



UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION

University Neighbourhoods Association Janitorial Services at UNA Wesbrook and Old Barn Community Centers

Closing Location

#202-5923 Berton Avenue
Vancouver, BC V6S 0B3

Closing Date and Time

3:00 pm Pacific Daylight Time
Friday, October 6, 2023

Submitted to

Wegland Sit
Operations Manager
Email: wegland.sit@myuna.ca

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INTENT

The University Neighbourhoods Association (“Association”) is inviting cleaning service providers to submit a proposal for providing commercial cleaning and janitorial services at the UNA Community Centers. The proposal should demonstrate proven expertise in providing cleaning solutions and meeting the janitorial needs of our community centres, as set out in Part D, Scope of Work, of this RFP.

A. DEFINITIONS AND ADMINISTRATIVE REQUIREMENTS

1.0 DEFINITIONS

Throughout this Request for Proposal, the following definitions apply:

“**Board**” means the Board of the Association.

“**Contract**” means the written agreement resulting from this Request for Proposal executed by the Association and the Contractor.

“**Contractor**” means the successful Proponent to this Request for Proposal who enters into a written Contract with the Association.

“**must**”, “**shall**” or “**mandatory**” means a requirement that must be met.

“**Facility**” means the Wesbrook Community Centre or the Old Barn Community Centre, or collectively the “**Facilities**”

“**Consumables**” means all consumable products used at the Facilities, whether supplied by the Contractor or the UNA, and includes, without limitation, toilet paper, hand towels, feminine hygiene products, hand soap, urinal pucks, deodorizers and other similar products consumed at the Facilities from time to time.

“**Proponent**” means an individual or a company that has been requested to and submits, or intends to submit, a proposal in response to this Request for Proposal.

“**Proposal**” means a submission in response to this Request for Proposal.

“**Request for Proposal**” and “**RFP**” means this Request for Proposal.

“**Association**” means as the context requires, the University Neighbourhoods Association or the area within the boundaries of the University Neighbourhoods Association.

“**Services**” means all work to be performed by the Contractor under and pursuant to the Contract.

2.0 TERMS AND CONDITIONS

The following terms and conditions apply to this RFP. Submission of a Proposal in response to this RFP indicates acceptance of all the terms that follow.

3.0 ALTERNATIVE SOLUTIONS

If alternative solutions are offered, the information should be submitted in the same format but as a separate Proposal and clearly marked as an alternative solution.

4.0 CHANGES TO PROPOSALS

By submission of a written notice, a Proponent may amend or withdraw its Proposal prior to the closing date and time.

Upon Closing, all Proposals become irrevocable. The Proponent may not change the wording of its Proposal after Closing and no words or comments may be added to the Proposal unless requested by the Association for clarification.

5.0 PROPONENTS' EXPENSES

Proponents are solely responsible for their own expenses in preparing a Proposal. If the Association elects to reject all Proposals, the Association will not be liable to any Proponent for any claims for costs or damages incurred by the Proponent in preparing the Proposal, loss of anticipated profit in connection with a final Contract, costs for returning unopened Proposals, or any matter whatsoever.

6.0 PROPOSAL VALIDITY

Proposals will be open for acceptance for at least 60 days after the closing.

7.0 FIRM PRICING

- a) Prices quoted are to be exclusive of GST and PST and in Canadian funds.
- b) Prices will be firm for the entire Contract period unless this RFP states otherwise.

8.0 CURRENCY AND TAXES

Prices quoted will be in Canadian Dollars and inclusive of duty, delivery charges where applicable, and exclusive of GST and other taxes which shall be shown separately as applicable.

9.0 SUB-CONTRACTING

- a) Using a sub-contractor (who must be clearly identified in the Proposal) is acceptable. This includes a joint submission by a Proponent and sub-contractors who have no formal corporate links. The Proponent must be prepared to take on a Project Manager role, an overall responsibility for the production of this plan, and this must be defined in the Proposal.
- b) Sub-contracting to any firm or individual whose current or past corporate or other interests may, in the Association's opinion, give rise to a conflict of interest in connection with the services will not be permitted. This includes,

but is not limited to, any firm or individual involved in the preparation of this RFP.

- c) Where applicable, the names of approved sub-contractors listed in the Proposal will be included in the Contract. No changes or additions to the list will be permitted without the written consent of the Association.

10.0 ACCEPTANCE OF PROPOSALS

- a) This RFP must not be construed as an agreement to purchase goods or services. The Association is not bound to accept the lowest priced or any Proposal of those submitted. The Association is under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a Proposal nor execution of a Contract will constitute approval of any activity contemplated in any Proposal that requires any approval, permit or license pursuant to any federal, provincial, or municipal statute, regulation or bylaw.
- c) The Association reserves the right to reject any Proposal and to accept any Proposal notwithstanding any non-compliance with this RFP. The Association may select any Proposal for acceptance or negotiation with the Proponent by selecting the Proposal which the Association, in its sole unrestricted discretion and on the basis of such criteria as it considers appropriate, deems to be in the best interests of the Association.
- d) If a proposal contains a defect or fails to comply with the requirements of the proposal documents, which in the sole discretion of the Association is not material, the Association may waive the defect and accept the proposal.
- e) No Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, whether in respect of Proposal preparation costs, loss of anticipated profit, or any other matter whatsoever, and by submitting a Proposal each Proponent shall be deemed to have irrevocably waived any such claim.
- f) The Association reserves the right to cancel this RFP at any time and for any reason, and in so doing to reject all Proposals, and will not be responsible for any loss, damage, cost or expense incurred or suffered by any Proponent as a result of such cancellation.
- g) The Association reserves the right to enter into negotiations with one or more Proponents concerning the terms and conditions of the services to be provided, and expressly reserves the right through such negotiations to request changes, alterations, additions or deletions from the terms of any Proposals received.
- h) The Association reserves the right to select one or more Proponents for further consideration following the initial proposal evaluation process. The Association may require in-person presentations or interviews with Proponents selected for final consideration, prior to negotiating a contract.

- i) The acceptance of any Proposal is subject to funding and may require approval of the Board.
- j) After acceptance by the Association, the successful Proponent will be issued a written Notice of Award.

11.0 DEFINITION OF CONTRACT

Notice in writing to a Proponent of the acceptance of its Proposal by the Association and the subsequent full execution of a written Contract will constitute a Contract for the Services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events. By submission of a Proposal, the Proponent agrees that, should it be identified as the successful Proponent, it is willing to enter into a Contract with the Association within thirty (30) days of the date of the Notice of Award.

12.0 LIABILITY FOR ERRORS

While the Association has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Association, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

13.0 MODIFICATION OF TERMS

The Association reserves the right to modify the terms of the RFP at any time at its sole discretion. Such modifications will be communicated to all Proponents through formal addenda.

14.0 OWNERSHIP OF PROPOSALS AND FREEDOM OF INFORMATION

All documents, including Proposals, submitted to the Association become the property of the Association. Each Proposal should clearly identify any information that is considered to be confidential or proprietary information.

However, the Association is subject to the provisions of the *Personal Information Protection Act*. As a result, while section 23 of the *Personal Information Protection Act* does offer some protection for confidential third-party business information, the Association cannot guarantee that any such information provided to the Association will remain confidential if a request for access is made under the *Personal Information Protection Act*.

15.0 CONFIDENTIALITY OF INFORMATION

Information pertaining to the Association obtained by the Proponent as a result of participation in this project is confidential and must not be disclosed without written authorization from the of Association.



B. PROPOSAL SUBMISSION REQUIREMENTS

1.0 PROPOSAL SUBMISSION

- a) Responses should be delivered by email to the following location no later than 3:00 pm Pacific Daylight Time on Friday, October 6, 2023, (Closing) and should be clearly marked '**University Neighbourhoods Association UNA Community Centre Cleaning Services RFP**':

Attention:
Wegland Sit
University Neighbourhoods Association
Email: wegland.sit@myuna.ca

- b) Proposals are to include the following sections:

- i) Title Page:

The title page will show the RFP title, Closing Time, Proponent name, address, telephone number and the name and title of the Proponent's contact person.

- ii) Table of Contents:

Page numbers should be indicated.

- iii) Executive Summary and Relevant Experience:

A short summary of the key features of the Proposal demonstrating the Proponent's understanding of the scope of the requirements.

A listing of recent relevant experiences. Descriptions should include a summary of related work, including scope, location and length of time of performing relevant duties.

- iv) Proposal Form:

The Proponent will complete the Proposal Form included in this RFP in accordance with the instructions.

- v) Schedule of Pricing and Other Information:

The Proponent must complete **Schedule C – Schedule of Pricing and Other Information** in accordance with the instructions.

Price is to be quoted in Canadian funds for each facility. GST and Provincial Sales Taxes are not to be include in the pricing.

Pricing must include Total Monthly Fee (excluding GST and PST) that will charge to perform commercial cleaning service and janitorial service at:

- 1) Wesbrook Community Centre

2) Old Barn Community Centre

Sustainability statement must show how Proponent will demonstrate a commitment toward continuous improvement around environmental health, pollution prevention and efficient energy use.

vi) Proposed Schedule:

This section must include:

- 1) A daily schedule for providing the service broken down by days and task.
- 2) A description of the task to be undertaken and methodologies to be use by the Proponent.
- 3) Information of the Lead, team member and Sub-Contractors.

vii) References:

A list of references from a minimum of two (2) clients who have engaged the Proponent to complete similar service, include the name, address and phone number of references;

c) Proposal format:

- i) Proposals must be emailed with the Request for Proposal title clearly indicated in the subject line (Please request confirmation of receipt of emailed proposals).
- ii) Late Proposals will not be considered.
- iii) Proposals that are conditional; illegible; obscure; contain arithmetical errors; erasures, alterations, or irregularities of any kind; may, at the discretion of the Association, be declared disqualified.
- iv) The person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this RFP must sign the Proposal Form provided herein. Unsigned Proposals will be declared disqualified and returned.
- v) Proponents shall be solely responsible for the delivery of their Proposals in the manner and time prescribed. All submissions must be delivered according to the instructions herein. The Association will accept no responsibility for documents delivered to other Association facilities and at the discretion of the Chief Administrative Officer may be declared disqualified.

2.0 ENQUIRIES

- a) All enquiries related to this RFP shall be directed to:

Wegland Sit
Operations Manager
University Neighbourhoods Association
Telephone: 604.822.3263
Email: wegland.sit@myuna.ca

Enquiries will be accepted until 3:00 pm Wednesday October 4, 2023.

- b) Information obtained from any other source is not official and should not be relied upon.

3.0 DISCLAIMER

Each Proponent is responsible to review and understand the terms and conditions of this RFP, and the scope of work being requested. The Association makes no representation or warranty as to the accuracy or completeness of the information contained in this RFP and the Proponent is solely responsible to ensure that it has obtained and considered all information necessary to understand the requirements of the RFP, and to prepare and submit its Proposal. The Association will not be responsible for any loss, damage or expense incurred by a Proponent as a result of any inaccuracy or incompleteness in this RFP, or as a result of any misunderstanding or misinterpretation of the terms of this RFP on the part of any Proponent.

4.0 EVALUATION AND SELECTION CRITERIA

Those Proposals passing the mandatory requirements will be further evaluated against the point-rated criteria. During the evaluation process, Proponents may be required to provide clarification to statements made in their Proposals. The Association reserves the right to contact any person or organization to determine the reputation of the proponent.

The Association may elect to short list Proponents in stages as deemed necessary. Short listed Proponents will be asked to provide additional information or details for clarification, which may include the Proponent (and any or all Sub-Contractors of the Proponent) attending in-person or virtual interviews, making a presentation, performing demonstrations, and where necessary, providing any additional information that Association may request.

Mandatory Criteria
Attendance at Mandatory Onsite Information Meeting
Proposal Form completed and signed by a person authorized to bind the Proponent to statements made in the submission.

Proposal must be received at the closing location by the specified Closing date and time.

Point-rated Criteria	Points Assigned	Score per Criteria (Multiplier)					Weighted Total
		Poor (.3)	Marg. (.5)	Fair (.7)	Good (.9)	Exc. (1.0)	
Experience and qualifications	15						
Methodology - Detailed method/planning and work program	20						
Sustainability	10						
Pricing	35						
Reputation and feedback from references	20						
Total Points	100						

5.0 COMMITMENT BY THE ASSOCIATION

- a) The Association will make available, upon request and at no cost to the successful Proponent, any existing relevant background information, including hard copies that are not posted on the Association website.
- b) The successful Proponent may be required to sign non-disclosure, confidentiality or other agreements when access is provided to Association information.

C. SCOPE OF WORK

1.0 OVERVIEW OF THE UNIVERSITY NEIGHBOURHOODS ASSOCIATION

The Association provides municipal like services to approximately 15,000 residents who live in five separate Neighbourhood Housing Areas on the Campus at the University of British Columbia (UBC).

As part of their mandate the UNA oversees two community centers, the Wesbrook Community Centre and the Old Barn Community Centre (the “Facilities” and individually a “Facility”).

These Facilities play a vital role in providing a wide range of services to residents in different UNA neighborhoods. Together they offer a diverse range of recreational, educational, and cultural programs, aiming to enhance the quality of life for community members.

The Wesbrook Community Center is located at 3335 Webber Ln, Vancouver, BC V6S 0H3 - At approximately 31,000 sq ft, the Facility is a two-level community centre, including office spaces, fitness centre, dance studio, multipurpose indoor gym, kitchens, meeting rooms, changerooms with shower facilities.

The Old Barn Community Centre is located at 6308 Thunderbird Blvd, Vancouver, BC V6T 1Z4 - At approximately 9500 sq ft, the Facility is a two-level community centre, including office space, fitness centre, meeting rooms, community gathering space, washrooms and kitchen space.

Detailed site plans are included in Schedule B.

2.0 OVERVIEW

The purpose of this RFP is to find a cleaning service provider to provide commercial cleaning and janitorial services that support the Facilities.

The services sought through this RFP should include a comprehensive cost-benefit analysis that considers environmental, social, and financial aspects. The successful bidder should thoroughly examine the design of the Facilities to understand the specific requirements of cleaning services.

The goal is to establish a seven-day cleaning schedule and collaborate closely with key stakeholders to ensure tasks outlined in “Schedule A - Requirements” and “Schedule B - Community Centre Cleaning Schedules” are achieved.

3.0 KEY DATE AND TERM

It is important to note that the successful Proponent in this process is expected to takeover janitorial services in the Facilities in **mid January 2024**.

4.0 AVAILABLE INFORMATION AND MANDATORY ONSITE INFORMATION MEETING

A mandatory onsite Information Meeting is scheduled on **September 29, 2023, 10 am – 11:30 am, at Wesbrook Community Centre, 3335 Webber Lane Vancouver BC.**

The Information Meeting will include an overview of the requirements and process for this RFP and will also enable Proponents to seek clarification on RFP issues in a communal forum.

Proponents are encouraged to read this RFP prior to the Information Meeting.

D. CONTRACT CONDITIONS

By submission of a Proposal, the Proponent agrees that should its Proposal be successful, the Proponent will enter into a Contract with the Association based on this RFP, the Proponent's Proposal, and any negotiations concluded pursuant to Section B.11.

The term of the Contract shall be for a one (1) year period with the option to renew for one (1) additional two (2) year periods to a maximum total term of three (3) years. The option to extend the contract is subject to mutual agreement between the Contractor and the Association.

1.0 COMPLIANCE WITH LAWS

The Contractor will comply with all laws applicable to the work or performance of the Contract.

2.0 LAWS OF BRITISH COLUMBIA

Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in effect of the province of British Columbia.

3.0 RELEASE, INDEMNITY AND LIABILITY

The Contractor agrees to indemnify, defend and save harmless the Association, its employees, officers, directors, affiliates, representatives, agents, and their respective successors and assigns (collectively, the "Association Parties") from and against any and all losses, claims, damages, demands, fees (including legal fees and expenses on an indemnity basis), actions and causes of action, liability or judgement including those that the Association or the Association Parties may sustain, incur, suffer or be put to at any time, either before or after the expiration or termination of this Agreement, that arise out of the acts, errors, or omissions, including the negligent acts or omissions, of the Contractor or those for whom the Contractor is responsible, including, but not limited to, its sub-contractors, servants, agents and employees (collectively, the "Contractor Parties"). The Contractor acknowledges and agrees that the foregoing obligations of the Contractor to indemnify the Association and the Association Parties will survive and continue notwithstanding the termination or expiration of this Agreement.

The Contractor agrees to release the Association and the Association Parties from and against any and all losses, claims, damages, demands, fees (including legal fees and expenses on an indemnity basis), actions and causes of action which the Association may sustain, pay or incur as a result of, or in connection with:

- a. any breach, violation, non-observance or non-performance by the Contractor or the Contractor Parties of any covenant, agreement, provision or condition of this Agreement to be performed or observed by the Contractor or the Contractor Parties; and
- b. any damage or injury done to the Association's property by the Contractor or the Contractor Parties or any person who may be in or upon the Association's property with the consent of the Contractor or the Contractor Parties, and the Association and the Association Parties shall not be liable or responsible in

any way for, and the Contractor hereby waives all claims against the Association or the Association Parties, with respect to, or arising out of, any death or injury of any nature whatsoever that may be suffered or sustained by the Contractor or the Contractor Parties or by any employee, licensee, invitee, guest or customer of either of the Contractor or the Contractor Parties Service from any causes whatsoever, and the Contractor acknowledges and agrees that the foregoing obligations of the Contractor to release the Association and the Association Parties will survive and continue notwithstanding the termination or expiration of this Agreement.

The Contractor acknowledges and agrees that it will be liable to the Association for all losses, costs, damages and expenses whatsoever which the Association or the Association Parties may sustain, pay or incur as a result of, or in connection with:

- a. any breach, violation, non-observance or non-performance by the Contractor or the Contractor Parties of any covenant, agreement, provision or condition of this Agreement to be performed or observed by the Contractor or the Contractor Parties; and
- b. any damage or injury done to the Association's or the University of British Columbia's property by the Contractor or the Contractor Parties or any person who may be in or upon the Association's or the University of British Columbia's property with the consent of the Contractor or the Contractor Parties.

The Association, the Association Parties and the University of British Columbia shall not be liable or responsible in any way for, and the Contractor hereby waives all claims against the Association, the Association Parties and the University of British Columbia with respect to, or arising out of, any death or injury of any nature whatsoever that may be suffered or sustained by the Contractor, the Contractor Parties, or by any employee, licensee, invitee, guest, agent or customer of the Contractor or the Contractor Parties from any causes whatsoever.

The Contractor covenants and agrees to accept exclusive liability for any failure by the Contractor or any employee or subcontractor to comply with all applicable laws, including without limitation:

- a. the deduction and remissions of all statutory deductions including income tax, Canada Pension Plan and Employment Insurance in respect of all amounts paid to the Contractor under this Agreement and in respect of any employee or subcontractor retained by the Contractor to perform the Work; and

- b. laws governing self-employed individuals, if applicable, such as laws related to payment of taxes, social security, disability, and other contributions based on fees paid to the Contractor under this Agreement.

The Contractor will indemnify and hold harmless the Association and the Association Parties from and against any claim (whether for taxes, penalties, withholding of funds or otherwise) by the Canada Revenue Agency, the Employment Insurance Commission, the Canada Pension Commission, WorkSafe BC, the British Columbia Employment Standards Branch or any other governmental or quasi governmental agency with respect to any amount found to be payable by the Association or the Association Parties to such agency or commission in respect of the Work, including any legal fees incurred by the Association and the Association Parties (on an indemnity basis) with respect to any such claim. The Association will not withhold or make payments for social security, unemployment insurance or disability insurance contributions, or obtain workers' compensation insurance on the Contractor's behalf. The Contractor agrees to provide proof of payment of appropriate taxes on any fees paid to the Contractor under this Agreement upon request from the Association.

The Contractor acknowledges and agrees that the foregoing Release, Indemnity and Liability provisions shall survive the termination or expiry of this Agreement.

4.0 INSURANCE AND WORKSAFE COMPLIANCE

The Contractor shall secure and provide:

- i. Workers Compensation Insurance for itself and/or any of its employees who will be providing Work under this Agreement;
- ii. Automobile Liability Insurance, including owned, hired and non-owned coverage in the amount of \$2,000,000.00 per occurrence;
- iii. Comprehensive General Liability Insurance with limits of not less than \$5,000,000.00 per occurrence, insuring against third party bodily injury, death, personal injury, property damage and liability assumed under this Agreement; and

The insurance required under this Agreement will:

- i. be in a form satisfactory to the Association and with insurers licensed in British Columbia;
- ii. be provided to the Association upon issuance, and in any event prior to the commencement of any Work, and also upon any subsequent renewal or modification,
- iii. add the Association as an additional insured;

- iv. be endorsed to provide the Association with thirty (30) days advance written notice of any cancellation, expiration or material change
- v. be primary and non-contributory, and not require the sharing of any loss by any coverage provider and/or insurer of the Association; and
- vi. provide that the insurer shall not have any right of subrogation against the Association or the Association Parties on account of any loss or damage covered by such insurance or on account of payments made to discharge claims against or liabilities of the Association or the Association Parties, the Contractor, the Contractor Parties or any employee and/or subcontractor of the Contractor or the Contractor Parties covered by such insurance.

The Contractor covenants and agrees to comply with the Workers Compensation Act (British Columbia) (the “WCA”) and all associated regulations, and, for the purposes of undertaking the Work, the Contractor acknowledges and agrees that it is deemed to be, and is hereby designated and appointed by the Association as, the “Prime Contractor” as that term is defined in section 118 of the WCA for the purposes of the WCA and related regulations, including the Occupational Health and Safety Regulation (the “OHS Regulation”), and the requirements and regulations of WorkSafeBC, and the Consultant will in that capacity strictly comply with all requirements applicable to that designation, including, without limitation, those set forth in Division 3 of Part 3 of the WCA and in sections 20.2 and 20.3 of the OHS Regulation, as they may be amended from time to time.

E. PROPOSAL FORM

University Neighbourhoods Association UNA Community Centre Cleaning
Services RFP

CLOSING: 3:00 PM PACIFIC DAYLIGHT TIME ON FRIDAY, OCTOBER 6, 2023

This form must be completed, signed and included with the submission.

The undersigned confirms that their submission is in response to the Request for
Proposals for the University Neighbourhoods Association Community Centers Cleaning
Services.

Name of Firm: _____

Address: _____

Phone: _____ **Fax:** _____

Email: _____

Contact Name: _____

Position : _____

Phone: _____ **Fax:** _____

Email: _____

Authorized Signature

Name and Title

Date

F. SCHEDULE A – REQUIREMENTS

1.0 PERFORMANCE REQUIREMENTS

The Contractor will undertake the Services in accordance with SCHEDULE A – Requirements and SCHEDULE B – Community Center Cleaning Schedules.

Schedule B – Community Centre Cleaning Schedules sets out the minimum performance specifications at each Facility and the frequency that each item of work is to be performed.

If there are work items in SCHEDULE A and SCHEDULE B which do not have a corresponding performance specification, then the Contractor will be required 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 Association in its sole and absolute discretion.

2.0 SCHEDULING WORK HOURS

The Contractor will perform the Services at each Facility in a manner which causes minimal interference to the users and occupants of each Facility.

Day Porter Service will perform daytime regular cleaning and sanitizing of common areas, including lobbies, hallways, restrooms, fitness centre, classrooms, and office rooms, as set out in Schedule B.

Evening Cleaning will perform thorough cleaning of all areas. Services typically include deeper cleaning, higher impact cleaning activities that requires machinery like floor scrubber and vacuuming machine, Services that are too disruptive for facility's operations, Services that typically cannot achieve during daytime as set out in Schedule B.

The UNA reserves the right to implement a special cleaning schedule to support community events take place at the facilities. Services include but are not limited to, cleaning and sanitize the facilities before, during, and after the event, ensuring a tidy and presentable environment. Collect and dispose of trash and recyclables throughout the event, maintaining cleanliness and waste management protocols.

All work shall be started and completed at approximately the same time in each time period, unless otherwise specified or agreed to by the Association.

Specific cleaning schedules and any variations to the schedule must be approved by the Association in writing in advance of the variation.

3.0 SUSTAINABILITY COMMITMENT AND ACTION

Continuous Improvement and Sustainability Consideration: The Association is seeking evidence of leadership and commitment to improve the environmental performance of the Contractor's business.

The Proponent will provide a statement of its commitment toward continuous improvement around environmental health, pollution prevention and efficient energy use.

The Association encourages sustainable measures to incorporate recycled materials, such as post-consumer or post-industrial waste, in their procurement process.

4.0 PERSONNEL

The Contractor will provide the Association with written notice of permanent staff changes a minimum of one week prior to the effective date and include with such notice information about replacement.

If staff changes are made, new personnel must be accompanied by experienced personnel for a minimum of one full shift, to become familiar with the Facility.

5.0 ALARM SYSTEMS AND BUILDING SECURITY

The Contractor will meet with the UNA Operations and Facilities Coordinator to become familiar with the functions of the alarm system. The Contractor will then instruct his staff on the alarm system and will be solely responsible for arming and disarming the alarm system during the times that the Contractor is on site at the Facilities.

The Contractor will be required to pay all the response fees of Vancouver Fire & Rescue Services for any false alarms at the Facilities caused by the Contractor or its employees.

The Contractor will be responsible for the security of the Facilities during the periods in which the Contractor is on site. The Contractor will be responsible for locking all exterior doors and windows and turning out lights as required at the completion of each day's duties.

The Association will provide the Contractor with one copy of any keys / FOB that are required to access the Facilities. The Contractor will sign to acknowledge receipt of all keys / FOB and will return them to the Facility Representative upon the expiry or earlier termination of the Contract. Where applicable, the main set of keys is to remain at the Facility in a locked secure key box when not in use. At no time will the Contractor have additional keys cut.

Contractor must report any loss key incidents to the Association immediately. All keys and fobs will be the responsibility of the Contractor. The cost of any lost keys, or locks or the cost of re-keying resulting from keys lost by the Contractor will be borne by the Contractor. All keys shall be assigned and recorded to specific individuals.

All office doors and photocopy room doors that are listed on Schedule B are to be closed after cleaning.

6.0 EQUIPMENT REQUIREMENTS

All of the Contractor's equipment will be modern, industrial type suitable for the performance of the Services and the nature of the Facilities such that the equipment does not damage or cause any wear and tear to the surfaces, finishings or equipment in the Facilities. The equipment will be kept clean and in safe repair and will be replaced by the Contractor at its cost when worn out.

The contractor must provide all necessary cleaning supplies, chemicals, and equipment, including machinery for example floor scrubber to complete cleaning requirements set out in Schedule A and Schedule B.

7.0 WHMIS

The Contractor will comply with the "WHMIS" provisions (the "WHMIS Requirements") of the Workers Compensation Act, Occupational Health and Safety Regulation in the performance of the Services. The Contractor will supply, use and store all cleaning products and chemicals in accordance with the WHMIS Requirements. Where the Contractor wishes to use a product that does not have a current material safety data sheet ("M.S.D.S."), the Contractor must obtain the prior written approval of such product from the Facility representative and that written approval must be in the M.S.D.S. binder.

All substances governed by the WHMIS Requirements will be delivered to the Facilities in their original containers bearing the supplier's current Workplace Hazardous Material Information Systems labels. The Contractor will maintain and store at each Facility (and if necessary at multiple locations at each Facility) current M.S.D.S. for each cleaning product and chemical in a binder labeled "M.S.D.S.". These binders will be located in each area where cleaning products and/or chemicals are stored or dispensed. Breaking down of quantities into small or larger containers must be done in accordance with the WHMIS Requirements and all containers clearly marked in accordance with the WHMIS Requirements.

8.0 CLEANING PRODUCTS, SUPPLIES AND CONSUMABLES

The Contractor will only use cleaning products, supplies and Consumables which have been approved in advance by the Association. The Contractor must ensure all cleaning products and supplies are safe and environmentally friendly. Unless otherwise approved by the UNA, all cleaning products, supplies and Consumables used by the Contractor will be “Green Seal” certified. For more information on “Green Seal”, see <http://www.greenseal.org/>

The Contractor will discontinue using any cleaning products, materials or equipment which in the reasonable opinion of the Association, may cause any damage to the Facilities or pose any health risk to the users of the Facilities.

CLEANING REQUIREMENTS

1.0 RECEPTACLES AND CONTAINERS

The Contractor will empty and clean all waste holding receptacles and containers. The use of daily replacement of liners is required for all washrooms, and staff kitchen area receptacles. Separate or special liners may be utilized for recycle bin and organic waste bin; and,

All waste and recyclable holding receptacles and containers, ashtrays & urns will be returned to their original location once emptied and cleaned. No waste or recyclable holding containers or baskets will be placed upon desks, tables or chairs during cleaning operations.

2.0 FURNISHINGS

The Contractor will:

- a) clean and polish all furniture framing and trim, plastic, wood, vinyl, leather, and upholstered seats and will spot clean fabric as required. Furniture includes, credenzas, book cases, desks, file cabinets, tables, furniture glass, chairs, frames and all client accessories excluding personal items such as ceramics, ornaments, free standing pictures, electronic equipment (computers, keyboards, typewriters, printers) etc. which will not be the responsibility of the Contractor;
- b) ensure that all furniture, fixtures, telephones, glass tops, desks, accessories, vinyl, Plexiglas, leather etc. are free of finger marks, spots, stains, dust and soil with no streak marks present. Any such furniture and equipment moved during cleaning operations will be returned to their correct locations;

- c) clean all ear and mouth pieces of telephones with a germicidal solution and using clean cloths;
- d) clean window sills, partition ledges, baseboards and all other surfaces, including blackboard brushes, blackboard ledges, cleared blackboards, cleared whiteboards, wall louvers, moldings, radiators, etc.; and
- e) clean water fountains with a germicidal solution and ensure that all surfaces of the water fountains are free of spots, stains and streaks. Walls and floors around the drinking fountains will be cleaned and free from debris, spots and water marks.

3.0 HORIZONTAL SURFACES

- a) The Contractor will clean all counter tops, including splash backs, fronts and sides, all cupboard doors, hardware, exposed plumbing and sinks. Restock dispensers with Consumables approved by the UNA; empty and clean waste containers and replace plastic liners.
- b) All surfaces to be clean and free of stains, dust, finger marks, streaks, spots, and free of odors.
- c) The Contractor will clean metal and metal painted surfaces, such as chrome, stainless steel, brass and similar finishes - such items as door knobs, push bars, kick plates, door grilles, vents, handrails, railings, doors, exteriors of refrigerators and microwaves.
- d) Surfaces to be clean and free of streaks, finger marks, bright, and in a condition equal to that of the intended finish of the surface. Cover-up spray polishes shall not be used. Clean polish/where applicable, such surfaces as brass.

4.0 VERTICAL SURFACES (EXCLUDED WALLS)

- a) The Contractor will clean all vertical surfaces, including doors/frames, ledges, picture frames, charts, graphs, wall louvers, exposed pipes, and clocks. Vertical surfaces other than walls, high cleaning down to window sills, partition ledges.

5.0 WASHROOMS, CHANGING ROOMS AND SHOWER FACILITIES

- a) Sink Areas
The Contractor will:
 - i) thoroughly clean all counters, ledges, mirrors, sinks, plumbing fixtures and chrome fittings using a germicidal solution.

b) Shower Areas

The Contractor will:

- i) thoroughly clean all walls, partitions, ledges, floors, floor drain, shower fixtures and chrome fittings using a germicidal solution.
- ii) thoroughly scrub all walls, ceiling, floor and drains with a germicidal solution and a high- low brush.
- iii) damp mop floors with germicidal solution.
- iv) periodically machine scrub entire floor, including under the sinks, toilets, and urinals.
- v) using a pressure washer and detergent solution wash the shower area as needed.
- vi) report any plumbing issues to UNA Operation and Facilities Coordinator.

c) Toilets/Urinals

The Contractor will:

- i) thoroughly clean all partitions, walls, enamel surfaces, doors, ledges, railings, chrome fittings, plumbing, sanitary dispensers and towel dispensers using germicidal solution;
- ii) thoroughly clean toilet bowls and urinals (interior and exterior);
- iii) deodorize toilets; and
- iv) clean and polish stainless steel fixtures.
- v) check urinal auto flush valve status and battery status.
- vi) report any plumbing issues to UNA Operation and Facilities Coordinator.

d) Dispensers

The Contractor will:

- i) refill dispensers with Consumables approved by the UNA; and
- ii) thoroughly clean interior and exterior of all dispensers using germicidal solution.

e) Floors

The Contractor will:

- i) damp mop floors with germicidal solution, including under the sinks, toilets, and urinals; and
- ii) machine scrub entire floor, including under the sinks, toilets, and urinals.

6.0 STAIRWAYS

The Contractor will:

- a) thoroughly dust and clean handrails, ledges, railings, appurtenances, banisters, walls and appurtenances such as doors, trim, moldings, ledges, radiators, and grilles;
- b) wash the walls, ceilings and appurtenances of stairways. Surfaces of walls, ceilings and appurtenances (including doors, frames, glass, wood and metal), will be free of finger marks and spots of any kind. The Contractor will ensure that there are no streaks or lines where portions of the walls, ceilings or appurtenances are washed separately. Walls will be uniformly cleaned all over
- c) and any water spillage on floor will be wiped dry immediately;
- d) vacuum stairs and wet mop washable surfaced stairs including the cleaning of risers. After vacuuming or wet mopping, as applicable, the stairs, landings and risers will be clean and free of loose and caked soil and surface stains and will present an overall appearance of cleanliness.

7.0 FLOORS

Without limiting the Contractor's obligations in Section 5(d) above, the Contractor will clean the following floor surfaces to the following specifications:

Soft and hard surface flooring including vinyl, ceramic, hardwood, linoleum.

- a) Soft Surface Floors (i.e. vinyl, linoleum)
 - i. Machine Scrub to remove stains from flooring
 - ii. Damp mop stains, spills, remove any gum
 - iii. Dust/damp mop entire area
 - iv. Spray clean/bluff
 - v. Strip and re-finish
 - vi. Scrub and re-apply finish
- b) Hard Surface Floors (i.e. ceramic/porcelain tile, sealed concrete)
 - i. Damp mop stains, spills, remove any gum
 - ii. Dust/damp mop entire area
 - iii. Machine scrub and grout cleaning
 - iv. Strip and re-finish (ceramic tile)
 - v. Strip and re-finish concrete floor
- c) Fitness Centre and Living Room Kids Floor Mats
 - i. Vacuum thoroughly, vacuum gaps in between floor mat tiles
 - ii. Taking care area below equipment rack
 - iii. Dust/damp mop entire area

8.0 CARPETS AND MATTING

Without limiting the Contractor's obligations in Section 5(d) above, the Contractor will clean the following floor surfaces to the following specifications:

- a) vacuum all carpets, rugs and mats so that they are free of dust and other debris. Following vacuuming the nap on carpets and rugs to be laid in one direction. No debris or other soil matter shall be left in corners, around the edges of carpet or mats, under furniture, tables, chairs, bookcases, between file cabinets, behind doors, along baseboards and/or free standing radiators. All lightweight furniture and equipment moved during vacuuming operation to be returned to their original locations;
- b) spot clean carpets, rugs and mats including stairs;
- c) pre-spray and spin clean all carpeted areas including high traffic areas. Prior to pre-spraying and spin cleaning the carpets must be dry vacuumed and pile lifted to relieve matting conditions and to raise the pile to permit good cleaning of individual tufts;
- d) scrub carpets, rugs and mats to remove deep, embedded dirt and extract all excess water following scrubbing. The Contractor will avoid use of excess water thereby, preventing unnecessary penetration to the backing; and
- e) shampoo carpets, rugs and mats including stairs.

9.0 WALLS

The Contractor will clean wall surfaces to the following specifications:

- a) Walls, transoms and other fixtures and fittings attached to walls
 - i) Dust all surfaces. Following dusting, all surfaces will be free of dust marks and streaks
 - ii) Wash all washable surfaces. Washable surfaces include vinyl, sealed and painted surfaces.
 - iii) Spot clean and remove smudges from walls, doors, woodwork, glass partitions and other similar surfaces. No marks to be visible; any spots that cannot be removed by normal means to be reported to the UNA.

10.0 WINDOW COVERINGS

The Contractor will clean window coverings to the following specifications:

- a) Blinds, Drapes and curtains
 - i) Vacuum and spot clean stains
 - ii) Remove, inspect for repairs, professionally dry clean draperies and reinstall. After professional dry cleaning or professional washing of drapes/curtains to be re-hung after rods, casing, and pulls have been washed.

11.0 LIGHT FIXTURES

The Contractor will:

- a) Dust light lenses including ceiling areas and air and wall vents. Following dusting, fixtures and vents are to be free of dust, debris and bugs/insects. No dust/debris to be left on furniture or floors beneath fixtures
- b) Lights must be kept to a minimum and only to be used when working in specific areas.

12.0 WINDOWS AND PLEXIGLAS

The Contractor will:

- a) Spot clean reachable entrances glass inside and outside including frames, sashes sills, vestibules, glass doors, display cases, partitions and moldings.
- b) Wash the interior and exterior of all windows as required in Schedule B – Community Centre Cleaning Schedules.

13.0 MIRRORS

The Contractor will:

- a) Spot clean mirrors removing fingerprints and smudges.

14.0 STORAGE AREAS

The Contractor will:

- a) Ensure that all surface areas in storage areas are free of soil, dust and debris and will dust all light fixtures, overhead beams, ledges, pipes etc.

15.0 RECYCLING ROOM AND GARBAGE ROOM

The Contractor will:

- a) Ensure that all surface areas in Recycling and Garage Area are free of soil and debris.

16.0 JANITOR'S ROOMS AND CONTRACTORS' SPACE

The Contractor will:

- a) Ensure that the janitor's room and Contractor's space, at each Facility is tidy at all times with all equipment, materials, paper products, chemicals clean and stored neatly. The Contractor will not leave any soiled mops or cleaning cloths at the Facilities and will remove and launder same on an as used

basis. If required, waste will be neatly stored. The Contractor will damp mop the floors and ensure waste containers are emptied and clean a free of offensive odors.

17.0 ENTRANCE AND EXTERIOR AREAS

The Contractor will:

- a) Pick up litter and other waste items from the exterior of the Facilities including, without limitation,

18.0 SAFE EQUIPMENT

All cleaning equipment, ladders and other tools used by the Contractor in the performance of the Services will be inspected regularly and maintained in accordance with manufacturer's specifications, the Worker's Compensation Board, the Canadian Standards Association and all applicable laws.

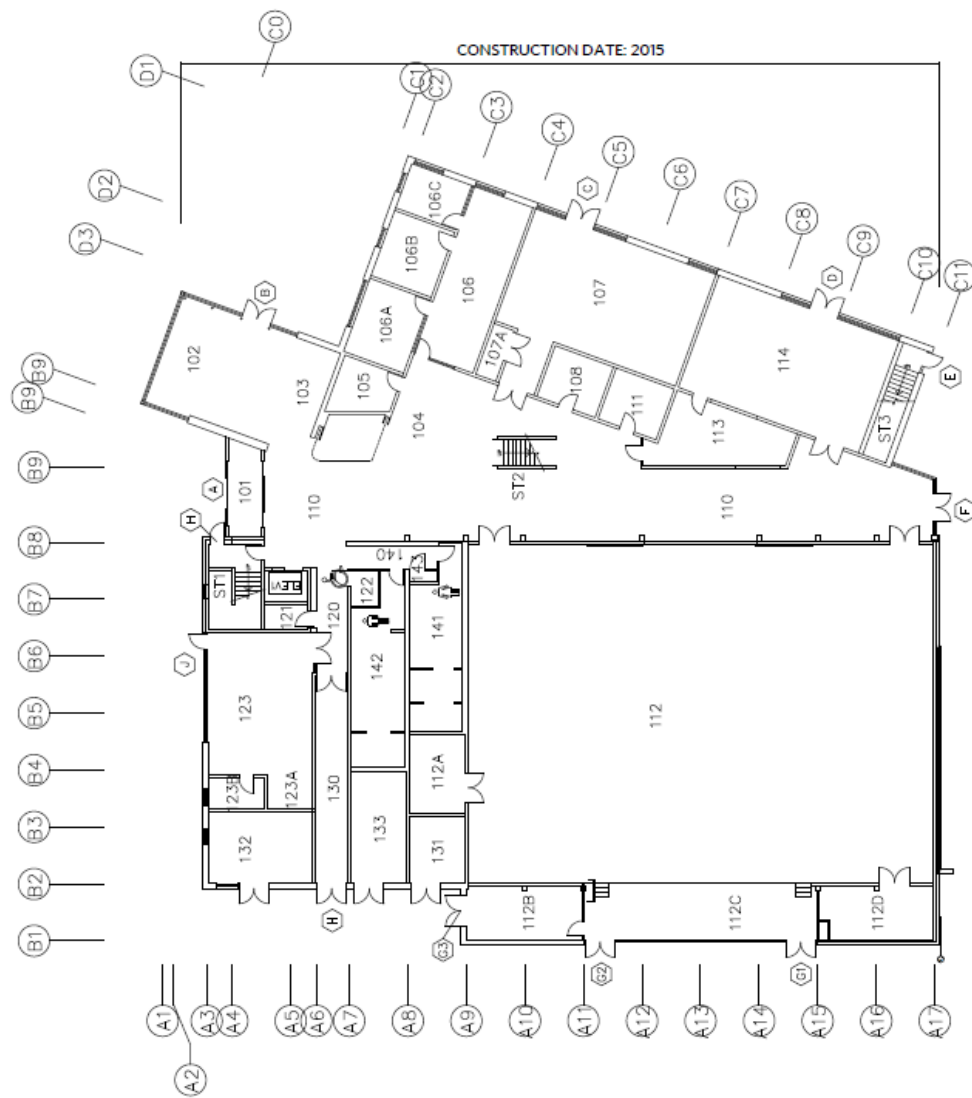


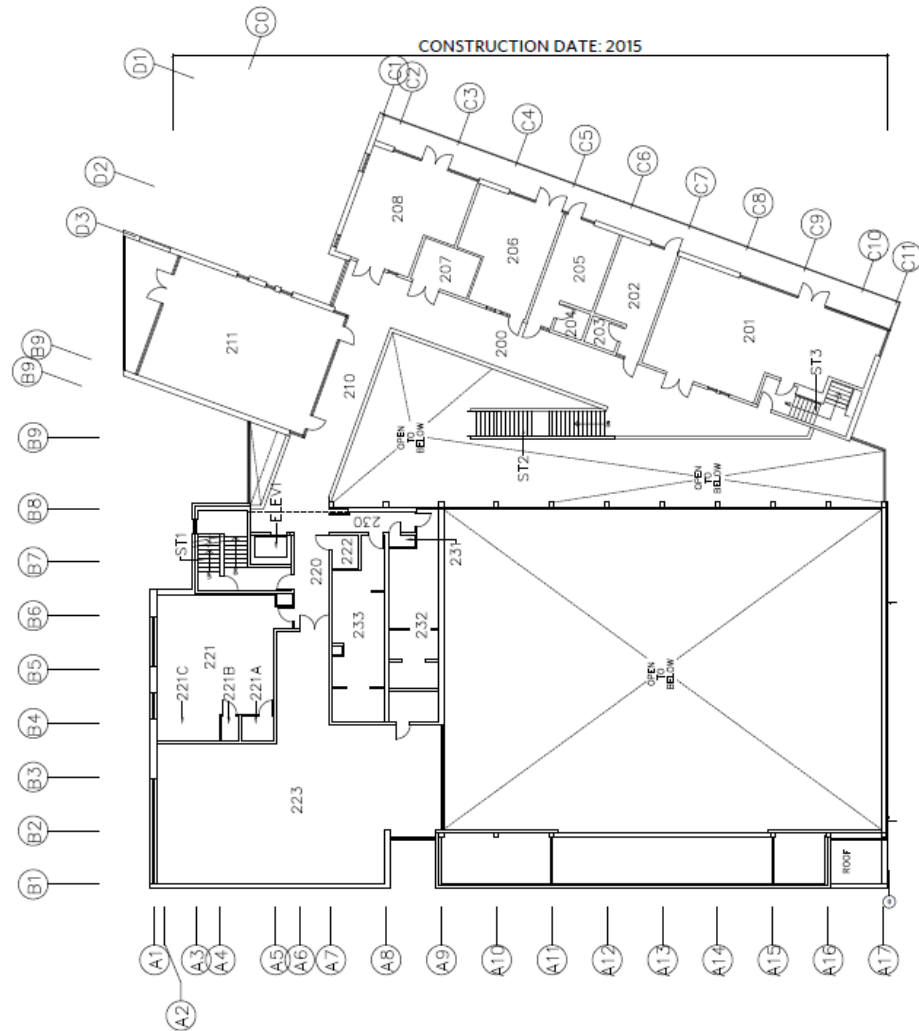
UNIVERSITY
NEIGHBOURHOODS
ASSOCIATION

G. SCHEDULE B – COMMUNITY CENTRE CLEANING SCHEDULES

Wesbrook Community Centre – 3335 Webber Lane Vancouver BC

Wesbrook Community Centre – Ground Level Site Plan





Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
Lobby (100)	Damp mop floors	X					
	Clean/vacuum rugs					X	
	Empty and disinfect wastebaskets/ garbage	X					
	Clean interior and exterior of doors and door glass	X					
	Clean interior and exterior main windows			X			
	Spot clean walls/windows/doors	X					
	Wipe down/dust furniture	X					
	Detail cleaning of furniture	X					
	Strip/seal/finish floors						X
	Dust all lamp/light fixtures	X					
	Burnish floor	X					
	Clean all sills					X	
	Clean blinds					X	
Front Entry (101)	Vacuum interior and exterior walk-off mats	X					
	Deep clean interior and exterior walk-off mats			X			
	Mop interior and exterior entrance hard floors	X					
	Scrub tiles					X	
	Hose outside entrance			X			
	Hose outside east stairway					X	
	Pressure wash outside entrance						X
	Pressure wash outside balcony						X
	Spot clean walls, glass/door glass of finger marks	X					
	Fully clean walls						X
	Detail cleaning of lamp/light fixtures						X
	Wash exterior windows						X
	Pick-up waste or litter	X					
	Sweep	X					
Reading + Lounge (102+103)	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Wipe down/dust counter tops	X					
Reception (104)	Clean windows			X			
	Clean all sills				X		
	Wipe computer hardware		X				
All Offices and Printer rooms (105+106+106A+106C+123B+208)	Wipe/disinfect phones	X					
	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Empty and disinfect wastebaskets/garbage cans	X					
	Spot clean walls/doors	X					
Staff Kitchen (106B)	Wash walls/doors						X
	Mop, deodorize, rinse all floor and tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel clean)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge, stove, etc.)			X			
	Dust all lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
Arts Room (107)	Remove rust/water stains	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Wash walls/doors						X
	Wash counter tops and exterior of cupboards and sinks	X					
	Clean all windows				X		
	Sweep and damp mop floor	X					
	Clean all sills					X	
	Clean blinds					X	
	Burnish floor	X					
	Strip/seal/finish floor						X
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
Gym (112)	Damp mop floor	X					
	Burnish floor	X					
	Wipe/dust/benches/furniture	X					
	Clean all windows				X		
	Clean all sills					X	
	Dust and wipe basketball frames					X	
	Wipe/dust benches	X					
	Dust floor	X					
	Spot clean all walls/doors	X					
Social Room (114)	Damp mop floor	X					
	Strip/seal/finish floor					X	
	Burnish floor	X					
	Clean all windows			X			
	Empty and disinfect wastebaskets/garbage cans	X					
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
Social Room Kitchen (113)	Mop, deodorize, rinse all floor and tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel clean)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge, stove, etc.)			X			
	Dust all lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Remove rust/water stains	X					
Teen Centre (123)	Clean all windows				X		
	Spot clean walls/doors	X					
	Wash wall/doors						X
	Dust all lamp/light fixtures	X					
	Replace burnt out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Wipe down/dust furniture	X					
	Clean all sills					X	
	Clean blinds					X	
	Empty and disinfect wastebaskets/garbage cans	X					
	Wash counter tops and exterior of cupboards and sink	X					
	Re-stock and wipe down all dispensers	X					
Multipurpose Room (201)	Damp mop floor	X					

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Strip/seal/finish floor					X	
	Burnish floor	X					
	Clean all windows			X			
	Empty and disinfect wastebaskets/garbage cans	X					
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
Music Rooms (202 + 205)	Mop floor	X					
	Clean, disinfect all furniture	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Dust all lamp/light fixtures						X
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
Meeting Room (206)	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Carpet extraction						X
	Spot clean furniture			X			
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Clean all sills					X	
	Clean blinds					X	
Dance Studio (211)	Damp mop floor	X					
	Burnish floor	X					
	Wipe/dust/benches/furniture	X					
	Clean all windows				X		
	Clean all sills					X	
	Dust all lamp/light fixtures	X					
	Replace burnt out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe/dust dance railings	X					
	Clean mirrors		X				
	Dust floor	X					
	Spot clean all walls/doors	X					
	Wash all walls/doors						X
Childminding Room (221)	Vacuum carpet	X					
	Spot clean carpet	X					
	Clean all windows				X		
	Spot clean walls/doors	X					
	Wash wall/doors						X
	Dust all lamp/light fixtures	X					
	Replace burnt out bulbs	X					

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Detail cleaning of lamp/light fixtures						X
	Wipe down/dust furniture	X					
	Clean all sills					X	
	Clean blinds					X	
	Empty and disinfect wastebaskets/garbage cans	X					
	Wash counter tops and exterior of cupboards and sinks	X					
	Re-stock and wipe down all dispensers	X					
Fitness Centre (223)	Vacuum tile floor	X					
	Mop, deodorize, rinse all floor and tile surfaces	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Spot clean furniture			X			
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Clean all sills					X	
	Clean blinds					X	
	Wash counter tops and exterior of cupboards and sinks	X					
	Re-stock and wipe down all dispensers	X					
	Clean mirrors		X				
All storage rooms	Sweep floor			X			
(107A+112A+112B+112D+207+203+223A)	Mop floor				X		
	Dust all lamp/light fixtures				X		
Changing Rooms (141+142+231+232)	Mop, deodorize and rinse all floor and tile surfaces using disinfectant	X					
	Clean, disinfect, deodorize and rinse all basins, toilets, urinals, sinks, counter	X					
	Remove rust and/or water stains	X					
	Re-stock/wipe all dispensers	X					
	Empty sanitary napkin disposal dispensers	X					
	Detail clean and sanitize floor tiles			X			
	Seal floor tiles						X
	Scrub floor tiles		X				
	Clean mirrors	X					
	Water in floor drains			X			
	Change urinal screens					X	
	Change deodorant					X	
	Detail clean and sanitize showers			X			
	Polish shower fixtures	X					
	Scrub drain covers			X			
	Clean-out shower drain			X			
	Detail sink overflow			X			
	Damp dust lockers			X			
	Disinfect lockers					X	
	Clean showers	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Empty and disinfect wastebaskets/ garbage cans	X					
	Clean shower mats	X					
	Remove graffiti	X					
Washrooms (122+222)	Mop, deodorize and rinse all floor and tile surfaces using disinfectant	X					
	Clean, disinfect, deodorize and rinse all basins, toilets, urinals, sinks, counter	X					
	Detail clean and sanitize floor tiles			X			
	Scrub floor tiles		X				

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Seal floor tiles						X
	Remove rust and/or water stains	X					
	Detail sink overflow			X			
	Empty and disinfect wastebaskets/ garbage cans	X					
	Dust all lamp/light fixtures	X					
	Replace burnt-out bulbs	X					
	Detail cleaning of lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Empty sanitary napkin disposal dispensers	X					
	Clean mirrors	X					
	Water in floor drains			X			
	Change urinal screens					X	
	Change deodorant					X	
	Remove and Report graffiti	X					
Recycling /Garbage Room (131)	Sweep floor			X			
	Dust all lamp/light fixtures					X	
	Power wash						X
Green Depot (132)	Sweep floor			X			
	Mop floor				X		
	Dust all lamp/light fixtures				X		
	Empty and disinfect wastebaskets/ garbage cans	X					
Elevator	Wipe down walls/doors	X					
	Mop floor	X					
	Clean tracks	X					
	Dust all lamp/light fixtures	X					
	Replace burnt-out bulbs	X					
	Detail cleaning of lamp/light fixtures					X	
Main Stairway (ST 2)	Damp mop stairs	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
	Damp wipe railings		X				
	Wipe rail tops		X				
East Stairway (ST 1)	Damp mop stairs				X		
	Dust all lamp/light fixtures				X		
	Detail cleaning of lamp/light fixtures					X	
	Damp wipe railings		X				
	Wipe rail tops		X				
Mechanical + Electrical Room (108+133)	Sweep floor				X		
	Dust all lamp/light fixtures					X	
All Hallways and Gym Lobby	Damp mop floor	X					
	Burnish floor	X					
	Strip/seal/finish floor						X
	Clean windows				X		
	Clean all sills					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Dust benches		X				
	Spot clean walls/doors	X					
	Wash all walls/doors						X
	Wipe down and disinfect waterfountains	X					
Janitorial closets	Sweep floor	X					
	Mop floor			X			

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
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Facility	Locations	Hours of Operation
Wesbrook Community Centre (WCC)	3335 Berton Avenue, Vancouver	Monday to Friday: 8:30 a.m. to 10 p.m. Saturday and Sunday: 8:30 a.m. to 9 p.m.

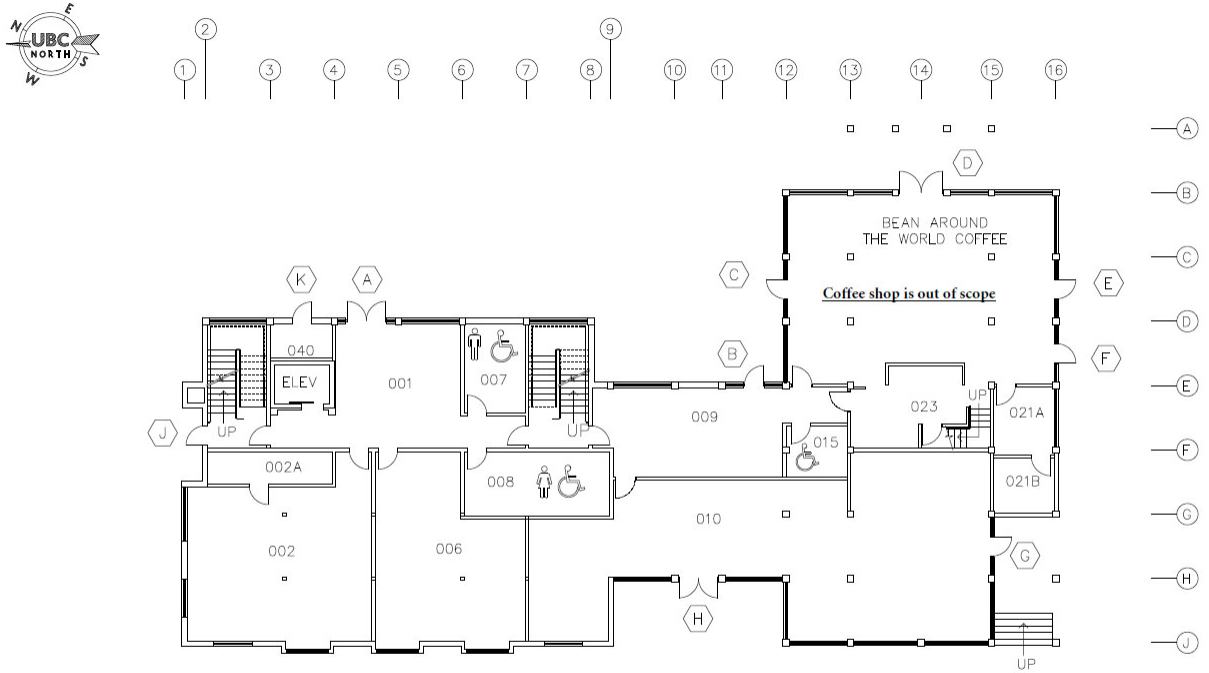
Facility	Locations	Hours of Porter Service Cleaning
Wesbrook Community Centre (WCC)	3335 Berton Avenue, Vancouver	Monday to Friday: 11 a.m. to 5 p.m. Saturday and Sunday: Noon to 4 p.m.

Facility	Locations	Hours of Evening Cleaning
Wesbrook Community Centre (WCC)	3335 Berton Avenue, Vancouver	Monday to Friday: After 10 p.m. Saturday and Sunday: After 9 p.m.

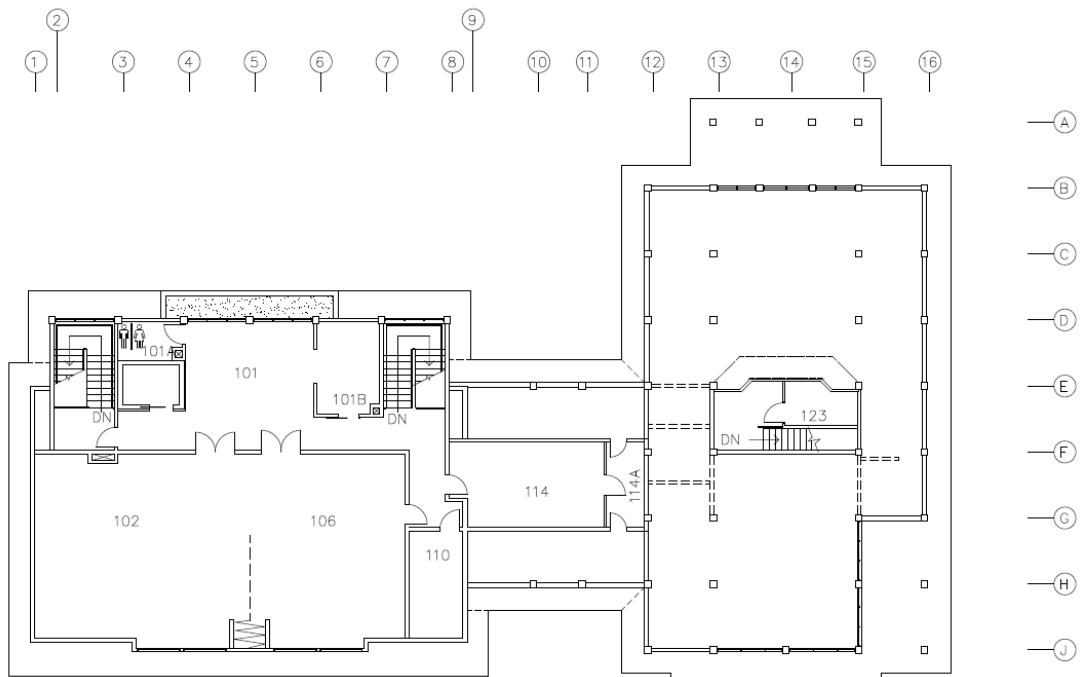
At approximately 31,000 sq ft, a 2 levels community centre, including office spaces, fitness centre, dance studio, multipurpose indoor gym, kitchens, meeting rooms, changerooms with shower facilities.

Old Barn Community Centre – 6308 Thunderbird Blvd Vancouver

Old Barn Community Centre - Ground Level Site Plan



Old Barn Community Centre - Second Level Site Plan



Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
Lobby (001)	Damp mop floors	X					
	Clean/vacuum rugs					X	
	Empty and disinfect wastebaskets/ garbage	X					
	Clean interior and exterior of doors and door glass	X					
	Clean interior and exterior main windows			X			
	Spot clean walls/windows/doors	X					
	Wipe down/dust furniture	X					
	Detail cleaning of furniture	X					
	Strip/seal/finish floors						X
	Dust all lamp/light fixtures	X					
	Burnish floor	X					
	Clean water machine and drain with food grade cleaner		X				
	Clean all sills					X	
	Clean blinds					X	
Reception (001)	Clean all sills				X		
	Wipe computer hardware		X				
	Wipe/disinfect phones	X					
Fitness Centre (002)	Vacuum tile floor	X					
	Mop, deodorize, rinse all floorand tile surfaces	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Wipe down/dust machines	X					
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Spot clean furniture			X			
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/lightfixtures						X
	Clean all sills					X	
	Clean blinds					X	
	Clean water machine and drain with food grade cleaner		X				
	Re-stock and wipe down alldispensers	X					
	Clean mirrors		X				
Offices and Printer Room (006)	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/lightfixtures						X
	Empty and disinfect wastebaskets/garbage cans	X					
	Spot clean walls/doors	X					
Staff Kitchen (006)	Wash walls/doors						X
	Mop, deodorize, rinse all floorand tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel cleaner to be food grade)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge)			X			
	Dust all lamp/light fixtures						X
Washrooms (007+008+015+101)	Remove rust/water stains	X					
	Mop, deodorize and rinse all floorand tile surfaces usingdisinfectant	X					
	Clean, disinfect, deodorize andrinse all basins, toilets, urinals,sinks, counter tops, l	X					
	Detail clean and sanitize floortiles			X			
	Scrub floor tiles		X				
	Seal floor tiles						X
	Remove rust and/or water stains	X					
	Detail sink overflow			X			
	Empty and disinfect wastebaskets/ garbage cans	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/lightfixtures						X
	Re-stock/wipe all dispensers	X					

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Empty sanitary napkin disposal dispensers	X					
	Clean mirrors	X					
	Water in floor drains			X			
	Change urinal screens					X	
	Change deodorant					X	
	Remove and Report graffiti	X					
Stairways	Damp mop stairs	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
	Damp wipe railings		X				
	Wipe rail tops		X				
John Young Room (009)	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Clean all sills				X		
	Clean blinds					X	
	Wipe down/dust counter tops	X					
	Clean windows			X			
Living Room (010)	Wipe down/dust furniture	X					
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures						X
	Spot clean walls/doors	X					
	Wash walls/doors						X
	Clean all sills				X		
	Clean blinds					X	
	Wipe down/dust counter tops	X					
	Clean windows			X			
Lounge Area (101)	Damp mop floors	X					
	Clean/vacuum rugs					X	
	Empty and disinfect wastebaskets/ garbage	X					
	Clean interior and exterior main windows			X			
	Spot clean walls/windows/doors	X					
	Wipe down/dust furniture	X					
	Detail cleaning of furniture	X					
	Strip/seal/finish floors						X
	Dust all lamp/light fixtures	X					
	Burnish floor	X					
	Clean all sills					X	
	Clean blinds					X	
Old Barn Kitchen (101B)	Mop, deodorize, rinse all floor and tile surfaces	X					
	Clean, disinfect and deodorize all basins and counter tops (stainless steel cleaner to be food grade)	X					
	Empty and disinfect wastebaskets/garbage cans	X					
	Damp clean exterior cabinets/cupboards and appliances (fridge)			X			
	Dust all lamp/light fixtures						X
	Re-stock/wipe all dispensers	X					
	Remove rust/water stains	X					
Meeting Room 1 & 2 (102+106)	Damp mop floor	X					
	Strip/seal/finish floor					X	
	Burnish floor	X					

Areas	Tasks	Daily	Twice/Weekly	Weekly	Twice/Monthly	Monthly	Semi-Annually
	Clean all windows			X			
	Empty and disinfect wastebaskets/garbage cans	X					
	Clean all sills				X		
	Clean blinds				X		
	Wipe down/dust furniture	X					
	Spot clean walls/doors	X					
	Wash walls/doors					X	
	Dust all lamp/light fixtures	X					
	Detail cleaning of lamp/light fixtures					X	
All Storage Room	Sweep floor			X			
	Mop floor				X		
	Dust all lamp/light fixtures				X		
Garbage Area	Power wash floor					X	
	Sweep floor			X			

Facility	Locations	Hours of Operation
Old Barn Community Centre (OBCC)	6308 Thunderbird Blvd, Vancouver	Monday to Friday: 7 a.m. to 9 p.m. Saturday and Sunday: 7 a.m. to 9 p.m.

Facility	Locations	Hours of Porter Service Cleaning
Old Barn Community Centre (OBCC)	6308 Thunderbird Blvd, Vancouver	Monday to Friday: Noon to 4 p.m. Saturday and Sunday: Noon to 4 p.m.

Facility	Locations	Hours of Evening Cleaning
Old Barn Community Centre (OBCC)	6308 Thunderbird Blvd, Vancouver	Monday to Friday: After 9 p.m. Saturday and Sunday: After 9 p.m.

At approximately 9500 sq ft, a 2 levels community centre, including office space, fitness centre, meeting rooms, community gathering space, washrooms and kitchen space.

H. SCHEDULE C – SCHEDULE OF PRICING AND OTHER INFORMATION

The Proponent is mandatory to complete the information list in **Schedule C – Schedule of Pricing and Other information** in the field provided and include with their proposal.

- Prices are to be quoted in Canadian Funds for each facility.
- GST and Provincial Sales Taxes are not to be included in the pricing.

This proposal is to contain the total cost of cleaning each of the listed facilities as per services /locations/frequency schedules located in Schedule A and Schedule B of this RFP document. The monthly fees will include all of your costs to compete the Services include without limitation, labour, supervision, management, equipment, tools, material, cleaning supplies, fuel, overhead and office cost but will exclude GST and PST and the cost of Consumables as set out in Section B 1.0.

Table C1 Schedule of Pricing

Item	Facility	Services	Hourly Rate (\$)	Hour Per month	Price Per Month (\$)
1	Wesbrook Community Centre	Porter Service Cleaning			
2	Wesbrook Community Centre	Evening Cleaning Service			
3	Old Barn Community Centre	Porter Service Cleaning			
4	Old Barn Community Centre	Evening Cleaning Service			
				Total Price (\$)	

Wesbrook Community Centre

The number of workers we will employ and maintain on the Day Porter Service in Wesbrook Community Centre is _____.

The number of workers we will employ and maintain on the Evening Cleaning Service in Wesbrook Community Centre is _____.

Old Barn Community Centre

The number of workers we will employ and maintain on the Day Porter Service in Old Barn Community Centre is _____ .

The number of workers we will employ and maintain on the Evening Cleaning Service in Old Barn Community Centre is _____ .

Sub – Contractors Information

The Sub-Contractors shown below are the Sub-Contractors that the Proponent proposes to use to carry out the Requirements. The UNA expects that the Proponent will engage the listed Sub-Contractors and no other in their stead, without prior written authorization of the UNA.

If no Sub-Contractors will be used, indicate “Not Applicable”.

Table C2 Sub-Contractors Information

Company Name, Address	Contact Name and Telephone Number	Area of Responsibility

Cleaning Products and Supplies List + Sustainability Information

Please provide a list of all cleaning products and supplies (including brand names and descriptions if necessary) that you will use to perform the Services if you are selected to enter into a Contract with the UNA.

In each case indicate whether or not the product is “**Green Seal**” certified or selected as part of a sustainability measure.

[illegible]

Provide a statement showing how you will demonstrate a commitment toward continuous improvement around environmental health, pollution prevention and efficient energy use.

Sustainability Statements and Methodologies	

Equipment Description

We provide the following information in order that the Association may judge our ability to fulfil the Schedule A and Schedule B requirements.

Please list the **Size**, **Model**, and **Make** of the equipment which we will place on the Contract and use during the course of the Services as set out in Schedule A and Schedule B is as follows:

Wesbrook Community Centre

Equipment	Size	Make	Model

Old Barn Community Centre

Equipment	Size	Make	Model