

Request for Quotation
Building Cleaning and Grounds Maintenance Services
October 1st 2020

Introduction to Seaway Valley Community Health Centre

The Seaway Valley Community Health Centre (SVCHC) is a charitable, not-for-profit and community-governed organization created to provide primary health care, health promotion and community development services to residents of Cornwall and area. SVCHC is designed to address the issue of equity for citizens facing barriers to accessing the health care system.

The SVCHC professional team works closely with community health and social service partners to serve target populations of seniors, individuals and families living on low income, newcomers to Canada and individuals without a health care provider. The SVCHC Team consists of 36 staff of physicians, nurse practitioners, nurses, social worker, dietitian, health promoter, community health workers, medical secretaries, reception staff, administrative staff, plus occasional volunteers and students.

Appointments to SVCHC are planned and scheduled for clients registered to the Centre to access primary care. However, all residents of the catchment area are welcome to participate in the variety of health and wellness programs offered at no cost, (refer to www.seawayvalleychc.ca for a complete list of SVCHC's programs and services).

To review a copy of SVCHC's Annual Report which includes the audited financial statements for fiscal year 2019-2020 and other related information visit the SVCHC website, under Governance at www.seawayvalleychc.ca.

Request for Quotation (RFQ) for Building Cleaning and Grounds Maintenance

Outline of the RFQ

The primary responsibility of the selected Contractor will be to provide cleaning services for the entire Centre and grounds maintenance to Seaway Valley Community Health Centre's property for a three (3) year period commencing December 1st, 2020.

Section 1 – Purpose

1.1. SVCHC invites qualified individuals, firms, organizations and corporations (as the Bidders) to submit a quotation for the provision of cleaning of the centre and grounds maintenance services at 353 Pitt Street, Cornwall for a 3-year period.

Section 2 - Instructions to Bidders

2.1. Quotations must be submitted by **3:00 p.m. on November 13th, 2020 addressed to Jeff Walmsley, Corporate Services Manager** at Seaway Valley Community Health Centre, 353 Pitt Street, Cornwall, K6J 3R1. Quotations received after the above closing date and time will not be considered and will be returned to the Bidder.

2.2. All documents must be completed in accordance with the requirements of the Request for Quotation (RFQ) documents and no amendment or change to quotations will be accepted after the closing date and time. The external envelopes of all bids received at SVCHC, by the submission date and time, will be date stamped and initialled by a member of the SVCHC reception team upon receipt.

2.3. The weeks of September 28th to November 6th, 2020 are available for potential Bidders to visit and view the space however appointments must be made in advance with the Jeff Walmsley, Corporate Services Manager.

Item	Date
Release of RFQ	September 21 st , 2020
Centre Viewings (<i>By appointment only</i>)	September 28 th to November 6 th 2020
Due Date (by 3:00 p.m.)	November 13 th , 2020
Notifications	November 20 th , 2020
Start Date	December 1 st , 2020

All questions and communications regarding this Request for Quotation shall be directed to:

Jeff Walmsley, Corporate Services Manager
Seaway Valley Community Health Centre
353 Pitt Street, Cornwall, ON K6J 3R1
Telephone: (613) 930-4892, extension 104
Email: jwalmsley@seawayvalleychc.ca

Section 3 - Evaluation and Award

3.1. SVCHC will award the contract to the Bidder whose quotation offers the best value to manage all identified contract requirements. However, SVCHC is under no obligation to award any contract in whole or in part and reserves the right in its sole discretion to cancel this Request for Quotation process at any time before or after closing without providing reasons for such cancellation. SVCHC reserves the right to accept the proposed offer in total or in part, to reject any or all offers, to waive any minor informalities or technicalities, and to accept the offer deemed most favourable to SVCHC.

To be eligible for consideration, quotations must meet all the requirements herein. Quotations that are unsigned, incomplete, conditional, illegible, unbalanced, and/or obscure or that contain additions not called for, reservations, erasures, alterations or irregularities of any kind may be rejected. SVCHC reserves the right to obtain additional information from the proponents to clarify the information in the Bidder's submission.

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

3.2. Basis of Selection: All quotations will be evaluated as noted above and using the following criteria:

- a) Pricing for services offered (70%).
- b) The Bidder's reputation, qualifications and relevant experience in providing services as determined by reference checks (25%).
- c) Other factors that SVCHC considers relevant (5%).

3.3. The Bidder must disclose any actual or potential conflict of interest and existing business relationships it may have on SVCHC, its elected Board of Directors and employees.

3.4. SVCHC is not responsible for any expenses or charges incurred by a Bidder in preparing or submitting a bid proposal.

3.5. The successful Bidder will be notified within five (5) business days after the closing date. At that time SVCHC and the successful Bidder will enter into a contract with the Bidder's proposal acting as the statement of work. The contract will include, but may not be limited to, the terms and conditions noted in this document.

3.6. All submissions become the property of SVCHC and will not be returned to the Bidder. All submissions will be held in strict confidence by SVCHC, unless otherwise required by law.

Section 4 – Qualifications and Award of Contract

4.1. Qualifications of the successful Bidder include the following:

- A minimum of three (3) years experience providing janitorial and maintenance services to health and office spaces;
- Demonstrated ability to meet service requirement in a timely/responsive manner;
- Knowledge of modern materials cleaning techniques, sequences and practices. Services will be performed by the Contractor's cleaning staff well trained in cleaning, sanitation techniques, safety and disinfection of environmental surfaces as part of their infection control and prevention plan.
- General knowledge of Community Health Centres policies, regulations and procedures.
- Knowledge of supervisory principles and practices and ability to supervise employees to ensure full performance, dependability and confidentiality.

4.2. The successful Bidder (if any) may not assign or subcontract any of the award contracts without the prior written consent of SVCHC.

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

4.4. The successful Bidder (if any) shall at all relevant times carry Workplace Safety and Insurance Board of Ontario (WSIB) coverage or Employer's Liability and shall submit its WSIB number together with a letter from the appropriate WSIB Department indicating there are no outstanding fees, fines, claims or debts due on the Bidder's WSIB account, to SVCHC prior to the commencement of the work. Each Bidder must identify their current standing with the Workplace Safety and Insurance Board.

4.5. The successful Bidder shall have and provide proof of Hazardous Materials Training, Haz-Mat Awareness Level 1.

4.6. The successful Bidder must meet the statutory requirements related to safe containment, handling and disposal of clinical waster "The Management of Biomedical Waste in Ontario. Section 5- Special Terms and Conditions Pertaining to this RFQ

Section 5 – Specifics

5.1. **Scope of Work:** The successful Bidder shall supply and pay for all labour, cleaning supplies, material, equipment and services necessary for the work. The total square footage of cleaning area is 11,571 square feet. A floor plan is attached. There are no carpeted areas but there are seasonal carpet runners. Note: The server/LAN room is not included in this RFQ.

5.2. **Standards of Health and Safety:** Environmentally friendly products are to be used where possible. The cleanliness, tidiness and sanitary standards of the facility are to be maintained at all times. A checklist is to be used and maintained in a location accessible to SVCHC staff. Any storage area must be kept clean and orderly. The successful Bidder must fulfill all obligations in compliance with the Occupational Health and Safety Act.

5.3. **Access to Storage:** SVCHC will authorize and permit the successful Bidder access to the building's janitorial closet and slop sink.

5.4. **Term of the Contract:** The contract will be for a period of three (3) years effective December 1st, 2020 to November 30th, 2023 with the option for a one (1) year renewal. SVCHC reserves the right to provide a 120 day notice to cancel the contract in the event that SVCHC is notified by the Landlord of their plans to demolish the building or in the event that SVCHC's funding is reduced, terminated or not renewed.

5.5. **Pricing:** Bid prices must include all cleaning supplies and equipment and must be held firm for the term of the contract. Cleaning supplies include all disinfectant and sanitizing cleaning products, floor and wall cleaning products, toilet bowl cleaning products, appliance cleaning

products, etc., but not toilet paper, hand towels, soap in soap dispensers or garbage bags. The successful Bidder will be provided with storage space and access to a slop sink. The Contractor will provide a fixed price for the 3-year duration of the service contract. After three (3) years, SVCHC reserves the right to renew the contract with the same terms and conditions for one (1) additional year.

5.6. Taxes: Bidders must submit prices exclusive of HST and submit using the Cost Analysis Sheet – Appendix 1.

5.7. References: A minimum of three (3) customer references for similar work must be provided with the Bidder's quotation. **SVCHC requires a police check for the successful Bidder and all their employees as proof that their staff are bonded.**

5.8. Responsibility and Control of the Work: The successful Bidder shall be responsible for all damage caused by its employees, its equipment or its supplies to SVCHC property, equipment, and building contents. The successful Bidder shall also be responsible for all injuries to persons caused by its staff, equipment or supplies. The successful Bidder must be knowledgeable of, and abide by, all provisions of legislative enactments, by-laws and regulations in regard to safety and confidentiality. The successful Bidder and its employees must wear adequate safety equipment for the tasks involved (e.g. safety shoes and gloves), and train their employees on the safe use of hazardous materials in the workplace. All containers of such materials must be clearly identified, labeled and stored at all times. Any health and safety issues should be reported immediately. The successful bidder is responsible for all training, supervision, orientation and payment, tax remittances and the quality of work of all staff.

5.9. Security, Fobs and Keys: The successful Bidder is to indicate the number of employees who will be engaged in taking care of these janitorial cleaning services. All fobs and keys entrusted to the successful Bidder for the fulfillment of this Contract must be fully protected at all times. Fobs and keys that are lost must be reported immediately to the Corporate Services Manager and it will be the successful Bidder's responsibility to have the locks re-keyed.

All rooms must be secured after cleaning by ensuring all windows are closed, blinds are pulled down, lights are off and all doors are locked. The alarm is to be set at the end of each cleaning shift. Any discrepancies must be reported to the Corporate Services Manager. The successful Bidder must sign in by disarming the alarm, sign out accordingly and adhere to the rules and regulations set forth by the Corporate Services Manager.

5.10. Critical Operating Hours: The successful Bidder will execute all work after regular business hours.

5.11. Irregular Operating Hours: SVCHC is currently providing services to clients until 7:30 p.m. on Tuesday and Thursday evenings. Additionally, meetings and various functions occur periodically into the evening and on weekends at SVCHC. On these evenings and/or weekends, the janitorial work in the area where the event is occurring, will be completed after the function is over.

5.12. Payment Terms: Each Bidder must provide payment terms. SVCHC will not make deductions from the contract fee for employee benefits. As such, the Bidder /Contractor will be responsible for all payments related to Employment Insurance, Canada Pension Plan, Income Tax or Employer Health Tax for his/her employees.

5.13. Termination: SVCHC reserves the right to terminate the contract at any time and for any reason by giving notice in writing requiring the independent Contractor to stop performing the work or any part thereof, in which event this Contractor shall have no claim against SVCHC by reason of such termination other than payment of expenses incurred to date by the Contractor pursuant to the contract.

Seaway Valley Community Health Centre also reserves the right to terminate the contract for cause at any time and without notice or payment in lieu of notice.

The independent Contractor may terminate this agreement by notifying the Corporate Services Manager in writing and providing a minimum of ninety-day (90) notice. Seaway Valley Community Health Centre shall reserve no claim against the contractor by reason of such termination.

5.14 Notice: All notices required to be delivered to the Bidder/ Independent Contractor under this contract shall be deemed to have been properly delivered when delivered personally, by telecommunications or by mail to the independent Contractor's last known address.

Section 6 – Governing Law

6.1 Governing Law: The contract agreement shall be governed by and interpreted in accordance with the laws of the Province of Ontario.

6.2 Confidentiality: All information regarding the internal affairs and operations of Seaway Valley Community Health Centre is privileged and must be kept private and confidential. The successful Bidder, and all their staff, will sign a confidentiality agreement.

Section 7 – Authority

7.1 Authority: This contract agreement is binding when approved by an authorized representative of Seaway Valley Community Health Centre.

Section 8 – Scope of Work

8.1 Daily Work Requirements (5 days per week)

1. All medical equipment and furniture in all nine (9) exam rooms must be wiped down with disinfectant.
2. The toys in the waiting room must be disinfected with Accel (or equivalent) disinfectant and the waiting furniture and area wiped down with disinfectant.
3. All washrooms are to be cleaned and disinfected (including the basement washroom).
4. All doorknobs must be wiped with disinfectant.
5. The basement area must be cleaned.
6. All waste baskets and recycling bins in each office, meeting room, library, dental suites, basement area and all exam rooms are to be emptied daily. Waste basket bags are replaced daily.
7. All recyclables are to be placed in clear plastic bags.
8. Disinfect the railings in the hallways.
9. The floors are to be swept and/or vacuumed and washed daily (exception of the offices which are done weekly). Wash floors in two kitchens, all washrooms, hallways, entrance, basement area and all exam rooms daily.
10. Both kitchens must be cleaned and disinfected (dishes in dishwashers, counters wiped, appliances cleaned, garbage and recycling emptied)
11. Load and run the two dishwashers in the staff room and in the community room.
12. Spot clean finger marks and smudges around appliances.
13. Clean glass at main entrance double doors.
14. Soap and paper towel dispensers must be filled and checked that batteries are operating.
15. Toilet paper refills must be done and an extra roll left inside each washroom.
16. Exercise equipment in the basement must be disinfected daily.
17. Snow shoveling of entrance walkways as needed prior to Centre opening.
18. Report any irregularities to the Corporate Services Manager.

8.2 Weekly Work Requirements

1. All other floors must be washed thoroughly weekly (however, if soiled these must be washed as needed on a daily basis throughout the week).
2. Basement/gym exercise equipment must be moved to clean around and behind equipment.
3. Garbage and recycling are put to the curb weekly on designated days.
4. Clean and sanitize the diagnostic panel of equipment in the exam rooms.
5. Desk must be cleaned weekly (if cleared).
6. Clean and polish metal surfaces.
7. Dust furniture, windowsills, picture frames and high ledges, etc.
8. Sanitize and wipe down all appliances.
9. Clean and sanitize all light switches.
10. Weekly yard maintenance includes grass cutting and trimming (wiper-snipping), garbage pick up on the premises (includes parking lot), removing cob-webs from entrance area and on surveillance cameras, weeding of flower bed.

8.3 Monthly Work Requirements

1. Empty and sanitize the two fridges (staff kitchen and community room).
2. Medical Waste Disposal (Sharps containers) disposal on a monthly or more frequently as needed.
3. Monthly Generator testing.
4. Office furniture as requested by the staff person when staff request it done by placing a sign on desk indicating they wish to have their desk cleaned.
5. Inspect all carpeted (carpet runners) areas for stains and safeguard with duct tape as required. Report all damaged carpets requiring replacement.
6. Clean exterior entrance to the building, (remove cigarette butts, garbage, cob webs on windows and exterior surveillance cameras, sweep the sidewalk to the entrance, etc.).

8.4 Seasonal Work Requirements

1. Waxing floors (seasonally)
2. Washing interior and exterior windows (spring and fall)
3. Cleaning cob-webs off exterior cameras (as needed)
4. Seasonal readiness, (generator, turn off water taps, add or remove carpet runners, vent cover for outdoor exhaust, replace filters, etc).
5. Clean the interior and exterior of all incandescent and fluorescent light fixtures.
6. Steam clean all carpet runners (shampooing, edges and corner maintenance).

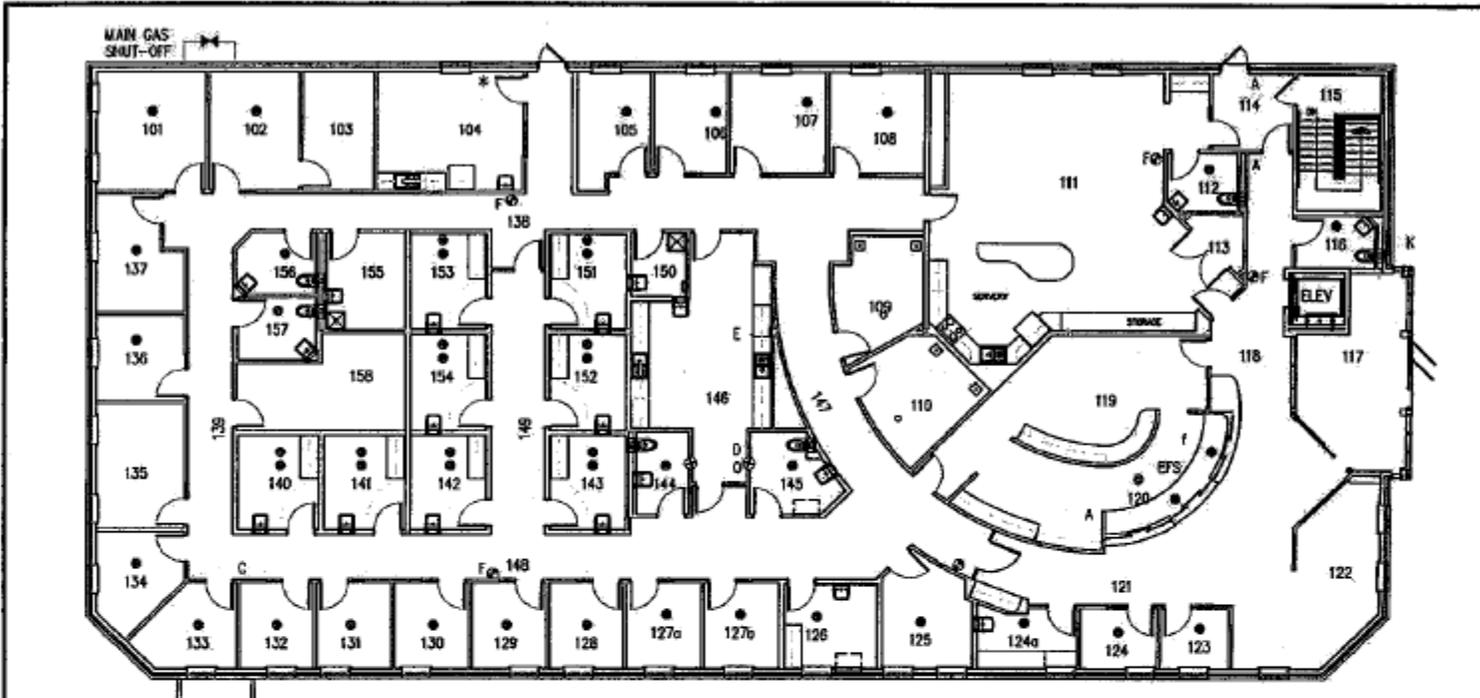
Section 9 - Additional Notes

- Any additional work required due to special events or unanticipated issues to be requested as needed and costs agreed upon in advance.
- The successful Bidder will support the SVCHC business operations from Monday to Friday, with limited service on Saturday and/or Sunday at this time.
- The successful Bidder will report to the Corporate Services Manager.
- The successful Bidder should refrain from speaking with clients and/or SVCHC staff.
- The successful Bidder should refrain from borrowing or using SVCHC resources (i.e. books, gloves, supplies of any kind).
- As cleaning rags are contaminated, the successful Bidder will not wash cleaning rags in SVCHC's washing machine in the basement. SVCHC appliances may only be used for SVCHC internal purposes only.
- The successful Bidder will not put cardboard outside unless it is recycling pick-up day.
- Indoor and outdoor health and safety issues, surveillance and reporting of issues must be reported to the Corporate Services Manager immediately if urgent, or on the next business day (if non-urgent).

Appendix 1- Cost Analysis

Fiscal Year	Estimate of Monthly Staff Hours	Monthly Fee Price (excluding HST)	Annual Total of Fees
December 2020 – March 2021			
April 2021 – March 2022			
April 2022 – March 2023			
April 2023 – November 2023			

Floor Plan - SVCHC Main Floor



LEGEND

- | | | |
|----------------------|--|----------------------------|
| O OXYGEN | * OCCUPATIONAL HEALTH AND SAFETY BOARD | EFS EMERGENCY FIRE STATION |
| E EYE WASH STATION | ⊙ MATERIAL SAFETY DATA SHEETS (MSDS) | K FIRE DEPARTMENT KEY |
| F FIRST AID KIT | C CARBON MONOXIDE MONITOR | ● PERSONAL ALARM DEVICE |
| SH SHOWER | D DEFIBRILLATOR | ● NURSE CALL ALARMS |
| F● FIRE EXTINGUISHER | A ALARM PAD | |



PROJECT:

SEAWAY VALLEY COMMUNITY HEALTH CENTRE

TITLE:

EMERGENCY EQUIPMENT PLAN: GROUND FLOOR

SCALE:
1:200

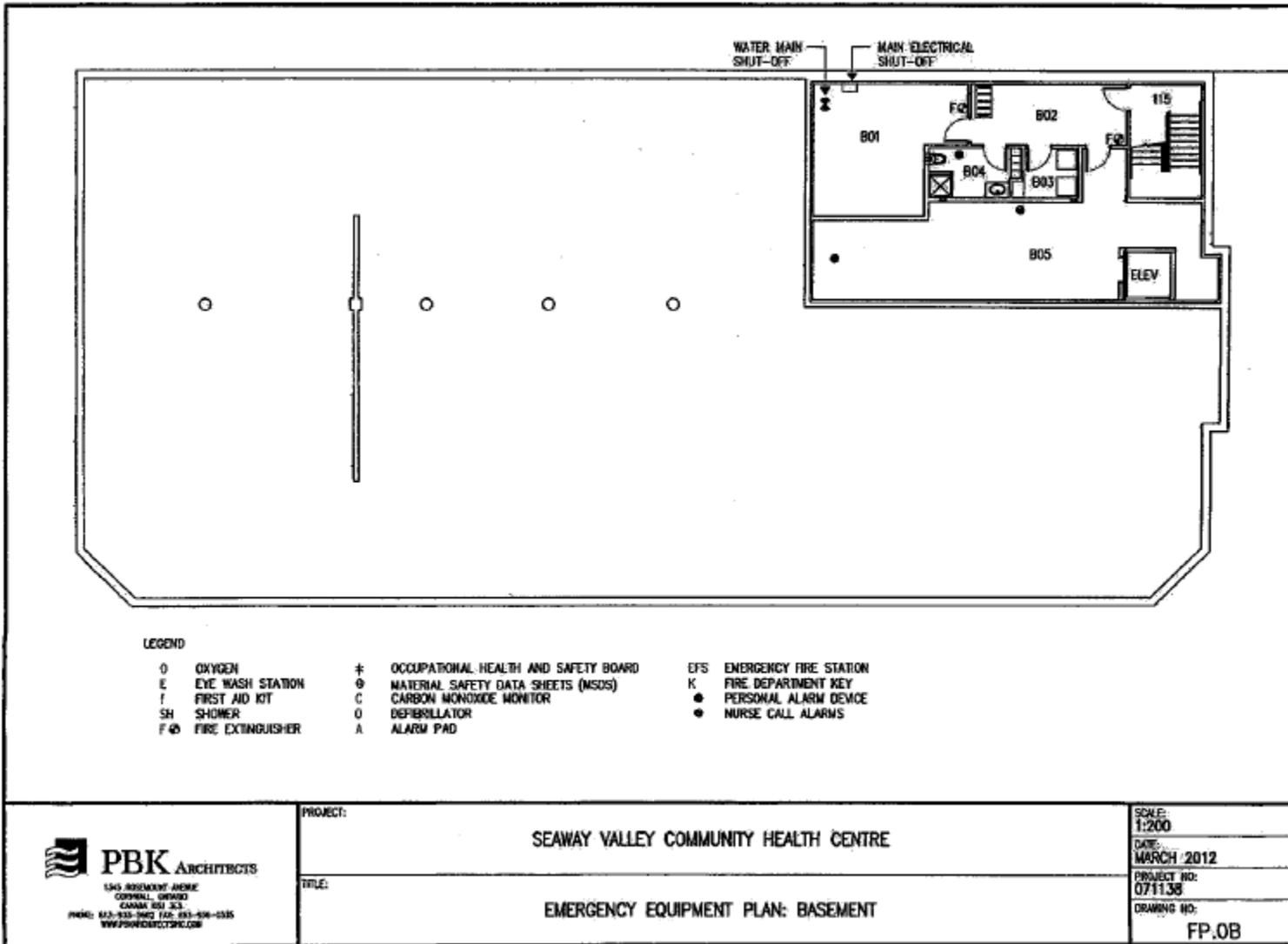
DATE:
MARCH 2012

PROJECT NO:
071138

DRAWING NO:

FP.01

Floor Plan - SVCHC Basement



PBK ARCHITECTS
 1545 ROSEMOUNT AVENUE
 CORNWALL, ONTARIO
 CANADA K6H 3K3
 PHONE: 613-933-9662 FAX: 613-936-0335
 WWW.PBKARCHITECTS.COM

PROJECT: SEAWAY VALLEY COMMUNITY HEALTH CENTRE
 TITLE: EMERGENCY EQUIPMENT PLAN: BASEMENT

SCALE: 1:200
 DATE: MARCH 2012
 PROJECT NO: 071138
 DRAWING NO: FP.08

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