



City of Coquitlam

Request for Proposals

RFP No. 16-07-01

**Overhead Door Inspection &
Maintenance**

Issue Date: November 9, 2016

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APPENDICES:

- **Appendix A – Overhead Door Equipment List**

[PROPOSAL SUBMISSION FORM](#)

DEFINITIONS

“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” 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 first contemplated 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 Project Description

The City of Coquitlam (“City”) requests proposals from qualified experienced firms for **Inspection, Testing, Maintenance and Repair Services (“Services”)** for **Overhead Doors** at various City facilities.

For further details refer to:

Section 3 – Scope of Services

Appendix A – Overhead Door Equipment List

1.2 Term of Contract

The initial term shall be a two (2) year period, commencing on January 1, 2017 and completing on December 31, 2018.

This contract may be renewed for additional one year terms; based on mutual agreement of price and service.

1.3 RFP Documents

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

1.4 Non-Mandatory Site Visits

Non-Mandatory Site Visits are available by appointment with:

Dawn Dallyn, Building Technician

Phone: 604-927-6064

Email: ddallyn@coquitlam.ca

1.5 Prices

All Prices shall be in Canadian Funds, shall remain FIRM for the initial two (2) year term.

Supply and delivery is to be included in the price, FOB: City of Coquitlam.

1.6 Closing Date and Time

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

Thursday, November 24, 2016
(Closing date and time)

Proposals will not be opened in public.

1.7 Proposal Submission Instructions

Proposal submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at 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.

1.8 Inquiries

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

Questions are to be submitted in writing 5 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 that will be posted on the City's website and 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.

1.9 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

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 information provided; the City's original file copy shall prevail.

1.10 Evaluation Criteria

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

Corporate Experience, Reputation, Capacity and Resources

- Qualifications of Technical Service staff that would be assigned to the City
- Experience and references with service contracts for similar Building Systems, within facilities of various ages, sizes and complexities
- Company capacity

Technical

- Response time
- Approach, Methodology and understanding of the service requirements
- Quality Assurance program
- **Maintenance Inspection Report - Sample**
- **Invoice – Sample corresponding to the Maintenance Inspection Report being submitted**

Financial and Value Added

- Rates & Prices for Scheduled Preventative Maintenance Inspections
- Parts Mark-up Rates
- Value added information
- Sustainable benefits, i.e. environmental, financial/economic, social/ethical

These criteria will be used to determine best overall value to the City.

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

- References may be contacted
- Interviews may be conducted
- Verification of Contractor's Insurance, WorkSafeBC and Health & Safety Plan

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

Proposals will be reviewed and evaluated by an Evaluation committee comprised of City staff.

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

The evaluation will be confidential and no totals, scores or prices will be provided to any Proponent.

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

1.11 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.

1.12 Irrevocability

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.

1.13 Acceptance of Proposals

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

The City will be under no obligation to proceed further with any submitted Proposal and should it decide to abandon same, it may, at any time, invite further Proposals for the supply of the described services or enter into any discussions or negotiations with any party for the provision of the services. 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 City purchase contract or 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 Privacy Act

Upon submission of a proposal, Proponents agree the City may disclose the name of their company.

Proponents are advised that proposals 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.

1.15 Withdrawal of Proposal

Proposals may be withdrawn by written notice only by an authorized representative of the company sent to: bid@coquitlam.ca prior to the closing date & time.

1.16 Proponent Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for any meetings, negotiations or discussions with the City, or its representatives and consultants, relating to, or arising from this RFP.

1.17 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, as a result of participating in this RFP, and by submitting a proposal, Proponents are deemed to have agreed that it has no claim.

1.18 No Contract

This is not a Tender process. 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.

1.19 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.

1.20 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.

1.21 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.

1.22 Proposal Submission

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

1.23 Examination of Proposal Documents and Work Sites

The Proponent must carefully examine the Proposal Documents, Facilities and Assets (Equipment). 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.

1.24 Conflict of Interest

Proponents shall disclose in their proposal, any actual or potential conflicts of interest and existing business relationships it may have with the city, it's elected or appointed officials or employees.

2. GENERAL CONDITIONS

2.1 Notification of Award

The City will notify the successful Proponent (“Contractor”) in writing of its decision to award the services. The contract will incorporate by reference the RFP document, addendum issued, the Proposal submitted and will include all correspondence, negotiations and agreed to additional provisions.

The following general conditions apply to this contract.

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 of Coquitlam. 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 One Year Guarantee

The Contractor shall guarantee to maintain the work and materials against any defects arising from faulty installation, faulty materials supplied under the contract, or faulty workmanship, which may appear within one (1) year from the date of acceptance of the work by the City. Faulty materials shall be replaced, and any defects discovered or failures which occur during the guarantee period, shall be rectified to the satisfaction of the City on-site within 24 hours of notification. This shall be at no cost to the City of Coquitlam.

2.4 Warranties

The Contractor shall provide a full statement of the warranty period and terms, including extended warranty options. This warranty should clearly describe the terms under which the Contractor accepts responsibility for their suppliers and manufacturers to cover the cost to repair defects caused by faulty design, quality of the work or materials and for the applicable period of time after delivery.

All supplied and installed material or equipment coming with a manufacturer’s warranty exceeding the one (1) year minimum warranty period shall have its warranty duration indicated on the service report or invoice. Warranty documents or certificates indicating the items covered, warranty duration and start date, shall be attached to the invoice for the work.

2.5 Indemnity

The Contractor and any Sub-Contractors shall at all times indemnify and save harmless the City, from and against all claims demands, payments, suits, recoveries, and judgments of every nature and description brought or recovered against him and/or the city, by reason of any act or omission of the Contractor, it's agents, sub-contractors or employees in the execution of the work.

2.6 Insurance Requirements

The Contractor shall submit, upon award by the City of Coquitlam, a Certificate of Insurance signed by the Insurance Company certifying that the required insurance policies are in force. Such certificate is to be provided as

[Certificate of Insurance – Contractor Form](#)

- a) Commercial General Liability (**CGL**) Insurance policy satisfactory to the City in the amount of FIVE MILLION DOLLARS (\$5,000,000) per occurrence covering losses to a third party for bodily injury or death, property damage and unlicensed vehicle , and attached equipment operation with a deductible not greater than \$10,000;
- b) **City of Coquitlam** shall be named as “additional insured” and the policy shall contain the Separation of Insureds and Cross Liability;
- c) CGL insurance shall be placed with insurers licensed to do business in British Columbia, Canada and shall exclude any rights of cross claim against the City or any rights of the insurer or insurers, whether subrogation or otherwise, against the City and against those for whom the City is in law responsible;
- d) Products and Completed Operations Insurance coverage on an all risk basis with a minimum per occurrence limit of FIVE MILLION DOLLARS (\$5,000,000). Completed operations coverage in respect of all the Works shall be maintained for at least twelve (12) months after acceptance of all the Works by the City;
- e) The policy shall not be cancelled, lapsed, transferred, assigned or materially altered without at least thirty (30) days written notice to the City of Coquitlam and the City's written approval of the cancellation, transfer, assignment or alteration;
- f) Automobile Liability insurance, and maintain third party liability in an amount of not less than TWO MILLION DOLLARS (\$2,000,000.) per occurrence, is required on all licensed vehicles owned or used by the Contractor;

- g) 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 with coverage sufficient to allow for immediate replacement, and shall contain a waiver of subrogation against the City; and
- h) The Contractor shall ensure that all Sub-Contractors carry insurance in the form and limits specified in this clause.

Note that the effective date for Certificate of Insurance will be the date of the Notice of Award.

2.7 Independent Contractor

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

2.8 Business Licence

The Contractor shall maintain a valid City of Coquitlam Business License or Tri Cities Inter-municipal Business License. For information, contact the [City of Coquitlam Business License Department](#) (Tel: 604-927-3085).

2.9 WorkSafeBC Coverage

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

The contractor is responsible for having the site secured in accordance with WorkSafeBC regulations and to perform the work so that there is no risk or danger of hazard to the staff and public at any time during the progress of the work.

2.10 Permits and Licenses

The Contractor will provide and pay for all licenses and permits required to carry out the work.

2.11 Clean Up

At the end of each day and at the conclusion of work, the Contractor shall leave the work site in a clean and tidy condition, and dispose of waste materials in accordance with all applicable regulations.

2.12 Operations and Coordination of the Services

The Contractor shall agree to coordinate the execution of the Services with the City such that disruption of the work of all involved is minimized. Operations will continue and the facilities will be in full use by staff and public.

2.13 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 work shall be performed by skilled, qualified and experienced personnel.

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:

- a) Canadian Standards Association (CSA)
- b) WorkSafeBC
- c) BC Provincial Motor Vehicle Act
- d) BC Building Code and National Building Code
- e) BC Fire Code
- f) City of Coquitlam relevant by-laws and codes
- g) Workplace Hazardous Material Information system (WHMIS)
- h) BC Safety Authority

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

All equipment installation shall be new and the City is to be provided with complete manufacturer's warranties.

2.14 WHMIS

All products purchased by the City are considered to be required for use in the workplace. All products are required to be labelled as a hazardous or controlled product and a material safety data sheet (MSDS) are to accompany the shipment delivery and are required as a condition of purchase. Shipment of goods which do not comply will be returned to the Contractor at their expense.

2.15 Canadian Standard Association

All items where applicable must be approved by the Canadian Standard Association (CSA) and will bear the appropriate approval sticker prior to arriving at the designated delivery site. For items arriving without this approval, the City of Coquitlam may deduct the necessary dollar amount per item from the price and arrange for the necessary approval, or return the item(s) at the Contractor's expense for replacement or full credit.

2.16 Service Technicians Certification Requirements

The work shall be carried out by a qualified contractor with appropriate training & certification and in compliance with the conditions of the Provincial WorkSafeBC Regulations and WHMIS Legislation.

All actions performed by overhead door service technicians must be properly recorded and all new installations must be accompanied by appropriate permits, drawings, engineering reports, warranties, maintenance manuals and training at completion and must be provided to the Facilities Management Division.

2.17 Identification of Employees

All personnel employed by the Contractor shall at all times be readily identifiable as being an employee of the Contractor. At all times while working on City premises the Contractor's employees and sub-trades shall carry on their person, personal photographic identification. Service vehicles shall also have the Contractor's business name clearly marked.

Only employees of the Contractor (or Contractor's approved sub-Contractor(s)) specifically assigned to carry out the work will be allowed to enter the City facilities. While the Contractor's employees are on the City's premises, the Contractor shall require them to conduct themselves in a professional manner.

Contractor shall report in and out to the City Site Contact Person when attending sites.

2.18 Inspection of Services

- a) All services provided shall be subject to inspection and shall meet the approval of the City. The City shall have the right to reject the work 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 will be the final judge of all services and its decisions inspections in dispute will remain 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 delivery sites are not available due to strike, lockout or unique circumstances.

2.19 Force Majeure

The Contractor will not be liable for any excess costs if failure to perform is due to strike, lockout, or other circumstances beyond control. The City will not be liable where delivery sites are not available due to strike, lockout, or other unique circumstances.

2.20 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.

2.21 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:

- a) Fails to make delivery of the services
- b) 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

- c) Fails to meet the City's standard of expected and agreed level of service and performance
- d) Be adjudged bankrupt or makes general assignment for the benefit of creditors

2.22 Cancellation

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

2.23 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.

2.24 Confidentiality

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

2.25 Advertisement

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

2.26 Subletting

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

2.27 Law

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

2.28 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.

The City may, at its option, issue a written scope of work for specific projects, requesting from the Contractor a written quote to perform the work based on lump sum or the accepted hourly rates.

The City may at its option, choose to competitively bid large scope special projects.

2.29 Invoice and Payment

- a) Service calls & repairs shall be invoiced at the completion of each visit, according to the service rates established in this Contract.
- b) All invoices are to be in .pdf format sent individually to email: apinvoices@coquitlam.ca
- c) Invoices shall include, at a minimum, the following information:
 - Current Contract PO Number
 - City Work Order Number
 - Contractor's Maintenance Inspection Report
 - Facility Name and address of where work was completed
 - Hourly rates and charges
 - Total number of hours worked
 - Detailed List of materials supplied and installed including costs and mark-up
 - Description of work performed

Contractor is required, upon request of the City, to provide back-up documentation to verify material supplies and equipment costs and detailed breakdown of hours used in repairs/installations.

- d) The Contractor shall be paid net 30 days from receipt of valid 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.
- e) Invoices shall show taxes separately.

Failure to comply with invoice criteria listed above may result in invoices being returned for correction and payment delayed until above criteria has been provided.

A City Contract Purchase Order (PO) for the services will be issued to the successful Proponent based on the proposal submitted and as finally negotiated.
Invoice rates in excess of the Contract PO will not be accepted.

3. **SCOPE OF SERVICES**

3.1 Services shall include but are not limited to the following:

- a) Preventative and Corrective maintenance, including inspections, servicing and general repairs of overhead doors and related system equipment including manual and auto operated.
- b) Is responsible for maintaining the assets to a high standard of performance.
- c) Provide supervision, labour, tools, materials, equipment, transportation, permits and licenses.
- d) Is responsible to assign a qualified foreman/supervisor to oversee the inspection of the assets to ensure that equipment is in conformance with the plans, specifications, and special requirements of the Original Equipment Manufacturer (OEM).
- e) The assigned technician must report to designated City staff, keeping the City apprised of status of work in progress. (e.g. date/time/and delays.)
- f) Test all safety devices when and where applicable.
- g) Assist the City in maintaining the Overhead Door asset list.

3.2 Equipment Types

The contractor is required to service various types of Overhead Door Equipment at City Facilities as indicated in **Appendix A – Overhead Door Equipment List**.

3.3 Service Technician Certification Requirements

The services shall be performed by qualified technicians with appropriate training and certification and in compliance with the conditions of the Provincial WorkSafeBC Regulations and WHMIS Legislation.

3.4 Quality of Parts

The City requires that the contractor ensures that all replacement parts to be Original Equipment Manufacturer (OEM) grade or better quality.

3.5 Energy Management

Contractor shall ensure that all repairs and/or replacement materials shall take into account the City's directive and objective for a more Energy Efficient Management Program for City Facilities.

All repairs and/or replacement materials shall be of the same or higher standard in terms of Energy Consumption to achieve significant and sustainable savings in energy use and cost efficiencies.

The Contractor is required to identify all opportunities during the course of maintenance or repair services within City Facilities for installation of products and equipment that would reduce electrical energy consumption, or other forms of environmental benefits. This includes utilization of BC Hydro Power Smart recommended products and incentives.

3.6 Regular Working Hours

The regular working hours shall be 7:00am to 5:00pm, Monday through Friday. Scheduled maintenance services will not be performed outside of regular working hours without the prior approval of the City.

3.7 Emergency Repair Service Requests

The Contractor shall maintain a twenty-four (24) hour emergency response service for the duration of the Agreement and have one or more qualified technicians available for after hour emergencies.

Contractors must respond within thirty (30) minutes from the time a call-out is made by means of calling back to the source.

Emergency callouts shall be attended within one (1) hour of responding to the call.

Note: If the Contractor does not respond within the expected timeframe, the City reserves the right to utilize the services of other Contractors.

3.8 Scheduled After Hours Service Requests

Contractors must be prepared to work as required on weekends and outside of normal working hours, if requested by the City.

3.9 Preventative Maintenance Services

The contractor is expected to maintain all assets as per the City's Preventative Maintenance (PM) schedule.

Repairs required outside the scope of the PM Service shall be identified and discussed with designated City staff. Written quotation and approval (follow up work order) will be required prior to proceeding with repairs outside the scope of the PM Service.

If the equipment is "End of Life" (EOL) the Contractor shall report why the equipment is End of Life.

3.10 Additional Sites and Equipment

Additional sites and equipment may be added onto this contract. The Contractor shall submit a price proposal to the City, which upon review and acceptance will be added to the City's contract.

3.11 Worksite Security Procedures

The Contractor will be required to report to the City designated staff upon arrival, before starting any work and prior to departure from the work site. An identity badge, parking pass and/or keys for equipment room access may be required.

Contractor's personnel shall be readily identifiable as being an employee of the Contractor and carry personal photo identification. Service vehicles shall also have the contractor's business name clearly marked.

Contractor's personnel required to perform work at the Public Safety Building, and any other sites as designated by the City, shall be required to successfully complete and maintain a security clearance for the duration of this contract. The Contractor must have on call, at least one security cleared employee for afterhours callouts to the Public Safety Building or other security designated sites. Any employees denied security clearance shall be restricted from entering the designated worksites, and the Contractor shall provide an employee who has obtained a security clearance.

Any costs for obtaining security clearance will be the responsibility of the Contractor.

3.12 Work Requests

Preventative Maintenance (PM): The City Maintenance Management System will issue PM work orders as per the contract agreement.

Corrective Maintenance (CM): The City Maintenance Management System will issue CM work orders “as needed and when requested” for any unscheduled service or repairs required at any City facility.

3.13 Contractor Maintenance Inspection Report

A maintenance inspection report must be completed by the Contractor for any work performed at a work site. The reports shall specify the labour type, number of hours, materials and any other charges. Reports may include pictures detailing the condition of the area in need of repair, both before commencement and after completion of the work.

A copy of the maintenance inspection report must be attached to the invoice upon submission.

Where applicable, maintenance inspection reports may include checklists of items inspected and/or serviced, and are to be signed by the technician.

Invoices and reports must correctly identify asset tag ID of equipment being serviced. Should assets be without identification, then the Contractor and the City shall devise an identification system whereby to label and identify.

3.14 Facility Contact Sheet

The City shall provide to the successful Contractor, a staff contact list for all buildings.

3.15 Preventative Maintenance

The Contractor is required to inspect and test each overhead door and report on condition of all the components including those specified in:

- **Appendix A – Overhead Door Equipment List**

Regular maintenance inspections and service are to be performed on all designated equipment quarterly (every 3 months).

Maintenance Services shall include but are not limited to the following:

- Inspect and tighten hinges & hardware
- Inspect Cables for wear & damage
- Lubricate & inspect rollers and hinges
- Inspect & adjust door alignment
- Inspect track fasteners & hangers
- Inspect safety photocells
- Inspect and test safety edge & relight
- Inspect sections
- Inspect weather seal for wear / damage
- Test disconnect for manual operation
- Lubricate and inspect chain hoist
- Check door balance
- Warning tags installed on spring & door
- Inspect springs for secure mounting
- Adjust & lubricate springs
- Inspect drums & shaft for wear / damage
- Check operator / chain hoist mounting
- Inspect & adjust all belts, chains & sprockets
- Inspect & adjust brake clutches
- Inspect & adjust limit switches
- Check radio controls & record frequencies
- Inspect locks for proper operation
- Inspect Door panels
- Inspect Glass panels

City of Coquitlam

RFP 16-07-01 - Overhead Door Inspection & Maintenance

APPENDIX A - Facility Locations and Overhead Door Equipment List (Manual & Automatic)

#	Bldg Code	Facility Name	Address	Door Markings	Electrical Drive	Manual	Facility Location	Special Conditions
MAJOR LEISURE FACILITIES								
1.a	BD0412	Poirier Sport & Leisure Complex (PSLC) - POOL	633 Poirier Street	3	Yes		South Side Pool West	Requires Lift for Access
				2	Yes		South Side Pool Center	Requires Lift for Access
				1	Yes		South Side Pool East	Requires Lift for Access
				5	Yes		North Side Pool Above Multi Use Room East	Requires Lift for Access
				4	Yes		North Side Pool Above Multi Use Room West	Requires Lift for Access
1.b	BD0421	Poirier Sport & Leisure Complex (PSLC) - ARENA	633 Poirier Street	1	Yes		Main Inside Zamboni	Double door
				2	Yes		Rec Inside Zamboni	Double door
				3	Yes		Curling Inside	Double door
				4	Yes		Curling Outside	Double door
				5	Yes		Rec Outside	Double door
				6	Yes		Main Outside	Double door
2	BD0339	POIRIER FORUM	618 Poirier Street	1	Yes		West Side	
3	BD0375	CCAC-CITY CENTRE AQUATIC COMPLEX	1210 Pinetree Way	1		Yes	Upper Mechanical Boiler Room	Single door

City of Coquitlam

RFP 16-07-01 - Overhead Door Inspection & Maintenance

APPENDIX A - Facility Locations and Overhead Door Equipment List (Manual & Automatic)

#	Bldg Code	Facility Name	Address	Door Markings	Electrical Drive	Manual	Facility Location	Special Conditions
CIVIC FACILITIES								
4	BD0377	City Hall	3000 Guildford Way	P1	Yes		Ground Level Parking to Lower Parkade	Double door
				SR1		Yes	Shipping/Receiving	Double door
5	BD0378	Public Safety Building (RCMP)	2986 Guildford Way	L1	Yes		Exit Ramp to Parking	Double door
				R2		Yes	Parking to Tire Storage	Double door
				CH1	Yes		To City Hall Parkade	Double door
				R5	Yes		Exit to Sally Port	Double door
				L6	Yes		Exit to Sally Port	Double door
				L7	Yes		Exit to Shipping	Double door
				L3	Yes		Sally Port to Shipping	Double door
				L12	Yes		Sally Port to Ident Bays	Double door
				R9	Yes		Sally Port to Ident Bays	Double door
				L10	Yes		Sally Port to ERT Van	Double door
				L8	Yes		Sally Port to SB 210	Double door
				R11	Yes		Sally Port to SB 211	Double door
				6	BD0378	*continued* Public Safety Building (RCMP)	2986 Guildford Way	R13
R 14	Yes		Foyer 302 to Traffic 305					Double door
R15	Yes		Foyer 302 to FA Clerk 327					Double door
R16	Yes		Foyer 376 to Crime PR 367					Double door
R17	Yes		Comm Rm 329 to Ident 339					Double door
R18	Yes		Corr 434 to Records 434					Double door
7	BD0343	Robinson Memorial Park Admin Building	621 Robinson St	1		Yes	Garage - Light Duty North side	Single door

City of Coquitlam

RFP 16-07-01 - Overhead Door Inspection & Maintenance

APPENDIX A - Facility Locations and Overhead Door Equipment List (Manual & Automatic)

#	Bldg Code	Facility Name	Address	Door Markings	Electrical Drive	Manual	Facility Location	Special Conditions
AUSTIN WORKS YARD/SERVICE CENTER (2 Buildings)								
8.a	BD0392	Service Centre (Water/Sewer Utility Bldg)	500 Mariner Way	31	Yes		Carpenters Ops	Single door
				25	Yes		Carpenters Facilities	Single door
				28	Yes		Sign Shop	Single door
				52	Yes		Locked Storage Cage Area	Single door
				50	Yes		High Bay Storage Area	Single door
				45		Yes	Stores	Single door
8.b	BD0395	Service Centre (Vehicle Service Bldg)	500 Mariner Way	47	Yes		Garage - Light Duty	Single door
				46		Yes	Garage - Light Duty	Single door
				58		Yes	Signals	Single door
				31		Yes	Small Equipment	Single door
				36		yes	Spray Booth	Single door
				37	Yes		Garage - Heavy Duty	Single door
				39	Yes		Garage - Heavy Duty	Single door
				42		Yes	Welding Shop	Single door
				14		Yes	Tire Shop	Single door
				15	Yes		Garage - Heavy Duty	Single door
				12	Yes		Garage - Heavy Duty	Single door
				26		Yes	Garage - Light Duty	Single door
28		Yes	Garage - Light Duty	Single door				
SOCIETY FACILITIES								
9	BD0431	Coquitlam City Centre Library	1169 Pinetree Way	1	Yes			
10	BD0346	Evergreen Cultural Centre	1205 Pintree Way	LD1	Yes		Loading Dock	Double door
				S1	Yes		South Elevation	Double door
11	BD0348	Place Des Arts	1120 Brunette Ave	P1	Yes		Parade	Double door

City of Coquitlam

RFP 16-07-01 - Overhead Door Inspection & Maintenance

APPENDIX A - Facility Locations and Overhead Door Equipment List (Manual & Automatic)

#	Bldg Code	Facility Name	Address	Door Markings	Electrical Drive	Manual	Facility Location	Special Conditions
FIRE RESCUE FACILITIES								
12	BD0301	Austin Heights Fire Station	428 Nelson Ave	1	Yes		West Side Bay Area	Double Door
				2	Yes		West Side Bay Area	Double Door
				3	Yes		East Side Bay Area	Single door
				4	Yes		East Side Bay Area	Single door
				5	Yes		East Side Bay Area	Single door
				6	Yes		East Side Bay Area	Single door
13	BD0329	Mariner Fire Station	775 Mariner Way	1	Yes		West Side Bay Area	Single door
				2	Yes		West Side Bay Area	Single door
				3	Yes		West Side Bay Area	Single door
				4	Yes		West Side Bay Area	Single door
				5	Yes		East Side Bay Area	Double door
				6	Yes		East Side Bay Area	Double Door
				7	Yes		East Side Bay Area	Single door
				8	Yes		East Side Bay Area	Single door
14	BD0302	Burke Mountain Fire Hall	3501 David Ave	1	Yes		North Side Bay Area	Double Door
				2	Yes		North Side Bay Area	Double Door
				3	Yes		South Side Bay Area	Single door
				4	Yes		South Side Bay Area	Single door
				5	Yes		South Side Bay Area	Single door
				6	Yes		South Side Bay Area	Single door
15	BD0327	Town Centre Fire Station	1300 Pinetree Way	4	Yes		South Side Bay Area	Single door
				3	Yes		South Side Bay Area	Single door
				2	Yes		South Side Bay Area	Single door
				1	Yes		South Side Bay Area	Single door
				5	Yes		North Side Bay Area	Single door
				6	Yes		North Side Bay Area	Single door
				7	Yes		North Side Bay Area	Single door
				8	Yes		North Side Bay Area	Single door
	9	Yes		North Side	Sliding Security Gate & Operator			



City of Coquitlam
REQUEST FOR PROPOSALS
RFP No. 16-07-01

Overhead Door Inspection & Maintenance

Proposals will be received on or before 2:00 pm local time on
Thursday, November 24, 2016
(Closing date and time)

Instructions for Proposal Submission

Proposal submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at qfile.coquitlam.ca/bid

1. In the Subject field enter: RFP name and number
2. Add .pdf file and Send
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete.)

**Respondents are responsible to allow ample time to complete the Submission process.
If assistance is required, phone 604-927-3060.**

SUBMISSION FORM

Complete and return this section

Submitted by: _____
(company name)

1. PRICE

1.1 Scheduled Inspection & Testing Services

All service provided is to be in accordance with all governing regulatory safety authorities applicable to the City of Coquitlam, including, but not limited to, the BC Building Code and WorkSafeBC .

Prices proposed are to be all inclusive; therefore include all labour, material, tools, transportation, fuel, and any other items required for provision of the services for the equipment listed in **Appendix A**.

All rates are to remain firm for the initial two (2) year term of the contract.

City facilities, where inspection, testing, maintenance and repair work will be required, include, but are not limited to the following facilities:

	Facility Name	Facility Address	Number of Overhead Doors at Site	Price per each Quarterly Inspection (excluding GST)	Annual Cost for each Site (for 4 inspections)
1.	Poirier Sport & Leisure Complex (2 buildings)	633 Poirier Street			
1.a	PSLC – POOL		5	\$	\$
1.b	PSLC – ARENA		6	\$	\$
2.	CCAC-City Centre Aquatic Complex	1210 Pinetree Way	1	\$	\$
3.	Poirier Forum	618 Poirier Street	1	\$	\$
4.	Coquitlam City Hall	3000 Guildford Way	2	\$	\$
5.	Public Safety Building (RCMP)	2986 Guildford Way	19	\$	\$
6.	Robinson Memorial Park - Admin Building	621 Robinson Street	1	\$	\$
7.	Service Centre (2 buildings)	500 Mariner Way			
7.a	Water/Sewer Building		6	\$	\$
7.b	Vehicle Service Building		13	\$	\$

1.1 Scheduled Inspection & Testing Services (cont'd)

	Facility Name	Facility Address	Number of Overhead Doors at Site	Price per each Quarterly Inspection (excluding GST)	Annual Cost for each Site (for 4 inspections)
8.	Coquitlam City Centre Library	1169 Pinetree Way	1	\$	\$
9.	Evergreen Cultural Centre	1205 Pinetree Way	2	\$	\$
10.	Place des Arts/Heritage Square Complex	1200 Brunette Avenue	1	\$	\$
11.	Austin Heights Fire Station	428 Nelson Street	6	\$	\$
12.	Mariner Fire Station	775 Mariner Way	8	\$	\$
13.	Burke Mountain Fire Station	3501 David Avenue	6	\$	\$
14.	Town Center Fire Station	1300 Pinetree Way	9	\$	\$
	Total Quarterly Inspection Cost for all Facilities (items 1-13)			\$	
	Total Annual Cost				\$

1.2 Additional Maintenance & Repair Services

a. Labour Rates

The following labour rates for technicians are firm for a minimum period of **two (2) years** and shall be used for the purpose of valuing additional work and services. These rates are **all inclusive** including, without limitation, wages, benefits, equipment, transportation, fuel, mobilization and demobilization, overhead and profit. List all applicable trade technicians below:

	Labour Personnel	Price per Hour
1.	Technician Type (state):	
(a)	Regular time (state hours):	\$
(b)	Overtime (state hours):	\$
(c)	Sat/Sun/Statutory Holidays	\$
Minimum Call out Hours (state):		

2.	Technician Type (state):	
(a)	Regular time (state hours):	\$
(b)	Overtime (state hours):	\$
(c)	Sat/Sun/Statutory Holidays	\$
Minimum Call out Hours (state):		

3.	Technician Type (state):	
(a)	Regular time (state hours):	\$
(b)	Overtime (state hours):	\$
(c)	Sat/Sun/Statutory Holidays	\$
Minimum Call out Hours (state):		

- Provide details on what the Technician Labour rates include, such as:
eg. This rate includes one tradesperson, 1 – ¾ ton truck.

1.2 Additional Maintenance & Repair Services (cont'd)

b. Vehicle Rates

Provide vehicle expense rates for any additional charges if not included in the Tradesperson Labour rates:		
1.	Truck / Vehicle Rate:	\$ /per hour
2.	Truck / Vehicle Rate:	\$ /per hour

c. Crew Size

State the number and type of technicians used in a normal crew for service calls/work requests:

d. Sub-Contractors

The following sub-contractors will be utilized in provision of the services and will comply with all the terms and conditions described in this RFP.

	Name and Type of Service Provided	Contact Name and Phone Number
1.		
2.		
3.		
4.		

1.2 Additional Maintenance & Repair Services (cont'd)

e. Parts & Materials

Mark-up rate on material costs = _____%

f. Replacement Parts

Provide a list of your top parts suppliers:

	Supplier Name	Location	Estimated Lead Time for Parts Orders
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

2. METHODOLOGY

Describe the general approach and methodology that the Technician would utilize to complete the services.

3. COMPLIANCE

Confirm compliance to all inspection requirements and deliverables detailed in Section 3 – Scope of Services or describe any and all variations:

4. RESPONSE TIME

In addition to regular service, emergency repairs may be required. Provide the maximum response time to expect in these instances:

		Response in Hours/Minutes
1.	During Regular Hours:	
2.	Outside Regular Hours:	

5. MINIMUM CHARGES

	Maintenance or Repair Service	Minimum number of Hours charged & cost:
1.	During Regular Hours:	
2.	Outside Regular Hours:	

6. KEY CONTACTS

Proponents shall provide one or more telephone numbers where a company representative can be contacted at any time, regular time, after daytime working hours and for emergency repair services:

		Name, Email and Phone Number
1.	During Regular Hours:	
2.	Outside Regular Hours:	
3.	Emergency:	

7. EQUIPMENT AND VEHICLES

Equipment used at the work site must be clearly identified. Please list Proponent’s vehicles and equipment which is owned or leased and would be used in providing the services. Demonstration of the equipment offered may be required and must comply in all respects with the standards, requirements and governing regulations of the BC Motor Vehicle Act.

Equipment and Vehicles		
Equipment	Make / Model	Year

8. PERSONNEL

Provide list of personnel currently employed with the company that have completed the required training on the equipment listed, and that have obtained the required experience and qualifications (WHMIS, BCTQ). The City may request verification and copies of certificates for any personnel listed. Only qualified and experienced personnel will be approved to service the equipment as identified in **Appendix A**.

Personnel		
Name	Qualifications	Work Experience

9. SUSTAINABLE PRACTISES AND INITIATIVES

Describe all initiatives, policies, programs or products that illustrate your firm’s efforts towards sustainable practises and responsibility. Describe how these programs will provide benefit to the City and its’ citizens.

(Social/Ethical, Environmental, Economic/Financial)

10. HEALTH AND SAFETY PROGRAM

Does your firm have a written safety program in place that meets the requirements of WorkSafeBC?

Yes No

11. EXAMPLE REPORTS

Include the following:

1. An example **Maintenance Inspection Report**
2. An **Invoice** that corresponds with the example Maintenance Inspection Report

12. QUALITY ASSURANCE

Describe your Quality Assurance program and confirm how City service levels will be met:

13. VALUE ADDED

Please 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:

14. EXPERIENCE AND REFERENCES

Proponents shall be experienced and qualified in performing the services requested. Contracts indicated below should be related to operations similar in size, scope and complexity:

Year Started	
Year Completed (or on-going)	
Description of Contract Services	
Company	
Contact Person	
Telephone and Email	
Approx. Annual Value of Services	

Year Started	
Year Completed (or on-going)	
Description of Contract Service	
Company	
Contact Person	
Telephone and Email	
Approx. Annual Value of Services	

Year Started	
Year Completed (or on-going)	
Description of Contract Services	
Company	
Contact Person	
Telephone and Email	
Approx. Annual Value of Services	

15. 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 confirm that this proposal is open for acceptance by the City for a period of: ____ days.

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 services as specified and undertake to carry out the work in strict accordance with all referenced Terms & Conditions, Regulations and Codes, applicable to this RFP:

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

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, electronic signatures will be accepted.