

City of Coquitlam

Request for Proposals

RFP No. 21-060

## Coverall Supply and Cleaning Services

Issue Date: August 3, 2021

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## [PROPOSAL SUBMISSION FORM](#)

### SUMMARY OF KEY INFORMATION

|   |  |
|---|--|
| <b>RFP Reference</b>                        | <p align="center"><b>RFP No. 21-060</b></p> <p align="center"><b>Coverall Supply and Cleaning Services</b></p>   |
| <b>Overview of the Opportunity</b>          | The purpose of this RFP is to invite Proposals from qualified firms for the supply and delivery of <b>Coverall Supply and Cleaning Services</b> as specified within this RFP document.   |
| <b>Closing Date and Time</b>                | <p align="center"><b>2:00 pm local time</b></p> <p align="center"><b>Tuesday, August 24, 2021</b></p>  |
| <b>Instructions for Proposal Submission</b> | <p>Proposals are to be consolidated into one PDF file and uploaded electronically through QFile, the City's file transfer service accessed at <a href="http://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li><b>In the "Subject Field" enter:</b> RFP Number and Name</li> <li><b>Add files in .pdf format and Send</b><br/>(Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol> <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p> |
| <b>Obtaining RFP Documents</b>              | <p>RFP Documents are available for download from the City of Coquitlam's website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>   |
| <b>Instructions to Proponents</b>           | The guidelines for participation that will apply to this RFP are posted on the City's website: <a href="#">Instructions to Proponents</a>  |
| <b>Questions</b>                            | Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a>   |
| <b>Addenda</b>                              | Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a>  |
| <b>Withdrawal of Submission</b>             | Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> prior to the Closing Date and Time.   |
| <b>Terms and Conditions of Contract</b>     | City of Coquitlam <a href="#">Standard Terms and Conditions - Purchase of Goods and Services</a> 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.

**“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.

**“City” “Owner”** means City of Coquitlam;

**“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 Purpose**

The City of Coquitlam requests Proposals from professional, qualified, experienced companies for the provision of **Coverall Supply and Cleaning Services**. Refer to **Section 3, Scope of Services** for further details.

### **1.2 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.

### **1.3 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.

### **1.4 Term of Contract**

The successful Proponent will provide the Goods and Services for an initial one (1) year term of acceptance and as outlined in the Proposal. The Contract may be extended for additional terms, subject to mutual agreement of price and service.

### **1.5 Prices**

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

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, transportation, 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 will evaluate those departures as per Evaluation Criteria.

### **1.7 Evaluation Criteria**

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

| Proposal Evaluation Summary                              | Maximum Points to be Awarded |
|--|------------------------------|
| Corporate Experience, Reputation, Capacity and Resources | 20                           |
| Technical  | 40                           |
| Financial and Value Added                                | 40                           |
| Total  | 100                          |

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

**Corporate Experience, Reputation, Capacity and Resources**

- Established business and demonstrated performance providing services of similar size, scope and complexity
- Municipal References (on time delivery, support, performance, etc.)
- Sub-contractors

**Technical**

- Garment offered
- Services offered
- Tracking system
- Proposed solutions for Storage
- Ability to comply with the stated specifications and requirements
- Delivery Lead Time
- Departures listed

**Financial and Value Added**

- Proposed rates
- Value Added / Sustainable benefits

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.

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, transportation, 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.

## 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) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)
- c) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)
- d) Be registered and provide WorkSafeBC clearance

## **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 below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.



### 3 SCOPE OF SERVICES

#### 3.1 Services

The City of Coquitlam requires **Coverall Supply and Cleaning Services** (the “**Services**”) on a weekly service schedule.

Services are to include provisioning and cleaning of staff coveralls for the City’s staff that meet all applicable workplace health & safety regulations for work on highways.

Currently the City utilizes an inventory of approximately 600-700 sets of coveralls & bib overalls.

The Services may include but are not limited to:

#### **SUPPLY OF COVERALLS:**

- Supply and delivery of quality, durable bib and full body style coveralls, in all sizes, and standard industry colors – fabric should be 100% cotton.
- Coverall Standards – CSA Z96-09-Class 2, WorkSafe BC, Occupational Health and Safety, Ministry of Transportation safety standards, and all other applicable standards, as amended.
- Appropriate visibility and reflectivity based on regulations in effect during the term of the contract.
- 4” wide Reflective Striping.
- **ALTERATIONS** - Individually Size Coveralls/Overalls complete with alterations to adjust the fit of sleeves and leg inseam lengths.
- **EMBROIDERY** – City of Coquitlam logo and employee name to go on coveralls for full time employees. Seasonal and temporary employees to have City of Coquitlam logo only. Thread to be Sulky Rayon in colors - 1332 Green and 1143 Blue.
- **REPAIR AND REPLACEMENT** - Repair of minor wear & tear points (as identified by City staff) and provide replacement items as needed.
- **LOCKERS** - Supply of secured lockers for storage of individual staff assigned coveralls/overalls. The City estimates it will need fifteen (15) banks of eight (8) lockers, one (1) locker for dirty laundry, one (1) locker for repairs.
- **SEASONAL** - Provide additional coveralls and laundry services as required for the City’s seasonal or temporary staff – typically occurring between March 15 – November 15 of each year and for approx. 50-60 staff.
- **LOCATION** – Delivery, pick-up and Laundering of all coveralls to City’s main Works Yards at 500 Mariner Way.
- **IDENTIFICATION AND TRACKING** - ID or labelling system for individual staff assigned coveralls. Using RFID, Barcode or other means of ID & tracking.
- **LOST** – Lost replacement program preferred over unit cost replacement.

### 3.2 Current Inventory

The City currently has the following rental coverall inventory assigned:

| Department   | Coverall Inventory | Bib Overall Inventory | Specifications<br>(various sizes)  |
|--|--------------------|-----------------------|--|
| Engineering Operations<br>(Water, Sewer/ Drain,<br>Roads & Infrastructure) | 53                 | 183                   | Orange 100 % Cotton with 4”<br>High Vis Reflective   |
| Engineering Fleet Services   | 102                |                       | Navy Blue 100% Cotton with<br>4” High Vis Reflective &<br>Name Crests (button and<br>zippered options) |
| Parks  | 280                |                       | Orange 100% Cotton with 4”<br>High Vis Reflective  |
| Parks  |                    | 10                    | Navy Blue 100% cotton Zip 4”<br>High Vis Reflective  |
| Parks  |                    | 10                    | Navy Stripe Bib 100% cotton<br>4” High Vis Reflective  |

Note: The above quantities do not include Seasonal or Temporary full time employees.

This is not a commitment for future contracts, but rather a reflection of what is in place at this time to assist Proponents to assess the scope of the services.

### 3.3 Invoicing Requirements

- Detailed invoicing by department (water, sewer, roads etc.) which is then to be broken down by Employee Name, coverall ID, quantity of washes, any other charges listed separately.
- The City will not be responsible for those garments not returned from the Contractor’s facility.

### 3.4 Embroidery Samples



Patch sizes are:

- City Logo Badge – 2 x 4 inches.
- Name Badge – minimum 1.5 x 3.5 inches and longer depending on name length.



City of Coquitlam

## REQUEST FOR PROPOSALS

RFP No. 21-060

### Coverall Supply and Cleaning Services

Proposals will be received on or before 2:00 pm local time on

**Tuesday, August 24, 2021**

(Closing Date and Time)

#### **INSTRUCTIONS FOR PROPOSAL SUBMISSION**

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

**1. In the "Subject Field" enter:** RFP Number and Name

**2. Add files in .pdf format and "Send"**

(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.

### **PROPOSAL SUBMISSION FORM**

Submitted By: \_\_\_\_\_

(Company Name)

Proponents are to provide as much information as possible when replying to each point throughout the Proposal.

## 1. PRICE

### 1.1. Rental Rates

Provide rates for provision of 100% Cotton Coveralls & Overalls with 4" Safety Reflective striping applied, alterations and custom fitting for each staff member, repairs, replacement of excessively worn garments, weekly pick-up, cleaning and delivery as required.

| SERVICE DESCRIPTION   | Weekly Rental (each)<br>(if separate from<br>Cleaning)<br>(exclude GST) | Cleaning<br>Service<br>(each)<br>(exclude GST) |
|---|---|--|
| <b>Coverall</b> – Cotton, Orange with High Vis Reflective Stripping   | \$  | \$   |
| <b>Bibbed Overall</b> – Cotton, Orange with High Vis Reflective Stripping   | \$  | \$   |
| <b>Coverall</b> – Cotton, Blue with High Vis Reflective Stripping and personalized name crests (zippered or button) | \$  | \$   |
| <b>Bibbed Overall</b> - Navy Blue 100% cotton Zip 4" High Vis Reflective  | \$  | \$   |
| <b>Bibbed Overall</b> - Navy Stripe Bib 100% cotton 4" High Vis Reflective  | \$  | \$   |

### 1.2. Miscellaneous Rates

| SERVICE DESCRIPTION   | Price each<br>(exclude GST) |
|---|-----------------------------|
| Embroidery – City of Coquitlam Logo<br>(Thread colors - 1332 Green and 1143 Blue) | \$                          |
| Embroidery – Employee Name (Thread colour Royal Blue)                             | \$                          |
| Alterations   | \$                          |
| Bag Stand   | \$                          |
| Route bags  | \$                          |
| Service charges (percentage or lot charge)  | \$ or %                     |
| Others not listed:  | \$                          |

1.3. Additional Equipment Prices

| Equipment or Service        | Quantity of Lockers per Bank | Weekly Rental Rate<br>(exclude GST) |
|-----------------------------|------------------------------|-------------------------------------|
| Staff Locker Bank           |                              | \$                                  |
| Soiled Laundry Locker       |                              | \$                                  |
| Repair & Alterations Locker |                              | \$                                  |

1.4. Loss prevention Program

|   |  |
|---|--|
| Lost replacement program (percentage or lot charge) |  |
|---|--|

**2. REQUESTED DEPARTURES – CONTRACT**

The Proponent has reviewed the City's Contract and the [Standard Terms and Conditions - Purchase of Goods and Services](#). I/We would be prepared to enter into that Contract, amended by the following departures (list, if any):

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

**3. VALUE ADDED**

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides that would assist or be of benefit to the City:

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

**4. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY**

4.1. Sustainable Benefits

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:

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

4.2. Social Responsibility

- a) What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:

- b) What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises:

**5. EXPERIENCE, CAPABILITIES AND CAPACITY**

- a) Proponent's relevant experience and qualifications in delivering Goods and Services similar to those required by the RFP

- b) State length of time company has been in business and average number of units (of model proposed) sold per year:

**6. EXPERIENCE AND REFERENCES**

Proponents shall be competent and capable of performing the services requested and successfully delivered service contracts of similar size, scope and complexity.  
Provide current references that the City may contact to verify successful performance of the Services.

| Description of Contract |  |
|-------------------------|--|
| Year Started            |  |
| Year Completed          |  |
| Company                 |  |
| Contact Person          |  |
| Telephone and Email     |  |
| Contract Value          |  |

|                                |  |
|--------------------------------|--|
| <b>Description of Contract</b> |  |
| <b>Year Started</b>            |  |
| <b>Year Completed</b>          |  |
| <b>Company</b>                 |  |
| <b>Contact Person</b>          |  |
| <b>Telephone and Email</b>     |  |
| <b>Contract Value</b>          |  |

|                                |  |
|--------------------------------|--|
| <b>Description of Contract</b> |  |
| <b>Year Started</b>            |  |
| <b>Year Completed</b>          |  |
| <b>Company</b>                 |  |
| <b>Contact Person</b>          |  |
| <b>Telephone and Email</b>     |  |
| <b>Contract Value</b>          |  |

## 7. GARMENTS

Proponents should provide a detailed description of the style, manufacturer and material of each item being proposed. Details such as colours offered, size ranges, and country of manufacture should also be included, along with any product information available.

|  |
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|  |
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## 8. DELIVERY LEAD TIME FOR COVERALL ALTERATIONS AND REPAIRS

- a) Proponents should describe the proposed inventory levels, location of inventory and service frequency required to meet the demand.

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

- b) State processing time for a set of 3 custom sized & altered coveralls/overalls from time of order. For (1-5 sets of 3) and for larger orders of (5-10 and 11-25 sets of 3).

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

- c) Describe how the coveralls would be delivered to and picked up from the City. Proposals should also describe delivery solutions around statutory holidays.

- d) Describe how sizing and measuring will be conducted for both the initial supply and any additional garments required during the Contract Term.

#### **9. STORAGE**

Describe the proposed method of providing secure storage of garments.

#### **10. COVERALL LABELLING & TRACKING SYSTEM**

Describe the proposed method for identifying and tracking garment movements, including adjustments, repairs and replacements.

#### **11. RETURNS AND LOST ITEMS**

Describe how returns and lost garments will be handled. State what determines that a garment is lost, and how is this information communicated to the City.

#### **12. REPORTING**

List all reports that would be available upon request.

#### **13. LOSS PREVENTION PROGRAM**

Proponent to state details about their loss prevention program



**14. CONFLICT OF INTEREST DECLARATION**

Proponents shall disclose any actual or potential conflicts of interest and existing business relationships it may have with the Cities, their elected or appointed officials or employees:

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

**15. NON-COMPLIANCE**

Proponents shall fully disclose any requirement they are unable to comply with:

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

**16. ADDENDA**

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

## 17. AUTHORIZATION

We hereby submit our Proposal for the supply and services as specified and undertake to carry out the work in accordance with all Regulations and Codes, applicable to this RFP.

We agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, will accept the City's Contract: [Standard Terms and Conditions - Purchase of Goods and Services](#)

The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP submission, electronic signatures will be accepted.

|   |  |
|---|--|
| <b>Company Name:</b>  |  |
| <b>Address:</b>   |  |
| <b>Phone:</b>   |  |
| <b>GST Registration No.:</b>  |  |
| <b>Project Contact:</b><br>Name and Title of Individual <i>for communication related to this RFP</i> (please print) |  |
| <b>Contact Email:</b>   |  |
| <b>Name &amp; Title of Authorized Signatory:</b><br>(please print)  |  |
| <b>Signature:</b>   |  |
| <b>Date:</b>  |  |