

City of Coquitlam

Request for Proposals

RFP No. 24-063

Duct Cleaning Services

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[PROPOSAL SUBMISSION FORM](#)

KEY DATES

| | |
|-------------------------------------|--|
| RFP Issue Date | Friday, August 16, 2024 |
| Deadline for Questions | 2:00 PM (local time) Tuesday, September 3, 2024 |
| Deadline for Issuing Addenda | Wednesday, September 4, 2024 |
| Submission Deadline | 2:00 PM (local time) Friday, September 6, 2024 |

SUMMARY OF KEY INFORMATION

| | |
|---|---|
| RFP Reference | RFP No. 24-063 Duct Cleaning Services |
| Overview of the Opportunity | The City requests Proposals from experienced qualified firms to provide Duct Cleaning Services , on an “as needed and when requested” basis. |
| Instructions for Proposal Submission | <p>Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none"> 1. In the “Subject Field” enter: RFP Number and Name 2. Add files and “Send Files” (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.) <p>Phone 604-927-3037 should assistance be required. The City reserves the right to accept Proposals received after the Closing Date and Time.</p> |
| Obtaining RFP Documents | <p>RFP Documents are available for download from the City of Coquitlam’s website: https://www.coquitlam.ca/Bid-Opportunities</p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p> |
| Questions | Send questions to: bid@coquitlam.ca referencing the RFP name and number. |
| Instructions to Proponents | The guidelines for participation that will apply to this RFP are posted on the City’s website: Instructions to Proponents |
| Withdrawal of Submission | Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time. |
| Terms and Conditions of Contract | City of Coquitlam Standard Terms and Conditions - Purchase of Goods and Services are posted on the City’s website and will apply to the Contract awarded as a result of this RFP. |

DEFINITIONS

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” “Owner” means City of Coquitlam;

“Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and Works.

“HVAC” means Heating, Ventilation, and Air Conditioning.

“Price” means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services;

“Project Manager” means the City staff member appointed to coordinate the Work;

“Proponent” means responder to this Request for Proposals;

“Proposal” means the submission by the Proponent;

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals;

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the Work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor;

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met;

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

1. INSTRUCTIONS TO PROPONENTS

1.1. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmi̓n̓əm̓ (HUN-kuh-MEE-num) word kwikwə́ləm (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwikwə́ləm traditional and ancestral lands, including those parts that were historically shared with the ʔiçə́y (kat-zee), and other Coast Salish Peoples.

1.2. Purpose

The City requests Proposals from experienced qualified firms to provide **Duct Cleaning Services**, on an “as needed and when requested” basis.

1.3. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

1.4. Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

1.5. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for Term of the Contract.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

1.6. Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically

consents in writing to any of them. The City may not consider any departures not stated in the Proponents Proposal Submission.

1.7. Evaluation Criteria

The City uses Microsoft Word to aid the transfer of Proponents information to an evaluation document. Proposal Submission Form responses should provide direct answers or a concise summary of attachments. If attachments are required, ensure to provide a summary for each question then direct the City to the appropriate section within the attachments.

Lower scores may be recorded if Proposal Submission Forms are:

- Not in Microsoft Word
- Only answering questions with "see section x in attached document".

Evaluation Criteria of each proposal will be determined in accordance with the following:

| Proposal Evaluation Summary | Maximum Points to be Awarded |
|--|-------------------------------------|
| Corporate | 30 |
| Sustainable Benefits and Social Responsibility | 10 |
| Technical | 30 |
| Financial | 30 |
| Total | 100 |

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- Value added benefits
- References
- Sub-contractors
- Staff qualifications and experience
- Health and Safety

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Quality Assurance and Safety
- Risk factors

- Ability to comply with the stated specifications and requirements
- Response time

Financial

- Labour Rates
- Minimum hours

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

1.8. Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)

- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

1.9. Term

The initial term of the Contract is two (2) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

1.10. Security

Contractors qualified personnel may be required to Work at the Public Safety Building (RCMP) and other sites as designated by the City, shall be required to successfully complete and maintain a security clearance for the duration of this Contract.

RCMP Security Check will be required on all Contractors once the project is awarded. All of the Contractors personnel working on site must obtain a security check in order to perform the Work. Contractor will provide a list of all employees who will be working on site along with a copy of their drivers' license. No personnel shall perform the Work at the Public Safety Buildings without obtaining a RCMP security check. Any approved subcontractors must meet these requirements as well.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Terms and Conditions of Contract

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, the Conditions listed in this RFP, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

PROJECT SPECIFIC TERMS AND CONDITIONS

2.2. On-Site Hazards

The Contractor is to make themselves aware of any and all on-site hazards including but not limited to underground and overhead utilities in or near to the Work area and to take every precaution necessary to eliminate any risk that may exist. If an on-site hazard exists that is causing or may cause injury to any person(s), the Respondent is to take immediate action to mitigate risk and damage, and then to notify the City's contact person.

The locations of all such hazards are to be investigated and verified in the field by the Contractor.

2.3. Scheduled After Hours Services Requests

Contractors must have personnel available to work on weekends and outside of normal working hours, when requested by the City.

3. SCOPE OF SERVICES

3.1. Scope

The City is seeking proposals from qualified Contractors to provide **Duct Cleaning Services** at various City buildings. The majority of the cleaning will need to take place out of regular business hours i.e. evenings or weekends as all buildings are occupied during normal office hours.

As and when required work to include but not limited to:

- The Contractor to clean the following systems (but not limited to):
 - External surfaces of Fans
 - Heating and Cooling Coils
 - Filter Racks
 - Dampers
 - Plenum Surfaces
 - Supply, Return and Exhaust ducts
 - Grills and Diffusers
- Prior to the commencement of any cleaning work, the Contractor shall perform a visual inspection of the HVAC system to determine the appropriate methods, tools, and equipment require to satisfactorily complete the project. Damaged systems components found during the inspection shall be documented and brought to the attention of the City. The Contractor shall insure that all dampers are marked to identify the original position before commencing work. All components shall be returned to their original setting upon completion of the cleaning process. Damper repair or replacement is not a part of this contract.
- The Contractor shall be responsible for the removal of visible surface contaminants and deposits from within the HVAC system. Ductwork shall be inspected for the accumulation of mold, mildew or other contaminants and, if observed, shall be reported to the City.
- The HVAC systems include any interior surface of the facility's air distribution system for conditional spaces and/or occupied zones. This includes the entire heating, air conditioning and ventilation system from the points where the air enters the system to the points where the air reaches the mixing boxes. The interior surfaces of the air handling unit, coil compartment, condensate drain pans, humidifiers and dehumidifiers, supply air ducts, fans, fan housing, fan blades, air wash systems, spray eliminators, turning vanes, filters, filter housings along with cooling, heating and evaporator coils are all considered part of the HVAC system. The HVAC system may also include other components such as dedicated exhaust and ventilation components and make-up air systems.
- Clean all ductwork, plenums, coils and air handling equipment with compressed air and mechanical agitation devices or compressed air and high power suction equipment, clean diffusers and grilles. Do not use mechanical brushes on

acoustic lined or internally insulated ductwork. Utilize temporary filters to protect coils, air handling units, terminal units and air flow/velocity sensors.

- Protect furniture, equipment and flooring in close proximity to the work area with clean protective coverings. Take precautions to ensure that dust and debris do not spread outside of duct system during the cleaning process.
- Contractors must have personnel available to work on weekends and outside of normal working hours, when requested by the City.

3.2. Public Relations

Good public relations must be maintained at all times by the Contractor, the Contractor's employees, and representatives. All enquiries and complaints must be satisfactorily resolved in a courteous and businesslike manner and be acted upon within a 24-hour period.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 24-063

Duct Cleaning Services

Proposals will be received as per date and time in [Key Dates Section](#)

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: qfile.coquitlam.ca/bid

1. In the “Subject Field” enter: RFP Number and Name
2. Add files and “Send Files”

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

| | |
|---------------------------------|--|
| Legal Name of Proponent | |
| Contact Person and Title | |
| Business Address | |
| Telephone | |
| Email Address | |

1. DEPARTURES AND AWARD

a) CONTRACT - I/We have reviewed the City’s [Standard Terms and Conditions - Purchase of Goods and Services](#) and would be prepared to enter into in an agreement that incorporates the City’s Standard Terms and Conditions, amended by the following departures (list, if any):

| Section | Requested Departure(s) / Alternative(s) |
|---------|---|
| | |

b) SERVICES - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):

| Requirements – Requested Departure(s) / Alternate(s) / Addition(s) |
|--|
| |

c) AWARD - For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Goods and Services.

Section 1c items are not required as part of this Proposal but may be required prior to entering into an agreement with the City.

| | |
|---|--------------------------|
| i. WCB - WorkSafe BC coverage in goodstanding and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided: | WCB Registration Number: |
| ii. Insurance – Provide Insurance coverage as per the City's Standard Insurance Form | |
| iii. Vendor Info - Complete and return the City’s Vendor Profile and Electronic Funds Transfer Application | |
| iv. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License | |

As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

| |
|--|
| |
|--|

2. CORPORATE

| | |
|---|---|
| a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary): | |
| i. | Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.): |
| | |
| ii. | Proponent is to state relevant experience and qualifications as to the Services requested in the RFP: |
| | |
| iii. | Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details: |
| | |
| iv. | Proponent is describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing: |
| | |

| | |
|---|----------------|
| b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary): | |
| Reference No. 1 | |
| Description of Contract | |
| Size and Scope | |
| Work Performed | |
| Start Date | |
| End Date | |
| Contract Value | |
| Project completed on budget | |
| Project completed on schedule | |
| Reference Information | Company |
| | Name: |
| | Phone Number: |
| | Email Address: |

| Reference No. 2 | |
|-------------------------------|----------------|
| Description of Contract | |
| Size and Scope | |
| Work Performed | |
| Start Date | |
| End Date | |
| Contract Value | |
| Project completed on budget | |
| Project completed on schedule | |
| Reference Information | Company |
| | Name: |
| | Phone Number: |
| | Email Address: |

| Reference No. 3 | |
|-------------------------------|----------------|
| Description of Contract | |
| Size and Scope | |
| Work Performed | |
| Start Date | |
| End Date | |
| Contract Value | |
| Project completed on budget | |
| Project completed on schedule | |
| Reference Information | Company |
| | Name: |
| | Phone Number: |
| | Email Address: |

c) KEY PERSONNEL – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City’s written approval. (use the spaces provided and/or attach additional pages, if necessary)

| LINE ITEM | NAME | TITLE/POSITION | EXPERIENCE AND QUALIFICATIONS | YEARS WITH YOUR ORGANIZATION |
|-----------|------|----------------|-------------------------------|------------------------------|
| i. | | | | |
| ii. | | | | |
| iii. | | | | |
| iv. | | | | |
| v. | | | | |
| vi. | | | | |

d) SUB-CONTRACTORS - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City's written approval:

| Sub-Contractor No. 1 | |
|----------------------------------|----------------|
| Legal Name | |
| Trade/Services Performed | |
| Background and Experience | |
| Contact Information | Name: |
| | Phone Number: |
| | Email Address: |

| Sub-Contractor No. 2 | |
|----------------------------------|----------------|
| Legal Name | |
| Trade/Services Performed | |
| Background and Experience | |
| Contact Information | Name: |
| | Phone Number: |
| | Email Address: |

| e) HEALTH AND SAFETY | |
|--|------------------------------------|
| I. Proponent to attach current Work Safe BC Employer Report | |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| If no, explain: | |
| | |
| II. Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC? | |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| III. Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC? | |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| IV. We are registered with one or more of these Safety Management System/Program: OHSAS 18001, CAN/CSA Z1000, ANSI Z10 or other. Please specify: | |
| | |

3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

| |
|---|
| <p>I. Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City</p> |
| |
| <p>II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:</p> |
| |
| <p>III. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises or Indigenous owned businesses:</p> |
| |
| <p>IV. What policies does your organization have to support reconciliation with indigenous peoples:</p> |
| |

4. TECHNICAL

| |
|---|
| a) APPROACH and METHODOLOGY |
| Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the Work. |
| I. Delivery, Set-Up and Execution - Proposals should address the plan for the delivery, set up and execution of the Work; as well as the disposal, recycle or reuse for the surplus materials. Include any safety and pedestrian control measures. |
| |
| II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed. |
| |
| III. Risk Factors - Describe the risk factors anticipated and how the Proponent intends to mitigate these. |
| |
| IV. Safety - Proponent is to state how they will address safety on the Work site. |
| |

| | |
|--|--|
| b) RESPONSE TIME: | |
| Indicate Response time in hours for Emergency & non-Emergency Call outs: | |
| Emergency Call Out: | |
| Non-Emergency Call Out: | |

5. FINANCIAL

| a) PRICE - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST): | | | |
|---|---|------------------------|----------------------------|
| ITEM | SCOPE OF WORK | Unit of Measure | PRICE (exclude GST) |
| i. | Technician rate - Regular Time - Monday - Sunday 8 am to 4 pm | Hour | \$ |
| ii. | Technician Rate - Overtime - Monday - Sunday 4 Pm To 8 Am And Stat Holidays (All Day) | Hour | \$ |
| iii. | Helper Rate - Regular Time - Monday - Sunday 8 Am To 4 Pm | Hour | \$ |
| iv. | Helper Rate - Overtime - Monday - Sunday 4 Pm To 8 Am And Stat Holidays (All Day) | Hour | \$ |
| v. | Vehicle Rate (If Applicable) | Each | \$ |
| vi. | Fuel Surcharge (If Applicable) | Each | \$ |
| vii. | Organic Sanitization - Per System | Each | \$ |
| viii. | Other not Listed: | | \$ |
| ix. | Other not Listed: | | \$ |

| b) MINIMUM HOURS - Minimum number of hours billed per mobilization: |
|--|
| |

Attention Purchasing Manager:

6. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City’s website www.coquitlam.ca/Bid-Opportunities, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
7. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City’s [Standard Terms and Conditions - Purchase of Goods and Services](#) and will accept the City’s Contract as defined within this RFP document.
8. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

| Addendum No. | Date Issued |
|--------------|-------------|
| | |
| | |
| | |

This Proposal is submitted this ___day of _____, 20_____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

| | |
|---|----|
| Name of Proponent | |
| Signature(s) of Authorized Signatory(ies) | 1. |
| | 2. |
| Print Name(s) and Position(s) of Authorized Signatory(ies) | 1. |
| | 2. |