



RFP – 2024-02

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

Issue Date: Thursday February 8, 2024

Closing Date: Thursday February 22, 2024 @ 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

Situated on the unceded traditional territory of the Lílwat Nation, Pemberton honours the language, culture and history of the Lílwat7ul.

Incorporated in 1956, the Village of Pemberton spans approximately six square kilometres and is home to over 3400 residents and a vibrant business and agricultural community. The Village of Pemberton is led by an elected council and managed by an executive team responsible for municipal services including, planning and development, park operations, recreation facilities and amenities, public utilities, bylaws and enforcement, emergency services, fire rescue, fiscal planning and financial services, legislative services, human resources, communications and the administration of the Pemberton's Official Community Plan.

Pemberton offers residents and visitors an authentic mountain culture with easy access to outdoor recreation including extensive hiking and biking trails and year-round backcountry adventure as well as local lodging, shopping, dining and arts and culture.

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, Manager of Recreation Services
Telephone: 604.894.2340 ext. 7003
Email: cburns@pemberton.ca

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. Proposals received after the closing time will not be considered.

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 In this document, "Village", or "the Village", means the municipality of the Village of Pemberton; "Proponent" means the entity submitting a proposal; and "Contractor"

or “Consultant” means the successful Proponent.

- 2.2 Proposals must be submitted via email to cburns@pemberton.ca or delivered by hand, courier, or Canada Post to Village of Pemberton, Box 104, 7390 Cottonwood Street, Pemberton BC, V0N 2L0 with the subject line:
“CONFIDENTIAL RFP-2024-02 (Contract Cleaning (Janitorial) Services – Pemberton & District Community Centre and Youth / Seniors Centre)”
and must be received by: Thursday, February 22, 2024 @ 2:00 pm
- 2.3 Proposals must be executed by an authorized signatory of the Proponent utilizing the Proponent Commitment contained in Appendix “A” of this Request for Proposal.
- 2.4 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*.
- 2.5 Proposals may be withdrawn by written request only to the Chief Administrative Officer (CAO) any time prior to the scheduled closing time.
- 2.6 Proposals remain valid, and may not be withdrawn, for a period of sixty (60) days following the date for submission of the Proposals.
- 2.7 Prior to the date for submission of Proposals, Proponents should not contact any 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 representative, including members of Village Council, may be cause for the rejection of the Proponent’s proposal.
- 2.8 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.
- 2.9 Submission of a Proposal by a Proponent and its subsequent receipt by the Village do 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.
- 2.10 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.

- 2.11** 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.
- 2.12** This Request for Proposal and the successful proponent's response may form part of any contract entered into.
- 2.13** 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.
- 2.14** 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.
- 2.15** 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.
- 2.16** 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.
- 2.17** 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, proposals must include 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 is for a one-year term commencing on April 1, 2024 and ending on March 31, 2025.

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 BC Centre for Disease Control: Cleaning and disinfecting guidelines and can be viewed [here](#)

Although attendance is not mandatory, interested parties are highly encouraged to attend a proponents’ meeting on either Friday February 9, 2024 or Friday February 16, 2024 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
Box104
7390 Cottonwood Street
Pemberton, BC. V0N2L0
cburns@pemberton.ca

“CONFIDENTIAL RFP-2024-01 (Contract Cleaning (Janitorial) Services – Pemberton & District Community Centre and Youth / Seniors Centre)” no later than Wednesday, February 21, 2024 @ 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

Definitions:

Hard Surfaces: Non-porous surfaces including countertops, desktops, phones, doors and handles, partitions, paper and product dispensers, cabinets, shelves, ledges and railings. Does not include mirrors or windows.

Daily Tasks

- **First floor washrooms / change rooms:** Clean mirrors, taps, sinks, countertops, and toilets (including bases). Dust ledges, light fixtures, stall partitions and doors. Showers to be cleaned nightly. Vacuum and mop floors daily. Refill all paper products as required.
- **Fitness Centre:** empty garbage's, clean the outside edges on the treadmill beside the belt and step mill stairs and outside edges, vacuum on, around, and under equipment. Vacuum and mop entire floor.
- **Room D:** Clean and disinfect hard surfaces. Dust mop, vacuum, and mop floors. Clean sink as required. Change garbage and restock paper products as required.
- **Room C:** Clean and disinfect hard surfaces. Vacuum floor and fitness equipment around the bases and where dust may gather. Change garbage and restock paper products as required.
- **Room B:** Clean and disinfect all hard surfaces. Vacuum and mop floors. Change garbage and restock paper products as required.
- **Room A (French School):** September through June, Monday to Friday Vacuum floors. Change garbage and recycling. Clean and disinfect hard surfaces.
- **Great Hall:** Dust mop entire floor, vacuum corners, dust/clean window ledges. Wet mop 1/3 per night and spot mop as required.
- **Community Kitchen:** Dust mop or vacuum, wet mop and change garbages.

- **First and second floor offices:** change garbages, vacuum and wet mop. Clean and disinfect accessible hard surfaces (do not move materials on staff desks)
- **First floor lobby and elevator:** vacuum mats and elevator track (the grooves of the sliding door), dust and wet mop all floors.
- **Second floor washrooms:** Clean mirrors, taps, sinks, countertops, and toilets (including bases). Dust ledges, light fixtures, stall partitions and doors. Vacuum and mop floors daily. Refill all paper products as required.
- **Second floor hall and stairs:** Vacuum and mop stairs and floors. Clean and disinfect hard surfaces.
- **Garbage, recycling and compost:** Offices, main lobby, activity rooms A, B, C and D. Community Kitchen, washrooms, and Room D. Exterior garbage between Community Centre and the Rec (Note: all paper products from bathroom garbages can be composted)

Bi-Weekly Tasks:

- Sweep of parkade (noticeable waste on ground)
- Clean all interior windows and mirrors in meeting rooms
- Dust 2nd floor door ledges, hand railings
- Clean second floor and staircase railing glass
- Create supply list for following weeks cleans and email to maintenance coordinator
- Deep clean and disinfect showers stalls and seats.
- Clean fitness centre mirrors and activity room C mirrors
- Community Kitchen dust mop, wet mop and change garbage (subject to daily when used)

Monthly or As-required Tasks:

- Clean exterior/interior of entrance doors, frames and windows
- Sweep and mop parkade stairs
- High dusting of entire facility
- Sweep and Mop Fire Escape stairwells as required.

- Polish stainless steel kickplates of doors, elevator door, interior door handles, and Community Kitchen appliances (dependent on use).

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 four (4) times 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 can be composted).

Weekly Tasks:

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

Monthly Tasks:

- Clean all interior windows and window ledges
- High dusting of facility

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.