



REQUEST FOR EXPRESSIONS OF INTEREST STATEMENTS OF QUALIFICATIONS

Title: **JANITORIAL SERVICES SOURCING INITIATIVE
VARIOUS SITES**

Reference No.: 1220-050-2018-015

(General Services)

Issue Date: January 3, 2019

**REQUEST FOR EXPRESSIONS OF INTEREST/STATEMENTS OF QUALIFICATIONS
JANITORIAL SERVICES SOURCING INITIATIVE – VARIOUS SITES**

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REQUEST FOR EXPRESSIONS OF INTEREST/STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this request for expressions of interest / statements of qualifications (the "RFEOI/SOQ") is to:

- (a) invite submissions (the "Submission") from janitorial cleaning services providers (the "Respondent") that describe the desire, relevant expertise, capability, reputation and resources of the Respondent to undertake the project as generally set out in Schedule A – Scope of Services (the "Services"); and
- (b) to select a Respondent or Respondents (the "Preferred Respondent(s)") who may be invited to participate in the next stage of the competitive selection process, the RFP, when called.

This RFEOI/SOQ is intended to determine the range and level of interest and expertise of Respondents in relation to this project. After receiving Submissions, the City may choose to terminate the process or to explore further a framework for the project with a Respondent or Respondents including addressing the project facilities, amenities and tasks as set out in Schedule A-1 – Cleaning Task Services Guidelines.

1.2 Industry Engagement

Like the rest of the public sector procurement the City of Surrey (the "City") is redesigning its procurement practices to grasp opportunities to deliver a higher level of procurement services and cost containment. We all need to make a contribution to delivering efficiencies – including leading innovation, trying new models of procurement delivery and driving transformation. Procuring smarter is a key part of that.

The City has undertaken a review of how it purchases janitorial services. The review has identified issues of consistency of process and quality of janitorial cleaning services. The City has identified areas of opportunities that should produce a better outcome.

1.3 Business Objectives

This sourcing initiative has the following business objectives:

- (a) implement a new procurement process that is simple, effective and useful to obtain better and more consistent services delivered;
- (b) include industry ideas, information and recommendations that could result in a clarification of the requirements, cost savings opportunities, and identification of problem areas with this initiative;
- (c) standardize service levels to ensure a consistent delivery and availability; and
- (d) greater cost savings through collaborative discussions.

Respondents should not respond with any proprietary or confidential information as any information and/or recommendations in response to this RFEOI/SOQ may be used by the City in determining the structure and content of any subsequent procurement

opportunity, or opportunities. So please be careful not to send anything you might consider confidential.

1.4 Definitions

In this RFEOI/SOQ the following definitions shall apply:

“**BC Bid Website**” means www.bcbid.gov.bc.ca;

“**City**” means the City of Surrey;

“**City Representative**” has the meaning set out in section 2.3;

“**City Website**” means www.surrey.ca;

“**Date**” has the meaning set out in section 2.2;

“**Evaluation Team**” means the team appointed by the City;

“**Preferred Respondent(s)**” means the Respondent(s) selected by the Evaluation Team under this RFEOI/SOQ to move forward to the RFP;

“**Preferred Proponent(s)**” means the Proponent(s) selected by the Evaluation Team under the RFP;

“**Respondent**” means an entity that submits a Submission;

“**RFEOI/SOQ**” means this Request for Expressions of Interest and Statements of Qualifications;

“**RFP**” means the Request for Proposals which may be issued by the City as a stage of the competitive selection process;

“**Services**” has the meaning set out in Schedule A; and

“**Submission**” means a submission submitted in response to this RFEOI/SOQ.

2. COMPETITIVE SELECTION PROCESS

This section describes the competitive selection process that the City intends to use. The anticipated competitive selection process includes two stages; the RFEOI/SOQ, and the RFP.

2.1 Stage One – Request for Expressions of Interest / Statements of Qualifications (RFEOI/SOQ) (Prequalification)

This Request for Expressions of Interest/Statements of Qualifications (RFEOI/SOQ) is the first stage of a procurement process. Respondents are invited to pre-qualify in accordance with the terms and conditions of this RFEOI/SOQ in order to become a qualified Respondent for later stages of the procurement process. Only qualified

Respondents will be permitted to submit a submission on any subsequent solicitation issued as part of the procurement process. The prequalification of a Respondent is based on defined requirements specified in Section 4.2 Form of Response.

2.2 Stage Two – Request for Proposals (RFP)

An RFP will be sent to Preferred Respondents once the prequalification process has been completed. Only those Respondents who have been selected by the City in Stage One will be eligible to participate in Stage Two. The decision to participate in the RFP in Stage Two is the decision of each Preferred Respondent. Should there be an insufficient number of prequalified Respondents after Stage One to permit a competition in Stage Two, the City reserves the right (but will not be limited to) to cancel Stage Two or to modify the requirements and re-publish the solicitation using the same or a different approach. The assessment of the sufficiency of number of Preferred Respondents shall be at the City's sole and absolute discretion.

The City reserves the right to accept or reject any or all Submissions to this RFEOI/SOQ.

(a) Industry Engagement

It is anticipated that the Preferred Proponent will be requested to enter into a validation period agreement with the City. Such validation period agreement is anticipated to be in force for approximately two (2) months (the "Validation Period"). The Preferred Proponent shall be required to perform and validation analysis (developing a technical scope of services and cost analysis as more fully described in the validation period contract) during such period.

At the conclusion of the validation period agreement, the City shall determine whether or not it will be proceeding with the project and with the Preferred Proponent, the extent to which it will be doing so. Should the City elect to proceed with the project and with the Preferred Proponent at the conclusion of the validation period agreement the Preferred Proponent shall be required to enter into an agreement to deliver the services (the "Agreement") with the City.

No obligation on the part of the City shall arise subsequent to the expiration or termination of the validation period agreement until such time as the Agreement is signed by all parties.

(b) Jointly Developed Collaborative Discussions

There is an all-around recognition that collaborative procurement needs to work differently for different goods, services and construction services, sometimes on volume, sometimes through better commissioning of suppliers and sometimes through leveraging existing procurement contracts.

The City and the Preferred Proponent will work collaboratively to engage in a discussion with the City's civic facility representatives on the scope, key requirements of the janitorial cleaning services initiative. It is anticipated that the Preferred Proponent will provide feedback and develop a preferred facility cleaning plan. Such cleaning plan should outline facility cleaning needs and initiatives, identify long term cleaning requirements and to provide ideas and suggestions on how a finalized cleaning

performance plan is structured. This strategic cleaning approach to cleaning is to support and maintain a clean working environment. The details herein are intended to help prepare industry for upcoming engagement events regarding the janitorial cleaning initiative.

3. INSTRUCTIONS TO RESPONDENTS

3.1 Address for Submission Delivery

A Submission should be labelled with the Respondent's name, RFEOI/SOQ title and reference number. A Submission should be submitted based on defined requirements specified in Section 4.2 – Form of Response.

The Respondent may submit a Submission either by email or in a hard copy, as follows:

(a) Email

If the Respondent chooses to submit by email, the Respondent should submit the Submission electronically in a single pdf file which must be delivered to the City by email at: purchasing@surrey.ca

PDF emailed Submissions are preferred, and the City will confirm receipt of emails. Note that the maximum file size the City can receive is 10Mb. If sending large email attachments, Respondents should phone [604-590-7274] to confirm receipt. A Respondent bears all risk that the City's equipment functions properly so that the City receives the Submission.

(b) Hard Copy

If the Respondent chooses NOT to submit by email, the Respondent should submit one original unbound Submission and one (1) copy (two (2) in total) which must be delivered to the City at the office of:

Name: Richard D. Oppelt, Purchasing Manager
at the following location:

Address: Surrey City Hall
Finance Department – Purchasing Section
Reception Counter, 5th Floor West
13450 – 104 Avenue, Surrey, BC V3T 1V8, Canada

3.2 Information Meeting

An information meeting will be hosted by the City Representative to discuss the City's requirements under this RFEOI/SOQ (the "Information Meeting"). At the time of issuance of this RFEOI/SOQ an information meeting has been scheduled as follows:

Date: **January 9, 2019**

Time: 3:00 p.m.

Location: City Centre Library, 10350 University Drive, Surrey, BC.

It is possible that some questions raised, and information provided during the Information Meeting may be the only source of critical information essential to prepare and submit a successful Submission. Contractors are responsible to ensure they are fully informed and have a clear understanding of the requirements. In addition, should it become necessary to clarify substantive items that are raised during the Information Meeting, the City may, at its sole discretion, issue an addendum to this RFEOI/SOQ documenting such information, questions and responses.

Due to space considerations for the Information Meeting presentation room (address provided above), each participant should only register up to 2 representatives from its company. The City prefers that interested participants should identify themselves by providing the information in **Attachment 1 – Industry Engagement Registration Form** attached to this RFEOI/SOQ. The City would prefer to receive the Industry Engagement Registration Form on or **before January 8, 2019**.

Telephone or Video conferencing will not be available.

3.3 Date

The City would prefer to receive Submissions on or before **January 18, 2019**. The City's office hours are 8:30 am to 4:00 pm, except holidays.

3.4 Inquiries

All inquiries related to this RFEOI/SOQ should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Richard D. Oppelt, Purchasing Manager
Email: purchasing@surrey.ca

Reference No.: 1220-050-2018-015

Inquiries should be made no later than seven (7) business days before the closing Date. The City reserves the right not to respond to inquiries made within seven (7) business days of the closing Date. Inquiries and responses will be recorded and may be distributed to all Respondents at the discretion of the City.

Respondents finding discrepancies or omissions in the RFEOI/SOQ documentation or having doubts as to the meaning or intent of any provision should immediately notify the City Representative. If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue an addendum in accordance with section 3.5. No oral conversation will affect or modify the terms of this RFEOI/SOQ nor be relied upon by any Respondent.

3.5 Addenda

If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca (the "BC Bid Website") and the City Website at www.surrey.ca (the

“City Website”) that will form part of this RFEOI/SOQ. No amendment of any kind to the RFEOI/SOQ is effective unless it is posted in a formal written addendum on the City Website.

4. SUBMISSION FORM AND CONTENTS

4.1 Package (Hard Copy)

If the Respondent chooses NOT to submit by email, the Respondent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The City also has an environmentally-preferable purchasing commitment and seeks a package format to support the green expectations and initiatives of the City.

Please do not use any plastic or vinyl binders or folders. The City prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your submission, they should be fully 100% recycled stock.

The City seeks and prefers submittals on 100% Post Consumer Fibre (PCF) paper, consistent with the City’s policy and the City environmental practices.

Please double-side any printed material in your Submission.

Submissions should be in a sealed envelope/package, marked on the outside with the Respondent’s name, title of the Submission and reference number.

4.2 Form of Response

There is no form to fill out. Respondents should address clearly and in sufficient depth the points below that are subject to the evaluation criteria against which the Response will be evaluated. Respondents are encouraged to respond to the items below in the order listed. Respondents should include a cover letter explaining the Respondent’s interest and relevant experience, reputation and resources to undertake the Services.

Experience

- (a) Respondent should describe their previous experience in a work environment where clerical activities, conferences and events such as meetings are held;
- (b) Respondent’s relevant experience (breadth and depth) and qualifications in delivering Services of similar size and scope to those required by this solicitation. Describe why this experience is relevant to this project;
- (c) References: Respondents should provide references (name and telephone number). The City’s preference is to have a minimum of three commercial or government references that should demonstrate the ability of the Respondent to perform jobs similar in scope, size, nature and complexity of this RFEOI/SOQ. Previous clients of the Respondent may be contacted at the City’s discretion (use the spaces provided and/or attach additional pages);

- (d) Respondent should provide details of project management by demonstrating an understanding and the utilization of project management principles. (e.g. budget, demonstrate successful outcomes and performance assessment);

Reputation

- (e) Respondent should provide a description of their health and safety policy and a written confirmation that all health and safety policies will be followed for the duration of the project (provide a copy, if available);
- (f) Respondent should describe the process and frequency of quality control inspections, and how corrective measures will be implemented. Indicate normal timeframes for a quality control process cycle (including copies of types of reports); and
- (g) Demonstrate that workers receive WHMIS training and refresher courses regularly, whether in-house or using a third party.

Resources

- (h) Is there a resource person employed by the Respondent who specializes in project management and who may have the relevant qualifications in this field? Provide a resume;
- (i) Is there a resource person employed by the Respondent who specializes in janitorial services who has the relevant certifications in this field? Provide a resume;
- (j) Will the supervisor present on site have qualifications in personnel management and janitorial services, and has completed complementary training to help the daily management of janitorial work, client relations, quality control, and compliant management? Provide a resume;
- (k) Does the Respondent have trained backup alternatives to the crew normally designated to service the facility, who can perform the Services within little or no reduction in quality;
- (l) Respondent should describe their communication strategy or other tool for reporting client logs, processing complaints and follow-ups with clients; and
- (m) Respondents may include any additional information it believes is relevant that the City may consider in evaluating your company.

4.3 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission

should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Submission on behalf of the corporation is submitted;

- (b) If the Respondent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

5. EVALUATION AND SELECTION

5.1 Evaluation Team

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

5.2 Evaluation Criteria and Weightings

The Evaluation Team will compare and evaluate all Submissions to determine each Respondent’s strength and ability to provide the Services in order for it to advance to Stage Two of the solicitation process using the following criteria:

Evaluation Criteria	Weighting
<p>Experience The Evaluation Team will consider the Respondent’s responses to items (a) to (d) of Section 4.2 – Form of Response.</p>	45%
<p>Reputation The Evaluation Team will consider the Respondent’s responses to items (e) to (g) of Section 4.2 – Form of Response.</p>	20%
<p>Resources The Evaluation Team will consider the Respondent’s responses to items (h) to (l) of Section 4.2 – Form of Response.</p>	35%

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a

comparative basis, evaluating the Submission by comparing one Respondent's Submission. All criteria will be applied evenly and fairly to all Submissions.

5.3 Litigation

In addition to any other provision of this RFEOI/SOQ, the City may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission under this section, the City will consider whether the litigation is likely to affect the Respondent's ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates that there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

5.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEOI/SOQ, and the Evaluation Team may make such requests to only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

5.5 Presentations/Demonstrations

If requested by the City, Respondents may be requested to demonstrate the Services at a City facility to be determined, in Surrey, British Columbia, on the date and time to be specified.

5.6 Reference Checks

The City will conduct reference checks by telephone (unless the contact person for the reference is only available in writing by email). The City will make all reference check requests to contacts supplied by the Respondent using the information provided in the Submission.

Wherever information provided by a reference differs from the information supplied by the Respondent, the information supplied by the reference will be the information evaluated.

6. GENERAL CONDITIONS

6.1 No City Obligation

This RFEOI/SOQ is not a tender and does not commit the City in any way to pre-qualify a Preferred Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

6.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEOI/SOQ. The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent in preparing and submitting a Submission, or participating in subsequent proposal requests, negotiations for an agreement, or other activity related to or arising out of this RFEOI/SOQ.

6.3 No Contract

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

6.4 Conflict of Interest

A Respondent shall disclose in its Submission any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees. The City may rely on such disclosure.

6.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in section 3.4, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ.

6.6 Confidentiality

All Submissions become the property of the City and will not be returned to the Respondent. All Submissions will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

6.7 City Disclaimer

- (a) The information in this RFEOI/SOQ and any further supporting documentation is provided for reference purposes only. It is the responsibility of interested parties to confirm the accuracy and applicability of this information. All costs related to updating or acquiring additional information shall be born solely by the Respondent. The information contained in this RFEOI/SOQ has been prepared, in part, on information provided by others, and such information is believed to be accurate and reliable. However, by its receipt of this RFEOI/SOQ, each Respondent remises, releases, and forever discharges the City and its representatives (including staff and consultants and other professional advisors) from any and all claims which such person has, have, or may hereafter have

arising out of any information contained herein. Any party who intends to submit a response to this RFEI/SOQ is specifically invited to independently verify the accuracy of the information contained herein.

- (b) The City shall not be obligated to review or accept any Submission and may reject any or all Submissions without giving reasons, therefore.
- (c) All negotiations and discussions with Respondents are on a “without prejudice” basis and cannot be construed as an agreement, and/or otherwise unless expressly approved by City Council and a written agreement is signed by the City.
- (d) The City may negotiate with any one or more of the Respondents without having any duty or obligation to advise or allow any other Respondents to vary their Submission or otherwise negotiate with the City.
- (e) The City may enter into discussions to clarify issues related to any Submission. If at any time the City reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached, the City may give notice terminating discussions, but is under no obligation to do so.
- (f) The City does not authorize any other person or agency to represent the Project on its behalf without the prior written approval of the City.
- (g) By submitting a Submission and participating in the process as outlined in this RFEI/SOQ, Proponents expressly agree that no contract of any kind is formed under, or arises from, this RFEI/SOQ process.

6.8 Disclaimer

Notwithstanding anything contained herein, the Respondent agrees that he shall take all necessary steps to confirm the accuracy of this RFEI/SOQ and agrees that the City shall have no liability whatsoever in respect of any losses or damages of any kind howsoever arising in relation to this RFEI/SOQ.

6.9 Multiple Preferred Respondents

The City reserves the right and discretion to divide up the Services, either by scope, geographic area, or other basis as the City may decide, and to select one or more Preferred Respondent(s) to perform a portion or portions of the Services as described in Schedule A. If the City exercises its discretion to divide up the Services, the City will do so reasonably having regard for the RFEI/SOQ and the basis of Submissions.

The Preferred Respondents may express their interests to provide Services for one or more sites during the Stage 2 of the competitive selection process.

-END OF PAGE-

SCHEDULE A – SCOPE OF SERVICES

PROJECT TITLE: JANITORIAL SERVICES SOURCING INITIATIVE – VARIOUS SITES

Project Reference No.: 1220-050-2018-015

1. GENERAL PROJECT INFORMATION

It is anticipated that the scope of Services comprises the furnishing of all labour, materials, tools, equipment and transportation and daily supervision necessary for the complete and satisfactory janitorial cleaning services for various sites as follows:

- City Centre Library, 10350 University Drive, Surrey, BC
- Semiahmoo Library, 1815 -152nd Street, Surrey, BC
- Ocean Park Library, 12854 - 17th Avenue, Surrey, BC
- Fleetwood Library, 15996 – 84th Avenue, Surrey, BC
- South Surrey Operations Center, 16666 - 24 Avenue, Surrey, BC

during the period of an Agreement.

The City may decide to add or remove site(s) specified above.

In these areas, high levels of cleanliness are required for both hygiene and aesthetic reasons. Outcomes should be maintained by regular and frequent cleaning with “spot cleaning” in between, followed by disinfection (germicidal detergents).

CITY CENTRE LIBRARY



Location: 10350 University Drive, Surrey, British Columbia

Estimated floor area: 77,000 square feet

Hours:

Monday to Friday: 9:00 am to 9:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 1:00 – 5:00 pm

The City Centre Library has a state-of-the-art environmentally friendly landmark that provides access to the broadest range of information, learning opportunities, and diverse cultural experiences. City Centre Library is part of a new civic precinct that includes a Surrey City Hall, public plaza and other civic

facilities. Designed to LEED® standards the library is a world class facility that will establish Surrey City Centre as Metro Vancouver's second great downtown.

The following is a brief description of the Library:

First floor

- Welcome desk (get a library card, accounts, etc.)
- Ask me Desk (information services and help with research)
- Elevators (2 public and 1 service elevators)
- Elevator Lobby (P1)
- Public Washrooms
 - Women's (3 toilets and 2 sinks)
 - Men's (1 toilet, 1 sink, 2 urinals)
 - Universal Washroom (1 sink, 1 toilet,)
 - Washroom for boys and girls (2 toilets, 2 sinks, parent's room with changing table only)
- New book display area
- Children's section
- Coffee shop (Café Central)
- Large community multipurpose room (capacity 120 people)
- READ-Ability Lounge (reading and lounging area)
- READ-Ability Services (services for persons with disabilities)
- Staff workroom – Circulation area (includes 2 offices and 1 staff washroom. Washroom has 1 sink and toilet)
- Staff Kitchenette

Second floor

- World languages collection
- Study and reading spaces
- Four small group study rooms/ consultation rooms
- Meditation room
- Adult fiction collection
- Computer Learning Centre with 14 computers
- Ask Me Desk (information services and help with research)
- Public Washrooms
 - Women's (3 toilets and 2 sinks)
 - Men's (1 toilet, 2 sinks, 1 urinal)
 - Staff workroom with 1 office and kitchen

Third floor

- Living room reading lounge
- Quiet and silent study areas
- Non-fiction collection
- Teen lounge and gaming area
- Two small study/consultation rooms
- Administration area:
 - Staff working spaces
 - 8 offices
 - Photocopier room
 - Small kitchenette
 - 2 washrooms (2 sinks and 2 toilets)
- Ask Me Desk (information services and help with research)

- Public Washrooms
 - Women's (3 toilets, 2 sinks)
 - Men's (1 toilet, 2 sinks, 1 urinal)

Fourth Floor

- Continuation of the non-fiction collection
- Study and reading spaces
- Community Meeting Rooms: (4 rooms, capacity between 26 to 60 people)
- Public Washrooms
 - Women's (4 toilets, 2 sinks)
 - Men's (1 toilet, 1 sink, 1 urinal)

SEMAIHMUO LIBRARY

The Semiahmoo Library achieved the Leadership in Energy and Environmental Design (LEED) rating: LEED Silver. As such, it is essential that the janitorial service provider understands green building practices including the use of environmentally preferable products. We seek a proven, high-performing Contractor with management, staff and significant corporate commitment to achieve the City's objectives.



Location: 1815 - 152nd Street, Surrey, BC V4A 9Y9
Estimated floor area: 22,000 square feet

Hours:
 Monday to Thursday: 9:30 am to 9:00 pm
 Friday: 9:30 am - 5 pm
 Saturday: 10:00 am – 5:00 pm
 Sunday: 1:00 – 5:00 pm

The Semiahmoo Library/RCMP District Office were developed on a 3-storey building plus a parking structure. The RCMP occupies approximately 9,000 square feet on the ground level, and the library occupies approximately 22,000 square feet on the second level. The public, through a shared 1,200 square foot ground floor lobby, would access both areas. The 21,000 square foot underground parking level provides for both staff parking and for public parking for library patrons.

NOTE: Services for the RCMP District Office is **NOT** included in this RFQ.

The areas to be serviced include, but not limited to the following:

Ground floor Split Level

- Public entrance area
- Lobby
- Multi-purpose room
- Storage room/Receiving Storage
- Internal & Public staircases
- Elevator, elevator door tracks
- Public and staff Washrooms
 - Men's (2 urinals, 2 sinks)
 - Women's (6 toilets, 3 sinks)
 - Children's (2 toilets, 2 sinks)

Second floor

- Reception and Lobby Areas
- General Circulation Workroom
- Children's section
- Electronic Classroom
- Living Room/Lounge Seating
- Circulation Supply Room
- Quiet Study Room
- Public and staff Washrooms
 - Men's (1 urinal, 1 sink)
 - Women's (2 toilets, 2 sinks)
- Corridors/Hallways

Second floor/Mezzanine

- Lobby
- Enclosed Workstations/Closed Offices
- Locker Rooms
- Work area
- Staff Lounge
- Corridors/Hallways
- Staff Washrooms
 - Men's (1 urinal, 1 sink)
 - Women's (1 toilet, 1 sink)

OCEAN PARK LIBRARY

The Ocean Park Library is used heavily by the public. Regular janitorial and custodial maintenance services are required to maintain an acceptable level of cleanliness and an attractive appearance.



Location: 12854 - 17th Avenue, Surrey, BC V4A 1T5

Estimated floor area: 6,500 square feet

Hours:

Monday to Thursday: 9:30 am to 9:00 pm

Friday: 9:30 am – 5:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 1:00 – 5:00 pm

The areas to be serviced include, but not limited to the following:

- Administration Offices
- Reception and Lobby and Public Reading Areas
- Enclosed Workstations/Closed Offices
- Open Workstations / Cubicles
- Staff kitchens
- Kitchenette
- Corridors/Hallways
- All public areas in the library
- Locker Rooms
- Storage Areas and Closets
- Circulation department
- Conference Meeting Rooms
- Public and Staff Washrooms
 - Men's (1 urinal, 1 sink, 1 toilet)
 - Women's (2 toilets, 2 sinks)
 - Staff (1 toilet, 1 sink)
- Public entrance area

FLEETWOOD LIBRARY



Location: 15996 - 84 Avenue, Surrey, BC V4N 0W1

Estimated floor area: 13,000 square feet

Hours:

Monday to Thursday: 9:30 am to 9:00 pm

Friday: 9:30 am – 5:00 pm

Saturday: 10:00 am – 5:00 pm

Sunday: 1:00 – 5:00 pm

The Fleetwood Library was opened in 1995, together with the adjacent Fleetwood Community Centre. The library hosts a wide variety of programs for children, youth and adults.

The areas to be serviced include, but not limited to the following:

- Reception
- Enclosed Workstations/Closed Offices
- Open Workstations / Cubicles
- Circulation Room
- Staff Work Area
- Staff kitchens
- Kitchenette
- Corridors/Hallways
- All public areas in the library
- Storage Areas and Closets
- Meeting Room
- Public Washrooms
 - Women's (4 toilets and 2 sinks)
 - Men's (2 toilets, 2 sinks, 2 urinals)
 - Staff (1 toilet and 1 sinks)

SOUTH SURREY OPERATIONS CENTRE



Location: 2336 166 Street, Surrey, BC.
Estimated floor area: 30,630.6 square feet

The new South Surrey Operations Centre comprised of the following areas. (Note: Estimated Square Footages):

ADMINISTRATION & OPERATIONS CENTRE		Estimated Gross Area (sq. m)
Address: 16666-24 Ave, 16615-23 Ave, 16604-24 Ave, and 16596-24 Ave		
Level 1	Entrance, Corridor, Vanity, Change Rooms, Shower Rooms, Janitor's Closet	2,348.7
Level 2	Meeting rooms, Corridor, Offices, WC, Lunch Room, Kitchen	497.0
Subtotal		2,845

The facility aims to meet LEED Silver certification.

The areas to be serviced include, but not limited to the following:

First Floor

- Exterior, Vestibule, Bike Room
- Lobby, Corridor, Stairs
- Women's Vanity
- Women's W/C, Change, Shower Room
- Men's Vanity
- Men's W/C, Change, Shower Room
- Janitor Closet
- Drying Vestibule, Drying Room, Washer/Dryer
- Dry Storage, Structural Maintenance

Second Floor

- Meeting Rooms, Offices
- Storage
- Kitchen
- Women's W/C
- Men's W/C

2. OVERVIEW OF THE SERVICES

The City anticipates that the scope of the Services may include, but not limited to:

- Provision of labour, materials and equipment for the provision of Services;
- Maintain trash / garbage collection throughout the facility;
- Floor and stairway/staircase cleaning and maintenance;
- Washroom cleaning and servicing of dispensers;
- Cleaning of walls, ceilings and doors;
- Cleaning and disinfecting hard surfaces;
- Carpet, drape and upholstery cleaning;
- Interior glass cleaning throughout [no smears, fingerprints, etc.];
- Interior elevator and vestibules;
- Interior and exterior doorway entrance floor surface; and
- Immediate exterior of the facilities [e.g. litter control, sweeping as needed].

The review analysis identified inconsistencies in the delivery of the janitorial cleaning services across City facilities. These inconsistencies have raised the risk of criticism, challenges [how do we received quality cleaning – value for money] and complaints.

Areas of specific concern are:

- Understanding by contractors of proper cleaning processes and practices;
- Proper training of cleaning staff to meet the demands of the requirements;
- Interest by cleaning staff to do a good cleaning job on a continuing and consistent basis; and
- Commitment of the contractors to deliver the Services consistently after contract signing.

The City's cleaning requirements can vary in size, nature and complexity. Although the bulk of requirements can be considered "standard", other requirements are "non-standard" and have unique or special characteristics that require the use of different, more appropriate cleaning procedures (e.g., biohazard waste cleaning).

To assist in the understanding of the City’s cleaning requirements the City has prepared a number of cleaning guidelines. They are as follows:

- 1. Regular Cleaning Task and Green Cleaning Task Services Guidelines
- 2. Project Cleaning Task Services Guidelines

To download copies of the documents, refer to **Schedule A-1 CLEANING TASK SERVICES GUIDELINES**

These guidelines have been developed in such a way to allow sufficient flexibility in meeting the specific needs of the City. These guidelines have been developed to provide a consistent approach in providing janitorial cleaning services and to provide each facility manager with clear guidance to assist in the determining cleaning quality.

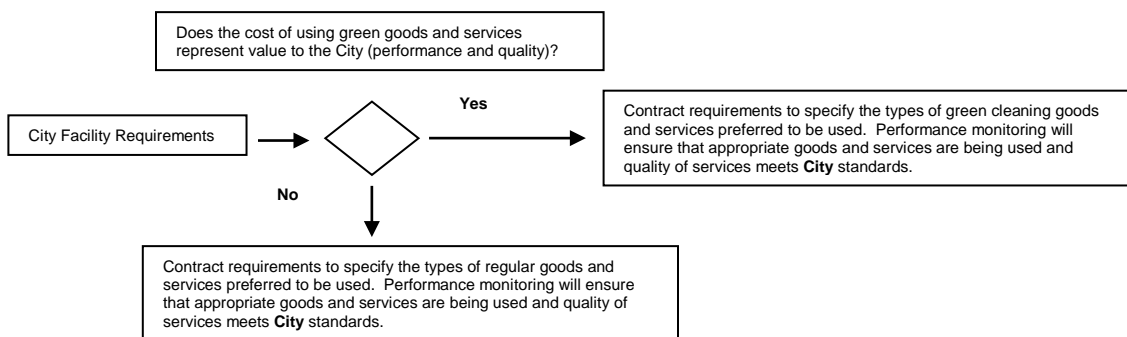
Encouraging Use of and Consistency of Green Products and Practices.

The incorporation of appropriate environmental considerations in janitorial services, simplifies the process for all parties, and supports the City’s policy on green procurement opportunities.

While the use of green cleaning products is recommended in some form or another in most requirements, it is currently not consistent, nor are green products always properly or consistently used. The City provides detailed guidance as listed above to enhance the consistency in the incorporation of green products in janitorial services.

It is important to note that although the use of green cleaning products and practices are preferred, under the City’s janitorial cleaning sourcing initiative consideration of the performance and value of green cleaning products and services will influence the requirements. As such, each City facility will have the option of identifying some goods and services where the use of “regular” cleaning goods and services will be required instead of “green” cleaning goods and services (e.g., the use of acid-based products to clean urinals and toilets).

The following diagram provides guidance in this matter:



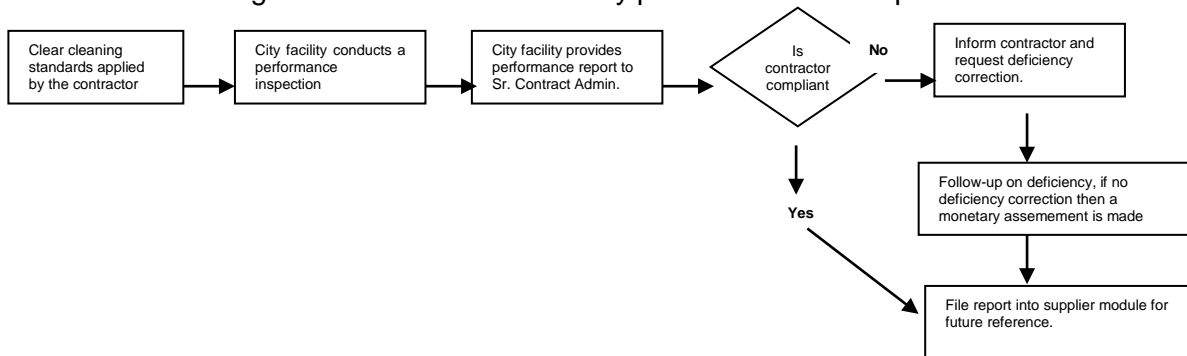
Use of Consistent Minimum Cleaning Standards

The City spends a considerable amount of time writing new requirements for cleaning services over and over again potentially fostering inconsistency and confusion for contractors who are expected to comply with numerous different versions of requirements. Performance by contractors can then be inadequate or perceived to be inadequate if standards are not properly developed, understood and applied. The City’s new janitorial services sourcing initiative attempts to address this issue. Basic, clear minimum cleaning

standards have been developed for all tasks. These standards should provide clear definition of terms of quality expectations that should help contractors deliver what is expected, and allow the City advantages of clear, consistent standards. **Refer to Schedule A-1 Cleaning Task Services Guidelines.**

Use of Performance Inspections

Regular inspections of work done are an important element in monitoring the work performance of a contractor. The diagram below illustrates the City preferred contractor performance assessment.



-END OF PAGE-

**SCHEDULE A-1
CLEANING TASK SERVICES GUIDELINES**

OVERVIEW OF THE CLEANING TASK SERVICES

For greater certainty, the information listed in this **Schedule A-1** are sample documents only that may be used in the performance of the Services for the City various facility sites. Each site has specific needs; therefore, the Respondents may not rely upon the information provided in in this RFEOI/SOQ. The Evaluation Team may use this information for the purpose of evaluating Submissions.

1. Regular Cleaning Task and Green Cleaning Services Guidelines
2. Project Cleaning Task Services Guidelines

Schedule A-1 may be viewed and/or downloaded from the City of Surrey's Managed File Transfer Service (MFT):

Hostname: <https://mft.surrey.ca>
Logon ID: surreybid
Password: Welcome

Locate Folder: 1220-050-2018-015

ATTACHMENT 1 - INDUSTRY ENGAGEMENT REGISTRATION FORM

**REQUEST FOR EXPRESSIONS OF INTERESTS AND STATEMENT OF QUALIFICATIONS
(PRE-QUALIFICATION)**

PROJECT TITLE: JANITORIAL SERVICES SOURCING INITIATIVE – VARIOUS SITES

RFEI/SOQ No.: 1220-050-2018-015

1. RESPONDENT'S INFORMATION;

Legal Name of Respondent: _____

Business Address: _____

City: _____

Business Telephone: _____

Business E-Mail Address: _____

Contact Person: _____

2. REPRESENTATIVES:

Please include the name(s) of the representative(s) attending, along with their respective title.

Company Representative/Name	Title
_____ (name)	_____
_____ (name)	_____

Signature: _____

Date: _____