles, replace liners as needed and remove to the designated disposal area
- Replace liners in all waste receptacles located in washrooms and kitchen areas and in those which may contain food or drink
- Clean all exterior and interior door glass from top to bottom
- Spot clean all interior glass for finger prints and smudges to hand height
- Remove all finger prints and smudges from the garage door
- Wash and sanitize drinking fountain
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: table, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Wet mop all rubber and plastic floor mats
- Clean and sanitize all interior hand railings
- Refill hand sanitizers as required

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents weekly

Periodic Services

- Complete clean of all interior glass bi-weekly
- Complete clean of all exterior glass quarterly

Glen Elm Library Cleaning Specifications

(11,707 SQ FT)

Daily

- Thoroughly vacuum all carpeting, throw rugs and entrance matting
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours.
- Vacuum and spot clean all fabric seating
- Sweep and mop all hard floor coverings to a streak free finish
- Empty and clean all waste and recycling receptacles, replace liners as needed and remove to the designated disposal area
- Replace liners in all waste receptacles located in washrooms and kitchen areas and in those which may contain food or drink
- Clean all exterior and interior door glass from top to bottom
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: tables, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Vacuum stairwell; clean and sanitize hand railing
- Wet mop all rubber and plastic floor mats
- Empty exterior trash cans and replace liners
- Refill hand sanitizers as required

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents weekly

Periodic Services

- Provide professional floor refurbishment with high quality products to all hard surfaces two (2) times per year on Easter long weekend and Thanksgiving long weekend
- Burnish all hard floor coverings bi-weekly

Prince of Wales Library Cleaning Specifications
(4,305 SQ FT)

Daily

- Thoroughly vacuum throw rugs and entrance matting
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours.
- Vacuum and spot clean all fabric seating
- Sweep and mop all hard floor coverings to a streak free finish
- Empty and clean all waste and recycling receptacles and replace all liners as needed and remove to the designated disposal area
- Replace liners in all waste receptacles located in washrooms and kitchen areas and other receptacles containing food or drink
- Clean all exterior and interior door glass from top to bottom
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: tables, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Wet mop all rubber and plastic floor mats
- Clean and sanitize all interior hand railing
- Refill hand sanitizers as required

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents weekly

Periodic Services

- Provide professional floor refurbishment with high quality products to all hard surfaces two (2) times per year on Easter long weekend and Thanksgiving long weekend
- Burnish all hard floor coverings bi-weekly

Regent Place Library Cleaning Specifications

(11,592 SQ FT)

Daily

- Thoroughly vacuum all carpeting, throw rugs and entrance matting
- Spot clean any stains on carpet and remove gum. If stain can't be removed, notify RPL maintenance within 24 hours.
- Vacuum and spot clean all fabric seating
- All hard floor coverings to be swept and mopped to a streak free finish
- Empty and clean all waste and recycling receptacles and replace all liners as needed and remove to the designated disposal area
- All waste receptacles located in washrooms, kitchen areas or that which may contain food or drink items are to have liners replaced daily
- Clean all exterior and interior door glass from top to bottom
- Spot clean all interior glass for finger prints and smudges to hand height
- Remove all finger prints and smudges from the garage door
- Drinking fountain to be washed and Sanitized
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: table, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Wet mop all rubber and plastic floor mats
- Clean and sanitize all interior hand railing
- Refill hand sanitizers as required

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents weekly

Periodic Services

- Complete clean of all exterior glass monthly

Sherwood Village Library Cleaning Specifications

(13,876 SQ FT)

Daily

- Thoroughly vacuum all carpeting, throw rugs and entrance matting
- Carpet stains and gum to be removed. If stain can't be removed, notify RPL maintenance within 24 hours.
- Vacuum and spot clean all fabric seating
- All hard floor coverings to be swept and mopped to a streak free finish
- Empty and clean all waste and recycling receptacles and replace all liners as needed and remove to the designated disposal area
- All waste receptacles located in washrooms, kitchen areas or that which may contain food or drink items are to have liners replaced daily
- Clean all exterior and interior door glass from top to bottom
- Remove all finger prints and smudges from the clear panels surrounding the 2nd level
- Drinking fountain to be washed and Sanitized
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to: table, chairs, filing cabinets, desks, cupboards, shelving, window sills, and partition ledges. Use furniture polish on any wood tables or furniture
- Clean and sanitize all washroom fixtures and ensure all graffiti is removed without damaging finish
- Replenish all washroom supplies which include but are not limited to: hand soap, paper towel, garbage can liners, waxed liner bags and toilet paper
- Vacuum stairwell, clean and sanitize hand railing
- Clean and sanitize all interior hand railing
- Wet mop all rubber and plastic floor mats
- Empty exterior trash cans and replace liners
- Refill hand sanitizers as required

Weekly Services

- Dust the tops of all shelving
- Wash and disinfect all washroom walls from top to bottom
- Dust all wall and ceiling vents weekly

Periodic Services

- Provide professional floor refurbishment with high quality products to all hard surfaces two (2) times per year on May long weekend and Thanksgiving weekend (Dunlop space to be scheduled)
- Burnish all hard floor coverings bi-weekly (Dunlop space as directed)

Submission Requirements

Proponents must follow the proposal outline below. Additional information thought to be relevant, beyond the categories listed below, should be provided as an appendix to the proposal. Failure to comply with these requirements may result in a rejected proposal.

1. Letter of Transmittal

Provide a Letter of Transmittal, or covering letter, dated and signed by an official authorized to negotiate and make commitments on behalf of the company. The letter should indicate contact name, title and telephone number of the individual who can provide any required clarifications with respect to your proposal.

2. Company Information

1. Name
2. Address
3. Telephone
4. Email Address
5. Key Contact
6. Website
7. Description of the company's business - Proponents are to provide a company profile, indicating time in business, location of Saskatchewan office, and other information that may be deemed appropriate
8. Summary information on the company's track-record and accomplishments

Provide information indicating the extent to which this company is protected for professional liability. Minimum coverage of \$5 million is required for comprehensive general liability and Regina Public Library and the City of Regina shall be included as insured parties.

3. Detailed Proposal

The Proponent must demonstrate that they have capacity to successfully meet the objectives of the RFP. For each site, please specify:

- How many employees will work at each site and the number of hours each employee will spend at that site for daily service requirements. Specify the additional time employees will work to complete weekly services and periodic services;
- The experience of the people who will be directly supervising cleaners;
- The type of equipment used to clean flooring surfaces (e.g. automatic floor scrubbers vs. mops and type of vacuum cleaners).

Proponents must disclose any direct or indirect, actual or potential conflicts of interest with RPL.

4. References

Provide a minimum of three (3) references that you have provided similar services to within the past five (5) years, including the name and address of the company, and the name, title, and phone number of the contact person. Describe as clearly as possible how the services provided to these references is similar to the services proposed for RPL.

1. Name and address of company
2. Name, title, phone number and email of the contact person
3. Type of industry
4. Date when work was undertaken and length of time service was provided
5. Summary of work completed/undertaken

5. Cost Proposal

1. Provide a cost to clean each facility on a monthly basis. A separate cost must be given for each site. The cost must include all services listed under Service Requirements.
2. Option to provide total cost to clean all facilities included in the RFP.
3. Provide escalation cost for 3rd and 4th years
4. Provide a list of hourly rates for additional service outside of the items listed under service requirements. The hourly rates are to remain in effect for the duration of the two year agreement.
5. List all taxes separately

Evaluation of Submissions

The Selection Committee will consist of representatives from RPL's Administration. Submissions will be evaluated based on the following criteria and point system.

Criteria	Available Points
Proposal Format	10
Cost	40
Company history and profile	20
References	30
Total Available Points	100

Note: The lowest or any proposal will not necessarily be accepted.

Award

The contract will be awarded in accordance with the following conditions:

1. Selection of the successful proposal will be based on the proposal that provides the best value for the Library. As noted in the criteria table, price is one consideration among many.
2. RPL reserves the right to award the contract in whole or in part, to one or more Proponents based on their submissions, or to reject all submissions.
3. Any award resulting from this RFP is subject to the successful completion of a contract between RPL and the successful Proponent. The contract will be governed by and interpreted in accordance with the laws of the Province of Saskatchewan.

Terms and Conditions

1. All terms and conditions of this RFP are deemed to be accepted by the responding company and incorporated by reference in their proposal, with the exception of those expressly challenged by the responding company in their proposal.
2. Proposals shall remain valid for ninety (90) days after the date of proposal submission prescribed by RPL.
3. RPL will not be responsible for any costs incurred in the preparation and submission of the proposal.
4. All proposals and accompanying documentation received under this RFP process will be the sole property of RPL and will not be returned.

5. Proposals submitted shall be final and may not be altered by subsequent offerings, discussions, or commitments unless the Proponent is requested to do so by RPL.
6. Should RPL determine that all of the proposals submitted are non-compliant, or none of the proposals meet the goals of the Proposal, RPL may carry out a process whereby all Proponents are allowed the opportunity to correct their proposal without a change in their pricing.
7. The successful Proponent shall indemnify and hold harmless RPL, its employees, servants and/or agents from all claims arising from the negligence of the proponent, his employees, and servants and or agents.
8. Should the successful Proponent's performance be deemed unacceptable, RPL reserves the right to cancel any agreement(s) under this proposal with thirty (30) days' notice.
9. Proponents are strictly prohibited from making public announcements or issuing news releases regarding this RFP or any subsequent award of contract without prior approval, in writing, provided by RPL.
10. Proponents shall not undertake an assignment that actually or potentially creates a conflict of interest with the provision of the services without disclosing the conflict of interest or potential conflict of interest to RPL.
11. The Proponent will be responsible for ensuring the quality of all services and/or materials supplied by their subcontractors.
12. The Proponent's personnel are to have knowledge of and abide by Saskatchewan Occupational Health and Safety Regulations. The successful Proponent shall require that its employees and agents comply with all RPL security and safety rules and regulations when on RPL premises.
13. The Proponent is responsible, at their own expense, for obtaining all necessary permits, licenses and insurance, registering with the Worker's Compensation Board and for abiding by government health and labour regulations.
14. The proponent must provide a Certificate of Liability Insurance for minimum coverage up to five million dollars (\$5,000,000).

Confidentiality

RPL anticipates Proponents may wish to treat certain elements of their submissions as confidential or proprietary, and are reminded that Freedom of Information requirements in force in the Province of Saskatchewan may afford rights of production or inspection at the application of third parties. Furthermore, the contract entered into by the successful Proponents may be available for inspection by members of the public.