



THE MUNICIPALITY OF THE COUNTY OF  
LA MUNICIPALITÉ DU COMTÉ DE  
**RICHMOND**

**Municipality of the County of Richmond**  
2357 Hwy 206, Arichat, NS B0E 1A0  
Telephone: (902) 226-2400

## **REQUEST FOR QUOTATION (RFQ)**

### **Municipal Administration Building Cleaning Services**

#### **RFQ # MOCR201915**

The Municipality of the County of Richmond is issuing this Request for Quotation (RFQ) seeking cleaning services for the Municipal Administration Building in Arichat, NS.

**Municipality of the County of Richmond**  
2357 Hwy 206, Arichat, NS B0E 1A0  
Telephone: (902) 226-2400

#### **Important Notes for Bidding:**

- The complete document is comprised of this RFQ specifications document (20 pages). Please contact the procuring entity if any pages are missing.

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## 1.0 Introduction

### 1.1 RFQ Objectives

The Municipality of the County of Richmond is issuing this Request for Quotation (RFQ) seeking cleaning services for the Municipal Administration Building in Arichat, NS.

### 1.2 Project Schedule, Contract Period and Primary Work Location

Below is the approximate **schedule** that is expected to be followed for this RFQ. However, this may be subject to change and is therefore presented primarily for guidance:

- RFQ Open: Oct 30, 2019
- Deadline for Questions/Amendments: Nov 20, 2019
- RFQ Closes: Nov 22, 2019 at 2:00 PM AST
- RFQ Award: Nov 26, 2019
- Contract Period: Dec 1, 2019 to Nov 30, 2020
- Work Location: 2357 Hwy 206, Arichat, NS

### 1.3 RFQ Contacts

Questions about this RFQ should be directed to the individuals listed below, or their designate(s). Information that is obtained from any other source is not official and may be inaccurate.

| Procuring Entity Contact                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Chris Boudreau, P.Eng.</b><br/>Director of Public Works</p> <p><b>Municipality of the County of Richmond</b><br/>2357 Highway 206<br/>P.O. Box 120<br/>Arichat, Nova Scotia B0E 1A0</p> <p><b>Email: <a href="mailto:caboudreau@richmondcounty.ca">caboudreau@richmondcounty.ca</a></b><br/>Phone: (902) 226-3988</p> |

#### 1.3.1 Asking Questions

**The proponent is responsible for obtaining any needed clarification of the RFQ requirements, while the RFQ is open.** Questions should be directed **in writing** to the RFQ Contact identified. **Email is the preferred method of contact.** Only written responses from the RFQ contact will be considered an official response.

Responses to questions that are deemed by the procuring entity, in its sole discretion to be material to all prospective proponents **will** be made available as an addendum while the RFQ is open, for download from the tender's web site at: <http://www.gov.ns.ca/tenders>.

## 2.0 Service Requirements

### 2.1 Work/ Project Description

The areas to be serviced in the Municipal Administration Building are as outlined in Table 1 below:

**TABLE 1 – APPROXIMATE FLOOR AREAS OF BUILDING LOCATIONS**

| <b>Location</b>           | <b>Approximate Square Area (sq. ft.)</b> |
|---------------------------|------------------------------------------|
| Entrance Vestibules       | 190                                      |
| Atrium Hall and Corridors | 3465                                     |
| Washrooms                 | 355                                      |
| Staff Lunchroom           | 230                                      |
| Offices                   | 3200                                     |
| Council Chambers          | 1125                                     |
| Conference Rooms          | 330                                      |
| Storage Areas             | 1105                                     |
| <b>APPROXIMATE TOTAL</b>  | <b>10,000</b>                            |

### 2.2 Specification

- 1) In consideration of the services, the Municipality shall pay to the Contractor an annual service charge, plus applicable taxes, payable, by invoice, in equal monthly instalments.
- 2) The Contractor shall perform the services set out in Schedule "A" attached and at the time intervals specified therein.
- 3) The Contractor shall be responsible to supply hand towels, toilet tissue, deodorant blocks, hand soap as required of a type and quality acceptable to the Municipality. The Contractor shall be responsible to supply all cleaning equipment and materials required for the performance of cleaning service under the contract, including and not limited to plastic garbage bags. The costs of these items, equipment and materials shall be included in and not additional to the Annual Service Charge.
- 4) The Contractor shall be required to maintain Workers Compensation coverage as applicable and required by Provincial law, together with insurance coverage satisfactory to the Municipality, including a minimum of \$1 Million in liability insurance, and to provide the Municipality with documentary proof of same.
- 5) The Contractor shall be responsible to comply with all requirements of the Province of Nova Scotia Occupational Health and Safety Act and Regulations as well as the Safety Program of the Municipality.

- 6) The Contractor will be provided with keys to the Municipal premises and shall be responsible to maintain security through proper locking and logging of the keys as directed by and satisfactory to the Municipality.
- 7) All work carried out shall be of the highest standards and carried out by competent personnel in a timely fashion and in accordance with Table 2 below.
- 8) The Contractor shall be required to provide cleaning services five days per week (Monday through Friday), excluding statutory holidays and in accordance with Table 2 - "Description and Frequency of Work" included herewith as part of these Specifications.
- 9) The Contractor shall be required to carry out cleaning services outside of normal business hours (which are 8:30 a.m. to 4:00 p.m.) and in the case of the Council Chambers and Atrium Hall, outside the hours meetings are held or other business is conducted as scheduled from time to time by the Municipality.

**TABLE 2 - DESCRIPTION AND FREQUENCY OF WORK**

| <b>Work Description</b>                                                         | <b>Frequency of Work</b> |
|---------------------------------------------------------------------------------|--------------------------|
| <b>Entrance Vestibules (front and back)</b>                                     |                          |
| Clean entrance ways and main hallways                                           | Weekly                   |
| Clean window and door glass                                                     | Weekly                   |
| Clean door and door frames                                                      | Weekly                   |
| Clean footgrills and floor mats                                                 | Weekly                   |
| Vacuum entrance floor areas                                                     | Weekly                   |
| <b>Atrium Hall and Corridors</b>                                                |                          |
| Sweep and wet-clean all hard surface floors                                     | Daily                    |
| Remove spills, dirt marks and unsightly scuff marks from all floors             | Daily                    |
| Buff all hard surface floor areas-apply new floor wax, as required              | Monthly                  |
| Machine scrub, strip and refinish all hard surface floors, as required          | Yearly                   |
| Remove dust and clean all accessible counter tops, chairs, window ledges, etc.  | Weekly                   |
| Clean and remove finger marks and stains from walls, doors, partitions, etc.    | Weekly                   |
| Empty all waste containers                                                      | Daily                    |
| Clean and polish all bright metal work (door handles, signs and railings, etc.) | Monthly                  |
| Clean baseboard                                                                 | Monthly                  |

| <b>Work Description</b>                                                                                                                            | <b>Frequency of Work</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Dust all pictures, lamps and other furnishings above normal reach                                                                                  | Monthly                  |
| Clean and treat all table tops and sides                                                                                                           | Monthly                  |
| Clean all window and door glass                                                                                                                    | Monthly                  |
| Spot clean all vinyl, cloth or leather covered chairs                                                                                              | Weekly                   |
| <b>Council Chamber</b>                                                                                                                             |                          |
| Remove dust and clean all accessible counter tops (including Council Table), desks, chairs, tables, window ledges                                  | Weekly                   |
| Clean and remove finger marks and stains from walls, doors, partitions, etc.                                                                       | Weekly                   |
| Clean and polish all bright metal work (door handles, signs and railings, etc.)                                                                    | Monthly                  |
| Clean baseboard                                                                                                                                    | Monthly                  |
| Dust all pictures, lamps and other furnishings above normal reach                                                                                  | Monthly                  |
| Vacuum carpets                                                                                                                                     | Weekly                   |
| Clean window ledges                                                                                                                                | Weekly                   |
| Clean all window and door glass (interior)                                                                                                         | Monthly                  |
| Clean and disinfect counter top in Council Lounge                                                                                                  | Twice Weekly             |
| Remove spills, dirt marks and unsightly scuff marks from all floors                                                                                | Twice Weekly             |
| Sweep and wet-clean floors in Council Lounge                                                                                                       | Weekly                   |
| Dust and clean all vertical blinds                                                                                                                 | Monthly                  |
| Mist shampoo carpets                                                                                                                               | Semi-annually            |
| Empty all waste baskets                                                                                                                            | Daily                    |
| Spot clean all vinyl, cloth or leather covered chairs                                                                                              | Weekly                   |
| <b>Washrooms (5 in total)</b>                                                                                                                      |                          |
| Damp-mop floors with sanitizing detergent                                                                                                          | Daily                    |
| Damp clean walls, partitions and doors free of finger marks, smudges, etc                                                                          | Weekly                   |
| Thoroughly clean, disinfect and polish all washroom fixtures, such as sinks, faucets, mirrors, dispensers, door plates, bowls, seats, urinals, etc | Daily                    |
| Empty waste containers                                                                                                                             | Daily                    |
| Replenish supplies in all dispensers (soap, paper hand towels, toilet tissue, others)                                                              | Daily                    |

| <b>Work Description</b>                                                                 | <b>Frequency of Work</b> |
|-----------------------------------------------------------------------------------------|--------------------------|
| Descal bowls and urinals                                                                | Semi-annually            |
| <b>Staff Lunchroom</b>                                                                  |                          |
| Clean all counters, tables and chairs                                                   | Daily                    |
| Sweep and wet clean <b>wood-look floors</b>                                             | Daily                    |
| Empty all waste containers                                                              | Daily                    |
| Damp clean walls, partitions and doors free of finger marks, smudges, etc               | Daily                    |
| Thoroughly clean, disinfect and polish all fixtures, such as sinks and faucets          | Daily                    |
| Clean interior of refrigerator and microwave                                            | Weekly                   |
| Operate dishwasher and empty clean dishes to cupboards                                  | Daily                    |
| Buff all hard surface floor areas-apply new floor wax, as required                      | Monthly                  |
| Clean all window and door glass (interior)                                              | Weekly                   |
| <b>Offices (19 in total)</b>                                                            |                          |
| Remove dust and clean all accessible counter tops, desks, chairs, tables, window ledges | Weekly                   |
| Clean and remove finger marks and stains from walls, doors, partitions, etc.            | Weekly                   |
| Empty all waste containers                                                              | Daily                    |
| Clean and polish all bright metal work (door handles, signs and railings, etc.)         | Monthly                  |
| Clean baseboard                                                                         | Monthly                  |
| Dust all pictures, lamps and other furnishings above normal reach                       | Monthly                  |
| Clean and treat all table tops and sides                                                | Monthly                  |
| Clean all window glass (interior)                                                       | Monthly                  |
| Vacuum carpets and wet clean wood floors                                                | Weekly                   |
| Dust/clean all vertical blinds, where applicable                                        | Weekly                   |
| Sweep and wet clean <b>wood-look floors</b>                                             | Weekly                   |
| Mist shampoo carpets                                                                    | Semi-Annually            |
| Spot clean all vinyl, cloth or leather covered chairs                                   | Weekly                   |
| <b>Storage Areas, including Photocopy Room (6 in total)</b>                             |                          |
| Sweep and wet clean hard surface floors                                                 | Monthly                  |

| <b>Work Description</b>                                                                  | <b>Frequency of Work</b> |
|------------------------------------------------------------------------------------------|--------------------------|
| Remove dust and clean all accessible counter tops, desks, chairs, tables, window ledges  | Weekly                   |
| Clean baseboard                                                                          | Monthly                  |
| <b>Conference Room</b>                                                                   |                          |
| Remove dust and clean all accessible counter tops, desks, chairs, tables, window ledges  | Weekly                   |
| Clean and remove finger marks and stains from walls, doors, partitions, etc.             | Weekly                   |
| Empty all waste containers                                                               | Daily                    |
| Clean and polish all bright metal work (door handles, signs and railings, etc.)          | Monthly                  |
| Clean baseboard                                                                          | Monthly                  |
| Dust all pictures, lamps and other furnishings above normal reach                        | Monthly                  |
| Clean and treat all table tops and sides                                                 | Monthly                  |
| Clean all window glass (interior)                                                        | Monthly                  |
| Dust/clean all vertical blinds, where applicable                                         | Weekly                   |
| Sweep and wet clean <b>wood-look floors</b>                                              | Weekly                   |
| Spot clean all vinyl, cloth or leather covered chairs                                    | Weekly                   |
| <b>General</b>                                                                           |                          |
| Clean exterior of all window glass                                                       | Semi Annually            |
| Remove all waste (non-recyclable or compostable) to designated area at building exterior | Daily                    |
| Remove all recyclables to designated area at building exterior                           | Daily                    |
| Remove all compostables to designated area at building exterior                          | Daily                    |

**Table 2 Notes:**

Wood-look floors in the Warden’s Office, CAO’s Office, Recreation Director office and the Staff Lunchroom have special cleaning requirements. In particular, these floors are to be swept and damp mopped using a cleaning solution of SC Johnson “GP Forward” floor cleaner and spray buffed with SC Johnson “Snapback” or “Shriner”, using a red pad (Max 350 r.p.m). On a “need to” basis or when damp mopping is not sufficient, scrub with a low speed polisher (Max 350 r.p.m.) using a red pad and a cleaning solution of SC Johnson “GP Forward” floor cleaner and rinsed followed by an application of SC Johnson “Over and Under”.

## **3.0 Administrative and Legal Requirements**

### **3.1 Contract**

After the evaluation, the successful proponent(s) will be required to sign the contract that will constitute the legal agreement with the procuring entity for this work and govern all aspects of the services/goods to be delivered. It will incorporate the relevant terms of this RFQ and the provisions of the successful quotation as determined by the procuring entity, and any other terms as the procuring entity may require.

#### **3.1.1 Contract Terms**

The Municipality will be accepting sealed quotations for cleaning services as requested by Municipal staff. The work will be for a one (1) year period commencing December 1st, 2019 with the option to renew annually subject to mutual agreement.

Contract price will be adjusted annually by CPI from the previous year.

The Municipality reserves the right to cancel / terminate this contract, in whole or in part, on the basis of unsatisfactory performance. The Municipality shall be the sole judge of performance.

The standard services contract is included as Appendix A.

### **3.2 Other Important Provisions**

#### **3.2.1 Addenda and Addenda Acknowledgement**

Proponents are responsible to ensure that they are aware of and have complied with any addenda issued in respect of this RFQ, by visiting the Provincial Procurement Services Web portal site at <http://www.gov.ns.ca/tenders>, or by contacting the Procuring Entity Contact.

#### **3.2.2 Constraints**

The parties acknowledge and agree that all materials and information provided to the procuring entity shall be kept confidential, subject to the provisions of the Nova Scotia Freedom of Information and Protection of Privacy Act (FOI/POPA; S.N.S. 1993, c. 5) and the laws of Nova Scotia and Canada generally. Information about the Act is available online at:

<http://nslegislature.ca/legc/statutes/persinfo.htm>

#### **3.2.3 Conflict of Interest**

The procuring entity reserves the right to disqualify any proponent that in the procuring entity's sole opinion has an actual or potential conflict of interest or an unfair advantage in respect of this RFQ, whether existing now or is likely to arise in the future, or may permit any such proponent to continue and impose such terms and conditions on that proponent, as the procuring entity in its sole discretion may require.

Proponents are required to disclose, to the [RFQ Contacts](#), any potential or perceived conflict of interest issues immediately upon becoming aware of any such conflict.

Information about the Nova Scotia *Conflict of Interest Act* (S.N.S. 2010, c. 35) can be found at:

<http://nslegislature.ca/legc/statutes/conflict.htm>

### **3.2.4 Right to Reject; Financial Stability; Non-Compliance**

- 3.2.4.1 Failure to comply with any of the mandatory terms or conditions contained or referenced in the Solicitation documents shall result in the rejection of the Bid.
- 3.2.4.2 All of the terms, conditions and/or specifications stated or referenced in the Solicitation are assumed to be accepted by the Bidder and incorporated in the Bid.
- 3.2.4.3 Bidders may be required to demonstrate financial stability, authorization to provide the goods/services being acquired, and/or regulatory agency approval, licensing or registration as needed, or otherwise clarify Bidder's capability to satisfy the Solicitation requirements. The Procuring Entity reserves the right to reject Bids from any Bidder that it believes is incapable of providing the necessary labour, materials, equipment, financing or management resources to perform the work or supply the goods in a satisfactory and timely manner.
- 3.2.4.4 The Procuring Entity reserves the right to waive minor non-compliance where such non-compliance is not of a material nature in its sole and absolute discretion, or to accept or reject in whole or in part any or all Bids, with or without giving notice. Such minor non-compliance will be deemed substantial compliance and capable of acceptance. The Procuring Entity will be the sole judge of whether a Bid is accepted or rejected.
- 3.2.4.5 The Procuring Entity reserves the right to split an award amongst Bidders as deemed in the best interests of the Procuring Entity.

### **3.3 Quotation Format**

To help ensure consistency in proponent responses and facilitate the evaluation process, the quotation should be prepared and packaged, as outlined in the sections that follow. Please print double-sided whenever possible and limit promotional and/or marketing materials to the information specifically requested in this RFQ.

#### **3.3.1 RFQ Quotation Package**

A complete quotation package is comprised of the elements below, presented in the order listed:

- One (1) Original Bid Form**
- One (1) Demonstrated Expertise and References:**
  - Outline your experience with comparable work.
  - Provide three references.

#### **3.3.2 External Packaging (if applicable)**

Ensure the external packaging reflects the information listed below:

- Proponent's name
- RFQ # MOCR201915

## **4.0 Quotation Requirements**

This section describes the **quotation requirements** to be included, which will be evaluated as per section 5.

### **4.1 Technical Response**

#### **4.1.1 Demonstrated Expertise**

Outline your experience with comparable work.

#### **4.1.2 Proponent References**

Provide up to **three references** for any work done by your firm in the past three years that is similar in nature, complexity and size to the requirements specified in this RFQ. Provide the name of each project reference, along with his/her phone number, fax number and email address.

## 4.2 Pricing Response – Bid Form

Tenderer declares:

- 1) That this tender was made without collusion or fraud.
- 2) That the Tenderer has carefully examined the work.
- 3) Addenda \_\_\_\_\_ to \_\_\_\_\_ have been received and any noted revisions, additions or deletions have been incorporated into the annual contract price.

Annual contract price:

|                              |       |           |
|------------------------------|-------|-----------|
| Annual Service Charge:       | _____ | \$        |
| HST (if applicable):         | _____ | \$        |
| <b>Total Contract Price:</b> | _____ | <b>\$</b> |

Payment of contract shall be 1/12 of Annual Service Charge plus HST (if applicable) paid on the last Friday of each month.

Name of Tenderer: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_ Tel: \_\_\_\_\_

\_\_\_\_\_ Email: \_\_\_\_\_

H.S.T. Reg. No: \_\_\_\_\_

Name of Principal: \_\_\_\_\_

\_\_\_\_\_  
Signature of Principal

## 5.0 Evaluation

### 5.1 General Information

The Evaluation Team will consist of representatives of the procuring entity, and may include other representatives as deemed appropriate by the procuring entity. It is understood and accepted by the proponent that all decisions about the degree to which a proposal meets the requirements of this RFQ are in the sole determination of this Evaluation Team.

To assist in the evaluation of proposals, the Evaluation Team may, but is not required to:

- Conduct reference checks relevant to the proposal with any or all of the references cited in a proposal to verify information regarding a proponent and rely on and consider any relevant information from such cited references in the evaluation of a proposal.

Conduct any background investigations that it considers necessary and consider any relevant information resulting there from.

- Seek clarification from a proponent with respect to their Quotation. Such clarification **will not** offer the proponent the opportunity to change or provide new information. To the extent possible, requests made by the Evaluation Team will be sent from the email addresses of the RFQ Contacts.

A quotation will be examined in accordance with the evaluation process and criteria outlined in the sections below.

### 5.2 Evaluation Process

Proposals will be evaluated using the Evaluation Criteria set out in the table below. Scores will be recorded for each criterion and a total score will be determined.

Prepare the table below, inserting references to the appropriate sections within your proposal that deal with each criterion under evaluation.

| Criterion                     | Weight     |
|-------------------------------|------------|
| <b>Technical Response:</b>    |            |
| Demonstrated Expertise        | 10         |
| References                    | 10         |
| Pricing Response              | 80         |
| <b>Maximum Score Possible</b> | <b>100</b> |

Pricing response will be evaluated using the formula below:

- Pricing Score = weight x (low bid / bid)

**6.0 Appendix A – Services Contract**