



## **REQUEST FOR QUOTATIONS**

**Title:** Janitorial Services - 5 Library Branches

**Reference No.:** 1220-040-2024-025

### **FOR THE SUPPLY OF GOODS AND SERVICES**

(General Services)

Issue Date: May 28, 2024

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## REQUEST FOR QUOTATIONS

### 1. INTRODUCTION

The City of Surrey (the “City”) invites contractors to provide a quotation on the form attached as Schedule B – Form of Quotation to Attachment 1 – Agreement – Goods and Services (the “Quotation”) for the supply of the goods (if any) and services described in Schedule A – Specifications of Goods and Scope of Services to Attachment 1 – Agreement – Goods and Services (the “Goods and Services”). The description of the Goods and Services sets out the minimum requirements of the City. A person that submits a Quotation (the “Contractor”) should prepare a Quotation that meets the minimum requirements, and may as it may choose, in addition, also include goods, services or terms that exceed the minimum requirements.

### 2. ADDRESS FOR DELIVERY

The Contractor should submit the Quotation **electronically** in a single pdf file which must be delivered to the City by email at: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

Confirmation of receipt of email will be issued. Quotations that cannot be opened or viewed may be rejected. A Contractor bears all risk that the City’s receiving equipment functions properly so that the City receives the Quotation.

**Note:** The maximum file size the City can receive is 10Mb. If sending large email attachments, Contractors should phone [604-590-7274] to confirm receipt.

### 3. DATE

The City would prefer to receive Quotations on or before **June 26<sup>th</sup>, 2024** (the “Date”).

### 4. INQUIRIES

All inquiries related to this RFQ should be directed in writing to the person named below (the “City Representative”). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Sunny Kaila, Manager, Procurement Services

E-mail: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

Reference: 1220-040-2024-025

Inquiries should be made no later than seven (7) business days before the Date set out in Section 3. The City reserves the right not to respond to inquiries made within seven (7) business days of the Date set out in Section 3. Inquiries and responses will be recorded and may be distributed to all Contractors at the discretion of the City.

Contractors finding discrepancies or omissions in the Agreement or RFQ, or having doubts as to the meaning or intent of any provision, should immediately notify the City Representative. If the City determines that an amendment is required to this RFQ, the City Representative will issue an addendum in accordance with Section 5. No oral

conversation will affect or modify the terms of this RFQ or may be relied upon by any Contractor.

## **5. ADDENDA**

If the City determines that an amendment is required to this RFQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at [www.bcbid.gov.bc.ca](http://www.bcbid.gov.bc.ca) and the City Website at [www.surrey.ca](http://www.surrey.ca) (collectively, the “Websites”), and upon posting, any addenda will form part of this RFQ. It is the responsibility of Contractors to check the Websites for addenda. The only way this RFQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify the terms of this RFQ or may be relied upon by any Contractor. By delivery of a Quotation, the Contractor is deemed to have received, accepted and understood the entire RFQ, including any and all addenda.

## **6. NO CONTRACT**

This RFQ is simply an invitation for quotations (including prices and terms) for the convenience of all parties. It is not a tender or a request for proposals and no obligations of any kind will arise from this RFQ or the submission of Quotations. The City may negotiate changes to any terms of a Quotation, including negotiation of amendments to Contractors’ prices in Schedule B to a Quotation, and may negotiate with one or more Contractors or may at any time invite or permit the submission of quotations (including prices and terms) from other parties who have not submitted Quotations. This RFQ does not commit the City in any way to select a Contractor or to proceed to negotiations for a contract, or to award any contract, and the City reserves the complete right to at any time reject all Quotations and to terminate this RFQ process.

## **7. ACCEPTANCE**

A Quotation will be an offer to the City which the City may accept at any time by signing the copy of the Quotation and delivering it to the Contractor. A Quotation is not accepted by the City unless and until both the authorized signatory of the Contractor and the authorized signatory of the City have signed. Delivery of the signed Agreement by the City may be by fax or pdf e-mail or hard copy. In that event, the contract will be comprised of the documents included in the definition of Agreement in Attachment 1 – Quotation Agreement – Goods and Services.

## **8. CONTRACTOR'S EXPENSES**

Contractors are solely responsible for their own expenses in preparing and submitting Quotations, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFQ. The City and its representatives, agents, consultants and advisors will not be liable to any Contractor for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any matter whatsoever, incurred by the Contractor in preparing and submitting a Quotation, or participating in negotiations for a contract, or other activity related to or arising out of this RFQ.

## **9. CONTRACTOR'S QUALIFICATIONS**

By submitting a Quotation, a Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods (if any) and perform the Services.

## **10. CONFLICT OF INTEREST**

A Contractor should disclose in its Quotation any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

## **11. SOLICITATION OF COUNCIL MEMBERS, CITY STAFF AND CITY CONSULTANTS**

Contractors and their agents will not contact any member of the City Council, City staff or City consultants with respect to this RFQ, other than the contact person named in Section 4, at any time prior to the award of a contract or the cancellation of this RFQ and which could be viewed as one Contractor attempting to seek an unfair advantage over other Contractors.

## **12. CONFIDENTIALITY**

All Quotations become the property of the City and will not be returned to the Contractor. All Quotations will be held in confidence by the City unless otherwise required by law. Contractors should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

## **13. SIGNATURE**

The legal name of the person or firm submitting the Quotation should be inserted in the Quotation. The Quotation should be signed by a person authorized to sign on behalf of the Contractor and include the following:

- (a) If the Contractor is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Quotation should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Quotation on behalf of the corporation is submitted;
- (b) If the Contractor is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Contractor is an individual, including a sole proprietorship, the name of the individual should be included.

**14. MULTIPLE CONTRACTORS**

The City reserves the right and discretion to divide up the Goods and Services, either by scope, geographic area, or other basis as the City may decide, and to select one or more Contractors to enter into discussions with the City for one or more Contracts to perform a portion or portions of the Goods and Services. If the City exercises its discretion to divide up the Goods and Services, the City will do so reasonably having regard for the RFQ and the basis of Quotations.

In addition to any other provision of this RFQ, Quotations may be evaluated on the basis of advantages and disadvantages to the City that might result or be achieved from the City dividing up the Goods and Services and entering into one or more Contracts with one or more Contractors.

**[END OF PAGE]**

## ATTACHMENT NO. 1 - AGREEMENT – GOODS AND SERVICES

Reference Title: Janitorial Services - 5 Library Branches

RFQ No.: 1220-040-2024-025

**THIS AGREEMENT** dated for reference this \_\_\_\_\_ day of \_\_\_\_\_, 202\_.

### BETWEEN:

**CITY OF SURREY**  
13450 - 104 Avenue  
Surrey, B.C., V3T 1V8, Canada,

(the "**City**")

### AND:

\_\_\_\_\_ (*Insert Full Legal Name and Address of Contractor*)

(the "**Contractor**")

**WHEREAS** the City wishes to engage the Contractor to provide Goods and Services and the Contractor agrees to provide Goods and Services.

**THEREFORE** in consideration of the payment of one (\$1.00) dollar and other good and valuable consideration paid by each of the parties to the other (the receipt and sufficiency of which is hereby acknowledged) the City and the Contractor agree as follows:

## 1. DEFINITIONS AND INTERPRETATION

### 1.1 In these General Terms and Conditions:

- (a) "**Agreement**" means this agreement and all schedules attached hereto;
- (b) "**City**" means the City of Surrey;
- (c) "**Contractor**" means a contractor whose Quotation has been accepted by the City and who is providing the Goods and Services under this Agreement;
- (d) "**Department Representative**" means the Department Representative, or designate, who shall represent all City Departments for the purposes of this Agreement, or, such other person who may subsequently be appointed in writing by the Department Representative, and notified to the Contractor;
- (e) "Dispute" has the meaning described in section 17.1;
- (f) "**Extra Work**" means as specified in section 3 of Schedule A;
- (g) "**Fees**" means the price set out in Schedule B – Quotation Extracts, for the provision of the Goods and Services, unless otherwise agreed by the parties in writing, and includes all taxes;
- (h) "**Goods**" means the equipment or materials (if any) as described generally in Schedule A, including anything and everything required to be done for the fulfilment and completion of this Agreement;
- (i) "**Indemnities**" has the meaning described in Section 11.2;
- (j) "**RFQ**" means the Request for Quotations;

- (k) **“Project Services”** means and including anything and everything required to be done by the Contractor for the fulfilment and completion of the project services as referred to in this Contract including, without limitation, the project services as outlined on section 2.6 of Schedule A;
- (l) **“Services”** means the services as described generally in Schedule A including anything and everything required to be done for the fulfilment and completion of this Agreement; and
- (m) **“Term”** has the meaning described in Section 3.1.

1.2 This Agreement may be modified only by express and specific written agreement. In the event of a conflict between the provisions of any documents listed below, then the documents shall govern and take precedence in the following order:

- (a) this Agreement;
- (b) Schedule B – Quotation Extracts;
- (c) Schedule A – Specifications of Goods and Scope of Services; and
- (d) other terms, if any, that are agreed to by the parties in writing.

1.3 The following attached Schedules are a part of this Agreement:

Schedule A – Specifications of Goods and Scope of Services;  
Schedule A-1 – Site Descriptions;  
Schedule A-2 – Regular Cleaning Task Services Schedule;  
Schedules A-3 – Project Cleaning Task Services Schedule;  
Schedules A-4 – Regular Cleaning Task and Green Cleaning Guidelines;  
Schedules A-5 – Project Cleaning Task and Guidelines;  
Schedule B – Quotation Extracts;  
Schedule C – Prime Contractor Designation;  
Schedule D – Contractor Health & Safety; and  
Schedule E – Procedures for Disposing Hypodermic Needles Found in Facility.

## **2. GOODS AND SERVICES**

2.1 The Contractor covenants and agrees with the City to provide the Goods and Services in accordance with this Agreement. The Goods and Services provided will meet the specifications and scope set out in Schedule A – Specifications of Goods and Scope of Services of this Agreement, and as described in Schedule B – Quotation Extracts of this Agreement.

2.2 The City may from time to time, by written notice to the Contractor, make changes in the specifications of Goods and scope of Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in Schedule B – Quotation Extracts of this Agreement.

2.3 The Contractor will, if requested in writing by the City, provide additional goods or services. The terms of this Agreement will apply to any additional goods or services, and the fees for additional goods or services will generally correspond to the fees as described in Schedule B – Quotation Extracts of this Agreement. The Contractor will not provide any additional goods or services in excess of the specification of Goods and scope of Services requested in writing by the City.



2.4 The Contractor will perform the Services with that degree of care, skill and diligence normally provided by a qualified and experienced practitioner performing services similar to the Services, and on the understanding that the City is relying on the Contractor's experience and expertise. The Contractor represents that it has the expertise, qualifications, resources, and relevant experience to supply the Goods and Services.

2.5 The Contractor will deliver the Goods free and clear of all liens and encumbrances in the manner and to the destination stipulated. In the event of the Contractor's failure to meet this condition, the Contractor will, on written notice from the City, forthwith return all monies paid by the City on account of the Goods and in addition the City may by written notice terminate this Agreement without liability, and in such event, in addition to the above, the Contractor will be liable for any and all expenses or losses incurred by the City resulting from such failure.

### **3. TERM**

3.1 The Contractor will provide the Goods and Services for the period commencing on (**START DATE**) and terminating on (**END DATE**) (the "**Term**").

3.2 The City may at any time prior to thirty (30) days before the end of the Term, by written notice to the Contractor, extend the Term for a period of time not to exceed four (4) additional twelve (12) month renewal periods. If the City elects to extend the Term, the provisions of this Agreement will remain in force, including the Fees, except where amended in writing by the parties.

### **4. TIME**

4.1 Time is of the essence.

### **5. FEES**

5.1 The City will pay the Fees to the Contractor in accordance with this Agreement. Payment by the City of the Fees will be full payment for the Goods and Services and the Contractor will not be entitled to receive any additional payment from the City.

5.2 For greater certainty, costs of general management, nontechnical supporting services and general overhead are deemed to be covered by the Fees and will not be subject to additional payment by the -City. The Fees shall also include without limitation all costs of boxing, packing, crating, and loading and unloading the Goods at the prescribed destination.

5.3 The parties agree that all fees as set out in this Agreement will remain in force for a period of twelve (12) months and thereafter the fees will be subject to an increase during the term once per year of the term by a percentage which shall not be greater than the percentage increase in the Consumer Price Index (All items) for Vancouver, British Columbia as published by Statistics Canada ("CPI"), or any successor government agency for the calendar year immediately preceding the applicable January 1<sup>st</sup> of the current calendar year.

## **6. PAYMENT**

- 6.1 Subject to any contrary provisions set out in Schedule B – Quotation Extracts of the Agreement, the Contractor will submit a monthly invoice to the City requesting payment of the portion of the Fees relating to the Goods and Services provided in the previous month. Invoices should include the Contractor's name, address and telephone number, the City's purchase order number <<☒ insert purchase order or contract reference number>, the Contractor's invoice number, the names, charge-out rates and number of hours worked in the previous month of all employees of the Contractor that have performed Services during the previous month; the percentage of Services completed and Goods delivered at the end of the previous month; the total budget for the Goods and Services and the amount of the budget expended to the date of the invoice; taxes (if any); and grand total of the invoice.
- 6.2 If the City reasonably determines that any portion of an invoice is not payable, then the City will so advise the Contractor.
- 6.3 The City will pay the portion of an invoice which the City determines is payable within thirty (30) days of the receipt of the Invoice, except the City may hold back from payments 10% of the amount the City determines is payable to the Contractor until such time as the Contractor provides its final report to the City.
- 6.4 If the Contractor offers the City a cash discount for early payment, then the City may, at the City's sole discretion, pay the portion of an Invoice which the City determines is payable at any time after receipt of the Invoice.

Invoices will be submitted by the Contractor electronically to: [surreyinvoices@surrey.ca](mailto:surreyinvoices@surrey.ca)

- 6.5 Unless otherwise provided, all dollar amounts referred to in this Agreement are in lawful money of Canada.
- 6.6 If the Contractor is a non-resident of Canada and does not provide to the City a waiver of regulation letter, the City will withhold and remit to the appropriate governmental authority the greater of:
- (a) 15% of each payment due to the Contractor; or
  - (b) the amount required under applicable tax legislation.

## **7. USE OF WORK PRODUCT**

- 7.1 The Contractor hereby sells, assigns and transfers to the City the right, title and interest required for the City to use and receive the benefit of all the reports, drawings, plans, designs, models, specifications, computer software, concepts, products, designs or processes or other such work product produced by or resulting from the Services rendered by the Contractor. This Section does not give the City the right to sell any such work product to any third party and the City may sell the work product only with the prior approval of the Contractor. The Contractor may retain copies of the work product.

## **8. PERSONNEL AND SUBCONTRACTORS**

- 8.1 The Contractor will provide only personnel who have the qualifications, experience and capabilities to provide the Goods and perform the Services.

- 8.2 The Contractor will provide the Goods and Services using the personnel and sub-contractors as may be listed in the Quotation, and the Contractor will not remove any such listed personnel or sub-contractors from the Services without the prior written approval of the City.
- 8.3 If the City reasonably objects to the performance, qualifications, experience or suitability of any of the Contractor's personnel or sub-contractors then the Contractor will, on written request from the City, replace such personnel or sub-contractors.
- 8.4 Except as provided for in Section 8.2, the Contractor will not engage any personnel or sub-contractors, or sub-contract or assign its obligations under this Agreement, in whole or in part, without the prior written approval of the City.
- 8.5 The Contractor will preserve and protect the rights of the City with respect to any Services performed under sub-contract and incorporate the conditions of this Agreement into all sub-contracts as necessary to preserve the rights of the City under this Agreement. The Contractor will be as fully responsible to the City for acts and omissions of sub-contractors and of persons directly or indirectly employed by them as for acts and omissions of persons directly employed by the Contractor.

## **9. LIMITED AUTHORITY**

- 9.1 The Contractor is not and this Agreement does not render the Contractor an agent or employee of the City, and without limiting the above, the Contractor does not have authority to enter into any contract or reach any agreement on behalf of the City, except for the limited purposes as may be expressly set out in this Agreement, or as necessary in order to provide the Goods and Services. The Contractor will make such lack of authority clear to all persons with whom the Contractor deals in the course of providing the Goods and Services. Every vehicle used by the Contractor in the course of providing the Goods and Services shall identify the Contractor by name and telephone number.
- 9.2 The Contractor is an independent contractor. This Agreement does not create the relationship of employer and employee, a partnership, or a joint venture. The City will not control or direct the details, means or process by which the Contractor performs the Services. The Contractor will determine the number of days and hours of work required to properly and completely perform the Services. The Contractor is primarily responsible for performance of the Goods and Services and may not delegate or assign any Services to any other person except as provided for in Section 8.4. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees or sub-contractors.

## **10. CONFIDENTIALITY AND DISCLOSURE OF INFORMATION**

- 10.1 Except as provided for by law or otherwise by this Agreement, the Contractor will keep strictly confidential any information supplied to, obtained by, or which comes to the knowledge of the Contractor as a result of the provision of the Goods or performance of the Services and this Agreement, and will not, without the prior express written consent of the City, publish, release, disclose or permit to be disclosed any such information to any person or corporation, either before, during or after termination of this Agreement, except as reasonably required to complete the Goods and Services.

- 10.2 The Contractor acknowledges that the City is subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia and agrees to any disclosure of information by the City required by law.
- 10.3 The Contractor agrees to return to the City all of the City's property at the completion of this Agreement, including any and all copies or originals of reports provided by the City.

## **11. WARRANTIES**

- 11.1 The Contractor warrants that the Goods shall be free from defects in design, materials, workmanship and title, shall conform in all respects to the terms of this Agreement, shall be fit and suitable and perform satisfactorily for the purposes and under the conditions made known to the Contractor by the City or which were reasonably inferable. The Goods shall be at least equal to the higher of national standards or codes (such as, by way of illustration, CSA or ASTM), or standards and codes customarily applicable at the place where the City will use the Goods. The Goods shall be of the best quality, if no quality is specified. This general warranty is independent of and without prejudice to any specific warranty or service guarantee offered by the Contractor or third party manufacturer or supplier of the Goods in connection with the purpose for which the Goods were purchased. The Contractor shall assign to the City any warranty or service guarantee offered by a third party manufacturer or supplier of the Goods. Notwithstanding this assignment, if at any time up to one year from the date of delivery or installation (if applicable) the City determines the Goods or any part do not conform to these warranties, the City shall notify the Contractor within a reasonable time after such discovery, and the Contractor shall then promptly correct such nonconformity at the Contractor's expense. Goods used to correct a nonconformity shall be similarly warranted for one year from the date of installation. The Contractor's liability shall extend to all liabilities, losses, damages, claims and expenses incurred by the City caused by any breach of any of the above warranties.
- 11.2 The Contractor warrants and guarantees that Goods and Services delivered under this Agreement do not infringe any valid patent, copyright or trademark, foreign or domestic, owned or controlled by any other corporation, firm or person, and agrees to indemnify and save harmless the City and all of its elected and appointed officials, officers, employees, servants, representatives and agents (collectively the "Indemnitees"), from and against any and all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) by reason of any claim, action or litigation arising out of any alleged or actual infringement of any patent, copyright or trademark, foreign or domestic, relating to the Goods and Services supplied under this Agreement.

## **12. INSURANCE AND DAMAGES**

- 12.1 The Contractor will indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages and costs, liabilities, expenses and judgments (including all actual legal costs) for damage to or destruction or loss of property, including loss of use, and injury to or death of any person or persons which any of the Indemnitees incur, suffer or are put to arising out of or in connection with any failure, breach or non-performance by the Contractor of any obligation of this Agreement, or any wrongful or negligent act or omission of the Contractor or any employee or agent of the Contractor.

- 12.2 The indemnities described in this Agreement will survive the termination or completion of this Agreement and, notwithstanding such termination or completion, will continue in full force and effect for the benefit of the Indemnitees.
- 12.3 The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this Agreement the following insurances in forms and amounts acceptable to the City from insurers licensed to conduct business in Canada:
- (a) commercial general liability insurance on an occurrence basis, in an amount not less than five million (\$5,000,000) dollars inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the work or operations of the Contractor, its employees and agents. The insurance will include cross liability and severability of interests such that the coverage shall apply in the same manner and to the same extent as though a separate policy had been issued to each insured. The insurance will include, but not be limited to: premises and operators liability, broad form products and completed operations, owners and contractors protective liability, blanket contractual, employees as additional insureds, broad form property damage, non-owned automobile, contingent employers liability, broad form loss of use, personal injury, and incidental medical malpractice. The City will be added as additional insured;
  - (b) automobile liability insurance on all vehicles owned, operated or licensed in the name of the Contractor in an amount not less than three million (\$3,000,000) dollars per occurrence for bodily injury, death and damage to property;
  - (c) contractors' equipment insurance in an all risks form covering construction machinery and equipment used for the performance of the Services; and
  - (d) comprehensive dishonesty, disappearance and destruction bond for commercial business: Insurance covering loss of money, securities and other property which the insured and the City shall sustain, to an amount not less than twenty-five thousand (\$25,000) dollars for any one loss or in aggregate, resulting directly from fraudulent or dishonest act(s) committed by an employee or employees of the insured, acting alone or in collusion with others.
- 12.4 The Contractor will provide the City with evidence of the required insurance prior to the commencement of this Agreement. Such evidence will be in the form of a completed certificate of insurance acceptable to the City. The Contractor will, on request from the City, provide certified copies of all of the Contractor's insurance policies providing coverage relating to the Services, including without limitation any professional liability insurance policies. All required insurance will be endorsed to provide the City with thirty (30) days advance written notice of cancellation or material change restricting coverage. To the extent the City has an insurable interest, the builder's risk policy will have the City as first loss payee. The Contractor will be responsible for deductible amounts under the insurance policies. All of the Contractor's insurance policies will be primary and not require the sharing of any loss by the City or any insurer of the City.
- 12.5 The Contractor acknowledges that any requirement by the City as to the amount of coverage under any policy of insurance will not constitute a representation by the City that the amount required is adequate and the Contractor acknowledges and agrees that the Contractor is solely responsible for obtaining and maintaining policies of insurance in adequate amounts. The insurance policy coverage limits shall not be construed as relieving the Contractor from responsibility for any amounts which may exceed these limits, for which the Contractor may be legally liable.

- 12.6 The Contractor shall place and maintain, or cause any of its sub-contractors to place and maintain, such other insurance or amendments to the foregoing policies as the City may reasonably direct.
- 12.7 The Contractor hereby waives all rights of recourse against the City for loss or damage to the Contractor's property.

### **13. CITY RESPONSIBILITIES**

- 13.1 The City will, in cooperation with the Contractor, make efforts to make available to the Contractor information, surveys, and reports which the City- has in its files and records that relate to the Goods and Services. The Contractor will review any such material upon which the Contractor intends to rely and take reasonable steps to determine if that information is complete or accurate. The Contractor will assume all risks that the information is complete and accurate and the Contractor will advise the City in writing if in the Contractor's judgment the information is deficient or unreliable and undertake such new surveys and investigations as are necessary.
- 13.2 The City will in a timely manner make all decisions required under this Agreement, examine documents submitted by the Contractor and respond to all requests for approval made by the Contractor pursuant to this Agreement.
- 13.3 If the City observes or otherwise becomes aware of any fault or defect in the delivery of Goods or the provision of Services, it may notify the Contractor, but nothing in this Agreement will be interpreted as giving the City the obligation to inspect or review the Contractor's performance with regards to delivering Goods or the performance of the Services.

### **14. DEFICIENCIES**

- 14.1 The City shall have a reasonable time to inspect and to accept the Goods and Services. The City may reject any Goods or Services not in accordance with this Agreement, whether due to damage resulting from improper packing, loading, unloading or otherwise. The City shall notify the Contractor of rejection of the Goods whereupon the Goods will be held subject to the disposition by the Contractor. Any costs or expenses incurred by the City as a result of the rejection of the Goods or Services are, immediately upon written demand by the City, payable by the Contractor, and may be set off against any payments owing by the City to the Contractor.
- 14.2 The City may hold back from payments otherwise due to the Contractor up to 150% of a reasonable estimate, as determined by the City, on account of deficient or defective Goods or Services. This holdback may be held, without interest, until replacement Goods are received or such deficiency or defect is remedied.

### **15. DEFAULT AND TERMINATION**

- 15.1 In the event the Contractor does not deliver the Goods or perform the Services by the date specified in this Agreement, then:



- (a) the City reserves the right to terminate this Agreement, in whole or in part, and in the event of such termination no payment will be owing by the City on account of this Agreement and the Contractor will be liable for any and all expenses or loss resulting from such failure or delay and will return all monies paid by the City; or
  - (b) if the City does not terminate this Agreement for late delivery or performance, the City may deduct and setoff from any payments owing to the Contractor all additional costs the City reasonably incurs on account of the late delivery or performance.
- 15.2 The City may by written notice at any time cancel this Agreement with respect to Goods which, as of the date of cancellation, have not been shipped.
- 15.3 The City may at any time and for any reason by written notice to the Contractor terminate this Agreement before the completion of all the Goods and Services, such notice to be determined by the City at its sole discretion. Upon receipt of such notice, the Contractor will perform no further Goods and Services other than the work which is reasonably required to complete the Goods and Services. Despite any other provision of this Agreement, if the City terminates this Agreement before the completion of all the Goods and Services, the City will pay to the Contractor all amounts owing under this Agreement for Goods and Services provided by the Contractor up to and including the date of termination, plus reasonable termination costs in the amount as determined by the City in its sole discretion. Upon payment of such amounts no other or additional payment will be owed by the City to the Contractor, and, for certainty, no amount will be owing on account of lost profits relating to the portion of the Goods and Services not performed or other profit opportunities.
- 15.4 The City may terminate this Agreement for cause as follows:
  - (a) If the Contractor is adjudged bankrupt, or makes a general assignment for the benefit of creditors because of its insolvency, or if a receiver is appointed because of its insolvency, the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor or receiver or trustee in bankruptcy written notice; or
  - (b) If the Contractor is in breach of any term or condition of this Agreement, and such breach is not remedied to the reasonable satisfaction of the City within five (5) days after delivery of written notice from the City to the Contractor, then the City may, without prejudice to any other right or remedy the City may have, terminate this Agreement by giving the Contractor further written notice.
- 15.5 If the City terminates this Agreement as provided by Section 15.4 then the City may:
  - (a) enter into contracts, as it in its sole discretion sees fit, with other persons to complete the Goods and Services;
  - (b) withhold payment of any amount owing to the Contractor under this Agreement for the performance of the Goods and Services;
  - (c) set-off the total cost of completing the Goods and Services incurred by the City against any amounts owing to the Contractor under this Agreement, and at the completion of the Goods and Services pay to the Contractor any balance remaining; and
  - (d) if the total cost to complete the Goods and Services exceeds the amount owing to the Contractor, charge the Contractor the balance, which amount the Contractor will forthwith pay.

## **16. CURING DEFAULTS**

- 16.1 If the Contractor is in default of any of its obligations under this Agreement, then the City may without terminating this Agreement, upon five (5) days written notice to the Contractor, remedy the default and set-off all costs and expenses of such remedy against any amounts owing to the Contractor. Nothing in this Agreement will be interpreted or construed to mean that the City has any duty or obligation to remedy any default of the Contractor.

## **17. DISPUTE RESOLUTION**

- 17.1 The parties will make reasonable efforts to resolve any dispute, claim, or controversy arising out of this Agreement or related to this Agreement ("Dispute") using the dispute resolution procedures set out in this Section.
- 17.2 Negotiation: The parties will make reasonable efforts to resolve any Dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.
- 17.3 Mediation: If all or any portion of a Dispute cannot be resolved by good faith negotiations within thirty (30) days, either party may by notice to the other party refer the matter to mediation. Within seven (7) days of delivery of the notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the British Columbia International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with the assistance of the mediator. The place of mediation will be Surrey, British Columbia. Each party will equally bear the costs of the mediator and other out-of-pocket costs, and each party will bear its own costs of participating- in the mediation.
- 17.4 Litigation: If within ninety (90) days of the request for mediation the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice commence litigation.

## **18. WCB AND OCCUPATIONAL HEALTH AND SAFETY**

- 18.1 The Contractor agrees that it shall, at its own expense, procure and carry, or cause to be procured, carried and paid for, full Workers' Compensation Board coverage for itself and all workers, employees, servants and others engaged in the supply of the Goods and Services. The Contractor agrees that the City has the unfettered right to set off the amount of the unpaid premiums and assessments for the Workers' Compensation Board coverage against any monies owing by the City to the Contractor. The City will have the right to withhold payment under this Agreement until the Workers' Compensation Board premiums, assessments or penalties in respect of the Goods and Services have been paid in full.
- 18.2 The Contractor will provide the City with the Contractor's Workers' Compensation Board registration number and a letter from the Workers' Compensation Board confirming that the Contractor is registered in good standing with the Workers' Compensation Board and that all assessments have been paid to the date thereof prior to the City having any obligations to pay monies under this Agreement.



- 18.3 The Contractor agrees that it is the prime contractor for the Goods and Services as defined in the *Workers Compensation Act, R.S.B.C. 2019, c.1*, as amended. The Contractor will have a safety program in place that meets the requirements of the Workers' Compensation Board Occupational Health and Safety Regulation and the *Workers Compensation Act*. As prime contractor, the Contractor will be responsible for appointing a qualified coordinator for insuring the health and safety activities for the location of the Goods and Services. That person will be the person so identified in this Agreement, and the Contractor will advise the City immediately in writing if the name or contact number of the qualified coordinator changes.
- 18.4 Without limiting the generality of any other indemnities granted by the Contractor in this Agreement, the Contractor shall indemnify and save harmless the Indemnitees from and against all claims, demands, causes of action, suits, losses, damages, costs, liabilities, expenses, judgements, penalties and proceedings (including all actual legal costs) which any of the Indemnitees incur, suffer or are put to arising out of or in any way related to unpaid Workers' Compensation Board assessments owing from any person or corporation engaged in the performance of this Agreement or arising out of or in any way related to the failure to observe safety rules, regulations and practices of the Workers' Compensation Board, including penalties levied by the Workers' Compensation Board.
- 18.5 The Contractor will ensure compliance with and conform to all health and safety laws, by-laws or regulations of the Province of British Columbia, including without limitation the *Workers Compensations Act* and Regulations pursuant thereto.
- 18.6 The City may, on twenty-four (24) hours written notice to the Contractor, install devices or rectify any conditions creating an immediate hazard existing that would be likely to result in injury to any person. However, in no case will the City be responsible to ascertaining or discovering, through inspections or review of the operations of the Contractor or otherwise, any deficiency or immediate hazard.
- 18.7 The Contractor understands and undertakes to comply with all Workers' Compensation Board Occupational Health and Safety Regulations for hazardous materials and substances, and in particular with the "Workplace Hazardous Materials Information System (WHMIS)" Regulations. All "Material Safety Data Sheets (MSDS)" shall be shipped along with the Goods and any future MSDS updates will be forwarded.

## **19. BUSINESS LICENSE**

- 19.1 The Contractor will obtain and maintain throughout the term of this Agreement a valid City of Surrey business license.

## **20. GENERAL PROVISIONS FOR GOODS**

- 20.1 Documentation for shipments of Goods from outside Canada shall be provided by a Contractor by airmail and shall include all documents as required by law or customary practice. All packages shall be marked as follows:

“Upon arrival, please contact customs broker:  
Livingston International Inc.  
Telephone: 604-685-3555  
Fax: 604-605-8231

Email: [cst19@livingstonintl.com](mailto:cst19@livingstonintl.com)”

- 20.2 If this Agreement pertains to the fabrication, assembly or other processing of the Goods, representatives of the City shall be permitted free access at all reasonable times for the purpose of inspection, testing or obtaining information as to the progress of the fabrication, assembly or processing.
- 20.3 The City may require that shop drawings be submitted by the Contractor for review prior to the delivery of the Goods. The City may require that a qualified registered professional engineer stamp and approve a shop drawing prior to submission. Any review of shop drawings by the City will not relieve the Contractor from its obligation to deliver Goods in full compliance with all requirements of this Agreement.

## **21. COMPLIANCE**

- 21.1 The Contractor will provide the Goods and Services in full compliance with all applicable laws, building codes and regulations.
- 21.2 The Contractor will, as a qualified and experienced practitioner, interpret applicable codes, laws and regulations applicable to the performance of the Services. If an authority having jurisdiction imposes an interpretation which the Contractor could not reasonably have verified or foreseen prior to entering into this Agreement, then the City will pay the additional costs, if any, of making alterations so as to conform to the required interpretation.
- 21.3 The Contractor shall comply with all applicable policies, procedures and instructions provided by the City.

## **22. JURISDICTION OF COUNCIL AND NON-APPROPRIATION**

- 22.1 Nothing in this Agreement limits or abrogates, or will be deemed to limit or abrogate, the jurisdiction of the Council of the City in the exercise of its powers, rights or obligations under any public or private statute, regulation or by-law or other enactment.
- 22.2 The Contractor recognizes and agrees that the City cannot make financial commitments beyond the City's current fiscal year. The City will annually make bonafide requests for appropriation of sufficient funds to cover all payments covered by this Agreement. If City Council does not appropriate funds, or appropriates insufficient funds, the City will notify the Contractor of its intention to terminate or reduce the services so affected within thirty (30) days after the non-appropriation becomes final. Such termination shall take effect thirty (30) days from the date of notification, shall not constitute an event of default and shall relieve the City, its officers and employees, from any responsibility or liability for the payment of any further amounts under this Agreement.

## **23. WAIVER**

- 23.1 Any failure of the City at any time or from time to time to enforce or require the strict keeping or performance of any of the terms and conditions contained in this Agreement shall not constitute a waiver of the terms and conditions and shall not affect or impair the terms or conditions in any way or the City's right at any time to avail itself of any remedies as the City may have for any breach of the terms and conditions.

## **24. APPLICABLE LAW AND CITY POLICIES**

- 24.1 This Agreement shall be governed by and construed in accordance with the laws of the Province of British Columbia. The City and the Contractor accept the jurisdiction of the courts of British Columbia and agree that any action under this Agreement shall be brought in such courts.
- 24.2 The Contractor shall comply with all applicable policies, procedures and instructions provided by the City.

## **25. NOTICES**

- 25.1 Any notice, report or other document that either party may be required or may wish to give to the other should be in writing, unless otherwise expressly provided for, and will be deemed to be validly given to and received by the addressee:
- (a) by hand, on delivery;
  - (b) by facsimile, on transmission; or
  - (c) by mail, five calendar days after posting.
- 25.2 The addresses for delivery will be as shown in the Quotation. In addition, the City may give notice to the Contractor by email at the Contractor's email address as shown in the Quotation, which email will be deemed to be validly given and received by the Contractor on transmission. The Contractor may not give notice to the City by email.

## **26. MERGER AND SURVIVAL**

- 26.1 The representations, agreements, covenants and obligations set out in this Agreement shall survive the delivery of the Goods and performance of the Services and payment of the Fees and Disbursements.

## **27. ENTIRE AGREEMENT**

- 27.1 This Agreement, including the Schedules and any other documents expressly included by reference in this Agreement, contains the entire agreement of the parties regarding the provision of the Goods and Services, and no understandings or agreements, oral or otherwise, exist between the parties except as expressly set out in this Agreement. This Agreement supersedes and cancels all previous agreements between the parties relating to the Goods and Services.
- 27.2 In the event that the Contractor issues an invoice, packing slip, sales receipt, or any like document to the City, the City accepts the document on the express condition that any terms and conditions in it which constitute terms and conditions which are in addition to or which establish conflicting terms and conditions to those set out in this Agreement are expressly rejected by the City.

## **28. SIGNATURE**

- 28.1 This Agreement shall be signed by a person authorized to sign on behalf of the Contractor.

28.2 This Agreement may be executed in or one or more counterparts all of which when taken together will constitute one and the same Agreement, and one or more of the counterparts may be delivered by fax transmission or as a PDF file.

**29. ENUREMENT**

29.1 This Agreement shall enure to the benefit of and be binding upon the respective successors and permitted assigns of the City and the Contractor.

**IN WITNESS WHEREOF** the parties hereto have executed the Agreement on the day and year first above written.

**CITY OF SURREY**

by its authorized signatory:

\_\_\_\_\_  
<<NAME>>

<<Job Title>>

**<<NAME OF CONTRACTOR>>**

by its authorized signatory:

\_\_\_\_\_  
<<NAME>>

<<Job Title>>

## **SCHEDULE A – SPECIFICATIONS OF GOODS AND SCOPE OF SERVICES**

### **1. PURPOSE**

- 1.1. The City of Surrey (the “City”) is seeking qualified and experienced contractor(s) to provide janitorial and custodial maintenance services for five (5) Surrey library branches.

Note: This RFQ has been divided into the following five packages (each respectively referred to as a “Site”):

Package A – City Centre Library, 10350 University Drive, Surrey, BC  
Package B – Cloverdale Library, 5642 -176A Street, Surrey, BC  
Package C – Fleetwood Library, 15996 – 84 Avenue, Surrey, BC  
Package D – Ocean Park Library, 12854 – 17 Avenue, Surrey, BC  
Package E – Semiahmoo Library, #100 – 1852 152 Street, Surrey, BC

Contractors may choose to quote on all or select packages in this RFQ.

- 1.2 For informational purposes, we wish to inform Contractors that the current service providers for Packages A & C above have a unionized workforce.

### **2. SCOPE OF SERVICES**

- 2.1. This Schedule A and all attached supplementary Schedules A-1 through A-5 further details the janitorial and custodial maintenance services required for all the specified library branches (the “Services”).

The general description of the Services includes, but are not limited to the following:

- regular and project cleaning task services schedules, including daytime services (reference Schedule A-2 and A-3);
  - regular and project cleaning task and green cleaning services guidelines (reference Schedule A-4 and A-5); and
  - Extra Work services as required.
- 2.2. The Services to be provided under this RFQ comprise the cleaning of offices and public spaces on a daily basis. The general areas to be serviced include, but are not limited to the following:
- enclosed workstations/closed offices
  - open workstations / cubicles
  - circulation room
  - staff work area
  - staff kitchens
  - public entrance vestibule
  - kitchenette (meeting room)
  - corridors/hallways
  - all public areas in the library
  - elevator and public staircase
  - storage areas and closets
  - circulation department

- conference meeting room
- public and staff washrooms (male and female)

Site specific space considerations are further detailed in Schedule A-1 – Site Descriptions.

### 2.3. Schedule of Work Hours

The Department Representative will coordinate the specific hours of Services with the successful Contractor. The Contractor must arrive at the designated facility before closing time and be aware of facility work routines to avoid business disruption. The City reserves the right to modify, add or delete cleaning service levels and times specified.

The Contractor shall make every reasonable effort to provide cleaning services regardless of snow or other inclement weather. The Contractor must work in a manner that does not create a disruption to the normal course of business. Any activity that produces noise that interferes with the business operation must be completed during off-hours as coordinated with the Department Representative.

### 2.4. Statutory Holidays

Services will not be required on the following statutory holidays, unless an emergency occurs (reference section 3, Extra Work). The Contractor will not be required to work, and will not be paid for these days:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Queen Victoria Day
- Canada Day
- BC Day
- Labour Day
- National Day of Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

### 2.5. Unoccupied Space

There may be times when a portion of the building on Site becomes "unoccupied" for various reasons. Upon notice by the City, the Contractor will be instructed to cease cleaning the unoccupied area(s), and the City shall receive a reduction on the invoice based on the global square footage cost each day unoccupied. The total square footage of the unoccupied space will be multiplied by the global square foot cost and subtracted from the total monthly cost. Should the Site become re-occupied, the full cost per month shall apply, unless such changes result in an increase or decrease in contract requirements.

In the event of a Site undergoing renovations during the term of the contract, there will be no adjustments made to the contract price for services rendered related to the construction. As areas are decommissioned, the labour and materials which are attributed to those areas will be used for construction clean-up at the Site.

2.6. Cleaning Task Services Schedules and Cleaning Guidelines

Neither regular and project cleaning task services schedules (reference Schedule A-2 and Schedule A-3) shall be used alone. Services omitted from the task services schedules but mentioned or reasonably implied in the regular cleaning and project cleaning task and green cleaning services guidelines (reference Schedule A-4 and Schedule A-5), or, vice versa, shall be considered as properly and sufficiently specified and shall be provided.

2.7. Regular Cleaning Task Services Schedules

The Contractor will clean the Sites according to the requirements, specifications and frequencies as set out in Schedule-A-2 per the specific Site (general daily, weekly and monthly tasks).

Any tasks listed in Schedule A-2 which do not have a corresponding regular or project cleaning task and green cleaning service guidelines will require the Contractor to undertake such work in accordance with current industry best practices using products and equipment appropriate for the work, in each case, as determined by the City in its sole and absolute discretion. The Contractor shall perform the Services at minimum, in accordance with the regular cleaning task and green cleaning service guidelines as listed in A-4.

2.8. Project Cleaning Task and Green Cleaning Services Guidelines

The City may invite the Contractor to perform project services as part of this RFQ in accordance with Schedule A-5, Project Cleaning Task and Green Cleaning Services Guidelines (the "Project Services"). Each Site has its own allocated Project Services Fixed Fee Schedule listed in Schedule B, section 8. **Project Services may only be performed when approved by the City and are not a guarantee of work.**

The Contractor shall provide the Department Representative a written detailed schedule listing:

- i. the type of Project Services work to be done; and
- ii. the anticipated beginning and completion dates for each task.
- iii. provide a follow-up with a written notice of completion.

The Contractor shall notify the Department Representative in writing seventy two (72) hours in advance of such scheduled Project Services. The Contractor shall reschedule any work that the Department Representative deems necessary to avoid unacceptable disruptions of normal City business. The Contractor will not proceed with any Project Services unless authorized by the City to do so.

Examples of Project Cleaning Task Services that may be requested are carpet steam cleaning, upholstery cleaning, work station fabric panel cleaning, cleaning interior and exterior upper windows and frames, and washing window blinds, cleaning refrigerators.

2.9. Cleaning Task Services expectations:

The Contractor shall:

- (a) Employ appropriate cleaning techniques and use professional/commercial quality products and equipment to ensure a first-class professionally maintained appearance.
- (b) Use germicidal detergent in restrooms, locker rooms, food areas and drinking fountains.
- (c) Clean Plexiglas surfaces with a soft cloth and Plexiglas cleaner. The Contractor must clean and polish wood surfaces with a soft cloth and wood polish, using no water or detergents. Upon completion of general cleaning, all surfaces must be free from soil, smudges, fingerprints, gum, marks or streaks. General cleaning is not spot cleaning; rather, total surface areas within the building must be cleaned.
- (d) Properly cleaned and disinfected doors, walls, partitions, trim, baseboards, handrails/stair rails, frames, window sills, ledges and horizontal surfaces including their component parts, must be clean and free from dirt, dust, film, streaks, smudges, lint and cobwebs.
- (e) Restroom/locker room areas, stall partitions, doors and walls must be free from stains, graffiti, spots, streaks and cobwebs. Works standards that state "disinfect" are considered disinfected when the Contractor uses a liquid or spray product identified as a disinfectant and applies the product in accordance with the manufacturer's instruction.
- (f) Take all reasonable precautions to prevent the release of hazardous chemicals into the environment.

2.10. Contractor Personnel Obligations:

The Contractor shall:

- (a) have a designated Supervisor at all times during normal cleaning hours and act as the central point of contact for the City. The Supervisor is charged with the responsibility of supervising the cleaning operations at the Site;
- (b) ensure that all its employees engaged in this RFQ are suitably qualified and experienced, and act to the best of their skills and ability and in accordance with accepted Services standards for persons having those qualifications and experience;
- (c) ensure employees performing the Services at the Site undergo a Police Information Check/Vulnerable Sector Check that may be audited upon the City's request. Any associated costs will be the responsibility of the Contractor;
- (d) ensure employees are able to communicate (speak, read and understand) in the English language;
- (e) ensure employees have completed a building Services Worker certificate or an equivalent program, or equivalent combination of education, experience and related training specified in Section 5 Training;
- (f) are in compliance with Section 6 – Uniforms and Identification Badges;



- (g) perform job assessments to determine the appropriate PPE necessary to carry out the Services, including adequate noise and hearing protection when applicable;
- (h) develop and provide in a form satisfactory to the Department Representative a drug and alcohol policy for its personnel;
- (i) upon request, provide the Department Representative with the full names and addresses of all persons whom the Contractor proposes to employ in the performance of the Services;
- (j) regularly inspect employee's cleaning operations to ensure that the proper techniques and procedures are used during the operation of all manual and powered cleaning equipment and machinery;
- (k) ensure all equipment and machinery is operated within manufacturer's guidelines and in strict compliance with all current regulatory, safety and established operational practices common to the trade;
- (l) provide qualified staff to perform biohazard services (as necessary), and in accordance with all applicable industry standards, and follow compliance with all Federal, Provincial and Municipal handling and disposal requirements of biohazardous materials. Biohazard services will include, but shall not be limited to the following activities:

- Resolve biohazard situations as needed;
- Maintenance and disposing of hypodermic needles; and
- Incidents involving emergency medical scenes;

The Contractor will be required to provide a biohazard plan for review and approval by the City prior to commencement of services; and

- (m) ensure that during the performance of the Services, its employees **must not**:
  - have personal visitors or relatives at the work site;
  - consume food or beverages in public view while performing the Services
  - smoke, consume alcoholic beverages nor use narcotics while on Site or in the performance of the Services;
  - interfere with building or staff property
  - use telephones (except in emergency), office equipment (i.e., computers, photocopiers, radios, TV sets, etc.) belonging to the City;
  - play radios or other sound equipment;
  - fraternize with City staff, clients, tenants or visitors to the building;
- (n) The Contractor shall take every precaution to instruct employees about and otherwise safeguard them against any possible injuries associated with cleaning agents and equipment as well as other potential hazards within the building. The Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the Services.

#### 2.11. Primary Cleaning Personnel

The City prefers one (1) designated cleaning personnel who shall perform cleaning tasks services for the purposes of addressing minor performance work requirements to ensure that the building is maintained at an acceptable level of appearance and cleanliness. It is

not the intention that this position be used to carry out the primary responsibilities of the regular cleaning task services schedules.

During the scheduled work hours, the designated cleaning personnel will be expected to carry out the following variety of services:

- Keep the main entrance areas to the building clean at all times;
- Thoroughly clean, sanitize and polish the building including washable surfaces of walls, partitions, columns, glass surfaces, doors, door hardware, door glass, elevators, stairways, hand railings, mirror surfaces, mirrored surfaces, furniture, fixtures and appliances
- Pick up and collect litter, and recycling materials located within interior space(s)
- Pick up and collect litter, recycling, and tobacco waste within 10m of exterior entrances, and designated smoking areas for removal and disposal;
- Interior and exterior doorway entrance floor surfaces shall be monitored and maintained in a safe condition free of slipping hazards;
- Using an appropriate glass cleaner, completely clean both sides of all window glass in entry ways.
- All glass areas immediately adjacent to exterior doors, such as light panels, vestibules and double door airlock entries, including frames and sills, will be cleaned at this time. After cleaning, these surfaces will present a uniform appearance free of all streaks, smudges, fingerprints, nonpermanent stains, lint, etc.;
- Clean and maintain public areas as required, empty and clean garbage containers remove gum, remove posters, remove smoking debris and maintain smoking shelters;
- Clean all corridors and utility areas daily;
- Ensure that all stairwell areas are cleaned daily;
- Spot clean handrails, doorknobs, and horizontal surfaces and vertical surfaces;
- Clean all washrooms keeping them in clean and sanitary condition.
  - Washrooms will be monitored as needed to ensure the cleanliness of the entire washroom throughout the day;
- Ensure that the washrooms are fully re-supplied with the necessary sanitary supplies (e.g. toilet tissue, soap and towels);
- Clean up of all body fluid spills of urine, feces, blood and vomit, including disinfection steps;
  - replenish cleaning products and consumables in janitorial storage areas;
  - Clean, disinfect and maintain in clean and sanitary condition all change rooms, showers stalls, exercise rooms, and recreation spaces;
  - Clean lunchroom(s) (break room(s)) areas, as needed to ensure cleanliness;
  - Clean all conference rooms/meeting rooms, on call after they have been used during the day to ensure that they are ready for re-use;
- Maintain the City's recycle program;
- Maintain the Library's janitorial storage area, ensuring the area is accessible and stocked with cleaning products and consumables;
- Notify the City's Facilities Work Control of light bulbs and tubes that may have burned out, or other maintenance issues (i.e. electrical, plumbing, etc.); and,
- Perform such other general cleaning, as time may permit, or as directed by the Department Representative.

### **3. EXTRA WORK**

- 3.1. The City may invite the Contractor to perform extra work as part of this RFQ. The Contractor will be required to furnish all labour, materials/supplies and equipment, as required, to clean an area(s) for a special occasion, or on an emergency situation basis with the number of person(s) on the special/emergency cleaning crew approved in advance by the Department Representative, or designate (the "Extra Work").
- 3.2. The Contractor is under no obligation to accept an invitation to perform Extra Work and the City is under no obligation to offer work that might be undertaken by the Contractor as Extra Work.
- 3.3. If the City requests Extra Work, the Contractor shall promptly either decline the opportunity to perform the Extra Work, or respond with a Quotation.
- 3.4. The City is under no obligation to accept the Contractor's Quotation for Extra Work and may elect to have the Extra Work performed by others.
- 3.5. In no event shall the Contractor proceed with any work that the Contractor intends or expects to be treated as Extra Work without first receiving written authorization by the City approving the work as Extra Work.

### **4. LABOUR, EQUIPMENT AND MATERIAL**

- 4.1. If available, the City will provide at each Site a locked storage room for the storage of equipment, materials, and supplies (cleaning chemicals and consumables), as may be necessary for the Contractor to carry out the Contractor's duties and obligations under this Contract. The City will not be responsible in any way for the Contractor's cleaning supplies, materials, equipment and consumables or personal belongings that may be damaged or lost by fire, theft, or accident. The Contractor will be responsible for adequately insuring its equipment stored on the City/Library's premises against loss by fire, theft, accident, or otherwise. The Contractor will not leave any soiled mops or cleaning cloths at the building and will remove and launder same on an as used basis.

Equipment, materials and supplies (cleaning chemicals and consumables) shall only be kept in areas reserved for such equipment, materials and supplies (cleaning chemical and consumables).

- 4.2. Maintenance of Storage areas

The Contractor will be responsible to maintain custodial closets and/or storage areas in a clean, orderly and safe manner at all times. The Contractor shall ensure that basic equipment and cleaning chemicals are always available in these areas for emergency clean-up use by Contractor's staff during working hours. Contractor shall ensure that equipment; supplies and chemicals are stored in such a manner as to maintain the required access, paths and clearances to and from such items as electrical panels, hot water tanks, telephone racks or other similar items for regulatory requirements. The Contractor must ensure MSDS sheets for all cleaning chemicals are clearly posted.

Continued failures to maintain these areas in a safe and orderly fashion in violation of fire, and safety codes will be considered a failure to perform and will lead to contract termination.

No inflammable substances shall be permitted on or about the premises without the Department Representative's written consent. Cleaning waste and other materials wholly or partially impregnated with any inflammable substance shall be removed from the premises on the completion of each day's cleaning operations.

#### 4.3. Equipment

The Contractor must provide and maintain, at its own expense, all tools, and equipment (professional/commercial quality) necessary for the performance of this Contract<sup>1</sup>. The City will not procure or give any assistance in the procurement of any equipment, materials, and accessory items required for the performance of the Services.

The Contractor furnished equipment shall be the size and type specifically designed and developed for the cleaning tasks and Services. The Contractor shall regularly inspect all equipment and machinery to ensure each is serviced and maintained according to manufacturer's schedules and guidelines to ensure safe, efficient operation and effective cleaning results. The Contractor shall assume all risk of loss for stored equipment or materials, which includes without limitation consumables and cleaning supplies. All of the Contractor's equipment must be clean, properly maintained and properly secured when not in use.

(a) The Contractor's equipment must include, but is not limited to:

- Vacuum (with power head)
- cleaners
- scrubbers
- buffers
- shampoo
- machines
- extractors
- pressure washers
- sweepers
- mop bucket
- wringers
- mops
- brooms
- brushes
- custodial carts
- safety equipment (i.e., floor signs, temporary barricades and stanchions)

(b) The Contractor shall use all equipment and tools in such a manner that it will not wear, tear, scar or mark walls or other surfaces.

<sup>1</sup> Exclusion: The Contractor is not required to supply, deliver or install consumable product dispensers. (e.g. soap dispensers, towel dispensers, toilet tissue dispensers, sanitizer dispensers, toilet seat cover dispensers, etc.). The City will provide the appropriate dispenser when required.

- (c) Larger equipment and tools must be equipped with non marking rubber, vinyl or plastic tips on the ends of the handles to prevent marking or scarring of walls.
- (d) All wheeled and moveable equipment must be equipped with protective non marking bumpers or guards around the entire perimeter of the equipment to prevent damaging the building structure or other objects. Bumpers or guards must be properly maintained. Equipment with improper bumpers or guards must be removed from service immediately. Damages caused by the Contractor's equipment must be repaired at no expense to the City. Electrical equipment must be equipped with a non- marking, 3-conductor, grounded plug electrical cord;
- (e) The Contractor is responsible for the safe operation of any equipment brought on location and must be able to demonstrate to the Department Representative that all operators of said tools and equipment are trained and qualified to do so;
- (f) Ladders: All Contractor ladders must be labeled with the Contractor's name. All ladders are to be maintained in good condition at all times and inspected prior to use. Employees using ladders must do so in a safe and responsible manner. Any defective ladders are to be tagged as such and removed from Site;
- (g) Working at heights: It is the Contractor's responsibility to select the appropriate fall protection measures for the work to be performed. When working at heights, the area below is to be cordoned off as the work area protection requires. Contractors must be able to demonstrate that all equipment has current inspection certificate(s) and is maintained as per regulatory requirements and that all personnel have current and appropriate training;
- (h) Scaffolding: All scaffolding is to be erected, maintained and inspected in accordance with all applicable regulations, codes and engineering practices. The Contractor is to ensure competent supervision of any modification process and have written approvals of such modifications. Precautions must also be taken to ensure that each scaffold does not exceed structural or design limits set out by applicable provincial legislation. The Contractor must also provide all scaffolds and safety equipment required for the entire project. Copies of the inspection reports are to be available upon request; and
- (i) Mixing Cleaning Chemical Dispenser Systems: The provision and use of any mixing cleaning chemical dispenser systems (wall (including metering equipment) or cart) will be the responsibility of the Contractor. The Contractor will be expected to remove any existing equipment (if any), dispose of as requested by the City in an environmentally friendly manner; supply new dispensing equipment, install, and maintain all dispensers throughout the Sites as well as be responsible for any replacement dispensers as existing dispensers become obsolete throughout the Term. The Contractor should provide dispensing equipment that reduces the worker exposure to chemicals and promotes the appropriate use of the cleaners.

#### 4.4. Materials (Cleaning supplies and consumables)

The Contractor should purchase cleaning supplies and materials that are made with natural ingredients without dyes and or perfumes and are not tested on animals and above all are 100% biodegradable. For materials specifications, with reference products, alternative products will be considered providing they meet the minimum performance criteria (i.e., they meet or exceed the minimum performance specifications and are suitable for the intended use). Products should be purchased in quantities that minimize the

amount of packaging. If re-usable cleaning supplies can be purchased, such as micro-fibre towels and cloths, that is preferred.

The Contractor will discontinue using any cleaning chemicals, materials or equipment which in the reasonable opinion of the Department Representative determines is unsuitable for the purpose or may cause any damage to the building or pose any health risk to the users of the building.

(a) Cleaning Supplies: The Contractor shall furnish, pay for and maintain an adequate inventory of all cleaning supplies required to perform the Services.

Contractor-furnished cleaning supplies include, but are not limited to, the following:

- Air Sanitizer
- Batteries for Air Sanitizer and for other uses
- Brooms (all types)
- Brushes (all types)
- Caddy Bags
- Carpet Cleaner/Shampoo
- Carpet De-Foamer
- Carpet Deodorizer
- Carpet Spotter
- Cleaning Cloths (Designated Colours)
- Cleaner, All-Purpose
- Cleaner, Degreaser
- Cleaner, Glass
- Cleaner, Multipurpose
- Cleaner, Stainless Steel
- Cleanser
- Dusters – swiffers on a stick to dust top of shelving and lights
- Dust Pans
- Electrical Cords
- Floor Finish (Hi-Solids)
- Floor Sealer
- Floor Stripper
- Furniture Polish
- Toilet Plunger
- Gloves, Latex
- Graffiti Remover
- Vacuum Bags
- Insect Spray
- Mop Bucket/Wringer
- Mop
- Mop Heads
- Pad (various) for floor machine
- Pads (various) for Floor Machine
- Polish Metal
- Polish Wood
- Polishing and Scouring Pads, Floor Machine
- Rags
- Rubber Gloves
- Safety Equipment
- Safety Signs; “WET FLOOR”, etc.

- Sanitary Napkin Disposal Bags
- Scouring Pads
- Scrapers
- Sponges
- Spray Bottles
- Squeegee
- Stripping Pads
- Toilet Bowl Cleaner
- Toilet Bowl Mops
- Urinal Mats
- Paper products used in the cleaning process

(b) Consumables<sup>2</sup>: The City will furnish and pay for an adequate inventory of the following consumables items:

- Paper products – toilet tissue, paper towels (folded or rolled to fit dispenser installed in each Site) toilet seat sanitary protective covers;
- Hand Cleaners;
- Hand Soap, Liquid (Pink Liquid, Lanolin)/Foam and Powdered hand soaps including dispensers (not anti-bacterial);
- Organic Liners, and
- Trash can liners (trash bags)

**Special Instructions:** No alkaline soaps, coarse scouring powders, coarse paste cleaners, solvents, paraffin, white spirits, gas and the like are to be used.

#### 4.5. Green Cleaning Program

To achieve compliance with the Green Cleaning Program, a minimum of 30% of the total annual purchases (at cost) of these cleaning and maintenance products must meet at least one of the following sustainability criterions:

- Environmental Choice – Ecologo certified <http://www.ecologo.org/en/>
- Green Seal certified <http://www.greenseal.org/>
- Greenguard certified <http://www.greenguard.org/>
- Carpet & Rug Institute <http://www.carpet-health.org/>

All cleaning agents and chemicals that will be used at the Site must have prior approval from the City and be accompanied by a Material Safety Data Sheet (MSDS).

## 5. TRAINING

The Contractor shall provide an employee training program covering the safe and proper use of janitorial products and equipment, and all phases of the custodial maintenance and janitorial services including individual job responsibilities detailed in this RFQ.

The plan shall include the following:

<sup>2</sup> **NOTE: Optional Pricing - Materials (Consumables):** The City/Library may, at any time, request from the Contractor to furnish, pay for and maintain an adequate inventory of consumable cleaning supplies as listed in Section 4.3 (b).



- have all appropriate professional training, licenses and certifications required for the work being performed;
- give clear guidance to cleaning staff on handling cleaning chemicals;
- provide easily understood directions to cleaning staff including graphic representation for the dilution of chemical cleaning products;
- track the quantities of cleaning chemicals used over time on at least a quarterly basis;
- provide directions for the proper rinsing and disposal of expended or empty chemical solution containers;
- prevent other building areas from being adversely affected;
- reduce, minimize, or eliminate the need for using cleaning chemicals if possible
- use a chemical measuring and dilution control system that limits worker exposure to chemical concentrates while facilitating the proper dilution of these concentrates (e.g., wall-mounted dispensing systems where concentrates are sequestered and dispensed remotely and cleaning chemical is automatically mixed with water for proper end-use dilution without the worker needing to touch concentrates);
- use the appropriate technology (coarse spray or squirt bottles, automatic chemical dispensers on powered equipment, etc.) for applying the chemical product to avoid aerosolization, overuse, or waste;
- demonstrate employees have been trained in PPE requirements as well as safe use and maintenance of PPE equipment.

The Contractor shall keep accurate records of employee's initial and ongoing training. The Contractor shall provide training at its expense and no additional compensation will be provided by the City. The Contractor shall update its training program to keep current with new procedures, products, equipment, and facilities from time to time.

The Contractor is required to submit monthly reports proving the compliance with the equipment purchasing and training requirements as stated in City's Green Cleaning Program. Additionally, it is expected that all staff are to be trained in accordance to the City's Green Cleaning Program. These reports shall illustrate a breakout of green/non-green products, and reveal where the products will be used.

The Contractor must ensure cleaning staff and supervisors are trained on the City's Green Cleaning Program and procedures. The Contractor shall maintain and submit a monthly training log and equipment maintenance/purchasing log. The training log shall list the employees, training topics covered and number of hours spent in training. The equipment log shall show a current equipment list that details the make/model of equipment, year purchased and condition, along with a record of maintenance activities.

## **6. UNIFORMS AND IDENTIFICATION BADGES**

Cleaning personnel shall arrive to work in the appropriate uniform of the Contractor. Uniforms shall be in a good state of repair, clean, pressed, fitted properly, in good condition, and shall present a professional appearance and Contractor furnished identification badges. The Contractor, at their own expense, is responsible for all uniforms and attire worn by custodial staff, including replacement uniforms.



Uniforms are defined as<sup>3</sup>:

- clean, long or short-sleeved shirt with collar shirt with collar (no sleeveless, smocks or tank tops)
- 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. The jackets shall have the company name located in a conspicuous location. all uniforms are to be of same colour.
- clearly readable photo identification badges/card that is worn in plain sight, above the waist at all times while on site. The badge must display the employees:
  - picture
  - name
  - company name

It is desirable that vehicles used by the Contractor's employees be identifiable. This could be accomplished by temporary fixation of signage on the dashboard indicating the Contractor's name, or other method mutually agreed upon by contractor and City.

## **7. CONTRACTOR'S REPORTING METHODS**

### **7.1. Day to Day**

The Contractor and the department representative, or designate, shall cooperate in developing an on-site log book, for communicating day to day needs, requests or observations requiring action by the contractor or the library. Contractor's employees and the Department Representative or designate shall review the log book each workday for required actions and or responses to issues.

All communications from the Contractor's employees shall be directed through the Contractor's on-site supervisor using the on-site "Daily Report Log Book". At no time shall the Contractor's employees leave written messages, instructions or requests at library employee workstations or in offices.

Any items requiring maintenance or repairs such as: leaking fixtures or pipes, broken or cracked windows, loose flooring, ceiling or wall tiles, inoperative or broken fixtures, lights, outlets and switches, shall be reported daily to the City's Corporate Facilities, Work Control at Telephone: 604-590-7201. A message can be left for follow through if the notification is after 4:00 p.m. Monday through Friday, or on weekends.

Contractor shall e-mail a written report the next workday to the Department Representative when an unusual occurrence, malfunction or property damage is noted or has occurred. Failure to provide the department representative, or designate with this information will be considered a failure to perform and may lead to contract termination.

### **7.2. Emergencies**

<sup>3</sup> The Contractor's employees are required to provide proper identification when requested by City or security personnel. Any employee that does not comply with this requirement shall be required to leave the facility. There is no exception to this requirement, which is to ensure only authorized contractor employees are in City/library facilities.

Items requiring emergency repairs such as flooding due to broken pipes, plugged toilets, serious leaks or any health, life and safety concerns shall be reported immediately, upon discovery to the City's corporate facilities department, work control. The Department Representative will provide the appropriate contact list to the Contractor for this purpose.

### 7.3. Damage Reports

In all instances where City/library's property or equipment is damaged, the Contractor shall submit to the Department Representative a full report of the incident and extent of the damage – verbally within one hour, and in writing within 24 hours of the occurrence.

Building finishes or appurtenances soiled or damaged due to the Contractor's operations must be cleaned, repaired, replaced, or restored to a condition not less than that existing immediately prior to the damage and without cost to the City. Misuse or abuse of City/library property will be reason for action under the terms of the contract. Chairs or other furniture will not be abused. Caster furniture will not be used as carts for transporting trash cans, etc.

If property damage resulting from the Contractor's negligence has to be repaired and/or replaced by the City/library, the expense for such work shall be deducted from the monies due the Contractor. The City reserves the right to pursue claims for damages through any and/or all-legal means available to the City.

### 7.4. Breakage Policy

Accidents occur in the normal course of work and the Contractor will be required to repair, replace or pay for breakage. When an item is broken you are required to leave a note reporting the breakage on the desk of the proper party. Also, the employee will be required to report any breakage to the Contractor's supervisor and the City.

### 7.5. Accident Reports

The Contractor shall comply with all WCB regulations and other regulatory agency requirements for record keeping and reporting of all accidents resulting in death, trauma, or occupational illness. The Contractor shall provide a verbal report to the Department Representative within one hour of occurrence and a written follow-up report to the Department Representative within 24 hours of the occurrence.

### 7.6. Chemical Spills and Hazard Communications

The Contractor shall provide a plan addressing incidental and emergency spills of any chemicals brought on-site.

The Contractor must maintain two, updated material safety data sheet (MSDS) binders, one placed in the office of the Department Representative and the second in the Contractor's storage room for all products used in the performance of the services.

Products which contain hazardous chemicals, must be labeled, tagged or marked with the following information:

- Identity of the hazardous chemical(s);
- Appropriate hazard warning; and
- Name and address of the chemical manufacturer, importer or other responsible party.

It is the responsibility of the Contractor to ensure that this information is kept current.

#### 7.7. Lost and found Articles

Lost and found articles from each day are to be turned over to the Department Representative by next business day.

### 8. **QUALITY ASSURANCE PLAN**

- 8.1. The Contractor will establish, document, implement and maintain a quality assurance (“QA”) plan and associated procedures throughout the Term to ensure that the Services comply with the requirements of the specifications. The QA plan should be brief and concisely written in a format that can be easily understood by all parties.

This plan shall include:

- Methods of identifying deficiencies in the quality of services performed before the level of performance becomes unacceptable, with descriptions;
- Methods of documenting and enforcing quality assurance operation, including inspections;
- The format for the Contractor’s Quality Assurance Report; and
- Method of controlling keys, access cards and locks.

- 8.2. The procedures shall include:

- QA Files:** A file of all QA inspections, inspection results, and any corrective action required and/or performed, shall be maintained by the Contractor throughout the Term of the Contract. This file shall be the property of the City and be made available upon request to the Department Representative within ten (10) days after completion or prior to termination of the contract. Final payment will be withheld pending receipt of quality assurance files;
- QA Reports:** The Contractor shall submit to the Department Representative by close of business the fifth working day of each month, a QA Report listing the result of the previous month’s Quality Assurance Inspections;
- Acceptability:** For purposes of acceptance, the Contractor’s QA plan will be considered as work of service and shall be subject to acceptance throughout the Term of the RFQ, to include any extension of contract term. The Contractor shall notify the Department Representative in writing of any proposed change to the Contractor’s Quality Assurance Plan. No change will be implemented prior to review and approval by the Department Representative; and
- Materials:** Procedures to ensure all cleaning supplies provided by the Contractor are in accordance with the standards required by the RFQ.

## 9. BUILDING SECURITY

9.1. No one is allowed into the site premises other than those individuals responsible for performing the Services. Where required by the City, the Contractor will ensure that all Contractors, suppliers and service representatives that enter the sites report to the Department Representative so that the Department Representative will be aware of who is on the site and the duration of the visit.

### 9.2. Keys/security system codes

The Contractor will be provided with keys, access cards and security system codes for the purposes of accessing the facility. **The Contractor must not label the keys, make duplicate keys and shall take all care to prevent theft or loss of the keys and access cards.** The Contractor shall provide a list of employee names and addresses that are assigned or possess access cards, keys and security system codes. This list shall include the identification numbers of each access card, and key assigned. The Contractor shall provide and maintain a current record of all access cards, keys and provide it to the Department Representative, or, designate within 72 hours of Notice to Proceed. The Contractor shall not reassign any keys, or access cards, without prior approval from the Department Representative, or, designate. All keys and access cards shall be returned upon the termination or cancellation of this Agreement. Failure to return keys and access cards to the Department Representative, or, designate within three (3) working days will incur a fee of \$100.00 per day. Contractor shall contact the Department Representative, or, designate, not later than 10:00 a.m. next day after discovery, of a lost or stolen key, or access card(s). The Contractor will be responsible for the cost of replacing lost or stolen or unaccounted for keys and/or access cards, including re-keying doors, gates or locks.

In the event a master key is lost or duplicated, the City will replace all locks and keys for that system and the Contractor shall pay the total cost of replacement.

The Contractor shall use the keys and security system as properly instructed by the Department Representative, or designate. If additional alarm system training is required, Contractor shall submit a written request to the Department Representative, or designate. training will be scheduled for a date and time acceptable to Department Representative, or designate.

Charges due to responses to false alarms resulting from the Contractor's action or lack thereof will be deducted from the current monthly invoice or will be credited to a future invoice. This fee will be based on the current response fee charged to the City by the City's security Contractor or local law enforcement agency. Continued alarm responses by the security Contractor or local law enforcement agency due to Contractor's action or lack thereof will be considered a failure to perform and will lead to contract termination.

The Contractor shall be liable and responsible for any costs incurred in making changes to the security systems due to the contractor's willful, negligent, or accidental release of security codes to unauthorized persons which results in breach of security or confirmed theft of goods or equipment owned by the City or its employees.

### 9.3. Building security and access

The Contractor will be responsible for the security of the building while working inside and for securing the facility upon departure. All exterior doors and ground floor windows shall be kept closed and locked while work is being performed in or about the office and building area. All building exits shall be secured/locked upon arrival of the cleaning crew; no exterior exits shall be left unlocked or blocked open during the shift. Any exterior exit being used to remove supplies, trash or equipment through shall not be blocked open or left unattended. These security procedures shall be strictly followed.

Only the Contractor and its employees are authorized access to the facility. Once a building is locked, the custodians will not open doors to allow a person to enter. Only people with the appropriate access key, card, security code and proper authorization shall be allowed in the building after hours. Interior door security shall be maintained in the individual areas within the building during the work shift. Doors to unattended rooms shall be closed and secured during the shift except while being serviced. Any problems or questions dealing with individuals requesting access without an entrance key, card or proper authorization or unauthorized people, theft or vandalism will be immediately reported by phone to the department representative, or designate.

#### 9.3.1. **Breach of Security Shall be Cause for Immediate Termination of the Agreement:**

- (a) The Contractor shall be allowed only in the areas specified in this Agreement. Some areas may be considered off limits to the Contractor. Contractor shall be notified of any such areas.
- (b) The Contractor's employees shall leave the premises promptly upon completion of their work. Loitering more than 30 minutes prior to the beginning of the scheduled work shift or more than 30 minutes after the scheduled work shift shall not be permitted.

### 9.4. Restricted Access Rooms Requirements

Rooms designated as "restricted access" are not to be entered unless specifically instructed. When instructed to clean these areas, any article, piece of equipment or receptacle displaying information or materials are not to be touched. Garbage and debris identified and generated from "restricted access" rooms shall be placed in specified waste collection locations and is to be disposed of in the appropriate manner for such waste.

Rooms marked with **"NO CLEANING"** signs are not to be entered under any circumstances.

Any area(s) designated as "restricted access" will remain so, unless otherwise changed by the Department Representative. The Contractor's employees will be accompanied by staff when cleaning is required in any of these areas. The Department Representative may deem as it becomes necessary any area(s) restrictive or non-restrictive without notification to the Contractor.

## **10. WASTE MANAGEMENT**

- 10.1. The Contractor shall use the waste disposal unit located at the rear of each site (if available) for disposal of debris, trash and unsuitable recyclable materials collected under this contract. The Contractor will be responsible to sort their own materials and put into the appropriate waste container(s)<sup>4</sup>.
- 10.2. The Contractor shall be responsible to take all necessary measures to comply with the requirements of the federal and provincial environmental protection agencies, City by-laws, the waste management act, r.s.b.c. 1996, c. 482, as amended and any other applicable acts and regulations in respect to air, earth and water pollutants<sup>5</sup>.
- 10.3. The Contractor shall be responsible for transporting trash, compost and recycling from the building receptacles to the designated trash, compost and recyclable dumpsters, ensuring that exterior dumpster storage is kept locked and secured. The Contractor shall transport all materials in such a way that no residue is left along the path from leaking bags. The City shall work with the Contractor to provide training for all trash, compost and recyclable dumpster locations.
- 10.4. The Contractor shall abide by all the City/library's policies regarding its compost and recycling program. The program may change from time to time throughout the life of the agreement because of best practices, the City and/or government policy changes, and amendments to the law. currently, the City/library recycles paper, cans, plastics and corrugated cardboard.
- 10.5. Recycling containers are strategically located throughout the building to facilitate the recycling effort. Additional containers for paper are located at desk-side workstations. all public space containers shall be collected on a daily basis.

## **11. SPECIAL EVENTS OR EMERGENCY CALLOUTS**

### **11.1. Special event:**

The Contractor shall also provide cleaning personnel for special events. The Site shall make all reasonable attempts of notification of any non-scheduled work assignment(s) to the Contractor at least forty-eight (48) hours before the start of such special event. Special events and the number of cleaning staff required for service at each site will be determined and scheduled by the library. The Contractor shall ensure that the rooms/areas are completely cleaned for the function. Cleaning costs associated with special functions shall be considered as Extra Work to the contract and is to be invoiced separately. Cleaning required to maintain conference rooms, meeting rooms, lecture rooms, etc. be used under normal designated use will not be considered as extra work.

### **11.2. Emergency Callouts:**

<sup>4</sup> Failure to do so may result in additional charges to have it done by others for which costs shall be assessed back to the Contractor. The Contractor is solely responsible for any and all damages done or regulations violated in the disposal of waste materials and for any other actions which the Contractor performs.

<sup>5</sup> The Contractor warrants that it will not produce or discharge in any manner or form, directly or indirectly, chemicals or toxic substances into the environment and that all equipment used will not pose a hazard to, or harm or adversely affect anyone coming into contact with it and covenants and agrees to provide the City with an environmental plan (where applicable), acceptable to the City, which plan shall outline the procedures to be followed by the Contractor to prevent the production or discharge of chemicals or toxic substances into the environment and the actions to be taken should the discharge occur.

The Contractor shall maintain a 365/24/7 emergency service for the duration of the contract. The Contractor shall provide emergency cleaning personnel on an “as required” basis at any of the buildings listed in this RFQ. This service may be requested at any time day or night, weekends and statutory holidays. Normally, the services of one cleaner is required to handle emergency callouts, but two or more personnel shall be made available to respond in the shortest time possible, but no more than two (2) hours of receiving the call.

**[END OF PAGE]**

## SCHEDULE A-1 – SITE DESCRIPTIONS

### **PACKAGE A - CITY CENTRE LIBRARY**

**Location:** 10350 University Drive, Surrey, British Columbia

**Estimated floor area:** 77,000 square feet

#### **Hours of Operation:**

Monday to Friday: 9:00 am to 9:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 10:00 – 5:00 pm

The areas to be serviced include, but not limited to the following:

#### **First floor**

- Welcome desk (get a library card, accounts, etc.)
- Ask me Desk (information services and help with research)
- Elevators (2 public and 1 service elevators)
- Elevator Lobby (P1)
- Public Washrooms
  - Women's (3 toilets and 2 sinks)
  - Men's (1 toilet, 1 sink, 2 urinals)
  - Universal Washroom (1 sink, 1 toilet,)
  - Washroom for boys and girls (2 toilets, 2 sinks, parent's room with changing table only)
- New book display area
- Children's section
- Coffee shop (Café Central)
- Large community multipurpose room (capacity 120 people)
- Accessibility Lounge (reading and lounging area)
- Accessibility Services (services for persons with disabilities)
- Staff workroom – Circulation area (includes 2 offices and 1 staff washroom. Washroom has 1 sink and toilet)
- Staff Kitchenette

#### **Second floor**

- World languages collection
- Study and reading spaces
- Four small group study rooms/consultation rooms
- Meditation room
- Adult fiction collection
- Computer Learning Centre with 14 computers
- Ask Me Desk (information services and help with research)
- Public Washrooms
  - Women's (3 toilets and 2 sinks)
  - Men's (1 toilet, 2 sinks, 1 urinal)
  - Staff workroom with 1 office and kitchen and 2 washrooms (2 toilets, 2 sinks and 1 shower)

#### **Third floor**

- Living room reading lounge



- Quiet and silent study areas
- Non-fiction collection
- Teen lounge and gaming area
- Two small study/consultation rooms
- Administration area:
  - Staff working spaces
  - 8 offices
  - Photocopier room
  - Small kitchenette
  - 2 washrooms (2 sinks and 2 toilets)
- Ask Me Desk (information services and help with research)
- Public Washrooms
  - Women's (3 toilets, 2 sinks)
  - Men's (1 toilet, 2 sinks, 1 urinal)

#### **Fourth Floor**

- Continuation of the non-fiction collection
- Study and reading spaces
- Community Meeting Rooms: (4 rooms, capacity between 26 to 60 people)
- Public Washrooms
  - Women's (4 toilets, 2 sinks)
  - Men's (1 toilet, 1 sink, 1 urinal)

#### **PACKAGE B – CLOVERDALE LIBRARY**

**Location:** 5642 172A Street, Surrey, British Columbia

**Estimated floor area:** 11,000 square feet, over 2 floors

#### **Hours:**

Monday to Thursday: 9:30 am to 8:00 pm

Friday: 9:30 am – 5:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 1:00 pm – 5:00 pm

The areas to be serviced include, but not limited to the following:

#### **First Floor:**

- Welcome/ Service desk (get a library card, accounts, etc.)
- 8 Enclosed Workstations/ 3 closed offices
- 5 Open Workstations / workspaces
- Circulation work room
- Kitchenette / photocopier room
- Staff entrance, lockers and closets
- Corridor to youth services office and staff washrooms
- Staff staircase leading to second floor / staff lunchroom.
- Public entrance and lobby
- Children's department
- Adult fiction collection
- Adult non-fiction collection
- Public computers and printer release station
- Reading / newspaper lounge
- Magazine and newspaper collections

- Holds for the public
- Public staircase leading to the second floor
- Public Washrooms
  - Women's (4 toilets and 2 sinks)
  - Men's (2 toilets, 2 sinks, 2 urinals)
  - Staff (2 toilets and 2 sinks)

**Second Floor:**

- Family History Collection and microfilm readers
- Teen collection
- Adult book club kits
- Staff workstation x 1
- Public study tables and study bars
- Public computers and print release station
- Staff kitchen and lunch room
- All public areas in the library
- Electrical closet
- Meeting Room - public
- Staff small meeting room beside work desk
- Public Washroom
  - Women's (2 toilets and 2 sinks)
  - Men's (1 toilet, 1 urinal, 1 sink)

**PACKAGE C - FLEETWOOD LIBRARY**

**Location:** 15996 - 84 Avenue, Surrey, BC V4N 0W1

**Estimated floor area:** 11,000 square feet

**Hours:**

Monday to Thursday: 9:30 am to 9:00 pm

Friday: 9:30 am – 5:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 10:00 am – 5:00 pm

The areas to be serviced include, but not limited to the following:

- Welcome/ Service desk (get a library card, accounts, etc.)
- 7 Enclosed Workstations/4 Closed Offices
- 6 Open Workstations / Cubicles
- Circulation Room behind the Welcome/Service Desk
- Staff Work Area
- Staff lunch room/ kitchen
- Kitchenette behind staff entrance
- Corridors/Hallways
- All public areas in the library
- Study tables and study bar along windows
- Public Computers and 2 print release stations
- Adult non-fiction
- Adult fiction
- DVD unit
- Teen collection and sitting area

- Newspaper and magazine area
- Children's department and collection
- Storage Areas and Closets
- Meeting Room
- Public Washrooms
  - Women's (4 toilets and 2 sinks)
  - Men's (2 toilets, 2 sinks, 2 urinals)
  - Staff (1 toilet and 1 sinks)

**PACKAGE D - OCEAN PARK LIBRARY**

**Location:** 12854 - 17th Avenue, Surrey, BC V4A 1T5

**Estimated floor area:** 6,500 square feet

**Hours:**

Monday to Thursday: 9:00 am to 8:00 pm

Friday: 9:00 am – 5:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 1:00 pm – 5:00 pm

The areas to be serviced include, but not limited to the following:

- Public Entrance Areas
- Lobby, Foyer and Reception Areas
- All Public Areas in the Library
- Enclosed Workstations / Closed Offices
- Open Workstations / Cubicles
- Staff Kitchen and Locker Room
- Kitchenette in Meeting Room
- Corridors / Hallways
- Storage Areas and Closets
- Circulation Workroom
- Public Service Desks Area
- Meeting Rooms
- Public and Staff Washrooms
  - Men's (1 urinal, 1 sink, 1 toilet)
  - Women's (2 toilets, 2 sinks)
  - Accessible (1 toilet, 1 sink, 1 baby changing table)
  - Staff (1 toilet, 1 sink)

**PACKAGE E - SEMIAHMOO LIBRARY**

**Location:** 1815 - 152<sup>nd</sup> Street, Surrey, BC V4A 9Y9

**Estimated floor area:** 22,000 square feet

**Hours:**

Monday to Thursday: 9:30 am to 9:00 pm

Friday: 9:30 am – 5:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 10:00 am – 5:00 pm

**NOTE:** Services for the RCMP District Office is **NOT** included in this RFQ.

The areas to be serviced include, but not limited to the following:

**All Internal & Public Staircases  
Elevator, including elevator door tracks on all levels  
Underground Level (by Elevator and Underground Parking)**

**Ground Level:**

- Public entrance area
- Lobby

**Level 1; First Floor (Meeting Room and Hall Floor):**

- Meeting Room
- Kitchenette in Meeting Room
- Storage Rooms in Meeting Room
- Hall
- Area in front of elevator
- Public Washrooms
  - Men's (1 urinal, 1 toilet, 2 sinks)
  - Women's (2 toilets, 2 sinks)

**Level 2; Second Floor (Library Floor):**

- Area in front of elevator
- Reception and Lobby Areas
- General Circulation Workroom and Sink
- Enclosed Workstations / Closed Offices
- Open Workstations / Cubicles
- Computer Classroom
- Quiet Study Room
- Small Meeting Room (Think Tank)
- All Public Areas in the Library
- Children's section
- Living Room / Lounge Seating
- Corridors / Hallways
- Public Washrooms
  - Men's (2 toilets, 2 urinals, 2 sinks)
  - Women's (3 toilets, 2 sinks)
  - Accessible (1 toilet, 1 sink, 1 change table)

**Level 3; Mezzanine (Staff Floor)**

- Area in front of elevator
- Corridors / Hallways
- Enclosed Workstations / Closed Offices
- Open Workstations / Cubicles
- Locker Rooms
- Staff Lounge and Kitchen
- Staff Washrooms
  - Men's (1 toilet, 1 sink)
  - Women's (1 toilet, 1 sink)

## SCHEDULE A-2 – REGULAR CLEANING TASK SERVICES SCHEDULE

### PACKAGE A – CITY CENTRE LIBRARY

AREA	DAILY TASK	DESCRIPTION
<b>Staff &amp; public areas (Foyers, waiting areas, offices rooms and corridors)</b>	Carpets	Vacuum all public and staff main traffic areas
		Spot clean carpet stains, mats including corners and edges.
	Non-carpeted stairwell & flooring	Sweep and wet mop all non-carpet flooring in staff and public areas
	Receptacle bins (recycling/garbage/compost)	Empty, clean all waste receptacle containers
		Replace lining bags
		Spot clean exterior of the bins and wall behind them
	Furniture (chairs, tables, file cabinets, desks and book shelves)	Transport recyclables to designated location
		Spot clean/damp dust furniture, frames, file cabinets, bookcases. Spot clean fabric and all markings on furniture.
	Windows and Plexiglass	Clean telephones using germicide detergent.
		Dusting the window ledges in common areas
		Spot clean all Clean entrance (s) glass
	Doors	Spot clean walls, doors, woodwork, partitions, study tables and remove any graffiti, etc.
		Spot clean glass surfaces in walls and doors frames
	Water fountains	Clean water fountains with germicide detergent
Elevators	Clean all surfaces of escalators and elevators. This includes elevator /escalator walls and tracks in elevator.	
Stairways	Clean handrails, ledges etc.	
	Clean stairs, risers, and landings	
Light fixtures and Vents	Report all flickering, burnt out lights	
<b>Washrooms (All public and private washrooms, and other areas where sinks are installed)</b>	Counter tops, sinks, showers & mirrors	Clean and disinfect using approved germicidal detergent
		Clean all mirrors, brightwork, etc.
	Toilets, toilet seats & urinals	Clean and disinfect all exposed surfaces using disinfectant, de-scale toilets and urinals
	Receptacle bins	Remove liners, clean all sanitary and waste receptacles with germicidal detergent and replace with new liners.
		Clean all receptacles, dispensers and tissue, cup, etc., holders with germicidal detergent and restock
	Floor	Clean, wet mop all floor surfaces with germicidal detergent
	Walls, dividers & doors	Clean and sanitize all door handles and plates
		Spot clean any markings or stains on walls, partitions, tiles, etc. Leave note if marking persists.
Dispensers & supplies	Refill Supplies (soap and toilet paper)	
	Wipe and sanitize dispensers	
Plumbing	Minor plumbing if plugged	
	Leave note if any plumbing problem persists	
<b>Kitchens (staff room and meeting rooms)</b>	Kitchen Cabinetry	Clean countertops, sinks and surrounding walls
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Vacuum and spot clean
	Furniture	Wipe and clean all tabletops
Wipe and spot clean all chairs and sofas		
<b>Storage Rooms (including janitorial room)</b>	Floors	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls and shelves	Keep clean and organized
	General	WHIMS/MSDA binder is accessible in Janitorial Closet
Maintain equipment and label all chemicals		

**PACKAGE A – CITY CENTRE LIBRARY**

AREA	DAILY TASK	DESCRIPTION
		Storage areas must be cleaned and kept tidy at the end of shift
Building Exterior		Litter pick up/waste removal/ashtrays cleaned
		Clean entrances, stairs, alcoves etc.
		Clean walkways,

**PACKAGE A – CITY CENTRE LIBRARY**

AREA	WEEKLY TASK	DESCRIPTION
Staff and public areas	Walls & ledges	Clean all horizontal ledges below 2 meters including radiators, baseboards, sills, partitions, etc.
		Dust and clean countertops of all public service desks
	Vertical Surfaces, High Cleaning to Window Sills	Dust, clean all pictures, frames, etc.
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
	Book drop bins (staff area)	Vacuum all book drop bins
	Kitchen	Clean all metal and painted surfaces including door hardware, handrails, files, vents, exterior of refrigerators, microwaves, and stove.
		Clean exterior of refrigerator, microwave, and stove
Washrooms	Floors, mirrors, walls	Maintain water level in floor drains weekly where required
		Scrub floors, apply seal and/or finish
Janitorial Rooms		Clean floors, sinks, walls shelves, equipment, etc.

**PACKAGE A – CITY CENTRE LIBRARY**

AREA	MONTHLY TASK	DESCRIPTION
Storage Areas and Basements		High dust to overhead beams, ledges, pipes etc.
		Dust light fixtures
All resilient and non Resilient floors		Scrub clean burnish as required
		Scrub clean, apply finish to wear areas, burnish as required
Vertical Surfaces, High Cleaning to Windowsills		Clean all pictures, frames, etc.
		Clean all exposed pipes, wall louvres, clocks fire bells, extinguishers, cabinets door names, etc.

**PACKAGE B – CLOVERDALE LIBRARY**

AREA	DAILY TASK	DESCRIPTION
<b>Staff &amp; Public Areas</b> (incl. elevators)	Carpets	Vacuum all public and staff main traffic areas, including stairs.
	Flooring	Sweep and wet mop all non-carpet flooring in staff areas and public areas (kitchen and stairwell to second floor).
		Clean & sanitize stairwell handrails.
	Receptacle Bins (Recycling/garbage/compost)	Empty all garbage, recycling and compost bins, replace liners and spot clean exteriors.
	Furniture	Wipe down all table tops and countertops in the public areas.
	Doors	Clean all metal and painted surfaces including handrails.
		Clean all glass in door frames and front entrance doors.
	Elevator	Clean all surfaces of elevator, including tracks, handles and buttons on wall.
Mop floor. Spot clean as necessary.		
Water Fountain	Clean water fountain with germicide detergent.	
<b>Washrooms</b> (staff & public)	Sinks, counter tops & mirrors	Clean and sanitize.
	Toilets & urinals	Clean and sanitize.
	Receptacle bins	Empty, replace liner and spot clean exterior.
	Floor	Sweep and wet mop.
	Walls, dividers & doors	Clean and sanitize all door handles and plates.
		Spot clean any markings or stains on walls, dividers or doors, including graffiti.
	Dispensers & supplies	Refill supplies (soap, toilet paper and toilet paper), and batteries (as needed)
Wipe and sanitize dispensers		
Plumbing	Minor plumbing if plugged.	
	Leave note if any plumbing problem persists.	
<b>Kitchens</b> (meeting room upstairs, staff kitchen downstairs)	Kitchen cabinetry	Clean countertops, sinks and surrounding walls.
	Receptacle bins	Empty all garbage, recycling and compost bins, replace liners and spot clean exteriors.
	Floor	Sweep and wet mop.
	Furniture	Wipe and clean all table tops.
Wipe and spot clean all chairs and sofas.		
<b>Storage rooms</b> (including Janitorial closet)	Floor	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls, shelves	Keep clean and organized
	General	WHIMIS/MASDA binder is accessible in Janitorial closet
		Maintain equipment.
		Storage areas must be cleaned and kept tidy at the end of the shift.

**PACKAGE B – CLOVERDALE LIBRARY**

AREA	WEEKLY TASK	Description
<b>Staff &amp; public areas</b>	Doors	Clean & sanitize doors including glass and handles
	Books	Dust bottom row of books in all collection areas using duster
	Book shelves	Dust all book shelves, including the tops of the shelves and the tops of the books on the shelves

**PACKAGE B – CLOVERDALE LIBRARY**

AREA	WEEKLY TASK	Description	
	Bins	Scrub interior of garbage, recycling, and compost bins (large and small)	
	Carpets – non-high traffic	Vacuum under desks and footrests, under furniture and around/behind bins	
	Walls & ledges		Spot clean all vertical surfaces below 2 meters, e.g. Baseboards, sills and walls
			Dust and clean countertops of all public service desks
	Book drop bins (staff area)	Vacuum all 3 book drop bins and book drop closet	
	Furniture	Spot clean furniture as required	
<b>Washrooms</b>	Washroom walls (tile & partitions)	Clean and wipe down all doors, partitions and tiled washroom walls	
<b>Kitchens</b>	Appliances	Clean exterior of refrigerator and microwave	

**PACKAGE B – CLOVERDALE LIBRARY**

AREA	MONTHLY TASK	Description
<b>Staff &amp; public areas</b>	Displays	Dust underneath plexiglass book displays
	Furniture	Wet wipe all vinyl furniture and vacuum the creases in all soft furniture.
	Blinds	Dust and damp clean horizontal blinds
	Light fixtures	Dust light fixtures
	Carpets	Spot clean carpet stains 1 <sup>st</sup> of every month
<b>Kitchens</b>	Appliances	Inspect behind the fridge and clean if necessary
<b>Windows</b>	Interior glass	Clean partition and interior glass (lower panels to 7' height level) including main public entrance doors and security gates.

**PACKAGE C – FLEETWOOD LIBRARY**

AREA	DAILY TASK	Description	
<b>Staff &amp; public areas</b>	Carpets	Vacuum all public and staff main traffic areas	
	Flooring	Sweep and wet mop all non-carpet flooring in staff areas (kitchens and staff door entrance areas)	
	Bins (recycling/garbage/compost)		Empty all garbage, recycling, and compost bins
			Replace lining bags
			Spot clean exterior of bins
	Furniture		Wipe down all table tops and desks in the public areas
Doors		Clean all metal and painted surfaces including handrails	



**PACKAGE C – FLEETWOOD LIBRARY**

AREA	DAILY TASK	Description
		Clean all glass in door frames and front entrance doors
	Water Fountain	Clean water fountain with germicide detergent
<b>Washrooms</b> (staff & public)	Sinks, counter tops & mirrors	Clean and sanitize
	Toilets & urinals	Clean and sanitize
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Sweep and wet mop
	Change tables	Clean and sanitize interior and exterior
	Walls, dividers & doors	Clean and sanitize all door handles and plates
		Spot clean any markings or stains on walls, dividers or doors
	Dispensers & supplies	Refill supplies (soap, paper towels and toilet paper)
Wipe and sanitize dispensers		
Plumbing	Minor plumbing if plugged	
	Leave note if any plumbing problem persists	
<b>Kitchens</b> (meeting room, staff)	Kitchen cabinetry	Clean countertops, sinks and surrounding walls
	Receptacle bins	Empty all garbage, recycling and compost bins
		Empty, replace liners and spot clean exteriors
	Floor	Vacuum daily
	Furniture	Wipe and clean all table tops
Wipe and spot clean all chairs and sofas		
<b>Storage rooms</b> (including Janitorial closet)	Floor	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls, shelves	Keep clean and organized
	General	WHIMS/MASDA binder is accessible in Janitorial Closet
		Maintain equipment
		Storage areas must be cleaned and kept tidy at the end of the shift

**PACKAGE C – FLEETWOOD LIBRARY**

AREA	WEEKLY TASK	Description
<b>Staff &amp; public areas</b>	Doors	Clean & sanitize doors including glass and handles
	Books	Dust bottom row of books in all collection areas using duster
	Book shelves	Dust all book shelves, including the tops of the shelves and the tops of the books on the shelves
	Bins	Scrub interior of garbage, recycling, and compost bins (large and small)
	Carpets – non-high traffic	Vacuum under desks and footrests, under furniture and around/behind bins
	Walls & ledges	Spot clean all vertical surfaces below 2 meters, e.g. Baseboards, sills and walls
		Dust and clean countertops of all public service desks
	Book drop bins (staff area)	Vacuum all 3 book drop bins and book drop closet
Furniture	Spot clean marking on public furniture	

**PACKAGE C – FLEETWOOD LIBRARY**

AREA	WEEKLY TASK	Description
Washrooms	Washroom walls (tile & partitions)	Clean and wipe down all doors, partitions and tiled washroom walls
Kitchens	Appliances	Clean exterior of refrigerator and microwave

**PACKAGE C – FLEETWOOD LIBRARY**

AREA	MONTHLY TASK	Description
Staff & public areas	Displays	Dust underneath plexiglass book displays
	Furniture	Wet wipe all vinyl furniture and vacuum the creases in all soft furniture.
	Blinds	Dust and damp clean horizontal blinds
	Light fixtures	Dust light fixtures
	Carpet	Spot clean carpet stains 1 <sup>st</sup> of every month
Kitchens	Appliances	Inspect behind the fridge and clean if necessary
Windows	Interior glass	Clean partition and interior glass (lower panels to 7' height level) including main public entrance doors and security gates.

**PACKAGE D – OCEAN PARK LIBRARY**

AREA	DAILY TASK	DESCRIPTION
Staff & public areas (Foyers, waiting areas, offices rooms and corridors)	Carpets	Vacuum all public and staff main traffic areas
		Spot clean carpet stains, mats including corners and edges.
	Non-carpeted stairwell & flooring	Sweep and wet mop all non-carpet flooring in staff and public areas.
	Bins (recycling/garbage/compost)	Empty all garbage, recycling, and compost bins
		Replace lining bags
		Spot clean exterior of the bins and wall behind them
	Furniture (chairs, tables, file cabinets, desks and book shelves)	Spot clean/damp dust furniture, file cabinets, book cases, credenzas, TV's. Spot clean fabric and all markings on furniture.
Clean telephones using germicide detergent.		
Clean water fountains with germicide detergent		
Washrooms	Counter tops Sinks & mirrors	Clean and disinfect sinks, showers, tubs, using approved germicidal detergent Clean all mirrors, brightwork, etc.
	Toilets, toilet seats & urinals	clean and disinfect all exposed surfaces using disinfectant de-scale toilets seats and urinals using germicide detergent
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Sweep, damp mop and sanitize
	Walls, dividers & doors	Clean and sanitize all door handles and plates

**PACKAGE D – OCEAN PARK LIBRARY**

AREA	DAILY TASK	DESCRIPTION
		Spot clean any markings or stains on walls, partitions, tiles, etc. Leave note if marking persists.
	Dispensers & supplies	Refill Supplies (soap and toilet paper) Wipe and sanitize dispensers
	Plumbing	Minor plumbing if plugged Leave note if any plumbing problem persists
	Bins (recycling/garbage/compost)	Remove liners, clean all sanitary and waste receptacles with germicidal detergent and replace with new liners. Clean all receptacles, dispensers and tissue, cup, etc., holders with germicidal detergent and restock.
<b>Kitchens</b> (staff room and meeting room)	Kitchen Cabinetry	Clean countertops, sinks and surrounding walls
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Vacuum and spot clean - <i>Sweep, damp mop</i>
	Furniture	Wipe and clean all table tops Wipe and spot clean all chairs and sofas
<b>Storage Rooms</b> (including janitorial room)	Floors	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls and shelves	Keep clean and organized
	General	WHIMS/MSDA binder is accessible in Janitorial Closet Maintain equipment and label all chemicals
		Storage areas must be cleaned and kept tidy at the end of shift

**PACKAGE D – OCEAN PARK LIBRARY**

AREA	WEEKLY TASK	DESCRIPTION	
<b>Staff &amp; public areas</b>	Bins (recycling/garbage/compost)	Clean the exterior of regular size and larger indoor recycling and composting bins – as necessary	
	Carpets		Vacuum under bookshelves
			Vacuum under desks and footrests, and behind bins
	Furniture (chairs, tables and desks)		Spot clean all arm chairs
			Wipe markings off desks in the public area as necessary
	Walls & ledges		Clean all vertical surfaces below 2 meters, including radiators, baseboards, sills, and partitions, etc.
			Dust and clean countertops of all public service desks
	Doors. Window		Clean all metal and painted surfaces including door hardware, handrails, grills, vents, exterior of refrigerators, microwaves.
			Clean entrance(s) glass
			Dust, damp clean and vacuum venetian blinds/vertical blinds/curtains
	Vertical Surfaces, High Cleaning to Window Sills		Dust, clean all pictures, frames, etc.
			High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.	
		High dust to overhead beams, ledges, pipes, etc. Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.	

**PACKAGE D – OCEAN PARK LIBRARY**

AREA	WEEKLY TASK	DESCRIPTION
Staff area	Book drop bins (staff area)	Vacuum all book drop bins
	Non-carpeted flooring	Sweep and vacuum staff stairwell
		Clean and sanitize stairwell handrails
Kitchen	Clean exterior of refrigerator, microwave and stove	

**PACKAGE D – OCEAN PARK LIBRARY**

AREA	MONTHLY TASK	DESCRIPTION
Staff & public areas	Doors	Clean & sanitize doors and glass, as well as handles
	Books	Dust bottom row of books in all collection areas using duster
	Bins	Scrub and disinfect interior garbage, recycling, and compost bins (large and small)
	Blinds	Dust and damp clean horizontal blinds
	Book shelves	Dust top of book shelves
	Floors	Scrub clean burnish, apply finish to wear areas
Kitchens	Appliances	Inspect behind the fridge and stove and clean if necessary
	Cabinets	Wipe and clean cabinet doors and top
Washrooms	Walls (tiles & partitions)	Clean and wipe down all doors, partitions and tiled washroom walls
	Light fixtures	Dust light fixtures

**PACKAGE E - SEMIAHMOO LIBRARY**

AREA	DAILY TASK	DESCRIPTION
Staff & public areas (Foyers, waiting areas, offices rooms and corridors)	Carpets	Vacuum all public and staff main traffic areas
		Spot clean carpet stains, mats including corners and edges.
	Non-carpeted stairwell & flooring	Sweep and wet mop all non-carpet flooring in staff and public areas
	Bins (recycling/garbage/compost)	Empty all garbage, recycling, and compost bins
		Replace lining bags
		Spot clean exterior of the bins and wall behind them
	Furniture (chairs, tables, file cabinets, desks and book shelves)	Spot clean/damp dust furniture, frames, file cabinets, book cases. Spot clean fabric and all markings on furniture.
Windows	Clean telephones using germicide detergent.	
Washrooms	Counter tops Sinks & mirrors	Dusting the window ledges in common areas
		Clean and disinfect using approved germicidal detergent
	Toilets, toilet seats & urinals	Clean all mirrors, brightwork, etc.
		clean and disinfect all exposed surfaces using disinfectant de-scale toilets and urinals
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Sweep, damp mop and sanitize
	Walls, dividers & doors	Clean and sanitize all door handles and plates
		Spot clean any markings or stains on walls, partitions, tiles, etc. Leave note if marking persists.
	Dispensers & supplies	Refill Supplies (soap and toilet paper)
		Wipe and sanitize dispensers
Plumbing	Minor plumbing if plugged	

**PACKAGE E - SEMIAHMOO LIBRARY**

AREA	DAILY TASK	DESCRIPTION
		Leave note if any plumbing problem persists
	Bins (recycling/garbage/compost)	Remove liners, clean all sanitary and waste receptacles with germicidal detergent and replace with new liners. Clean all receptacles, dispensers and tissue, cup, etc., holders with germicidal detergent and restock.
Stairways, Elevators	Stairs	Clean stairs, risers and landings Clean handrails, ledges, etc.
	Carpets	Vacuum carpeted areas
	Elevators	.Clean all surfaces of elevators and floor
Kitchens (staff room and meeting room)	Kitchen Cabinetry	Clean countertops, sinks and surrounding walls
	Receptacle bins	Empty, replace liner and spot clean exterior
	Floor	Vacuum and spot clean
	Furniture	Wipe and clean all table tops Wipe and spot clean all chairs and sofas
Storage Rooms (including janitorial room)	Floors	Sweep and make sure floors/pathways are clear of supplies and materials
	Sink, walls and shelves	Keep clean and organized
	General	WHIMS/MSDA binder is accessible in Janitorial Closet
		Maintain equipment and label all chemicals
		Storage areas must be cleaned and kept tidy at the end of shift

**Note:** cleaning includes causes such as bodily fluids (saliva, blood, vomit, urine, feces, etc.)

**PACKAGE E - SEMIAHMOO LIBRARY**

AREA	WEEKLY TASK	DESCRIPTION
Staff & public areas	Bins (recycling/garbage/compost)	Clean the exterior of regular size and larger indoor recycling and composting bins
	Carpets	Vacuum under bookshelves
		Vacuum under desks and footrests, and behind bins
	Furniture (chairs, tables and desks)	Spot clean all arm chairs
		Wipe markings off desks in the public area as necessary
	Walls & ledges	Spot clean all vertical surfaces below 2 meters, e.g. Baseboards, sills, partitions, fireplace and walls
		Dust and clean countertops of all public service desks
	Doors, Window	Clean all metal and painted surfaces including grills and vents
		Spot clean plexiglass Clean entrance(s) glass Clear any debris on bottom door tracks on two 152 St doors, Loading bay door, elevator all levels
		Vertical Surfaces, High Cleaning to Window Sills
		Dust, clean all pictures, frames, etc.
		High dust to overhead beams, ledges, pipes, etc.
		Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.
High dust to overhead beams, ledges, pipes, etc.		
	Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.	
Washrooms	Floors, mirrors, walls	Damp mop all floors with disinfectant solution, metal and mirrors of restroom walls.

**PACKAGE E - SEMIAHMOO LIBRARY**

<b>AREA</b>	<b>WEEKLY TASK</b>	<b>DESCRIPTION</b>
Staff area	Book drop bins (staff area)	Vacuum all book drop bins
	Non-carpeted stairwell & flooring	Sweep and vacuum staff stairwell
		Clean and sanitize stairwell handrails
	Kitchen	Clean exterior of refrigerator, microwave and stove
		High dust to overhead beams, ledges, pipes, etc.
Clean all exposed pipes, wall louvres, clocks, fire bells, fire extinguishers, cabinets, door names, etc.		

**[END OF PAGE]**

**SCHEDULE A-3 – PROJECT CLEANING TASK SERVICES SCHEDULE**

**SCHEDULE A-4 – REGULAR CLEANING TASK AND GREEN CLEANING SERVICES  
GUIDELINES**

**SCHEDULE A-5 – PROJECT CLEANING TASK AND GREEN CLEANING SERVICES  
GUIDELINES**

Schedules **A-3**, **A-4** and **A-5** may be viewed and/or downloaded from the City of Surrey Managed File Transfer (MFT) link below, enter the logon and password when prompted, locate folder 1220-040-2024-025 and proceed.

Hostname: <https://mft.surrey.ca>

Login ID: surreybid

Password: Welcome (Click on Login)

Locate Folder: 1220-040-2024-025



**SCHEDULE B – QUOTATION**

RFQ Title: Janitorial Services - 5 Library Branches

RFQ No: 1220-040-2024-025

**CONTRACTOR**

**Legal Name:** \_\_\_\_\_

**Contact Person and Title:** \_\_\_\_\_

**Business Address:** \_\_\_\_\_

**Business Telephone:** \_\_\_\_\_

**Business Fax:** \_\_\_\_\_

**Business E-Mail Address:** \_\_\_\_\_

**CITY OF SURREY**

City Representative: Sunny Kaila, Manager, Procurement Services

E-mail for PDF Files: [purchasing@surrey.ca](mailto:purchasing@surrey.ca)

1. If this Quotation is accepted by the City, a contract will be created as described in:
  - (a) the Agreement;
  - (b) the RFQ; and
  - (c) other terms, if any, that are agreed to by the parties in writing.
  
2. Capitalized terms used and not defined in this Quotation will have the meanings given to them in the RFQ. Except as specifically modified by this Quotation, all terms, conditions, representations, warranties and covenants as set out in the RFQ will remain in full force and effect.
  
3. I/We have reviewed the RFQ Attachment 1 – Agreement – Goods and Services. If requested by the City, I/we would be prepared to enter into that Agreement, amended by the following departures (list, if any):

<b>Section</b>	<b>Requested Departure(s)</b>
_____	_____
_____	_____



**Please State Reason for the Departure(s):**

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4. The City requires that the successful Contractor have the following in place **before providing the Goods and Services**:
- (a) Workers' Compensation Board coverage in good standing and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided, Workers' Compensation Registration Number \_\_\_\_\_;
  - (b) Prime Contractor qualified coordinator is Name: \_\_\_\_\_ and Contact Number: \_\_\_\_\_;
  - (c) Insurance coverage for the amounts required in the proposed Agreement as a minimum, naming the City as additional insured and generally in compliance with the City's sample insurance certificate form available on the City's Website at [www.surrey.ca](http://www.surrey.ca) search [Standard Certificate of Insurance](#);
  - (d) City of Surrey or Intermunicipal Business License: Number \_\_\_\_\_;
  - (e) If the Contractor's Goods and Services are subject to GST, the Contractor's GST Number is \_\_\_\_\_; and
  - (f) If the Contractor is a company, the company name indicated above is registered with the Registrar of Companies in the Province of British Columbia, Canada, Incorporation Number \_\_\_\_\_.

As of the date of this Quotation, we advise that we have the ability to meet all of the above requirements **except as follows** (list, if any):

**Requested Departure(s):**

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**Please State Reason for the Departure(s):**

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5. The Contractor acknowledges that the departures it has requested in Sections 3 and 4 of this Quotation will not form part of the Agreement unless and until the City agrees to them in writing by initialing or otherwise specifically consenting in writing to be bound by any of them.

**Changes and Additions to Specifications:**

6. In addition to the warranties provided in the Agreement, this Quotation includes the following warranties:

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7. I/We have reviewed the RFQ Attachment 1, Schedule A – Specifications of Goods and Scope of Services. If requested by the City, I/we would be prepared to meet those requirements, amended by the following departures and additions (list, if any):

**Requested Departure(s)**

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**Please State Reason for the Departure(s):**

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**Fees and Payments**

8. The Contractor offers to supply to the City of Surrey the Goods and Services for the prices plus applicable taxes as follows:

<b>TABLE 1 – CONTRACT SERVICES FIXED FEE SCHEDULE</b>					
<b>Category</b>	<b>Enter Estimated# of Cleaning Personnel Provided</b>	<b>Enter Estimated Total Monthly Cleaning Service Hours</b>	<b>Enter Hourly Rate (per billable hour)</b>	<b>Enter Price per Month (3) X (4)</b>	<b>Enter Estimated Amount per year Per Month x 12)</b>
(1)	(2)	(3)	(4)	(5)	(6)
<b>1. LABOUR (CLEANING PERSONNEL)</b>					
A. City Centre Library			\$	\$	\$
B. Cloverdale Library			\$	\$	\$
C. Fleetwood Library			\$	\$	\$
D. Ocean Park Library			\$	\$	\$
E. Semiahmoo Library			\$	\$	\$
<b>SECTION 1. TOTAL (LABOUR):</b>					\$
<b>2. MATERIALS (CLEANING SUPPLIES)</b> <i>(Refer to Section 4.4 (a) of Schedule A)</i>				<b>Enter Price / Month</b>	<b>Enter Estimated Amount per year</b>
A. City Centre Library				\$	\$
B. Cloverdale Library				\$	\$
C. Fleetwood Library				\$	\$
D. Ocean Park Library				\$	\$

E. Semiahmoo Library	\$	\$
<b>SECTION 2. TOTAL (MATERIALS):</b>		\$
<b>SUB-TOTAL (SECTION 1. LABOUR &amp; SECTION 2. MATERIALS):</b>		\$
<b>GST (5%):</b>		\$
<b>TOTAL QUOTATION PRICE:</b>		\$

There are no additional fees to be paid to the Contractor other than the hourly rates charged for hours worked in the categories above. The City will only pay for the cleaning hours provided by the Contractor. Should the scope of work change and necessitate a reduction, the amount paid by the City shall be adjusted by the “price per month” Quotation price. Increases in scope and amount to be negotiated as needed.

The pricing sheet at minimum should cover the scope of Services provided, the expected frequency and the monthly rate. In addition, identify any special services that require separate pricing and scheduling and which are beyond the services highlighted in this RFQ. The pricing sheet can be used as a guide when preparing a response. Standard, agreed upon rates will apply for all hours.

<b>TABLE 2 – OPTIONAL PRICING – MATERIALS (CONSUMABLES)</b>		
<b>1. MATERIALS (CLEANING SUPPLIES)</b> <i>(Refer to Section 4.4(b) of Schedule A)</i>	<b>Enter Price / Month</b>	<b>Enter Estimated Amount per year</b>
A. City Centre Library	\$	\$
B. Cloverdale Library	\$	\$
C. Fleetwood Library	\$	\$
D. Ocean Park Library	\$	\$
E. Semiahmoo Library	\$	\$
<b>SECTION 2. TOTAL (MATERIALS):</b>		\$
<b>SUB-TOTAL (SECTION 1. LABOUR &amp; SECTION 2. MATERIALS):</b>		\$
<b>GST (5%):</b>		\$
<b>TOTAL QUOTATION PRICE:</b>		\$

**NOTE: Optional Pricing - Materials (Consumables):** The City/Library may, at any time, request from the Contractor to furnish, pay for and maintain an adequate inventory of consumable cleaning supplies as listed in Section 4.3 of Schedule A.

**TABLE 3 – PROJECT SERVICES FIXED FEE SCHEDULE**

(Refer to Schedule A-3 – Project Cleaning Task Services Schedule)

**Package A – City Centre Library**

Task Standard #	Work Item	Estimated Frequency (times/yr)	Unit Price	Amount
301	<b>Stairways</b> 1. Dust walls 2. Dust and wash walls 1. Dust walls 2. Dust and wash ceilings Professional scrub/water extract carpet.		\$	\$
302	<b>All Resilient and Non-Resilient Floors</b> Washrooms and all other floors 1. Washrooms (strp, seal and finish) 2. All floors (strp, seal and finish)		\$	\$
303	<b>All Carpet and Matting – All carpet</b> 1. Traffic Lanes 2. Mats 3. All carpet Professional scrub/water extract carpet.		\$	\$
304	<b>Ceilings/Walls</b> 1. Dust walls 2. Wash walls 1. Dust ceilings 2. Wash ceilings		\$	\$
305	<b>Venetian and Vertical Blinds/Curtains</b> Professionally dry clean, wash tracks. <b>Draperies/Tracks</b> Vacuum/dust Professionally dry clean, wash tracks.		\$	\$
306	<b>Vertical Surfaces, high cleaning to window sills.</b> 1. General 2. High Dusting/Cleaning, include light fixtures		\$	\$
307	<b>Furniture</b> Deep clean vinyl 1. Wash/polish furniture – vinyl chairs 2. Professionally clean upholstery 3. Professionally clean fabric dividers		\$	\$
308	<b>Light Fixtures and Vents</b> Wash wall, door and ceiling vents Wash air diffusers Dust air diffusers Wash light fixtures, lenses Wash parabolics		\$	\$
309	<b>Windows and Plexiglas</b> 309.1 Wash inside 309.2 Wash outside Wash partition glass – included with 309.1		\$	\$
310	<b>Pressure Wash exterior walkways</b>		\$	\$
<b>Special Requirement</b>	Sweep and wet mop alarmed, emergency stairwells.		\$	\$
			<b>SUB-TOTAL:</b>	\$
			<b>GST (5%):</b>	\$
			<b>TOTAL PRICE (PACKAGE A):</b>	\$

<b>TABLE 3 – PROJECT SERVICES FIXED FEE SCHEDULE</b> <b>(Refer to Schedule A-3 – Project Cleaning Task Services Schedule)</b>		<b>Package B – Cloverdale Library</b>		
<b>Task Standard #</b>	<b>Work Item</b>	<b>Estimated Frequency (times/yr)</b>	<b>Unit Price</b>	<b>Amount</b>
<b>301</b>	<b>Stairways</b> 1. Dust walls 2. Dust and wash walls 1. Dust walls 2. Dust and wash ceilings Professional scrub/water extract carpet.		\$	\$
<b>302</b>	<b>All Resilient and Non-Resilient Floors</b> Washrooms and all other floors 1. Washrooms (strp, seal and finish) 2. All floors (strp, seal and finish)		\$	\$
<b>303</b>	<b>All Carpet and Matting – All carpet</b> 1. Traffic Lanes 2. Mats 3. All carpet Professional scrub/water extract carpet.		\$	\$
<b>304</b>	<b>Ceilings/Walls</b> 1. Dust walls 2. Wash walls 1. Dust ceilings 2. Wash ceilings		\$	\$
<b>305</b>	<b>Venetian and Vertical Blinds/Curtains</b> Professionally dry clean, wash tracks. <b>Draperies/Tracks</b> Vacuum/dust Professionally dry clean, wash tracks.		\$	\$
<b>306</b>	<b>Vertical Surfaces, high cleaning to window sills.</b> 1. General 2. High Dusting/Cleaning, include light fixtures		\$	\$
<b>307</b>	<b>Furniture</b> Deep clean vinyl 1. Wash/polish furniture – vinyl chairs 2. Professionally clean upholstery 3. Professionally clean fabric dividers		\$	\$
<b>308</b>	<b>Light Fixtures and Vents</b> Wash wall, door and ceiling vents Wash air diffusers Dust air diffusers Wash light fixtures, lenses Wash parabolics		\$	\$
<b>309</b>	<b>Windows and Plexiglas</b> 309.1 Wash inside 309.2 Wash outside Wash partition glass – included with 309.1		\$	\$
<b>310</b>	<b>Pressure Wash exterior walkways</b>		\$	\$
<b>Special Requirement</b>	Sweep and wet mop alarmed, emergency stairwells.		\$	\$
			<b>SUB-TOTAL:</b>	\$
			<b>GST (5%):</b>	\$
			<b>TOTAL PRICE (PACKAGE B):</b>	\$

<b>TABLE 3 – PROJECT SERVICES FIXED FEE SCHEDULE</b> <b>(Refer to Schedule A-3 – Project Cleaning Task Services Schedule)</b>		<b>Package C – Fleetwood Library</b>		
<b>Task Standard #</b>	<b>Work Item</b>	<b>Estimated Frequency (times/yr)</b>	<b>Unit Price</b>	<b>Amount</b>
<b>301</b>	<b>Stairways</b> 1. Dust walls 2. Dust and wash walls 1. Dust walls 2. Dust and wash ceilings Professional scrub/water extract carpet.		\$	\$
<b>302</b>	<b>All Resilient and Non-Resilient Floors</b> Washrooms and all other floors 1. Washrooms (strp, seal and finish) 2. All floors (strp, seal and finish)		\$	\$
<b>303</b>	<b>All Carpet and Matting – All carpet</b> 1. Traffic Lanes 2. Mats 3. All carpet Professional scrub/water extract carpet.		\$	\$
<b>304</b>	<b>Ceilings/Walls</b> 1. Dust walls 2. Wash walls 1. Dust ceilings 2. Wash ceilings		\$	\$
<b>305</b>	<b>Venetian and Vertical Blinds/Curtains</b> Professionally dry clean, wash tracks. <b>Draperies/Tracks</b> Vacuum/dust Professionally dry clean, wash tracks.		\$	\$
<b>306</b>	<b>Vertical Surfaces, high cleaning to window sills.</b> 1. General 2. High Dusting/Cleaning, include light fixtures		\$	\$
<b>307</b>	<b>Furniture</b> Deep clean vinyl 1. Wash/polish furniture – vinyl chairs 2. Professionally clean upholstery 3. Professionally clean fabric dividers		\$	\$
<b>308</b>	<b>Light Fixtures and Vents</b> Wash wall, door and ceiling vents Wash air diffusers Dust air diffusers Wash light fixtures, lenses Wash parabolics		\$	\$
<b>309</b>	<b>Windows and Plexiglas</b> 309.1 Wash inside 309.2 Wash outside Wash partition glass – included with 309.1		\$	\$
<b>310</b>	<b>Pressure Wash exterior walkways</b>		\$	\$
<b>Special Requirement</b>	Sweep and wet mop alarmed, emergency stairwells.		\$	\$
			<b>SUB-TOTAL:</b>	\$
			<b>GST (5%):</b>	\$
			<b>TOTAL PRICE (PACKAGE C):</b>	\$

<b>TABLE 3 – PROJECT SERVICES FIXED FEE SCHEDULE</b> <b>(Refer to Schedule A-3 – Project Cleaning Task Services Schedule)</b>		<b>Package D – Ocean Park Library</b>		
<b>Task Standard #</b>	<b>Work Item</b>	<b>Estimated Frequency (times/yr)</b>	<b>Unit Price</b>	<b>Amount</b>
<b>301</b>	<b>Stairways</b> 1. Dust walls 2. Dust and wash walls 1. Dust walls 2. Dust and wash ceilings Professional scrub/water extract carpet.		\$	\$
<b>302</b>	<b>All Resilient and Non-Resilient Floors</b> Washrooms and all other floors 1. Washrooms (strp, seal and finish) 2. All floors (strp, seal and finish)		\$	\$
<b>303</b>	<b>All Carpet and Matting – All carpet</b> 1. Traffic Lanes 2. Mats 3. All carpet Professional scrub/water extract carpet.		\$	\$
<b>304</b>	<b>Ceilings/Walls</b> 1. Dust walls 2. Wash walls 1. Dust ceilings 2. Wash ceilings		\$	\$
<b>305</b>	<b>Venetian and Vertical Blinds/Curtains</b> Professionally dry clean, wash tracks. <b>Draperies/Tracks</b> Vacuum/dust Professionally dry clean, wash tracks.		\$	\$
<b>306</b>	<b>Vertical Surfaces, high cleaning to window sills.</b> 1. General 2. High Dusting/Cleaning, include light fixtures		\$	\$
<b>307</b>	<b>Furniture</b> Deep clean vinyl 1. Wash/polish furniture – vinyl chairs 2. Professionally clean upholstery 3. Professionally clean fabric dividers		\$	\$
<b>308</b>	<b>Light Fixtures and Vents</b> Wash wall, door and ceiling vents Wash air diffusers Dust air diffusers Wash light fixtures, lenses Wash parabolics		\$	\$
<b>309</b>	<b>Windows and Plexiglas</b> 309.1 Wash inside 309.2 Wash outside Wash partition glass – included with 309.1		\$	\$
<b>310</b>	<b>Pressure Wash exterior walkways</b>		\$	\$
<b>Special Requirement</b>	Sweep and wet mop alarmed, emergency stairwells.		\$	\$
			<b>SUB-TOTAL:</b>	\$
			<b>GST (5%):</b>	\$
			<b>TOTAL PRICE (PACKAGE D):</b>	\$



<b>TABLE 3 – PROJECT SERVICES FIXED FEE SCHEDULE</b> <b>(Refer to Schedule A-3 – Project Cleaning Task Services Schedule)</b>		<b>Package E – Semiahmoo Library</b>		
<b>Task Standard #</b>	<b>Work Item</b>	<b>Estimated Frequency (times/yr)</b>	<b>Unit Price</b>	<b>Amount</b>
<b>301</b>	<b>Stairways</b> 1. Dust walls 2. Dust and wash walls 1. Dust walls 2. Dust and wash ceilings Professional scrub/water extract carpet.		\$	\$
<b>302</b>	<b>All Resilient and Non-Resilient Floors</b> Washrooms and all other floors 1. Washrooms (strp, seal and finish) 2. All floors (strp, seal and finish)		\$	\$
<b>303</b>	<b>All Carpet and Matting – All carpet</b> 1. Traffic Lanes 2. Mats 3. All carpet Professional scrub/water extract carpet.		\$	\$
<b>304</b>	<b>Ceilings/Walls</b> 1. Dust walls 2. Wash walls 1. Dust ceilings 2. Wash ceilings		\$	\$
<b>305</b>	<b>Venetian and Vertical Blinds/Curtains</b> Professionally dry clean, wash tracks. <b>Draperies/Tracks</b> Vacuum/dust Professionally dry clean, wash tracks.		\$	\$
<b>306</b>	<b>Vertical Surfaces, high cleaning to window sills.</b> 1. General 2. High Dusting/Cleaning, include light fixtures		\$	\$
<b>307</b>	<b>Furniture</b> Deep clean vinyl 1. Wash/polish furniture – vinyl chairs 2. Professionally clean upholstery 3. Professionally clean fabric dividers		\$	\$
<b>308</b>	<b>Light Fixtures and Vents</b> Wash wall, door and ceiling vents Wash air diffusers Dust air diffusers Wash light fixtures, lenses Wash parabolics		\$	\$
<b>309</b>	<b>Windows and Plexiglas</b> 309.1 Wash inside 309.2 Wash outside Wash partition glass – included with 309.1		\$	\$
<b>310</b>	<b>Pressure Wash exterior walkways</b>		\$	\$
<b>Special Requirement</b>	Sweep and wet mop alarmed, emergency stairwells.		\$	\$
			<b>SUB-TOTAL:</b>	\$
			<b>GST (5%):</b>	\$
			<b>TOTAL PRICE (PACKAGE E):</b>	\$

The cost for Project Services must not exceed the occurrences specified in Schedule A-3 "Project Cleaning Services Task Schedule" for those Project Services requested by the City plus GST (PST INCLUDED); labour is inclusive of materials and equipment. If a price is not specified for a specific task, then the work will be performed at a cost mutually agreed upon by the parties. When

Project Services are performed in conjunction with the Contract Services, the Contractor shall not receive additional compensation for labour.

<b>TABLE 4 – EXTRA WORK (On Demand)</b>		
<b>Labour Classification</b>	<b>Straight Time/hr (excluding GST)</b>	<b>Overtime Rate/hr (excluding GST)</b>
1. Site Supervisor	\$	\$
2. Others, please specify	\$	\$
3.	\$	\$
	\$	\$
	\$	\$

**Contractor’s Equipment:**

9. Contractors should provide a listing and details of type of equipment (including age, make and model) to be used to perform the Services (use the space provided and/or attach additional pages, if necessary):

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**Experience, Reputation and Resources:**

10. Contractor's relevant experience and qualifications in delivering Goods and Services similar to those required by the Agreement (use the spaces provided and/or attach additional pages, if necessary):

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11. Contractor's references (name and telephone number) (use the spaces provided and/or attach additional pages, if necessary). The City's preference is to have a minimum of three references. Previous clients of the Contractor may be contacted at the City's discretion.

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12. Contractors should identify and provide the background and experience of all key personnel proposed to provide the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

**Key Personnel**

Name: \_\_\_\_\_  
 \_\_\_\_\_

Experience: \_\_\_\_\_  
 Dates: \_\_\_\_\_  
 Project Name: \_\_\_\_\_  
 Responsibility: \_\_\_\_\_

13. Contractors should identify and provide the background and experience of all sub-contractors and material suppliers proposed to undertake a portion of the Goods and Services (use the spaces provided and/or attach additional pages, if necessary):

<i>Description of Goods &amp; Services</i>	<i>Sub-Contractors &amp; Material Suppliers Names</i>	<i>Years of Working with Contractor</i>	<i>Telephone Number and Email</i>

14. The Contractor should describe the following:
- Their business practices relating to triple-bottom-line sustainability (environmental stewardship, social equity, and economic feasibility) both within their organizations and in their communities including, but not limited to:
    - Environmental certification (e.g. LEED, ISO)
    - Anticipated objectives (e.g. carbon neutral by 2050, waste reduction, greenhouse gas reductions, energy saving measures)
    - Environmental, social, and governance (ESG) policies
    - Green auditing
  - Their cleaning supplies and equipment that meet one or more of the following criterion:
    - Green Seal certified
    - Ecologo certified
    - US Environmental Protection Agency’s Safer Choice label
    - Carpet and Rug Institute Seal of Approval/Green Label
    - ENERGY STAR certified
  - The environmental (green) attributes of their Goods and Services including, but not limited to:
    - The use of cleaning products that **do not** contain aerosols (cans containing compressed air/propellant); chlorine bleach; ammonia; alkaline soaps; coarse scouring powders; coarse paste cleaners; solvents, paraffin, white spirits, and gas.
    - The use of and disposal of paper consumables containing recycled fibres.
    - Disposal procedures of grey/mop water.

\_\_\_\_\_

\_\_\_\_\_

15. Provide a description of monitoring procedures that the Contractor will use to ensure that its cleaning personnel are performing their duties in accordance with the scope of Services. Provide sample report if available.

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16. Describe your company's training program. Describe any refresher or upgrade training that your company provides for its existing employees, including examples of subjects covered, materials, and frequency.

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17. Describe your Quality Assurance Program. Provide sample if available.

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18. Sustainability; Provide information on any initiatives, programs implemented (i.e. alternative fuel vehicles) that the Contractor has made that could be considered environmental, financial/economic, social/ethically sustainable value.

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19. I/We the undersigned duly authorized representatives of the Contractor, having received and carefully reviewed the RFQ and the Agreement, submit this Quotation in response to the RFQ.

**This Quotation** is offered by the Contractor this \_\_\_\_\_ day of \_\_\_\_\_, 202\_\_.

**CONTRACTOR**

**I/We have the authority to bind the Contractor.**

\_\_\_\_\_  
(Legal Name of Contractor)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Signature of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

\_\_\_\_\_  
(Print Name and Position of Authorized Signatory)

## SCHEDULE C – PRIME CONTRACTOR DESIGNATION

### Letter of Understanding

As per the requirements of the *Workers' Compensation Act*, R.S.B.C. 2019, Chapter 1, Part 2, Division 4, Section 24 and 25 which states:

#### Coordination of multiple-employer workplaces

**24** In this section:

**"multiple-employer workplace"** means a workplace where workers of 2 or more employers are working at the same time:

**"prime contractor"** means, in relation to a multiple-employer workplace,

- (1) The prime contractor of a multiple-employer workplace must
  - (a) ensure that the activities of employers, workers and other persons at the workplace relating to occupational health and safety are coordinated, and
  - (b) do everything that is reasonably practicable to establish and maintain a system or process that will ensure compliance with this Part and the regulation in respect to the workplace.
- (2) Each employer of workers at a multiple-employer workplace must give to the prime contractor the name of the person the employer has designated to supervise the employer's workers at that workplace.

By signing this Agreement, the Contractor accepts all responsibilities of a prime contractor as outlined in the *Workers' Compensation Act*, and WorkSafeBC OH&S Regulation.

As a Contractor signing this Prime Contractor Designation form with the City of Surrey (the "owner"), you are agreeing that your company, management staff, supervisory staff and workers will comply with the *Workers' Compensation Board (WCB) Occupational Health and Safety Regulation* and the *Workers' Compensation (WC) Act*.

Any WorkSafeBC OH&S violation by the prime contractor may be considered a breach of contract resulting in possible termination or suspension of the agreement and/or any other actions deemed appropriate at the discretion of the City.

Any penalties, sanctions or additional costs levied against the City, as a result of the actions of the prime contractor are the responsibility of the prime contractor.

The Contractor acknowledges having read and understood the information above.

By signing this Prime Contractor Designation form, the Contractor agrees as a representative of the firm noted below, to accept all responsibilities of the prime contractor for this project.

**The Contractor understands and accepts the responsibilities of the prime contractor designation in accordance with the *Workers' Compensation Act* while contracted by the City of Surrey for project and will abide by all *Workers' Compensation Board Regulation* requirements.**

Project File No.: 1220-040-2024-025

Project Title and Site Location: Janitorial Services - 5 Library Branches

Prime Contractor Name: \_\_\_\_\_

Prime Contractor Address: \_\_\_\_\_

Business Telephone/Business Fax Numbers: Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Name of Person in Charge of Project: \_\_\_\_\_

Name of Person Responsible for Coordinating Health & Safety Activities: \_\_\_\_\_

Phone: \_\_\_\_\_

Prime Contractor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return a signed copy of this memo to the City of Surrey, Finance Department, Procurement Services Section, 13450 – 104 Avenue, Surrey, British Columbia, V3T 1V8

If you have any questions, please contact the City of Surrey, Manager Occupational Health & Safety at 604-591-4658.

## **SCHEDULE D – CONTRACTOR HEALTH AND SAFETY EXPECTATIONS**

### **Responsibility of the Contractor(s)**

The City of Surrey strives to maintain a safe work environment for employees and contractors and insists upon the enforcement of safe practices and procedures in all premises and in all work activities. It is essential that all contractors and their employees and sub-contractor(s) perform in the same manner. It is every employer and contractor's responsibility to ensure that staff and public are protected from workplace hazards.

As a contractor to the City of Surrey, you are expected to conform to the requirements of the Workers' Compensation Act, the WorkSafeBC Occupational Health and Safety Regulation and to all provincial and local laws and regulations. The City of Surrey Building Owner, Project Manager, and the Manager, Occupational Health & Safety or designate have the authority to order an unsafe act to cease or to have an unsafe piece of equipment removed from the premises or, in extreme situations, to shut down a job entirely. Any City of Surrey Employee that observes a safety infraction by a contractor performing work for the City of Surrey should bring it to the attention of a manager immediately or Occupational Health & Safety (604-591-4131).

The following information is provided as typical City of Surrey requirements but does not relieve the contractor from complying with all applicable local and provincial laws, regulations and bylaws.

### **PERSONNEL**

1. You are expected to inform your employees of any potential hazard in the workplace and advise of appropriate action to be taken should a hazard be found or a fire or accident occur.
2. Contractors will restrict persons invited on the premises to employees only. No families or friends are permitted.
3. The contractor will advise the City of any on-site accidents involving the contractor's employees, or injuries to others caused by the contractor's business.

### **SAFETY MANAGEMENT SYSTEM**

1. Contractors will ensure their employees utilize proper safety equipment and clothing as required for job site activities.
2. Contractors must follow and have on site proper written safe work procedures for hazardous work, e.g. Fall protection, confined space entry, hot work, lockout, excavations and shoring, traffic management, etc.
3. Contractor must identify workplace hazards and implement suitable controls to decrease the risk.
4. Contractor must provide safety training and education to staff and have training records available for review.
5. Contractor must have a health & safety program for its workers and sub-contractors.
6. Contractor will provide appropriate First-Aid coverage for their workers and subcontractors.
7. Contractor must forward a weekly work task list prior to work commencement to the coordinator.
8. The qualified safety coordinator must participate in the City of Surrey OHS Orientation or

attend the Prime Contractor's Orientation.

### **WORK AREAS –City Facilities**

No work by contractors shall occur in any area without prior consent of the City of Surrey Manager, Civic Facilities or their designated representative. Work during normal business hours of the City shall not create undue noise, smells or otherwise unduly disturb the work of City of Surrey staff or the public. If an activity requires that a disturbance is likely, the contractor shall whenever possible only do that work outside normal business hours.

All activities that create a hazard (i.e., work from a ladder, removal of a floor tile, emission of VOC's, etc.) to persons outside the contractor's supervision shall have warning devices, delineation or barriers, sealed spaces, etc. as would normally be required to protect any person from that hazard.

### **SAFETY ATTITUDE**

Your safety record and attitude are important criteria used to judge your qualification for future bidding on solicitations with the City of Surrey. You can help ensure employee safety and your eligibility for future business with the City if you exhibit and practice a "Safe Work - Safe City" attitude.

The City of Surrey is concerned about the health, safety and wellbeing of all employees and contractors. It is essential we maintain a healthy, safe and productive work environment.

### **All Employees & Contractors:**

It is everyone responsibility to:

- know and comply with WorkSafeBC regulations
- follow established safe work procedures
- immediately report any work-related injury to his/her supervisor; and to the city representative
- not remain on the work site while his/her ability to work is in any way impaired
- report unsafe acts and conditions to their supervisor
- correct unsafe conditions immediately whenever it is possible to do so
- take reasonable care to protect your health & safety and the health and safety of other persons who may be affected by your acts or omissions at work

An employee must refuse to work if continuing to do so would endanger the health and safety of the employee, fellow employees, or others. The worker must immediately report the circumstances of the unsafe condition to his or her supervisor or manager. If the unsafe condition is not remedied or the issue is not resolved the Manager, Occupational Health & Safety must be contacted.



## GENERAL RULES

1. For all secured worksites, contracted workers are required to sign in and sign out each day
2. (Access cards may be issued – a worker may need to provide an Identification document (i.e. Driver's License) in exchange).
3. Personal protective equipment, as determined by the City, through consultation with the Contractors Health and Safety Representatives must be worn when and where required. (Hard Hats, Safety Footwear, Safety Vests and Safety Glasses must be worn on active construction sites. Hearing Protection must be worn when noise levels are above 85dBA.)
4. Horseplay, gambling and the use of alcohol or narcotics will not be tolerated.
5. No Smoking within 7.5M of a City owned buildings door exits, windows and vents.
6. Report **ALL** injuries to your supervisor immediately and notify the City's site representative.
7. Report any unsafe conditions, including someone under the influence or hazards, which may allow an injury to occur to you, a fellow worker, or others on the worksite.
8. Report any property damage, regardless of how minor.
9. Restricted and controlled products will be labeled, used and stored in accordance with the associated regulations, e.g., WHMIS. Follow all procedural instructions when using or handling hazardous materials/controlled products and ensure that all containers of hazardous/controlled product materials are properly labelled and stored in designated areas.
10. Obey all posted signs and notices. Do not venture into areas that you are not authorized to enter.
11. Always use the correct posture when lifting and get assistance if the weight is excessive.
12. Do not work within the limits of approach to high voltage equipment.
13. If working at heights greater than 10 feet a Fall Protection system must be in place. The appropriate Fall Protection equipment must be worn at all times. If working at 25 feet or higher, that is not protected by permanent guardrails, a written workplace fall protection plan must be developed.
14. Housekeeping (Orderliness and good housekeeping are basic requirements and must be maintained at all times):
  - a. Aisles are to be kept clear at all times.
  - b. Individual work areas are to be kept clean and tidy. All materials, tools, products and equipment are to be kept in their designated areas.
  - c. Liquid spills are to be cleaned up immediately to prevent slips and falls.
  - d. Accumulation of oily rags, combustible refuse or similar fire hazards will not be tolerated.
15. Fire Prevention:
  - a. Become familiar with surroundings and emergency exit.
  - b. Ensure aisles and exits are not blocked at any time.
  - c. Anytime a fire extinguisher is used, report it immediately to your supervisor, so that it can be recharged.
16. Equipment Operation (Any equipment, which could create a hazard, must be maintained in good condition):

- a. Equipment must not be repaired, adjusted or operated unless by a "competent person" who understand the safe operating procedures.
  - b. Always be aware of the use and location of the "EMERGENCY STOP" button, if equipment is so equipped, before using the equipment.
  - c. Loose clothing, jewelry and long hair must be secured to prevent becoming entangled with equipment.
  - d. The Operator must check all safety devices on equipment before operation.
  - e. All equipment must be turned off and the appropriate "lock-out" procedure followed, prior to repairs, cleaning, adjustment or lubrication.
  - f. Radio/I-pod Headphones are not allowed to be worn during regular work operations.
  - g. All ladders must be of an approved type and length. Unacceptable ladders must be removed immediately from the premises.
  - h. All vehicles and equipment on City property must be kept in safe mechanical condition at all times and be operated only by persons with a valid driver's license and/or proper training and qualifications.
  - i. Contractors will not operate any equipment, valves, switches, etc., which are part of the City's operation, unless specific permission is received from the Department Representative.
17. Ground Disturbance –Every time you dig in the ground, with a shovel or mechanized equipment, you run the risk of loss of life or damage to property if you hit any of the many buried cables, conduits, gas or oil pipelines and/or other underground facilities that serve our city. BC One Call Must be called and a ticket obtained prior to commencing any ground disturbance activities.
18. An Exposure Control Plan and written Safe Work Procedures and must be accessible for work tasks that involve handling or disturbing Asbestos (ie. AC pipe), Lead (ie. paint) or Silica (ie. concrete) containing products.

This document does not replace the Workers' Compensation Act or WorkSafeBC OH&S regulation. Each individual Contractor must have specific health and safety safe work rules and procedures that apply to their work tasks. Each Contractor must comply with the Workers' Compensation Act and WorkSafeBC Occupational Health & Safety Regulation and to provincial, and local laws and regulations. If a contractor is unable to comply they must bring this to the attention of their qualified safety representative and to the Prime Contractor safety representative immediately.

Authorized Signature: \_\_\_\_\_

Name: \_\_\_\_\_  
(Please Print)

Date: \_\_\_\_\_

## SCHEDULE E – PROCEDURES FOR DISPOSING HYPODERMIC NEEDLES FOUND IN THE FACILITY

### Janitor

- Ask Security Officer to secure area where needle is found.
- Proceed with following steps to collect needle.
- Bring sharps container to site. Sharps containers are located as follows:
  - L1 – RFID Room, beside sink
  - L2 – General workroom, north wall
  - L3 – Closet beside service desk
  - L4 – No container so use sharps container from L3
- Put needle in sharps container using safety measures outlined in training.
- If fewer than three needles are in container, return to its location.
- If 3 needles are in container, seal, then place in box in Circulation Workroom cupboard near sink.
- Completely clean area of found needle.
- Complete Incident Report Log at Security Desk, *where Security will contact management.*

### Security

#### ***If Janitor is on site:***

- Secure area.
- Send second Security Officer to alert janitor to attend, and to follow through with above steps.
- ***Alert Library Management as listed below.***

#### ***If Janitor is not on site:***

- Secure site where needle is found.
- Bring sharps container to site. Sharps containers are located as follows:
  - L1 – RFID Room, beside sink
  - L2 – General workroom, north wall
  - L3 – Closet beside service desk
  - L4 – No container so use sharps container from L3
- Put needle in sharps container using safety measures outlined in training.
- If fewer than three needles are in container, return to its location.
- If 3 needles are in container, seal, then place in box in Circulation Workroom cupboard near sink.
- **KEEP AREA SECURED** until Janitor can clean around location of found needle.
- Complete Incident Report Log at Security Desk.
- **Alert library management** as follows:
  - Weekdays – alert manager who will make arrangements to have container collected and a new one delivered.
  - Evenings & Weekends – alert librarian who will make arrangements with Stericycle to have the container collected and a new one delivered.
- When the container is collected, alert manager/librarian so they can put the fresh container back in location.
- **NOTE:** *Each morning check Incident Log Report for possible entries completed by the overnight cleaning crew.*

### Staff

- When needle is found, secure site and alert janitor (“Day Porter” number on phone list; janitor carries cell). Janitor will follow steps to dispose of needle.
- If janitor is not available (they start at 10:30am on weekdays), contact Security, Manager or librarian, who will dispose of needle following steps outlined in Section 4.3 of Security Manual.
- Complete a problem report.

### **Calling Stericycle for pick-up**

- Manager or Librarian is responsible to call Stericycle to arrange pick-up once three or more needles are contained. If needle is found in the evenings or weekends when Stericycle is closed, librarian should communicate the pick-up request on the next working day. More frequent pickups can be requested at our discretion.

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