

Request for Proposals

Closing time: **October 3rd, 2014 5pm, local time**

Notice to Janitorial Services Contractors

Location:

2 Carlton Street, Suite 500 and 1820, Toronto, Ontario

Description:

A Community Health Centre invites firms to submit a Proposal for professional Janitorial Services and Maintenance Services. The work includes the provision of all labour, tools, and equipment, to perform janitorial services and maintenance services.

The work generally involves the performance of daytime services, daily nighttime cleaning task of common areas, clinical and office spaces, and “on-demand” additional (Project Cleaning Tasks) Services.

Inquires:

All inquiries related to this RFP should be directed by email to

Corrine McPherson

Administration Coordinator

corrine@whiwh.com

We reserve the right to accept or reject any or all Proposals submitted, waive minor irregularities in Proposals, request additional information for revisions to Proposals, and to negotiate with any or all Proposals.

Purpose

The purpose of this Request for Proposals (the “RFP”) is to invite qualified Proponents to prepare and submit competitive Proposals for the supply of janitorial and maintenance services for approximately 19,000 sq. ft. total (the “Facility”) (leased). The janitorial and maintenance services are to include regular, and project specific (on-demand) cleaning tasks (the “Services”).

The Proponents should submit information pertaining to their ability to perform the specified services in a reliable, practical, cost effective manner, while maintaining the highest standards regardless of the day or time. The following are requirements for Janitorial services and maintenance service. The Proponent’s Proposal shall meet such requirements.

Proposal must:

- Indicate practices that focus on the protection of the clients, staff and visitors, the practices must indicate how it will help minimize the spread of infection.
- Indicate how routine and disinfection cleaning practices will be monitored and audited
- Include practices for additional or enhanced cleaning of the space.
- Include cleaning schedules and ensure that no area or item is missed from routine cleaning
- Practice that cover statutory requirements are met in relation to safe containment, handling and disposal of clinical waste “The Management of Biomedical Waste in Ontario” and pest control
- The type of training completed by the staff assigned to clean WHIWH (including continuing education)

The following is a brief description of the facility:

Floor 1

- Front and Clinic Reception (with common seating space)
- Copy room
- 27 Office spaces
- 7 Medical exam rooms
- 1 multiple stall washroom, 3 single stall washrooms
- Childcare room/food bank hub (includes 2 fridges)
- 2 Kitchen (one eating area)
- Large community multipurpose room (capacity 70 people)
- 3 small community multipurpose rooms
- 1 lab/medical supply room

Floor 2

- 5 office spaces
- 1 multipurpose room

CONTRACT SERVICES

We require Contract Services generally consisting of:

- (a) Daytime Cleaning Services; and
- (b) Regular Cleaning Task Services (Daily, Weekly, Monthly, cleaning tasks);
- (c) Disinfection products must be hospital grade

We are committed to environmentally preferable cleaning products and practices that compliment Basic Cleaning Performance Guidelines. Green cleaning is defined as cleaning to protect health without harming the environment.

Instructions to Proponents

Closing Time and Address for Proposal Delivery

Proposals must be received by the office of the:

Administration Department

Address:

Women's Health in Women's Hands Community Health Centre
2 Carlton Street, Suite 500
Toronto, ON M5B 1J8

Fax: 416-593-5867

E-mail for PDF Files: administration@whiwh.com

On or before the following date and time:

Time: 5:00 p.m. [local time]

Date: October 3rd 2014

Number of Copies

Faxed or emailed PDF Proposals are permitted, but a Proponent bears all risk that WHIWH's fax equipment functions properly so that WHIWH receives the Proposal on time. If the Proponent prefers to submit a hard copy, the Proponent should submit the original unbound and two copies (three in total).

Late Proposals

Proposals received after the Closing Time will not be accepted or considered. Delays caused by any delivery, courier or mail service(s) will not be grounds for an extension of the Closing Time.

Site Tour

Please book, before the proposal deadline, a tour of WHIWH 5th floor and suite 1820. Bookings will only be scheduled between 9am-5pm. No tours will be allowed after 5pm on August 28, 2014

Booking a tour is not mandatory but preference will be given to proponents who attend.

Inquiries

All inquiries related to this RFP should be directed via email to the person named below. Information obtained from any person or source other than the WHIWH Representative may not be relied upon.

Corrine McPherson
Administration Coordinator
Women's Health in Women's Hands Community health Centre
2 Carlton Street, Suite 500
Toronto, ON M5B 1J8
corrine@whiwh.com

EVALUATION AND SELECTION

Basis of Selection: All proposals will be evaluated upon the following criteria but not necessarily restricted to:

- A) Pricing for Services offered
- B) The Bidder's relevant reputation, experience and qualifications in providing services as determined by reference checks
- D) Guarantees offered by Bidder covering Material and Workmanship
- E) Other factors the WHIWH considers relevant

ACCEPTANCE AND REJECTION OF PROPOSALS

We may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, WE reserve the right to reject any or all proposals received and to accept any proposal which it considers advantageous, whether or not it is the lowest priced proposal.

Submission of a proposal by a proponent and its subsequent receipt does not represent a commitment on our part to proceed further with any proponent or project. We are 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.

We reserve the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities, irregularities, or technicalities, and to accept the offer deemed most favourable to us.

Proposals must meet all the requirements herein to be eligible for consideration.

Proposals that are unsigned, incomplete, conditional, illegible, unbalanced, obscure or that contain additions not called for, reservations, erasures, alteration, or irregularities of any kind may be rejected.

We reserve the right to obtain additional information from the proponents to clarify the information in their submission.

Additional Information

We may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and WHIWH may make such requests only to selected Proponents. WHIWH may consider such clarifications or additional information in evaluating a Proposal.

No Contract

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under, or arises from, this RFP, prior to the signing of a formal written Contract.

Conflict of Interest

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the health centre, its elected Board members or employees. We may rely on such disclosure.

Confidentiality

All submissions become our property and will not be returned to the Proponent. All submissions will be held in confidence by WHIWH unless otherwise required by law.

The successful Bidder (if any) shall carry at all times during the performance of the work commercial general liability insurance with a limit of not less than \$2,000,000 inclusive per occurrence for bodily injury (including death) and damage to property including loss of use thereof. Such insurance shall at a minimum include coverage of broad form property damage, contractual liability, completed operations and product liability, and automobile liability (owned and non-owned), and such other types of insurance as would be carried by a prudent person performing such contract work and as we may from time to time require.

The successful Bidder (if any) shall at all relevant times carry Workplace Safety and Insurance Board of Ontario coverage or Employers Liability Insurance in the amount of not less than \$2,000,000 and shall submit its WSIB number together with a letter from the appropriate WSIB Department indicating there are no outstanding fees, fines, claims or debts due on the Contractor's WSIB account, prior to the commencement of the work.

Term of Contract: The contract will be for a period of one (1) year. Renewal of contract will be done on an annual basis; subject to the original terms and upon mutual consent of both parties.

Taxes: Bidders must submit prices that include HST

References: A minimum of three (3) customer references for similar work must be provided with the Bidder's proposal. We request police checks for each Bidder.

The successful Bidder must fulfill all obligations in compliance with the Occupational Health and Safety Act.

QUALIFICATIONS OF CONTRACTOR AND CONTRACTOR'S CLEANING STAFF (Knowledge, Abilities and Skills)

Contractor:

- a) five (5) years of experience providing the janitorial services and maintenance services to medical buildings and/or medical office spaces;
- b) demonstrated structure and strategy for meeting services requirements in a timely/responsive fashion;
- c) excellent customer service skills;
- d) knowledge of modern materials cleaning techniques, sequences and practices. Services will be performed by the Contractor's cleaning staff who are well trained in cleaning, basic sanitation, safety and disinfection of environmental surfaces as part of their infection prevention plan;
- e) knowledge of hospital/community health centre policies, regulations and procedures

- f) knowledge of supervisory principles and practices; and
- g) ability to supervise subordinates in a manner conducive to full performance and high morale.

Cleaning Staff:

All cleaning personnel will be expected to learn requirements, guidelines, orders and instructions that govern the performance of janitorial services and maintenance services in general and to their respective workplace locations in particular. Information items include, but not limited to:

- a) proper training in dealing with infectious waste and blood borne pathogens;
- b) training in emergency procedures.
- c) Additionally, the Contractor is to use only experienced, trained and bonded cleaning personnel in the performance of the cleaning services.
- d) The Contractor is to ensure that all assigned cleaning staff will have completed in house training. (WHIWH will not provide reimbursement for salaries, travel or any other expense incurred for training.)
- e) Completed a Police Reference Checks
- f) Display an alert, professional and authoritative demeanor and convey trustworthiness and competence.
- g) Be proficient and dependable at carrying out their responsibilities.
- h) Be adaptive to changing needs of our Health centre.
- i) Physical Qualifications: Must be fully capable of performing duties requiring arduous physical exertion, including emergency situations.
- j) All cleaning personnel proposed should be physically, emotionally and intellectually capable of performing various cleaning duties, including but not limited to infectious waste and blood borne pathogens.

FORM OF PROPOSAL

RFP Project Title: JANITORIAL SERVICES AND MAINTENANCE SERVICES – Women’s Health in Women’s Hands Community Health Centre

Legal Name of Proponent: _____

Contact Person and Title: _____

Business Address: _____

Telephone: _____

Fax: _____

E-Mail Address: _____

TO:

Corrine McPherson
Administration Department
Women’s Health in Women’s Hands CHC
2 Carlton Street, Suite 500

I/We, the undersigned duly authorized representative of the Proponent, having received and carefully reviewed all of the Proposal documents, including the RFP, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Proposal in to the response RFP.

I/We confirm that this proposal is accurate and true to best of my/our knowledge.

This Proposal is submitted this _____ day of _____, 201__.

I/We have the authority to bind the Proponent.

(Name of Proponent)

(Name of Proponent)

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)