

**Request for Proposal:  
Janitorial Services - māmawêyatitân centre  
RPL-2021-04**

**Issued by Regina Public Library**



<b>Issue Date:</b>	<b>May 28<sup>th</sup>, 2021</b>
<b>Closing Date:</b>	<b>June 16<sup>th</sup>, 2021</b>
<b>Award Date:</b>	<b>July 12<sup>th</sup>, 2021</b>

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# PART 1 – INVITATION AND SUBMISSION INSTRUCTIONS

## Intent

The intent of this Request for Proposal (RFP) is to invite proposals to provide professional janitorial services to the Regina Public Library (RPL) for m̄maw̄yatit̄an centre for a period of three years commencing September 2021 with the option for two additional one-year extensions.

## Background

The m̄maw̄yatit̄an centre, opened in 2017, is a fully integrated multi-use facility built by The Regina Public School Board, the City of Regina, and the Regina Public Library (the Participants). It includes a public high school, library branch, office space for Participants and community partners, and multipurpose space available for community use. Indoor and outdoor common areas are available for use by both Participants and the public.

## Timeline

RFP release:	May 28 <sup>th</sup> , 2021
Deadline for response:	June 16 <sup>th</sup> , 2021
Award of contract:	July 12 <sup>th</sup> , 2021
Start of contract:	September 2021

## Submission Deadline

To receive consideration, responses to this RFP must be received no later than 2:00 p.m. Saskatchewan Time (CST), June 16<sup>th</sup>, 2021.

Proposals should be submitted electronically in pdf format to:

Dale Mitchell, Cleaning Services Supervisor  
[dmitchell@reginalibrary.ca](mailto:dmitchell@reginalibrary.ca)

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

Proposals will remain unopened until 2:00 p.m. June 16<sup>th</sup>, 2021. Late proposals will not be considered – please allow sufficient time for large files to transmit via email.

## **Mandatory Site Visit**

**All interested proponents must attend a mandatory meeting on June 2<sup>nd</sup>, 2021 at 2:00 pm at the māmawēyatitân centre located at 3355 6<sup>th</sup> Avenue.** Meet at the Elphinstone St. doors.

## **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A proposal may be amended or withdrawn at any time prior to the time and date set for the receipt of proposals.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 in the form of an addendum which will be posted to SaskTenders and the RPL website. Proponents should review this site 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  
[dmitchell@reginalibrary.ca](mailto:dmitchell@reginalibrary.ca)

All inquiries must be by email. Contacts are restricted to the person identified above. Contact with individuals other than that listed above may result in proposal disqualification.

[End of Part 1]

## **PART 2 – TERMS AND CONDITIONS OF THE RFP PROCESS**

1. All terms and conditions of this RFP are deemed to be accepted by the responding Proponent and incorporated by reference in their proposal, except for 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 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. 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.
8. 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.
9. Respondents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful respondent(s).
10. Respondents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Respondents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, appointed officials or other representatives of the RPL or other Participants; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

11. All information provided by or obtained from the Participants in any form in connection with this RFP either before or after the issuance of this RFP:
- is the sole property of the Participants and must be treated as confidential;
  - is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the services;
  - must not be disclosed without prior written authorization from the Participants; and
  - must be returned by the respondent to the Participants immediately upon the request of the Participants.
12. A respondent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Participants. The confidentiality of such information will be maintained by the Participants, except as otherwise required by law or by order of a court or tribunal. Organizations making up the Participants are subject to *The Local Authority Freedom of Information and Protection of Privacy Act*.
13. This RFP process is intended to solicit non-binding proposals for consideration by RPL and the Selection Committee and may result in an invitation by RPL to a respondent to enter into the Agreement. No legal relationship or obligation regarding the procurement of any good or service will be created between the respondent and RPL by this RFP process until the execution of a written agreement for the acquisition of such goods and/or services.

[End of Part 2]

## PART 3 – SCOPE OF SERVICES REQUIRED

### A. General Requirements

1. All cleaning work shall commence no sooner than thirty (30) minutes after closing and shall be completed by 12:00 a.m. Times are subject to change after award. A detailed site map will be provided with cleaning schedules specific to locations throughout the facility.
2. The successful Proponent shall provide a **Day Porter** reporting directly to RPL Physical Plant staff whose responsibility will be to maintain the overall cleanliness of the facility during scheduled hours. These duties include but are not limited to washrooms, floors, glass, furniture, garbage removal, keeping entrances clear of snow and debris 20 feet out and other related duties. Day Porter should be available 7 days a week for a total of approximately 40 hours. Shifts and times to be determined. Additional Day Porter(s) may be required at short notice.

The Day Porter shall also provide snow removal around all entrances indicated on the site map during the hours the Day Porter is on site after 4:00 pm on weekdays and all day on weekends.

3. 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.
4. The successful Proponent shall provide all cleaning supplies (chemicals and equipment) and all garbage bags including extra strong bags for the Commercial Kitchen.
5. Supplies and equipment must meet environmental/green industry standards.
6. RPL will supply washroom paper supplies, soap, and hand sanitizer.
7. The successful Proponent will supply all feminine hygiene products and will be responsible for stocking and collecting the money from the dispensers.
8. All waste and recycling shall be removed daily to a designated container.
9. No toilet shall be left plugged overnight. A reasonable effort must be made to unplug toilets.
10. The successful Proponent shall perform daily supervision, document, and forward a copy of the report to the RPL Cleaning Services Supervisor on a weekly basis.
11. The successful Proponent shall have a representative available for scheduled monthly inspections in coordination with the RPL Cleaning Services Supervisor.

## **B. māmawêyatitân centre Cleaning Specifications**

### 1. Daily

- Thoroughly vacuum all carpeting, throw rugs, and entrance matting
- Spot clean any stains on carpet and remove gum. If stain cannot be removed, notify RPL Cleaning Services Supervisor within 24 hours
- Vacuum and spot clean all fabric seating
- Sweep, mop, and auto scrub all hard floor coverings to a streak free finish. Note: Auto Scrubber must be used on all open area hard floor coverings.
- 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
- Clean all interior glass and mirrors to hand height
- Clean all chrome fixtures including railing, kick plates, and doorknobs
- Clean all horizontal surfaces which are clear of materials. These include but are not limited to tables, chairs, filing cabinets, desks, cupboards, lockers, shelving, windowsills, 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
- Clean all Chalk Ledges
- Refill hand sanitizers as required
- Mop and Sweep Gymnasium floor
- Mop and Sweep Multi-Purpose room
- Flush and clean all toilets regardless of use

### 2. Weekly Services

- Dust the tops of all shelving
- Gymnasium floor Auto Scrubbed with a light pad
- Multi-Purpose Room Auto Scrubbed with a light pad



- Wash and disinfect all washroom and shower walls from top to bottom
- Dust all wall and ceiling vents weekly
- Burnish hard floor coverings as required
- Vacuum crevices on all chairs

3. Periodic Services

- Wash and disinfect All Lockers inside and out during summer months
- Wash and disinfect all Classroom desks, chairs, counters, garbage cans and microwaves.
- Truck mounted carpet extraction to performed in April and December Break
- Complete cleaning of all interior and exterior windows and glass in April and December Break
- Complete scrub and wax of all hard floor coverings during summer months

[End of Part 3]

## **PART 4 – SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**

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**

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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**

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Please include:

1. Basic Company Information including name, address, telephone, and email
2. Key Contact
3. Website
4. Company's profile, with number of years in business
5. Summary information on the company's track-record and accomplishments in the past five years.
6. Information indicating the extent to which this company is protected for professional liability. Minimum coverage of \$5 million is required for comprehensive general liability. Note: The successful Proponent will need to include Regina Public Library and the City of Regina as insured parties. A Letter of Good Standing from the Saskatchewan WCB will also be required.

### **3. Detailed Proposal**

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The Proponent must demonstrate that they have capacity to successfully meet the objectives of the RFP. Please specify:

- Number of employees working on site and the number of hours each employee will spend at that site for daily services. 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. \*\*\* Please note that a Ride on Automatic Floor Scrubber Must be used\*\*\*
- The proponent must include a detailed list of environmental/green initiatives and supplies used by their organization.
- The proponent must include detailed strategies used to train staff who would be a part of the team supplying this service.
- The proponent will clearly outline how they resolve problems/issues identified by the RPL with regards to cleaning service, processes used, administration and staff including the timeline for resolution.

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

Please detail the date through which the proposal is valid. At a minimum, proposals shall be valid for ninety (90) days from the proposal receipt deadline.

#### **4. Environmental/Green Initiatives**

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Under Scope, it is noted that the environmentally friendly, sustainable, or green supplies and equipment must be used whenever possible. Please outline how your company sources your supplies and equipment to meet this requirement. Please identify how you ensure these are qualified and verified to avoid misleading claims from suppliers and products.

Please provide a listing of products used that are certified by *the Environmental Choice EcoLogo* or *Green Seal*.

Please outline any other green or environmentally friendly initiatives your company has undertaken.

#### **5. References**

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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.

Any or all of the references provided by the respondent may be contacted by members of the Selection Committee.

The Selection Committee reserves the right to check the references of any, and all, respondents at any time during the evaluation process at their discretion. References may be contacted by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a respondent's capacity and capability to provide the deliverables as outlined in this RFP.

The Selection Committee members may use their own experience with the respondent, through previous interactions, contracts or related to assess the respondent's past performance.

The Selection Committee reserves the right to disqualify any respondent, whose references, in the opinion of the Selection Committee are found to be unsatisfactory.

## **6. Cost Proposal**

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1. Provide a price to clean the facility monthly from September to June inclusive. The price must include all services listed under Service Requirements unless otherwise identified as priced separately.
2. Provide a monthly price to clean the entire facility for July and August.
3. Provide a price to complete Summer Cleaning as described in periodic services.
4. Provide separate hourly pricing for the Day Porter.
5. Provide separate pricing for carpet cleaning.
6. Provide separate pricing for window cleaning as outlined in periodic services.
7. Provide escalation pricing for 4<sup>th</sup> and 5<sup>th</sup> years.
8. Provide a list of hourly rates for additional services outside of the items listed under service requirements. The hourly rates are to remain in effect for the duration of the 3-year agreement.
9. Provide a price to do a complete clean of the commercial kitchen on an as needed basis which includes but is not limited to: exterior of large equipment, sinks, counter tops, stainless steel, glass display units, exterior of steam tables, shelving, walls, and floors including underneath equipment that can be moved aside for access.
10. List all taxes separately

## Evaluation of Submissions

All proposals must follow the submission requirements stated in this RFP. The Selection Committee will evaluate the proposals and will select the proposal that best meets the interests of the Participants based on their determination of the best scoring and most advantageous proposal, presentation, and completed reference checks. The Selection Committee will be the sole judge of its own best interests, the proposal, and the resulting contract. The Selection Committee's decision is final.

The decision to request demonstrations, clarifications, or to request interviews or presentations is at the Selection Committee's discretion. The intent of the interviews/presentations, if held, will be to allow the selection committee an opportunity to clarify any questions resulting from an initial evaluation. Interviews or presentations will be no longer than 45 minutes if they are requested. No new information may be brought forward by the Proponent. Proponents are advised not to prepare their proposal submission in anticipation they will be granted an interview or presentation. Please respond fully to the RFP at the time of proposal submission.

Proposal evaluation results are the property of RPL. RPL does not intend to disclose the evaluation results before, during, or after the RFP process.

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

<b>Criteria</b>	<b>Available Points</b>
Proposal process and methodology	35
Project cost	35
Company history and profile	20
Environmental/Green Initiatives	10
<b>Total Available Points</b>	<b>100</b>

[End of Part 4]