

SPARWOOD



Request for Bids

Janitorial Services District of Sparwood

The District of Sparwood is accepting bids for Janitorial Services for three District of Sparwood facilities. Proponents interested in bidding on this contract must include the below listed materials within their bid package. The attached statement of work will be included within any contract undertaken and will be used as the primary reference for determining work is completed to the Districts satisfaction.

All bids must include the following:

1. Cost to provide services as outlined in contract;
2. Confirmation of ability to provide services as outlined within the statement of work;
3. Method of quality control and resolution of deficiencies;
4. Proof of Worksafe BC coverage;
5. Verification that successful bidder will supply evidence of liability insurance in the amount of \$2,000,000;
6. All bids must include names, contact person and telephone numbers for at least three current or past cleaning contracts if no current contracts are held;
7. Verification that successful bidder has or will obtain a District of Sparwood business license;
8. Confirmation of the mandatory site visit for all facilities;
9. Information on proposed chemical cleaners to be used within District Facilities.

Sealed Bids, clearly marked “**Janitorial Services – District of Sparwood**” and addressed to Mr. Duane Lawrence, Director of Community and Facility Services will be received at the office of the District of Sparwood, P.O. Box 520, 136 Spruce Avenue, Sparwood, British Columbia, V0B 2G0, before 2:00 p.m., local time on Tuesday, December 15, 2015. Bids received and not conforming to the foregoing will be returned to Bidder(s) without consideration.

A mandatory site visit will be held on Tuesday, November 24, and Monday, November 30, 2015 commencing at the Public Works Office at 1:00 p.m. (477 Pine Avenue). Only those bidders who have attended a site visit will be considered for the contract.

For additional information or clarification of services to be provided proponents may email Duane Lawrence at dlawrence@sparwood.ca, Stu Tanton at stanton@sparwood.ca or call 250.425.0552.

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STATEMENT OF WORK FOR CUSTODIAL SERVICES

DESCRIPTION OF SERVICES

The contractor shall provide all management, tools, equipment and labor necessary to ensure that custodial services are performed for the District of Sparwood in a manner that will maintain a satisfactory facility condition and present a clean, neat and professional appearance.

Facilities under this statement of work (SoW) include:

- District Municipal Office, 136 Spruce Avenue
- Public Works, 477 Pine Avenue
- Fire Hall #1, 479 Pine Avenue

1. BASIC CLEANING SERVICES

The contractor shall accomplish all cleaning tasks to meet the requirements of this SoW. The minimum cleaning frequencies are established in Appendix A, Estimated Workload Data, and Appendix B, Maps.

1.1. Floors

All floors, except carpeted areas, shall be swept, dust mopped, damp mopped, wet mopped, dry buffed, and spray buffed, as needed, to ensure they have a uniform, glossy appearance and freedom from dirt, debris, dust, scuff marks, heel marks, other stains and discoloration, and other foreign matter. Baseboards, corners, and wall/floor edges shall also be clean. All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and other moveable items shall be moved to maintain floors underneath these items. All moved items shall be returned to their original and proper position.

1.2. Remove Trash

All trash containers shall be emptied and returned to their initial location. Boxes, cans, papers placed near a trash receptacle and marked "TRASH" shall be removed. Any obviously soiled or torn plastic trash receptacle liners shall be replaced. The trash shall be deposited in the nearest outside trash collection container. Trash receptacles shall be left clean, free of foreign matter, and free of odors.

1.3. Recyclables

All recycle containers shall be emptied and returned to their initial location. Recyclables shall be placed in a designated central recycling bin. Recycling receptacles shall be left clean, free of foreign matter, and odors.

1.4. Exterior Vestibules and Public Ashtrays

Exterior vestibules and all public ashtray urns shall be emptied. Ashtrays shall be clean and free of ashes, odor, and stains. Clean all public urns and replace sand.

1.5. Interior Glass/Mirrors

All interior glass, including glass in doors, windows, partitions, walls, display cases, directory boards, etc shall be clean. There shall be no trace of film, dirt, smudges, water, or other foreign matter. Interior glass shall be free of finger prints.

1.6. Drinking Fountains

Shall be clean and disinfect all porcelain and polished metal surfaces, including the orifices and drain, as well as exterior surfaces of fountain. Drinking fountains shall be free of streaks, stains, spots, smudges, scale, and other obvious soil.

1.7. Stairways

All floor stairways shall be cleaned in accordance with paragraph 1.1, as appropriate for floor covering. Grease and grime shall be removed from stair guards, handrails and baseboards. Contractor shall remove all marks, dirt, smudges, scuffs, and other foreign matter from adjoining stairwell walls to provide or maintain a clean, uniform appearance.

1.8. Carpets

Carpeted areas shall be vacuumed. After vacuuming, the carpeted area shall be free of all visible dirt, debris, litter and other foreign matter. Any spots shall be removed by carpet manufacturer's approved methods as soon as noticed. All tears, burns, and unraveling shall be brought to the attention of the DoS.

1.9. Vacuum and Clean Floor Mats

Vacuum and clean interior and exterior floor mats. After vacuuming or cleaning, mats shall be free of all visible lint, litter, soil and other foreign matter. Soil and moisture underneath mats shall be removed and mats returned to their normal location.

1.10. General Spot Cleaning

Perform spot cleaning on a continual basis. Spot cleaning includes, but is not limited to removing or cleaning smudges, fingerprints, marks, streaks, spills, etc., from washable surfaces of all walls, partitions, glass, vents, grillwork, doors, door guards, door handles, pushbars, kickplates, light switches, temperature controls, and fixtures. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

1.11. Coffee & Lunch Rooms

All kitchen areas and lunch rooms shall be free of all debris, dirt and dust. All surfaces must be wiped down with germicidal detergent inclusive but not limited to sinks, stoves, microwave, fridge, counters,

tables, chairs etc. All surfaces will have a uniform appearance and be free of detergent, streaks and other evidence of soil.

1.12. General Dusting

All horizontal surfaces must be dusted or cleaned to eliminate dust collection. Horizontal surfaces to include but not limited to: windowsills, ledges, desks, counters, shelves, book cases, filling cabinets, blinds, exposed pipes, clocks, etc.

1.13. Desks, Phones and Computers

Desks, free of papers, shall be dusted or cleaned to eliminate dust collection. Phones and keyboards and computer screens shall be cleaned and disinfected. There shall be no tract of film, dirt, smudges, water, or other foreign matter.

2. BASIC RESTROOMS/LOCKER ROOMS CLEANING SERVICES

The contractor shall accomplish all cleaning tasks to meet the requirements of this SoW.

2.1. Clean and Disinfect

Completely clean and disinfect all surfaces including but not limited to sinks, toilet bowls, urinals, lavatories, showers, shower mats, dispensers, plumbing fixtures, partitions, dispensers, doors, walls, and other such surfaces, using a germicidal detergent. After cleaning, receptacles will be free of deposits, dirt, streaks, and odors. Disinfect all surfaces of partitions, stalls, stall doors, entry doors, (including handles, kickplates, ventilation grates, metal guards, etc.), and wall areas adjacent to wall mounted lavatories, urinals, and toilets.

2.2. De-scale Showers, Toilet Bowls, Urinals, Sinks & Faucets

De-scaling shall be performed monthly as a minimum and as often as needed to keep areas free of scale, soap films, and other deposits. After descaling, surfaces shall be free from streaks, stains, scale, scum, urine deposits, and rust stains.

2.3. Sweep and Mop Floor

After sweeping and mopping, the entire floor surface, including grout, shall be free from litter, dirt, dust and debris. Grout on wall and floor tiles shall be free of dirt, scum, mildew, residue, etc. Floors shall have a uniform appearance without streaks, swirl marks, detergent residue, or any evidence of soil, stain, film or standing water. Moveable items shall be tilted or moved to sweep and damp mop underneath. Floors shall be stripped, scrubbed, waxed, etc., as necessary to maintain sanitary conditions and a clean, uniform appearance.

2.4. Restroom Supplies

Contractor shall ensure restrooms are stocked sufficiently so that supplies including soap for the soap dispensers do not run out. Supplies shall be stored in designated areas. The contractor shall notify Sparwood when supplies are running low. Sparwood will order and stock the supply room of paper towel, toilet paper and soap. All of other supplies will be provide by the contractor.

3. PERIODIC CLEANING SERVICES

3.1. Light Fixtures, Vents and Fans

Contractor shall maintain all light fixtures free of dust and bugs on an ongoing basis. Fixtures shall be maintaining to show no evidence of debris, dust or dead flies or other bugs on an as needed basis. Vents, louvers and fans shall be free of dust or other evidence of soil.

3.2. Strip, Scrub, Seal, and Wax Floors

Strip, scrub, seal, and wax floors as necessary or otherwise noted to maintain a uniform glossy appearance. A non-skid wax is required. A uniform glossy appearance is free of scuff marks, heel marks, wax build-up, and other stains and discoloration.

3.3. Interior Windows

Clean all windows, quarterly. After surfaces have been cleaned, all traces of film, dirt, smudges, water and other foreign matter shall be removed from frames, casings, sills, and glass.

3.4. Exterior Windows

Ground floor exterior windows and screens shall be cleaned quarterly. After window has been cleaned, screens, exterior frames, casings, sills, and glass shall be free of all traces of film, dirt, smudges, water and other foreign matter.

3.5. Carpets

All carpets shall be cleaned in accordance with standard commercial practices. A heavy-duty spot remover may be required in heavily soiled areas. After shampooing, the carpeted area will be uniform in appearance and free of stains and discoloration. All cleaning solutions shall be removed from baseboards, furniture, trash receptacles, chairs and other similar items. Chairs, trash receptacles, and other items shall be moved to clean carpets underneath, and returned to their original location.

3.6. Fridge

The fridge will be cleaned on a quarterly basis. All foods that show evidence of spoilage shall be removed and containers washed. The interior of the fridge shall be free of all spoiled foods and shall have a clean, uniform appearance, free of streaks, spots, and other evidence of soil.

3.7. Storage Area

Storage area floors will be swept and wet mopped on a semi-annual basis. Areas will be free of visible dirt and debris in accordance with section 1.1. Designated storage areas are shown on facility maps.

3.8. Plants

All plants shall be watered, dead leaves removed, and fertilized on an ongoing basis as needed.

4. EMERGENCY OR SPECIAL EVENT CLEANING SERVICES

Upon notification, the contractor shall perform emergency or special event cleaning required in any building, area, or room covered under this contract. The contracting officer shall order cleaning services through issuance of a delivery order for the appropriate and required work task(s). The contractor shall begin emergency work, as determined by the contracting officer, within six hours of notification, which may be verbal. The contracting officer or designated representative will notify the contractor as soon as a special event requirement is known, but no less than 24 hours prior to the event.

5. PERFORMANCE REQUIREMENTS SUMMARY

The contractor service requirements are summarized into performance objectives that relate directly to work essential items. The performance standards briefly describe the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective	Performance Standard	SoW Sctn.	Performance Threshold
Basic Cleaning Services.	Floors, baseboards, corners and wall edges are free of dirt, dust and debris. Trash is empty; Plastic liners are in good condition. Trash containers are free of odors and visible dirt. Trash is emptied into outdoor trash collection container. Ash containers are emptied and free of ashes, odors and stains. Glass and mirrors have no traces of finger prints, film, dirt, smudges, or water. Drinking fountains are disinfected and free of streaks, stains, spots, smudges, scale and other deposits. Stairways are free of dirt, debris, marks, smudges, scuffs and other foreign matter. Carpets are free of dirt, debris, litter and other foreign matter. Dust is not visible. Horizontal surfaces, desks, sills and other surfaces are free of dust, dirt and other debris.	1.	95% of all facilities are without customer complaints for the month.
Basic Restrooms/Locker Rooms Cleaning Services.	Restrooms and locker rooms are disinfected and free of dirt, deposits, streaks and odors. Showers are disinfected and free of soap films, scum free of scale and other deposits. Toilets and urinals are disinfected and free of scale, stains, scum and other deposits. Floors are free of litter, dirt, dust and debris. Supplies are adequate until next service.	2.	95% of all facilities with rest rooms/locker rooms are without customer complaints for the month.
Periodic Cleaning Services.	Floors have a glossy uniform appearance free of scuffmarks, heel marks, wax build-up, and other stains and discoloration. Windows are free of film, dirt, smudges, water, and other foreign matter. Carpets are free of stains and discoloration. Light fixtures are free of dead bugs and dust. Interior of fridge is clean and spoiled food removed. Plants are	3.	95% of all facilities receiving periodic services are without customer

	healthy and well maintained.	complaints for the reporting period.
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6. GENERAL INFORMATION

6.1. HOURS AND DAYS OF WORK

Work shall be completed during operational hours. Access for conducting work shall noted below. Sparwood will notify the contractor of upcoming events where cleaning will be required to be delayed until the conclusion of the event or meeting.

District Office After 5:00 pm Monday through Friday and at any time on Saturday & Sunday
Public Works After 5:00 pm Monday through Friday and at any time on Saturday & Sunday
Fire Halls After 9:30 pm Monday, Wednesday, Thursday & Friday and any time on Saturday and Sunday

6.2. CLEANING PRODUCTS

All cleaning products and supplies shall be supplied by the contractor. All cleaning chemicals shall be certified as environmentally friendly and approved for use by Sparwood prior to use in any facility.

6.3. CLEANING EQUIPMENT

All equipment required to complete the daily, weekly, monthly, quarterly, semi-annual and annual work as outline within this statement of work shall be the responsibility of the contractor.

6.4. MATERIAL SAFETY DATA SHEETS (MSDS)

All cleaning products stored or used on site must be in compliance with current WHIMIS standards. MSDS sheet for all cleaning products used or stored on site must be kept on site and housed with a binder to be located in the janitorial closet(s). MSDS sheets must be up to date within three years. If no janitorial closet is supplied the contractor shall have in their possession for all cleaning products MSDS sheets.

7. APPENDICES

A. Estimated Workload Data

B. Maps and/or Site Plans

**APPENDIX A
ESTIMATED WORKLOAD DATA**

General Administrative/Industrial Areas Minimum Frequency Standards											
These frequencies are minimums--the contractor may perform more frequently, at no additional cost to government, if required to maintain level of service. (All areas of responsibility may not be represented within this estimated workload data sheet.)											
AREA	TYPE	M	T	W	TH	F	Weekly	Monthly	Quarterly	Semi-Annually	As Needed
District Offices	Basic Cleaning & Restrooms	X	X	X	X	X					
Fire Hall #1	Basic Cleaning & Restrooms						X				
Public Works Offices	Basic Cleaning & Restrooms	X	X	X	X	X					
District Offices	Lights, Vents, Fans							X			X
District Offices	Interior Windows								X		
District Offices	Exterior Windows								X		
District Offices	Exterior vestibules and railings						X				
District Offices	Carpets									X	
District Offices	Fridge								X		
District Offices	Plants						X				X
District Offices	Strip, Scrub, Wax Floors									X	
Fire Hall #1	Lights, Vents, Fans						X				X
Fire Hall #1	Interior Windows							X			
Fire Hall #1	Exterior Windows									X	
Fire Hall #1	Carpets									X	
Fire Hall #1	Fridge								X		
Fire Hall #1	Strip, Scrub, Wax Floors									X	
Public Works Offices	Lights, Vents, Fans						X				X
Public Works Offices	Interior Windows							X			
Public Works Offices	Exterior Windows								X		
Public Works Offices	Fridge								X		
Public Works Offices	Plants						X				X
Public Works Offices	Strip, Scrub, Wax Floors									X	

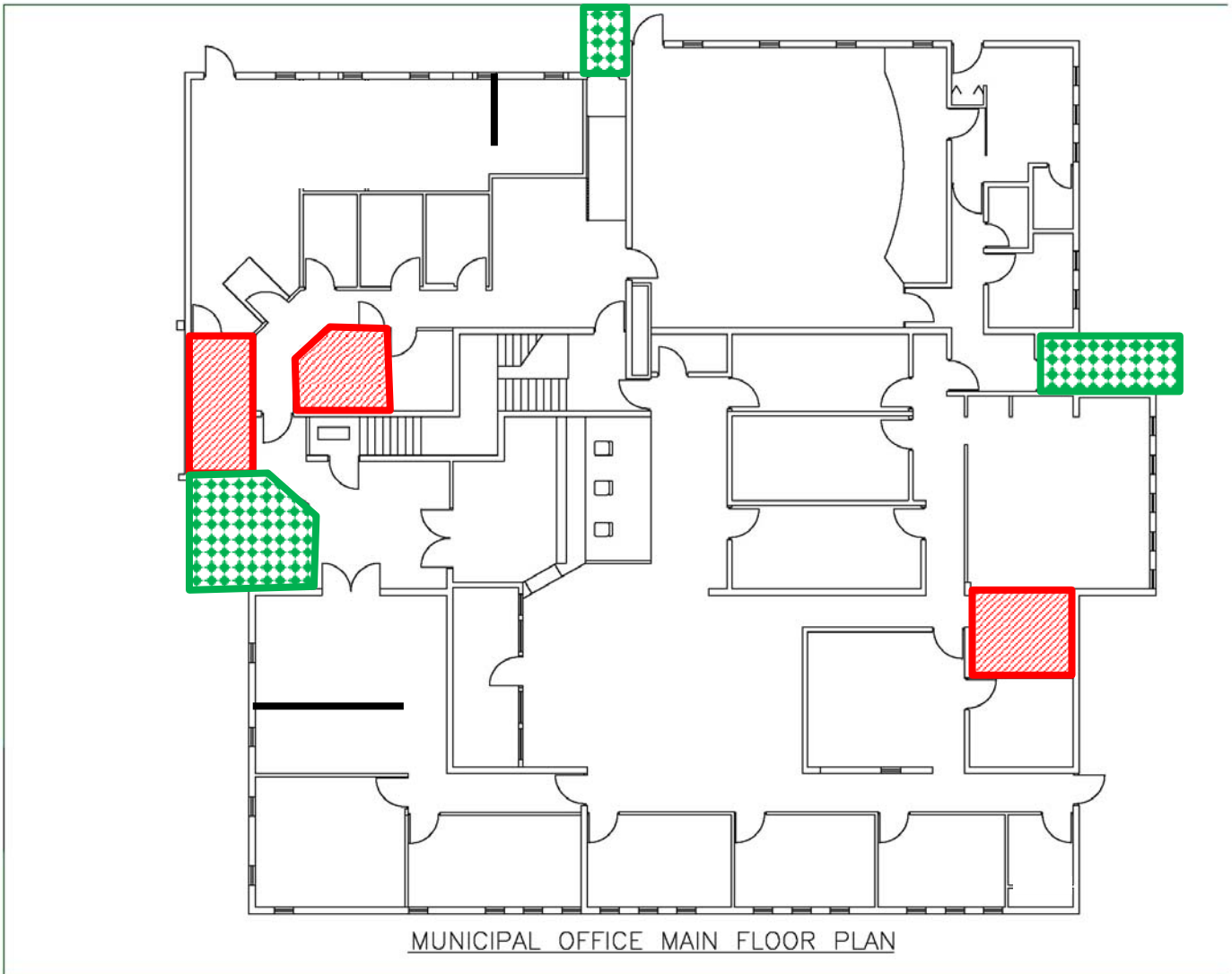
**APPENDIX B
MAPS AND/OR SITE PLANS**

Maps and Floor Plans reflect the work areas and layout of the facilities to be cleaned by the contractor. Updated drawings reflecting any changes will be made available to the contractor prior to contract implementation. Areas of exclusion are show in red and shaded.




Floor Plan	Description	Estimated Square Feet*
District Office	Main Floor	7858
District Office	Basement	440
Fire Hall	Main Floor	2478
Fire Hall	Upstairs	2485
Public Works	Main Floor	1824
Public Works	Upstairs	2318

* Facility square footage is estimated only and should be verified by the contractor as needed.

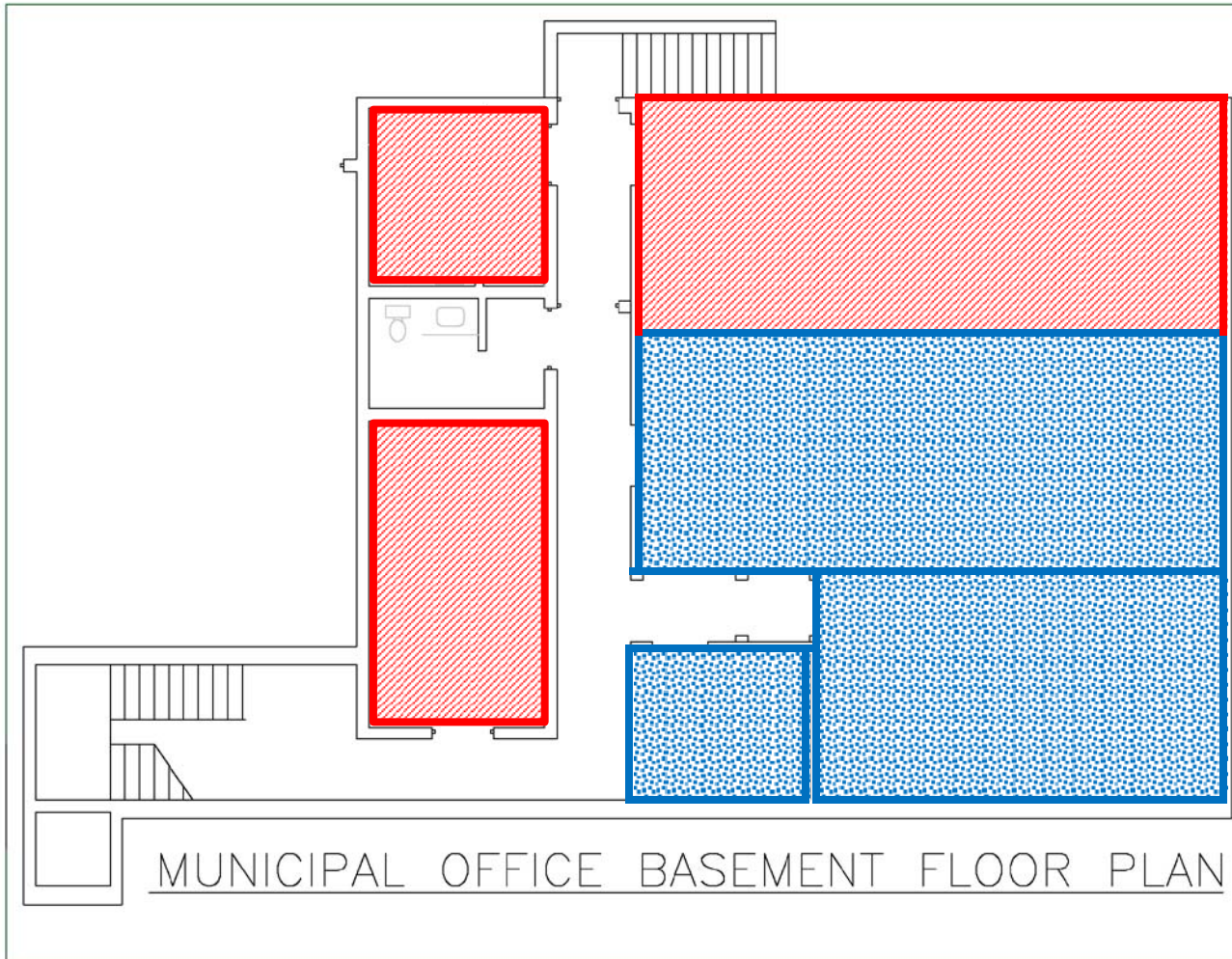
Sparwood Municipal Office Main Floor



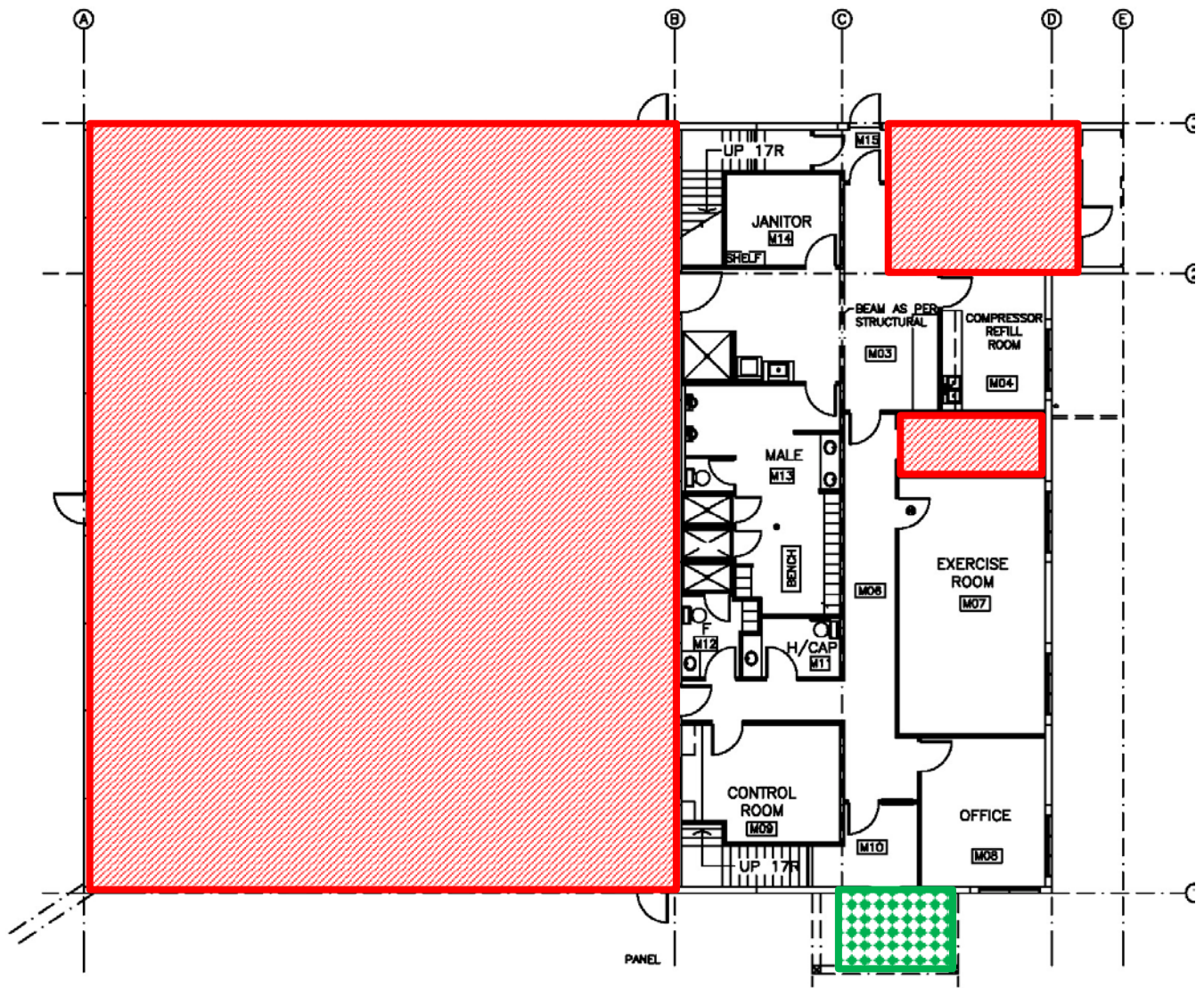
Legend

	Storage Area
	Exempt Areas
	Exterior Vestibule

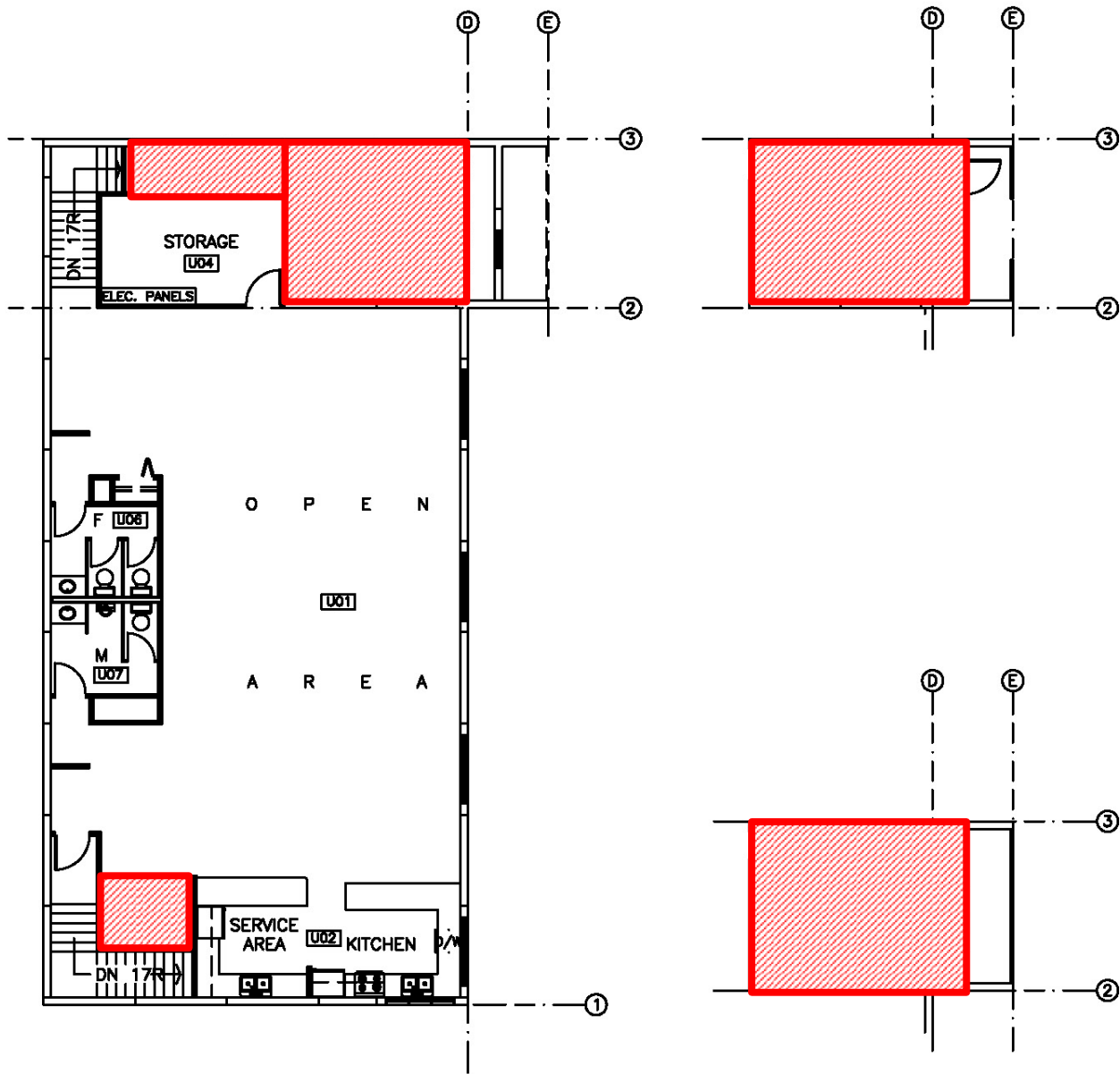
Sparwood Municipal Office Basement



Fire Hall #1 Main Floor

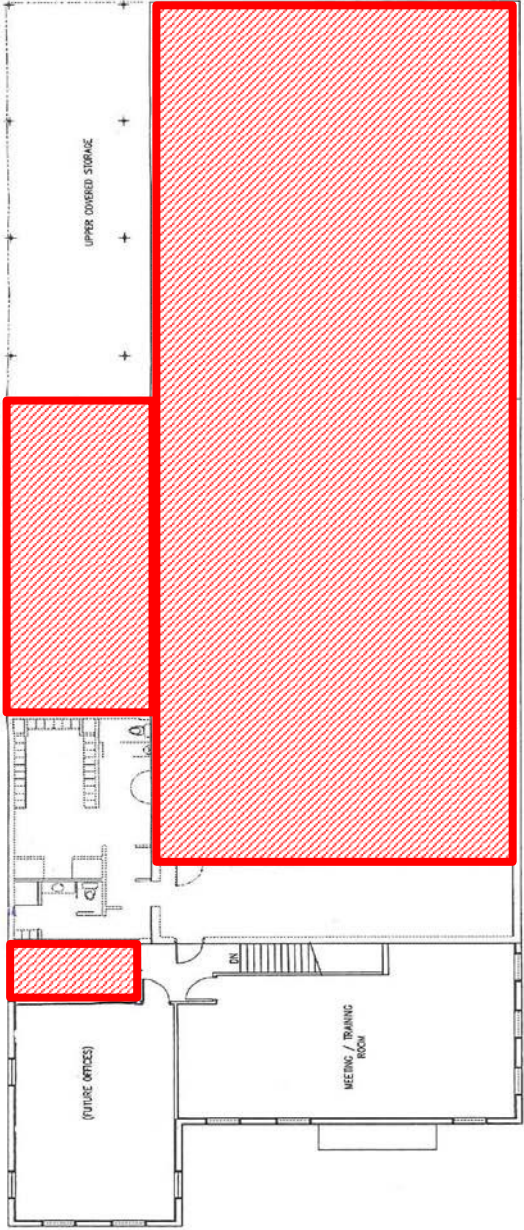


Fire Hall #1 - Top Floor



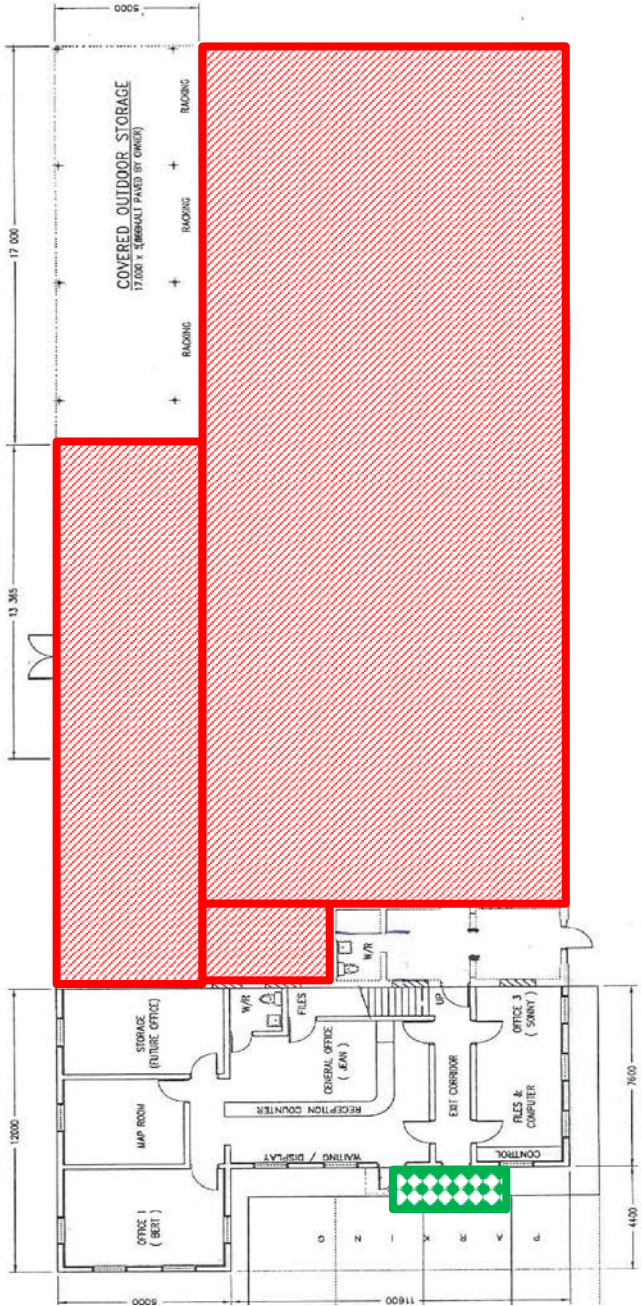
Public Works

Upper Floor



UPPER FLOOR PLAN
1 : 100

Lower Floor



**MANDATORY SITE VISIT
JANITORIAL SERVICE CONTRACT**

Site Tour – Thursday, November 19th, 2015

Name of Individual(s) attending site visit _____

Representing: _____
(name of business/firm)

Signature of Attendee

Signature of Attendee

THE FOLLOWING TO BE COMPLETED BY DISTRICT STAFF:

Verification of Attendance – Public Works

Verification of Attendance – Fire Hall No. 1

Verification of Attendance – Municipal Office

This form must be completed, signed by the attendee and each of the District Staff doing the site tour of the facilities

Only those bidders who have attended the entire site visit will be considered for the contract.