



City of Coquitlam
REQUEST FOR PROPOSALS
RFP No. 14-10-01

Coverall Supply and Cleaning Services

Proposals will be received on or before 2:00 pm local time
Thursday, November 13, 2014
(Closing date and time)

Obtaining RFP Documents

RFP Documents are available for downloading from the City of Coquitlam's website:
www.coquitlam.ca/BidOpportunities

Printing of RFP documents is the sole responsibility of the Proponents.

Addenda

Proponents are required to check the City's website for any updated information and addenda before the closing date at the City website: www.coquitlam.ca/BidOpportunities

Proposals Submissions

The City reserves the right to accept or reject any or all Proposals or accept a Proposal deemed to be in the best interest of the City and will not be responsible for any costs incurred by Proponents in preparing a response.

D. Trudeau, Purchasing Manager
Issue Date: October 21, 2014

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PROPOSAL SUBMISSION FORM

APPENDIX A – City of Coquitlam Certificate of Insurance Form

DEFINITIONS

“Contract” means the contract for services or City Purchase Order that will be issued to formalize the scope, terms and general conditions of the service agreement with the successful Proponent through negotiation with the City based on the proposal submitted. The Contract will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, 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.

“Proponent” means responder to this Request for Proposals.

“Proposal” means the submission by the Proponent.

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

“Services” means and includes the provision by the successful Proponent of all services, duties and expectations as further described in this RFP.

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

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

“Work” “Works” shall unless the context otherwise requires, 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.

1. INSTRUCTIONS TO PROPONENTS

1.1. Request for Proposals

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

Services are to include supply, cleaning and altering of staff coveralls for the City’s Engineering Operations, Engineering Fleet Technicians and Parks Operations and Landscape Maintenance staff. The supply of coveralls must meet all applicable workplace health & safety regulations for work on highways.

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

1.2. Term of Contract

The initial term of the contract will be negotiated with the successful Proponent for up to five (5) years.

Upon mutual agreement, the contract may be extended for additional terms.

1.3. Closing Date & Time

Proposals will be received by the City of Coquitlam on or before 2:00 pm local time:

Thursday, November 13, 2014

1.4. Instructions for Proposal Submission

Proposal submissions are to be uploaded through Qfile, the City’s file transfer service accessed at website:

<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)

Proposals submitted shall be deemed to be successfully received when displayed as new email in the in-box of the City email address. The City will not be liable for any delay for any reason including technological delays, or issues by either party’s network or email program, and the City will not be liable for any damages associated with Proposals not received.

The City reserves the right to accept Proposals received after the closing date and time but is under no obligation to evaluate.

Proposals will not be opened in public.

Proposals may be withdrawn upon request by an authorized representative of the company sent to email: bid@coquitlam.ca prior to time set as closing time for receiving Proposals.

1.5. Inquiries

All inquiries are to be directed in writing by email quoting the RFP name and number to: bid@coquitlam.ca

Questions are to be submitted in writing within 3 business days prior to the closing date.

The City shall determine, at its sole discretion, whether the query requires response, and such responses will be made available to all Proponents by issue of Addenda posted on the City's website that will be incorporated into and become part of the RFP.

No oral conversation will affect or modify the terms of this RFP or may be relied upon by the Proponent.

1.6. Addenda

Proponents are required to check the City's website for any updated information and Addenda issued before the Closing Date at the following website address: www.coquitlam.ca/BidOpportunities

If a change, or additional information related to the original version of the Request for Proposals is warranted, the City's response will be communicated to all Proponents by means of written Addenda prior to the closing date and posted on the City's website. Upon submitting a Proposal, Proponents are deemed to have received all Addenda posted on the City website and deemed to have considered the information for inclusion in the Proposal submitted.

Should there be any discrepancy in the documentation provided, the City's original file copy shall prevail.

1.7. General Information

Wherever possible, the Cities wish to purchase goods and services which represent minimal impact to the environment, or that offer value to a sustainability objective.

The Cities reserves the right to cancel any order or contract if not fulfilled within a reasonable time and in accordance with the terms and conditions specified at their sole discretion. Time shall be of the essence.

The City will not assume any responsibility or liability for any costs incurred by the Proponent in the preparation of a Proposal.

1.8. Privacy

Proponents are advised that submissions are subject to the Freedom of Information and Protection of Privacy Act and contents may be disclosed if required to do so pursuant to the Act.

1.9. Prices

All Prices shall be all-inclusive stated in (Canadian Funds) and shall remain **FIRM** for the initial three (3) year term.

1.10. Piggy Back

The Vendor agrees to allow other local public agencies with similar needs to participate in this contract subject to mutual agreement.

Additional participating agencies may opt to enter into a contract with the successful Vendor for the purchase of the products and services described in this RFP based on the terms, conditions, prices, and percentages offered by the Vendor to the City of Coquitlam with possibly minor changes negotiated.

This condition is intended to be means of promoting cooperative purchasing efforts within the public sector market, and to provide additional value to the Vendor.

1.11. Evaluation Criteria

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

Corporate Experience and Resources

- Qualifications, municipal experience, and demonstrated performance providing services of similar size, scope and complexity
- Company equipment and resources

Technical

- Services offered
- Tracking System
- Reporting capabilities for Coverall Inventory Management and additional reports the Contractor can provide
- Proposed solutions for Storage

Financial

- Rates & Prices
- Sustainable Benefits
- Value Added Considerations & Services offered by the Contractor
- Deviations to Proposed Contract

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

- Interviews may be conducted
- references may be contacted

Upon submitting a Proposal, Proponents agree that the City may disclose their company name; however, no prices, scores, weights or totals will be provided to any Proponents.

1.12. Negotiation

The City reserves the right, prior to contract award, to negotiate changes to the scope of the services or to the contract documents (including pricing to meet budget) with the proponent or any one or more proponents, proposing the “best value” without having any duty to advise any other proponent or to allow them to vary their proposal as a result of changes to the scope of the services or to the contract documents; and the City may enter into a changed or different contract with the proponent(s) proposing the “best value”, without liability to proponents who are not awarded the contract.

1.13. Irrevocability and Acceptance of Proposals

The City requests that Proposals remain open for acceptance for a period of not less than sixty (60) days from the closing date and time.

The City reserves the right to waive formalities in, accept or reject any or all Proposals, cancel this RFP, or accept the Proposal deemed most favourable in the interest of the City.

The City reserves the right to accept or reject any or all Proposals. The lowest Proposal may not necessarily be accepted, rather will be analyzed to determine best overall value to the City.

The City reserves the right to cancel this RFP at any time without recourse by the Proponent. The City has the right to not award this work for any reason including choosing to complete the work with the City's own forces.

No alterations, amendments or additional information will be accepted after the closing date and time unless invited by the City.

Should a Proposal be accepted, a purchase order will be placed for the provision of these services. Contract documents may be utilized to document the agreement fully and completely.

1.14. No Claim

Except as expressly and specifically permitted in these Instructions to Proponents, no Proponent shall have any claim for any compensation of any kind whatsoever, relating to this RFP, including accepting a non-compliant bid, and by submitting a Proposal, each Proponent shall be deemed to have agreed that it has no claim.

No contractual, tort, or other legal obligations are created or imposed on the City, or any other individual, officer or employee of the City with respect to the RFP documentation or by submission or consideration by the City of any Proposal.

1.15. Conflict of Interest

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

1.16. Non-Solicitation

Proponents and their agents will not contact any member of the City Council with respect to this RFP at any time prior to the award of a Contract or the termination of the RFP, and the City may reject the Proposal of any Proponent that makes any such contact.

1.17. Liability for Errors

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

1.18. Examination of Proposal Documents and Work Sites

The Proponent must carefully examine the Proposal Documents and worksite(s). The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the City of Coquitlam.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the City, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Drawings, Specifications, Site Visit and Investigation, and any resulting Addenda will be incorporated into any Contract between the City and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Notification of Award

The City will notify the successful Proponent (“Contractor”) in writing of its decision to award the services.

The following general conditions will apply to this Contract. Proponents are to include with their proposal submission a full description of any deviations if they are unable to comply with any of these general conditions.

2.2. Health and Safety Requirements

The Contractor shall strictly comply with the current Industrial Health and Safety regulations of WorkSafeBC and the safety policies/procedures of the City. Other applicable federal, provincial and local regulations and policies concerning the health and safety of workers and general public shall also be followed.

2.3. Guarantee

Faulty or damaged materials shall be replaced to the satisfaction of the City within one week of notification.

2.4. Indemnity

The Contractor shall indemnify and save harmless the City from and against all losses and all claims, demands, payments, suits, actions, recoveries, and judgements of every

nature and description brought or recovered against him and/or the City, by reason of any act or omission of the Contractor, its agents, Sub-Contractors or employees in the execution of the work.

2.5. Insurance Requirements

The Contractor shall submit, upon award by each of the Cities, a Certificate of Insurance certifying that the required insurance policies are in force and that:

- a) **The City of Coquitlam** shall be named as “additional insured”;
- b) The policy shall not be cancelled, lapsed, transferred, assigned or materially altered without at least thirty (30) days written notice to the Cities and the City’s written approval of the cancellation, transfer, assignment or alteration.
- c) Such certificate is to be as shown in **Appendix A – Certificate of Insurance:**

The Contractor shall carry Commercial General Liability Insurance satisfactory to the City in the amount of **TWO** MILLION DOLLARS (**\$2,000,000.**) inclusive per occurrence.

Automobile Liability insurance, in an amount of not less than TWO MILLION DOLLARS (\$2,000,000.) is required on all licensed vehicles owned or used by the Contractor.

Contractor’s Equipment Insurance is required for all equipment owned or rented by the Contractor and employees that provides coverage against all risks of loss or damage.

The Contractor shall ensure that all Sub-Contractors carry insurance in the form and limits specified in this clause.

2.6. Independent Contractor

The Contractor is an independent Contractor and this contract does not render the Contractor an agent or employee of the City.

2.7. Business License

The Contractor shall maintain a valid City Business License or Tri-Cities Intermunicipal Business License. For information, contact the City’s License Department (Tel: 604-927-3085) or website:

<http://www.coquitlam.ca/city-services/licenses-and-permits/business.aspx>

2.8. WorkSafeBC Coverage

The Contractor shall be in good standing with WorkSafeBC and provide a WorkSafeBC Registration Number.

The Contractor is responsible to perform the Services so that there is no risk of danger or hazard to the staff and public at any time during the progress of the work until completion.

2.9. Operations and Coordination of the Services

The Contractor shall coordinate all aspects of the Services to the satisfaction of the City.

2.10. Equipment, Materials and Workmanship

The Contractor shall ensure that they are qualified and experienced and have the necessary resources for the successful completion of the work including any amendments as they may occur during the execution of the work.

All equipment, materials and labour utilized and all workmanship shall comply with all current codes, standards, regulations and statutes pertaining to the services including, but not exclusively limited to:

- a) WorkSafeBC
- b) Canadian Standards Association (CSA)
- c) BC Provincial Motor Vehicle Act
- d) Workplace Hazardous Material Information System (WHMIS)

Equipment must be in good mechanical repair and not require excessive maintenance or create excessive down time that jeopardizes the Contractors ability to provide the services agreed to.

2.11. Inspection of Services

- a) All services provided shall be subject to inspection and shall meet the approval of the City or a designated representative. If they are not approved, the City shall have the right to reject them or to require correction.
- b) Acceptance or rejection of the work shall be made as promptly as practical, but failure to accept or reject the work shall not relieve the Contractor from responsibility for services provided not in accordance with the contract.
- c) The City will not be deemed to have accepted the services by virtue of a partial or full payment for it.

- d) The City or a designated representative shall be the final judge of all services and its decisions of all questions in dispute will be final.
- e) The Contractor will not be liable for any excess costs if failure to perform is due to strike, lockout, or circumstances beyond control. The City will not be liable where sites are not available due to strike, lockout, or unique circumstances.

2.12. Damage and Defects

The Contractor shall use due care so that no persons are injured, or no property damaged or lost in providing the services. The Contractor shall be solely responsible for all loss, damages, costs and expenses in respect of any injury to persons, damage of property, or infringement of the rights of others incurred in the performance of the services or caused in any other manner whatsoever by the Contractor or its employees. The Contractor shall rectify any loss or damage for which, in the opinion of the City, the Contractor is responsible, at no charge to the City and to the satisfaction of the City.

Alternatively, the City may repair the loss or damage and the Contractor shall pay to the City the costs of repairing the loss or damage upon demand from the City. Where, in the opinion of the City, it is not practical or desirable to repair the loss or damage, the City may estimate the cost of the loss or damage and deduct such estimated amount from the amount owing to the Contractor.

2.13. Default

The City reserves the right, at its sole discretion, to immediately terminate the contract, in whole or in part, and utilize the services of any other Contractor, if the successful Contractor:

- Fails to make delivery of the services
- Fails to perform any provision of the contract within the time specified, or within a reasonable amount of time if no time is specified, as determined by the City
- Fails to meet the City's standard of expected and agreed level of service and performance
- Be adjudged bankrupt or makes general assignment for the benefit of creditors

2.14. Cancellation

The contract may be cancelled by the City for any reason without cause or penalty upon 60 days written notice.

The Contractor would be compensated for all work completed at the date of completion of the contract.

2.15. End of Contract

Upon 60 days written notice of expiry, termination or cancellation of the Contract provided by the City, the Contractor will surrender and vacate the property and remove their equipment from the premises at the end of the month at the Contract end date.

The Contractor agrees to provide the City with final reports and data created as a result of this Contract prior to the end of Contract date.

The Contractor will assist to ensure a smooth transition of all services and equipment replacement at any time that a new contractor is selected by the City.

2.16. Freedom of Information and Protection of Privacy Act

Upon submission of a proposal, Proponents agree the City may disclose the names of their company. However, no prices, totals, weights or scores will be provided to any Proponents.

Proposals submitted become the property of the City and are subject to the Freedom of Information and Protection of Privacy Legislation of British Columbia and contents may be disclosed if required to do so, pursuant to the Act.

To request documentation confidentiality, Proponents must submit a covering letter with their Proposal, detailed the specifics of their confidentiality request.

The Contractor agrees that proprietary City information obtained in providing the services will be treated as confidential and not disclosed.

2.17. Dispute Resolution

The parties will make reasonable efforts to resolve any dispute, claim or controversy arising out of this contract using the following dispute resolution procedures:

- a) Negotiation – the parties will make reasonable efforts to resolve any dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.
- b) Mediation – If all or any of a Dispute cannot be resolved by good faith negotiations within 30 days, either party may refer the matter to mediation. Within 10 days of delivery of notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the BC International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with the

assistance of the mediator. The place of mediation will be Coquitlam, British Columbia. Each party will bear its own costs of participating in the mediation.

- c) Litigation – If within 90 days of the request of the mediation, the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice, commence litigation in the City of Vancouver, British Columbia.

2.18. Advertisement

The Contractor shall not advertise its relationship with the City without prior written consent from the City.

2.19. Subletting

The Contractor will not, without the written consent of the City of Coquitlam, assign, sublet or transfer any subsequent contract or any part thereof.

2.20. Law

The RFP and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia.

2.21. Contract

The “Coverall Supply and Cleaning Services Contract” will comply with the Terms & Conditions of this RFP, the City’s Standard Terms & Conditions, the information provided in proponent’s proposal submission and any negotiated and formally accepted changes to the above.

The City’s Standard Terms & Conditions are posted on the City’s website at:
www.coquitlam.ca/BidOpportunities

The City will not sign the Contractors Standard Form of Contract.

2.22. Non-exclusivity

The intent of the City is to have one service provider but the acceptance of any proposal, and upon award, does not entitle any Contractor to exclusive rights for the provision of the services.

2.23. Payments – Invoicing

- a) All invoices shall be submitted in .pdf format sent by email to:
apinvoices@coquitlam.ca and
- b) Monthly invoices must clearly identify the City's Purchase Order, Work Order or Contract number and name of the City's contact or Dept.
- c) All invoices will detail separate services and materials charges.
- d) Invoices submitted are to be accompanied by a summary cost status sheet of detailed information on all of the services provided, including; the number of coveralls cleaned issued and repaired and all other associated costs. The work indicated on the summary sheet and on the invoice will be confirmed and approved by the City.
- e) The Contractor shall be paid net 30 days or best effort from receipt of invoice and acceptance of the goods and/or services, whichever is the later, unless alternate payment terms have been agreed to between the Contractor and the City.
- f) Invoices shall show the appropriate amounts for taxes separately.

3. SCOPE OF SERVICES

3.1. Services

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

Services are to include provision and cleaning of staff coveralls for the City's Engineering Operations, Engineering Fleet Technicians and Parks Operations and Landscape Maintenance staff that meet all applicable workplace health & safety regulations for work on highways.

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

The Services may include but are not limited to:

SUPPLY OF COVERALLS:

- Supply 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 sized Coveralls/Overalls complete with alterations to adjust the fit of sleeves and leg inseam lengths
- **REPAIR** - Repair of minor wear & tear points (as identified by City staff)
- **LOCKERS** - Supply of secured lockers for storage of individual staff assigned coveralls/overalls. Currently the City has 15 banks of 8 lockers and 1 locker for dirty laundry, one for repairs which are rented from the existing contractor. The City will review all storage options proposed.
- **SEASONAL** - Ability to 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. At the end of this season, the City will collect all garments issued and possibly adjust weekly billing accordingly
- **LOCATIONS** - Pick-up, Laundering of all coveralls & return of garments from:
 - 1) City’s Main Works Yards at 500 Mariner Way
 - 2) East Works Yard at 1250 Pipeline Road
- **IDENTIFICATION AND TRACKING** - ID or labelling system for individual staff assigned coveralls (minimum 3 per staff) Using RFID, Barcode or other means of ID & tracking
- **TRACKING SYSTEM** - for when coverall are picked up from the City, when they are returned to the City facility as well as other information as explained in the section titled – “Reporting Requirements”

3.2. Reporting Requirements

- Detailed monthly invoicing including breakdown by Employee Name, coverall ID, quantity of washes, any other charges listed separately
- Printed pick-up and delivery report for the coveralls in outgoing laundry lockers and for Repair & Alterations, delivery of washed coveralls The contractor will provide a receipt at the time of pick-up, and a delivery slip for all returned garments, noting any not being returned (based on the most recent pick-up receipt) & reason not returned.
- The City will not be responsible for those garments not returned from the Contractor’s facility, and therefore will verify the delivery slip is accurate with the driver at time of delivery.

- Monthly summary reports for all personnel by Department - listing all coveralls assigned, unique identifier, number of times processed, altered, repaired, replaced.

The City requires regular detailed reporting on the complete inventory of coveralls in service by including the following format & information content:

A - Laundry Service Pick-up Receipt Record detailing all items picked up, by ID # & Staff Name & date picked up from a City Facility. *This report is to be generated and signed off by City staff on-site with a copy left before leaving the City.*

B – Alterations & Repair Record detailing all garments picked up, by ID # & Staff Name and date picked up from a City Facility. **This report is to be generated and signed off by City staff on-site with a copy left before leaving the City.*

C - Delivery Slip – Using the previously described “Pick-Up Record” from the previous week, indicate the items that are being returned and those not yet returned & reason why not (i.e.: alterations or repair is required)

City staff will verify the delivery matches the **Delivery Slip** with the Contractor’s delivery person.

D – Permanent Staff - Coverall Inventory Status Report – Weekly
(Provide report in excel format emailed to the City)

1. Listing of all coveralls & bib overalls by staff name, Department, locker # & unique identifier (barcode or RFID tag # or other) Showing subtotal quantity for employee name, Employee’s Dept. and a total quantity of Coveralls assigned to the City.
2. Date each Coverall was picked up from the City for laundry service
3. Date returned clean &/or repaired to the City
4. Any noted damage, wear points or repairs made by the Contractor
5. Decommission Date (when the coveralls were no longer in wearable condition)
6. Records for the assignment of new replacement Coveralls to Staff Name, Locker # & new identifier

E – Seasonal Staff - Coverall Inventory Status Report – Weekly
(Provide report in excel format emailed to the City)

1. Listing of all coveralls & bib overalls by seasonal (temporary) staff name, Department & unique identifier (barcode or RFID tag # or other) Showing subtotal quantity for employee name, Employee’s Dept. and a total quantity of Coveralls assigned to the City.
2. Date each Coverall was picked up from the City for laundry service
3. Date returned clean &/or repaired to the City
4. Any noted damage, wear points or repairs made by the Contractor
5. Decommission Date (date when the coveralls were returned by staff)

F – Coverall & Overall Inventory by Department – Monthly
(Provide report in excel format emailed to the City)

1. For Each Department – provide a summary of all coveralls assigned, staff name, unique identifier
2. For each staff garment, indicate: quantity of times processed, altered, repaired, replaced

G – Coveralls/Overalls - With No Record of Laundering Service to Date Report – Quarterly
(prefer to receive the report in electronic format emailed to the City)

1. Listing of all coveralls & bib overalls by staff name, Department, locker # & unique identifier (barcode or RFID tag # or other) – date of issue, and having no record of being laundered since issue.
2. Also include a subtotal quantity for employee name, Employee’s Dept. , and a total quantity of Coveralls assigned

3.3. Current Garment Inventory

The City currently has the following rental coverall inventory assigned:

Department	Coverall Inventory	Bib Overall Inventory	Specifications (various sizes)	Seasonal Staff Quantity
Engineering Operations (Water, Sewer/ Drain, Roads & Infrastructure)	64	316	Orange 100 % Cotton with 4” High Vis Reflective	6-10
Engineering Fleet Services	107	0	Navy Blue 100% Cotton with 4” High Vis Reflective & Name Crests	
Parks		133	Orange 100% Cotton with 4” High Vis Reflective	48

Note: The above quantities may be adjusted with a new service contract to optimize costs. 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.

In the event that the City opts to enter into a rental agreement with the Contractor, the City will not be responsible for any missing coveralls that have not been immediately reported as such in the delivery slips or regular reports described above (refer also to 3.2 Reporting Requirements for more information).

3.4. Seasonal Temporary Staff

Seasonally (March to October) the City hires approximately 50 -60 temporary staff; that require overall supply (including alterations) and cleaning.

3.5. Environmental Protection

The Contractor shall be responsible to take all necessary measures to comply with requirements of the Federal and Provincial Environmental Protection Agencies and Municipal Acts and Bylaws in respect to air, earth and water pollution.



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Proposal Submission Instructions

Proposal submissions are to be uploaded through Qfile, the City's file transfer service accessed at website: <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 submission process.

For Qfile upload assistance phone 604-927-3060 or Fax 604-927-3035.

PROPOSAL SUBMISSION FORM

Complete and return this Proposal Submission Form
Attach pages as required

Submitted by: _____
(company name)

1. COMPANY PROFILE

Provide a brief company history including years in operation.

--

Head Office location & any additional support facilities for the supply, alterations and cleaning of garments

<i>Head Office</i>	<i>Other Facilities (if any)</i>

Key Account Service Representative Contact(s) for the City:

Name	Experience

2. METHODOLOGY

Describe in detail, how your company will provide a complete scope of services, and what type of service model is recommended to meet the City of Coquitlam's described requirements as a typical municipal client.

3. VALUE ADDED

Provide information on what makes your firm innovative, what is your competitive advantage, what is outstanding about your firm when compared to other companies with similar services to offer?

What other services your firm provides that would assist or be of benefit to the City.

Include information also on any improved service or technology provided by your company that would benefit the City in areas such as; on-site (at City Facilities) service staff, reduced cost for coverall use, improved quality of coveralls, cleaning service options, accurate tracking of coverall inventory, coverall inventory management services, reporting etc.

4. TERM OF CONTRACT

The initial term of the contract will be negotiated with the successful Proponent for up to five (5) years.

The Proponent may also provide alternate Price Tables for various terms up to a 5 year-term if the rates and prices would change with an extended term.

5. PRICE

5.1 Rental of Coveralls – OPTION 1

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

SERVICE DESCRIPTION	Weekly Rental (each) (if separate from Cleaning) (exclude GST)	Cleaning Service (each) (exclude GST)
Coverall – Cotton, Orange with High Vis Reflective Stripping		
Bibbed Overall – Cotton, Orange with High Vis Reflective Stripping		
Coverall – Cotton, Blue with High Vis Reflective Stripping and personalized name crests		
Cleaning of City owned garments (if any)	N/A	
Prices will remain firm and in effect to: Date:		

Seasonal (Temporary) Staff

State any changes to above rates for the City’s Seasonal staff, and provide information on how the inventory of sized & altered garments would be stored, or managed from season to season.

Replacement of Rental Garments	Price per each (exclude GST)
Coverall - complete with High Vis Stripping & alterations	
Embroidered Name Crests (when required)	
Bib Overall – complete with High Vis Stripping & alterations	
Is the costs for replacement coveralls pro-rated over time, and if so describe how much and when?	
Prices will remain firm and in effect to: Date:	

5.2 Purchased Coveralls – OPTION 2

City Owned Coverall Inventory – Cleaning & Maintenance services

Alternatively, the City may purchase coveralls as necessary from the contractor, and have the contractor clean the soiled coveralls, as well as provide alterations and minor repairs as & when required through the term.

SERVICE DESCRIPTION	Purchase Price (each) (exclude GST)	Cleaning Service Rate per Coverall/Overall (exclude GST)
Coverall - Orange – 100% Cotton only With High Vis Reflective Stripping		
Overall – Orange – 100% Cotton only With High Vis Reflective Stripping		
Cotton Coverall – Blue – 100% Cotton With High Vis Reflective Stripping		
Alteration - Coverall or Bib Overall - leg length (if not included above)		N/A
Alteration - Coverall - sleeve length (if not included above)		N/A
Supply & Application of Embroidered Name Crest (as & when required)		N/A
Prices will remain firm and in effect to: Date:		

Seasonal (Temporary) Staff

State any changes to above rates for the City’s Seasonal staff, and provide information on how the inventory of sized & altered garments would be stored, or managed from season to season.

6. ADDITIONAL EQUIPMENT PRICES

Equipment or Service	Quantity of Lockers per Bank	Monthly Rental Rate (exclude GST)	Purchase Price (exclude GST)
Staff Locker Bank			
Soiled Laundry Locker			
Repair & Alterations Locker			
Proposed Software or Hardware:			
Other – please describe any and all additional fees or charges that would apply. Example:, for set-up, during the service term or upon completion of the term;			
Prices will remain firm and in effect to: _____ (Date)			

7. DELIVERY LEAD TIME FOR COVERALL ALTERATIONS AND REPAIRS

Provide information on the amount of coveralls & overall stock that is carried at your facility. If not in your facility, what is the delivery lead time from your supplier?

What is your guaranteed delivery lead time for a set of 3 custom sized & altered coveralls/overalls from time of order?
For (1-10 sets of 3) and for larger orders of (11-25 sets) which can happen in the beginning of the season – typically March & April?

8. COVERALL LABELLING & TRACKING SYSTEM

Describe the technology and system your firm utilizes to track the coveralls, total coverall inventory in service, going out for cleaning , returned in clean condition, and those that have been tagged or otherwise identified as requiring repairs or replacement.

Is this “system” included at no charge to the City?

If no, describe all hardware components and software requirements and any other related equipment that would be required to track coveralls, when they leave the City and are returned by the contractor.

9. REPORTING REQUIREMENTS

The City requires regular detailed reporting on the complete inventory of coveralls in service by including the following format & information content:

A - Laundry Service Pick-up Receipt Record detailing all items picked up, by ID # & Staff Name & date picked up from a City Facility. *This report is to be generated and signed off by City staff on-site with a copy left with the City.*

B – Alterations & Repair Record detailing all garments picked up, by ID # & Staff Name and date picked up from a City Facility. **This report is to be generated and signed off by City staff on-site with a copy left with the City.*

C - Delivery Slip – Using the previously described “Pick-Up Record” from the previous week, indicate the items that are being returned and those not yet returned & reason why not (ie: alterations or repair is required)

City staff will verify the delivery matches the **Delivery Slip** with the Contractor’s delivery person.

D – Permanent Staff - Coverall Inventory Status Report – Weekly
(prefer in electronic format emailed to the City)

- Listing of all coveralls & bib overalls by staff name, Department, locker # & unique identifier (barcode or RFID tag # or other) Showing subtotal quantity for employee name, Employee’s Dept., and a total quantity of Coveralls assigned to the City.
- Date each Coverall was picked up from the City for laundry service
- Date returned clean &/or repaired to the City
- note damage, wear points or repairs made by the Contractor & billed to the City
- Decommission Date (when the coveralls were no longer in wearable condition)
- Records for the assignment of new replacement Coveralls to Staff Name, Locker # & new identifier

E – Seasonal Staff - Coverall Inventory Status Report – Weekly
(prefer in electronic format emailed to the City)

- Listing of all coveralls & bib overalls by seasonal (temporary) staff name, Department & unique identifier (barcode or RFID tag # or other) Showing subtotal quantity for employee name, Employee’s Dept. and a total quantity of Coveralls assigned to the City.
- Date each Coverall was picked up from the City for laundry service
- Date returned clean &/or repaired to the City
- Note damage, wear points or repairs made by the Contractor
- Decommission Date (date when the coveralls were returned by staff)

F – Coverall & Overall Inventory by Department – *Monthly*
(prefer in electronic format emailed to the City)

- For Each Department – provide a summary of all coveralls assigned, staff name, unique identifier
- For each staff garment, indicate: quantity of times processed, altered, repaired, replaced

G – Coveralls/Overalls - With No Record of Laundering Service to Date Report – *Quarterly*
(prefer in electronic format emailed to the City)

- Listing of all coveralls & bib overalls by staff name, Department, locker number & unique identifier (barcode or RFID tag # or other) – date of issue, and having no record of being laundered since issue.
- Also include a subtotal quantity for employee name, Employee’s Dept. , and a total quantity of Coveralls assigned

Please confirm that you are able to provide the described reports and note any additional reports or enhancements you may have to offer.

➤ **Proponent to attach a complete set of sample or “example” reports with their Proposal submission.**

10. REPAIRS AND ALTERATIONS

Describe how Coveralls/Overalls that are in need of repair or possibly replacement should be tagged, tracked and returned to the Contractor:

11. MUNICIPAL EXPERIENCE AND REFERENCES

Proponents shall be experienced and qualified and have successfully completed or are currently providing **Coverall Supply and Cleaning Services**, of similar size, scope and complexity to other municipal clients.

By providing contact information, the Proponent consents that the City may contact references to verify the information provided.

Year Started	
Year Completed	
Description of Services Provided	
Company	
Contact Person	
Telephone and Email	
Approximate Annual Value	

Year Started	
Year Completed	
Description of Services Provided	
Company	
Contact Person	
Telephone and Email	
Approximate Annual Value	

Year Started	
Year Completed	
Description of Services Provided	
Company	
Contact Person	
Telephone and Email	
Approximate Annual Value	

12. NON-COMPLIANCE and PROPOSED ALTERNATIVES

Unless stated here and confirmed as accepted by the City prior to award, the Terms & Conditions of this RFP, the proponents proposal submission and any negotiated changes, the City's Standard Terms & Conditions posted on the City's website at: www.coquitlam.ca/BidOpportunities will be combined to form the Coverall Supply and Cleaning Services Contract.

The City will not sign the Contractors standard form of Contract.

Fully describe any requirements outlined in this RFP that your company is unable to comply with, and describe any alternatives, conditions or services proposed in place of the noted non-compliant condition or as an additional consideration for the City.

13. SUSTAINABLE PRACTISES AND INITIATIVES

Describe all initiatives, policies or programs that illustrate your company's efforts towards sustainable practises, environmentally friendly products, meeting environmental protection regulations, processes efficiencies, equipment and responsibility in providing the services.

(Social/Ethical, Environmental, Economic/Financial)

14. ACCEPTANCE

The City requests that Proposals remain open for acceptance for a period of not less than sixty (60) days from the closing date.

We, the undersigned, confirm that this proposal is open for acceptance by the City for a period of _____ days.

15. 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	Date Received

16. AUTHORIZATION

We hereby submit our Proposal for the services as specified and undertake to carry out the work in strict accordance with all referenced Terms & Conditions, Regulations and Codes, Specifications, and information provided in this RFP.

Company Name	
Company Address	
Tel No.	
Fax No.	
E-mail	
GST Registration No.	
WorkSafeBC Account No.	
Name and Title of Contact (please print)	
Signature	
Date:	

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

- End of Proposal Submission Form -

THIS FORM IS TO BE COMPLETED BY THE INSURANCE BROKER

(A fillable form is also available for electronic completion on the City's website):
[http://www.coquitlam.ca/Libraries/Coquitlam_Forms/Certificate_of_Insurance - Standard Form.sflb.ashx](http://www.coquitlam.ca/Libraries/Coquitlam_Forms/Certificate_of_Insurance_-_Standard_Form.sflb.ashx)

This certifies that policies of insurance as described below have been issued to the Insured named below and are in full force and effect at this time. It is understood and agreed that **thirty (30) days' notice of cancellation** or reduction in applicable limit of any of the policies listed below, with the exception of ICBC, will be given to the holder of this certificate.

NOTE: INSURANCE COMPANIES MUST BE LICENSED TO OPERATE IN BRITISH COLUMBIA.

This Certificate is issued to: **City of Coquitlam, 3000 Guildford Way, Coquitlam, BC V3B 7N2**

Insured	Name:		
	Address:	Email:	Phone:
Broker	Name:		Agent's Name:
	Address:	Email:	Phone:

Project to which this Certificate applies:

Contract No.: RFP No. 14-10-01	Project Name & Description: Overall Supply and Cleaning Services
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COMMERCIAL GENERAL LIABILITY coverage is required to insure against liability from the activities arising out of operations or work in connection with the above-described project, including liability arising out of the use of City property.

Type of Insurance	Insurer Name and Policy Number	Policy Term (dd/mm/yy)	Limits of Liability/Amounts
Section 1: Commercial General Liability		From:	Bodily Injury, Death & Property Damage
<input checked="" type="checkbox"/> Occurrence Form <input type="checkbox"/> Claims Made Form		To:	\$ _____ Per Occurrence <input checked="" type="checkbox"/> MINIMUM \$2,000,000
<input type="checkbox"/> Umbrella Liability		From:	\$ _____ Aggregate
		To:	\$ _____ Deductible
<input type="checkbox"/> Excess Liability		From:	\$ _____ Umbrella Limit
		To:	\$ _____ Excess Limit
Section 2 Other:		From:	\$ _____ Limit
		To:	\$ _____ Deductible

Particulars of General Liability Insurance (Sections 1 & 2): indicates that the coverage is included.

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> City of Coquitlam as Additional Insured | <input checked="" type="checkbox"/> Coverage is Primary and not contributory | <input type="checkbox"/> 12 months Completed Operations |
| <input checked="" type="checkbox"/> Premises & Operations | <input checked="" type="checkbox"/> Personal Injury | <input type="checkbox"/> 24 months Completed Operations |
| <input checked="" type="checkbox"/> Broad Form Products & Completed Operations | <input type="checkbox"/> Use of explosives for blasting | <input type="checkbox"/> Aircraft/Aviation Liability |
| <input checked="" type="checkbox"/> Owners & Contractors Protective | <input type="checkbox"/> Vibration from pile driving or caisson work | <input type="checkbox"/> Non-owned aircraft liability |
| <input checked="" type="checkbox"/> Blanket Contractual | <input type="checkbox"/> Demolition | <input type="checkbox"/> Watercraft liability |
| <input checked="" type="checkbox"/> Unlicensed Automobile Liability | <input type="checkbox"/> Shoring and Underpinning Hazard | <input type="checkbox"/> Non-owned watercraft liability |
| <input checked="" type="checkbox"/> Cross Liability/Severability of Interests | <input type="checkbox"/> Water Ingress Coverage | <input type="checkbox"/> Pollution Liability |
| <input checked="" type="checkbox"/> Employees As Additional Insureds | <input type="checkbox"/> Work below ground level over 3 meters (XCU extension) | <input type="checkbox"/> Asbestos |
| <input checked="" type="checkbox"/> Non-Owned Automobile | | |
| <input checked="" type="checkbox"/> Attached Machinery | | |
| <input checked="" type="checkbox"/> Occurrence Property Damage | | |
| <input checked="" type="checkbox"/> Contingent Employer's Liability | | |
| <input checked="" type="checkbox"/> Broad Form Loss of Use | | |

Section 3: Automobile Liability (owned or leased vehicles)	If insured by ICBC, attach a copy of the ICBC form APV-47	From:	Personal Injury & Property Damage
		To:	\$ _____ Limit <input checked="" type="checkbox"/> MINIMUM \$2,000,000

It is understood and agreed any deductible or reimbursement clause contained in the policy shall be the sole responsibility of the Named Insured.

Broker Authorization (Signature & Stamp) _____

Date _____

INTERNAL USE ONLY	
Certificate <input type="checkbox"/> Approved <input type="checkbox"/> Not Approved	

COMPLETE & SUBMIT TO: CITY OF COQUITLAM
Email: bid@coquitlam.ca