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## **Request for Quotation – Janitorial and Gatekeeping Services**

### **1. INTRODUCTION**

The City of Duncan invites Contractors to provide a quotation for Janitorial and Gatekeeping Services at City facilities including:

- City Hall
- Public Works Yard Office
- Public Washrooms
- McAdam Park
- Centennial Park

The minimum duties and service schedules are set out in the attached schedules. A person that submits a quotation should prepare a quotation that meets the minimum requirements and may choose to include goods, services or terms that exceed the minimum requirements.

The quotation should include a fixed price for each location as well as listing an hourly rate.

### **2. TERM**

An agreement may be negotiated for up to five years.

### **3. DEADLINE AND ADDRESS FOR DELIVERY**

Quotes may be sent via email to [bernice@duncan.ca](mailto:bernice@duncan.ca) or submitted in a sealed envelope, marked on the outside with “Janitorial and Gatekeeping Services” to:

City of Duncan, City Hall  
200 Craig Street  
Duncan, BC V9L 1W3

Quotes must be received prior to 3:00 pm (local time) on April 30, 2021.

### **4. INQUIRIES**

All inquiries related to the Request for Quotation should be directed to:

Bernice Crossman, Director of Finance

Telephone: 250-746-6126

Email: [bernice@duncan.ca](mailto:bernice@duncan.ca)

### **5. ADDENDA**

Proponents shall carefully examine this RFQ document and shall fully inform themselves as to the intent, existing conditions and limitations which may affect their

quotation submission. No consideration will be given after submission of a quotation to any claim that there was any misunderstanding with respect to the conditions imposed.

If the City determines that an amendment is required to this RFQ, the City will post a written addendum on the City website at [www.duncan.ca](http://www.duncan.ca) and upon posting will be deemed to form part of this RFQ. Upon submitting a quotation, Contractors will be deemed to have received notice of all addenda that are posted on the City website.

## **6. NO CONTRACT**

This RFQ is simply an invitation for quotations for the convenience of all parties. It is not a tender 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 and may negotiate with one or more Contractors or may at any time invite or permit the submission of quotations from other parties who have not submitted quotations.

## **7. ACCEPTANCE**

The City reserves the right, in its absolute discretion, to accept any quote which it deems most advantageous to itself and the right to reject any or all quotes, in each case without giving any notice. The lowest or any quotes will not necessarily be accepted.

## **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 the RFQ. The City will not be liable to any Contractor for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, 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 and services.

## **10. CONFLICT OF INTEREST**

A Contractor must 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.

## **Schedule A – Scope of Gatekeeping Services**

### **1. SCOPE OF SERVICES**

- 1.1 The Contractor is to provide all labour, materials, tools, equipment, transportation, and on-site supervision for gatekeeping services.
- 1.2 The gatekeeping program consists of unlocking and locking of various park site entrance gates and the unlocking and locking of specific public washroom buildings during specific opening and closing hours of the day and days of the week. Refer to Schedule A-1 for the complete list of park sites, site requirements and service delivery specifications.
- 1.3 The Contractor shall be available to respond to after-hours issues at all times.

### **2 SCHEDULE OF WORK**

- 2.1 The Contractor shall put forth a reasonable effort to advise park patrons of impending park closure and provide them a reasonable amount of time to depart the park, prior to closure. Communication with the park patrons shall be of a respectful nature.
- 2.2 The Contractor will never secure a facility before the prescribed time of closure.
- 2.3 The Contractor must be prepared to adjust their schedule to accommodate organized events and festivals.
- 2.4 The Contractor must be available to unlock the gate should a park patron need letting out after the gate has been locked for the night.

### **3. GATE KEYS**

- 3.1 The Contractor will be issued a set of keys at the onset of the work. If lost, the cost of replacement of keys and the re-keying of applicable hardware will be borne by the Contractor.

### **4. DEFICIENCIES**

- 4.1 Upon notice of unsatisfactory performance, the Contractor will have two hours from that time to initiate corrective action in any specific instance.
- 4.2 In the event the Contractor has not responded within the allotted two hours to telephone contact, or the Contractor has not initiated corrective action for the unsatisfactory performance within the two hour time frame after notification as described above, the City has the right to immediately complete the work to its satisfaction, through use of City employees, other Contractors, sub-contractors or agents at a rate equal to the City employee's hourly rate plus twenty percent for City administrative costs, or through use of outside Contractors at the rate charged to the City plus twenty percent and shall deduct that amount from any balances due or which may become due to the Contractor.

**Schedule A-1**  
**Park Locations, Opening and Closing Times and Service Schedule**

<b><u>CENTENNIAL PARK</u></b>	
<b>1.</b>	<b><u>GATE OPENING &amp; CLOSING</u></b>
(a)	GATE CLOSED: <ul style="list-style-type: none"><li>● 9:00 pm to 8:00 am</li><li>● Or as directed by the City</li></ul>

<b><u>MCADAM PARK</u></b>	
<b>1.</b>	<b><u>GATE OPENING &amp; CLOSING</u></b>
(a)	GATE CLOSED: <ul style="list-style-type: none"><li>● 10:00 pm to 8:00 am</li><li>● Or as directed by the City</li></ul>

## **Schedule B – Professional Janitorial Services**

### **1. Scope of Services**

- 1.1 The Contractor is to provide all labour, materials, tools, equipment, transportation, and on-site supervision for janitorial services except:
  - 1.1.1 1.5 mil garbage bags
  - 1.1.2 Toilet tissue
  - 1.1.3 Hand soap
  - 1.1.4 Hand paper towels
  - 1.1.5 Sanitary napkins
  - 1.1.6 Light bulbs and/or tubes
- 1.2 The janitorial program consists of janitorial services detailed in Schedule B-1 including regular floor and glass cleaning. Refer to Schedule B-1 for the complete list of locations, location requirements and service delivery specifications.
- 1.3 The Contractor shall be available to respond to after-hours issues at all times.

### **2. KEYS**

- 2.1 The Contractor will be issued a set of keys at the onset of the work. If lost, the cost of replacement of keys and the re-keying of applicable hardware will be borne by the Contractor.

### **3. DEFICIENCIES**

- 3.1 Upon notice of unsatisfactory performance, the Contractor will have two hours from that time to initiate corrective action in any specific instance.
- 3.2 In the event the Contractor has not responded within the allotted two hours to telephone contact, or the Contractor has not initiated corrective action for the unsatisfactory performance within the two hour time frame after notification as described above, the City has the right to immediately complete the work to its satisfaction, through use of City employees, other Contractors, sub-contractors or agents at a rate equal to the City employee's hourly rate plus twenty percent for City administrative costs, or through use of outside Contractors at the rate charged to the City plus twenty percent and shall deduct that amount from any balances due or which may become due to the Contractor.

## Schedule B-1 – Janitorial Services Specifications

<b><u>CITY HALL</u></b>		<b>200 Craig Street</b>			
<b>1.</b>	<b><u>JANITORIAL SERVICES</u></b>	4 DAYS PER WEEK	ONCE PER WEEK	EVERY SECOND MONTH	OTHER
(a)	Empty Waste Containers	X			
(b)	Dust & polish furniture and fixtures when clear of business papers	X			
(c)	Clean and disinfect washrooms, fill paper towel, toilet paper and soap dispensers	X			
(d)	Remove waste to disposal point	X			
(e)	Remove finger marks from readily visible surfaces (particular attention to counter top)	X			
(f)	Clean staff lunch room (downstairs) and catering area (third floor), including exterior of appliances (excluding washing of cups, glasses, etc.)	X			
(g)	Check Council and Meeting rooms schedule and clean as necessary	X			
(h)	Check open doors; lock same	X			
(i)	Check for hazards; report same	X			
(j)	Clean traffic mats, entrances and exits	X			
(k)	Dust storage shelves		X		
(l)	Dust wood paneling, high ledges, etc. (over 6 ft)			X	
(m)	Change burned out light bulbs	As needed			
(n)	Wash outside of light shields and globes			X	
(o)	Wash inside of light shields and globes				Yearly
<b>2.</b>	<b><u>FLOOR CLEANING</u></b>				
(a)	Sweep and damp mop	X			
(b)	Vacuum carpets	X			
(c)	Hot water extraction - High traffic areas				2 X Yearly
(d)	Hot water extraction - Wall to wall				Yearly
<b>3.</b>	<b><u>GLASS CLEANING</u></b>				
(a)	Entrance, Council & stairway doors - both sides		X		
(b)	Perimeter windows - Inside and Outside				Each Spring
<b>4.</b>	<b><u>WORK SCHEDULE</u></b>				
(a)	All daily work is to be done Tuesday to Friday (Friday duties may be performed on Saturday or Sunday)				
(b)	The above services to be provided to all four levels of City Hall				

**PW YARD OFFICE****1091 Marchmont Road**

<b>1.</b>	<b><u>JANITORIAL SERVICES</u></b>	<b>DAILY</b>	<b>EVERY SECOND MONTH</b>	<b>OTHER</b>
(a)	Empty waste containers	X		
(b)	Dust and polish furniture and fixtures when clear of business papers	X		
(c)	Clean and disinfect washrooms, fill paper towel, toilet paper and soap dispensers	X		
(d)	Remove waste to disposal point	X		
(e)	Remove finger marks from readily visible surfaces (particular attention to counter top)	X		
(f)	Clean staff lunch room, including exterior of appliances (excluding washing of cups, glasses, etc.)	X		
(g)	Check open doors; lock same	X		
(h)	Check for hazards; report same	X		
(i)	Clean traffic mats, entrances and exits	X		
(j)	Dust storage shelves	X		
(k)	Dust wood paneling, high ledges, etc. (over 6 ft)		X	
(l)	Wash outside of light shields and globes		X	
(m)	Wash inside of light shields and globes			Yearly
<b>2.</b>	<b><u>FLOOR CLEANING</u></b>			
(a)	All floors - sweep and damp mop	X		
(b)	Vacuum carpets	X		
(c)	Hot water extraction - High traffic areas			2X Yearly
(d)	Hot water extraction - Wall to wall			Yearly
	Tiled floor areas:			
(e)	Burnish			Bi-Weekly
(f)	Scrub and rewax			2X Yearly
(g)	Strip and wax			Yearly
<b>3.</b>	<b><u>GLASS CLEANING</u></b>			
	Doors:			
(a)	Front - both sides	X		
(b)	Inside office door - both sides	X		
	Perimeter:			
(d)	Outside			2X Yearly
(e)	Inside			2X Yearly
<b>4.</b>	<b><u>WORK SCHEDULE</u></b>			
(a)	All work is to be done on Monday to Friday (Friday duties may be performed on Saturday or Sunday)			

# PUBLIC WASHROOMS

Canada Avenue

1.	<u>JANITORIAL SERVICES</u>	Daily	WEEKLY	OTHER
(a)	Empty waste containers	2 X		
(b)	Clean and disinfect washrooms, including walls, fill toilet paper, paper towel and soap dispensers	2 X		
(c)	Remove waste to disposal point	2 X		
(d)	Unplug toilets and drains, provided it is not necessary to call a plumber	2 X		
(e)	Check lights and replace burned out ones	2 X		
(f)	Check open doors; lock same	Open & Close		
(g)	Check for hazards; report same	2 X		
(h)	Clean traffic mats, entrances and exits	2 X		
(i)	Wash outside of light shields and globes		X	
(j)	Wash inside of light shields and globes			Yearly
2.	<u>FLOOR CLEANING</u>			
(a)	Sweep and Damp Mop	2 X		
3.	<u>OPENING &amp; CLOSING</u>			
(a)	<ul style="list-style-type: none"><li>Monday - Saturday - 8:00 am to 5:00 pm</li><li>Sunday - 8:00 am to 4:00 pm</li><li>Monday - Saturday (May, June, July, August, September) - 8:00 am to 9:00 pm</li><li>Monday - Saturday (December) - 8:00 am to 9:00 pm</li><li>Or as directed by the City</li></ul>			
(b)	To be open each day of the year except Christmas Day and New Year's Day			



# MCADAM PARK

1.	<u>JANITORIAL SERVICES</u>	Daily	WEEKLY	OTHER
(a)	Empty waste containers	X		
(b)	Clean and disinfect washrooms and change rooms, fill paper towel, toilet paper and soap dispensers	X		
(c)	Remove waste to disposal point	X		
(d)	Unplug toilets and drains, provided it is not necessary to call a plumber	X		
(e)	Check lights and replace burned out ones	X		
(f)	Check open doors; lock same if required	X		
(g)	Check for hazards; report same	X		
(h)	Clean traffic mats, entrances and exits	X		
(i)	Wash outside of light shields and globes		X	
(j)	Wash inside of light shields and globes			Yearly
2.	<u>FLOOR CLEANING</u>			
(a)	Change Rooms - Hose down and squeegee	X		
(b)	Concession - Sweep and damp mop	X		
3.	<u>WORK SCHEDULE</u>			
(a)	According to Practice & Games Schedule and amendments provided during the year			
4.	<u>OPENING &amp; CLOSING</u>			
(a)	<ul style="list-style-type: none"> <li>● Washrooms to be opened and closed at the same time as the gate.</li> </ul>			

## CENTENNIAL PARK

1.	<u>JANITORIAL SERVICES</u>	Daily	WEEKLY	OTHER
(a)	Empty waste containers	X		
(b)	Clean and disinfect washrooms, including walls, fill paper towel, toilet paper and soap dispensers	X		
(c)	Remove waste to disposal point	X		
(d)	Unplug toilets and drains, provided it is not necessary to call a plumber	X		
(e)	Check lights and replace burned out ones	X		
(f)	Check open doors; lock same	Open & Close		
(g)	Check for hazards; report same	X		
(h)	Clean traffic mats, entrances and exits	X		
(i)	Wash outside of light shields and globes		X	
(j)	Wash inside of light shields and globes			Yearly
2.	<u>FLOOR CLEANING</u>			
(a)	Sweep and Damp Mop	X		
3.	<u>OPENING &amp; CLOSING</u>			
(a)	<ul style="list-style-type: none"> <li>● Washrooms to be opened and closed at the same time as the gate.</li> </ul>			

## BUS SHELTERS

1.	<u>GLASS CLEANING</u>	Daily	WEEKLY	Monthly
(a)	Clean glass			X

Note: Bus shelters are located (1) Beside the train station on Canada Avenue, (2) in front of 320 Coronation Avenue and (3) on Day Road between Marchmont Avenue and Trunk Road.

## **Schedule C – General Terms and Conditions**

### **Goods and Services**

The City may from time to time, by written notice to the Contractor, make changes in the scope of the Services. The Fees will be increased or decreased by written agreement of the City and the Contractor according to the rates set out in the Quotation.

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.

### **Payment**

Subject to any contrary provisions set out in the quotation, the Contractor will submit a monthly invoice to the City requesting payment of the portion of the fees and disbursements relating to the goods and services provided in the previous month.

The City will pay the invoice within 30 days of the receipt unless the parties have agreed in writing to other payment terms. The payment by the City of any invoice will not bind the City with respect to any subsequent payment or final payment and will not mean that the City has accepted goods and services that are not in accordance with the requirements of this agreement or that the Contractor is in any manner released from its obligation to comply with this agreement.

### **Personnel and Subcontractors**

The Contractor will provide only personnel who have the qualifications, experience, and capabilities to perform the services.

### **Limited Authority**

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 is primarily responsible for performance of the Services and may not delegate or assign any services to any other person. The Contractor will be solely liable for the wages, fringe benefits, work schedules and work conditions of any partners, employees, or sub-contractors.

### **Insurance and Damages**

The Contractor will indemnify and save harmless the City from and against all claims, losses, costs, damages, suits, proceedings, or actions arising out of or related to the Contractor's activities in executing the Services, including his omissions, improper acts, or delays in executing the Services. The Contractor shall compensate the City for any loss of or damage to the City's premises or property arising out of the performance of the Services.

The Contractor will, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout this agreement commercial general liability insurance on an occurrence basis, in an amount not less than two million (\$2,000,000) dollars inclusive per occurrence against death, bodily injury and property damage arising directly or indirectly out of the provision of the services by the Contractors, its employees and agents. The insurance policy will be endorsed to add the City as additional insured and 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.

**Workers' Compensation Board and Occupational Health and Safety**

The Contractor will, at its own expense, procure and carry full Workers' Compensation Board coverage for itself and all workers, employees, and others engaged in the supply of the goods and services.

The Contractor will provide the City with the Contractor's Workers' Compensation Board registration number and a letter from the Worker's Compensation Board confirming that the Contractor is registered in good standing with the Worker's Compensation Board.

**Business License**

The Contractor will obtain and maintain throughout the term of the agreement a valid City of Duncan business license.