



City of Coquitlam

Request for Proposals

RFP No. 17-01-19

Glazing Repair & Maintenance Services

Issue Date: July 5, 2017

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Appendix A – Facilities & Civic Buildings Locations

[PROPOSAL SUBMISSION FORM](#)

DEFINITIONS

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Contractor 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 Contractor’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.

“Service” 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” 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 Description of Services

The City of Coquitlam ("City") requests proposals from qualified companies to provide **Glazing Maintenance & Repair Services** for window and door restoration at various City facilities.

The City intends to select one or more companies to provide the Services on an "as, if and when required basis".

Refer to **Section 3 – Scope of Services** for further details.

1.2 Term

The initial term of contract shall be for a two (2) year period, commencing approximately September 1, 2017 and completing on September 30, 2019.

This contract may be renewed for additional 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 Prices

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

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

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

Taxes are to be shown separately at time of invoicing.

1.5 Closing Date and Time

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

Wednesday, July 26, 2017

1.6 Instructions for Proposal Submission

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

qfile.coquitlam.ca/bid

1. in the "Subject" field enter: RFP Number and Name
2. Add files in .pdf format and Send
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete and was sent to email: bid@coquitlam.ca)

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.

1.7 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 not less than 3 business days prior to the closing date.

If a change or additional information related to the original version of the Request for Proposal 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.

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.

1.8 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.

1.9 Evaluation Criteria

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

Corporate Experience, Reputation, Capacity and Resources

- Corporate experience and references with service contracts for similar Building Systems, within facilities of various ages, sizes and complexities
- Capacity, equipment and resources

Technical

- Service Call Response time
- Approach, Methodology and understanding of City's requirements

Financial and Value Added

- Rates & Prices
- Parts & Materials Mark-up Rates
- Value added benefits
- Sustainable benefits

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

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

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

No prices, scores or totals will be provided to any Proponent.

1.10 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.

1.11 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.

1.12 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, contract documents may be utilized to document the agreement.

1.13 Privacy Act

Proponents are advised that proposals will become the property and 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.

1.14 Withdrawal of Proposal

Proposals may be withdrawn upon request by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the closing date & time.

1.15 Proponent Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the City, if any. The City will not be liable to any Proponent for any claims, whether costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

1.16 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.

1.17 No Contract

This RFP is not a Tender process and is not intended to create a contractual relationship between the City and a Proponent. 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.

1.18 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.

1.19 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.

1.20 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.

1.21 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.

1.22 Examination of Proposal Documents and Work Sites

The Proponent must carefully examine the Proposal Document & Facilities. 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.

1.23 Extension of Offer

The successful Proponent agrees to allow other local public agencies with similar needs in adjoining municipalities to participate in this contract.

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

This condition is intended to be means of promoting cooperative purchasing efforts with the public sector, and provide additional value to the Contractor. Any additional contract would be subject to mutual agreement between the Contractor and other public agencies.

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 new 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.

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

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.

2.5 Indemnity

The Contractor and any Sub-Contractors shall at all times indemnify and save harmless the City, the Consultant, and Sub-Consultants or any of their officers, employees or agents from and against all claims and demands, losses, costs, damages, actions, suit fees, or other proceedings by whomsoever made, brought or prosecuted, in any manner based upon, occasioned by or attributable to the execution of this assignment, or any action taken or things done or maintained by virtue of this assignment or the exercise in any manner of rights except claims for damage resulting from the negligence of any officer, servant or agent of the City, the Consultant, and Sub-Consultants while acting within the scope of their duties of employment.

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's License Department (Tel: 604-927-3085) or apply on-line at: [City of Coquitlam Business License](#)

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 upon completion of the 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 Trades 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) City of Coquitlam relevant by-laws and codes

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.

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 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 CSA

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 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.

2.17 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.

2.18 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.

2.19 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.

2.20 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

2.21 Cancellation

The contract may be cancelled by either party for any reason without cause or penalty upon 30 days written notice.

The Contractor would be paid for services completed at time of cancellation.

2.22 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 within metro Vancouver area, 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 within Metro Vancouver area.

2.23 Confidentiality

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

2.24 Advertisement

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

2.25 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.

2.26 Law

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

2.27 Non-exclusivity

Award of contract 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, or the City may at its option, choose to competitively bid large scope special projects.

2.28 Payments – Invoicing

- 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 to email: apinvoices@coquitlam.ca
- c) Invoices shall include, at a minimum, the following information:
 - Current Open/Standard Purchase Order Number
 - City Work Order Number
 - 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 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 PO will not be accepted.

3. SCOPE OF SERVICES

3.1 Services

The successful Proponent(s) (“Contractor”) shall provide Glazing Maintenance and Repair (“Services”) on an “as, if and when required” basis.

The Services shall include but are not limited to the following;

- a) 24 Hour Emergency Glass Replacement Service
- b) Replacement of Broken Glass / Failed Units
- c) Repair of window frames
- d) Renovation of windows, canopies, showers enclosures, etc.
- e) Privacy film and other specialty applications
- f) Door closures and emergency exit hardware
- g) Supervision, labour, tools, materials, equipment, transportation, permits and licenses.
- h) The assigned technician must report to designated City staff, keeping the City appraised of status of work being done (e.g. date/time/and delays.)

3.2 Regular Working Hours

The regular working hours shall be 7:00am to 5:00pm, Monday through Friday. No work will be performed outside of regular working hours without the prior approval of the City.

3.3 Emergency Repair Services

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 have their contacts 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.

3.4 Scheduled After Hours Services Requests

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

3.5 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 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.

3.6 Work Requests

The City Maintenance Management System will issue work orders "as needed and when requested" for any service or repairs required at any City facility.

3.7 Service Report

A service report must be completed by the Contractor for any work performed at a work site. The report 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 report must be attached to the invoice upon submission.

3.8 Facility Contact Sheet

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

Appendix A - Facilities and Civic Buildings Locations

	Code	Building Sites	Address
RECREATION LEISURE FACILITIES			
	BD0412	Poirier Sport and Leisure Complex (PSLC) - POOL	633 Poirier Street
	BD0421	Poirier Sport and Leisure Complex (PSLC) - ARENA	633 Poirier Street
	BD0375	City Centre Aquatic Complex - CCAC	1210 Pinetree Way
	BD0339	Poirier Forum (Arena / Dry Floor)	618 Poirier St
OUTDOOR POOLS AND SPRAY PARKS			
	BD0975	Eagle Ridge Pool	2689 Guildford Way
	BD0979	Spani Pool	635 Hillcrest Ave.
SOCIETY FACILITIES			
	BD0346	Evergreen Cultural Centre	1205 Pinetree Way
	BD0336	Mackin House Museum*	1116 Brunette Ave
	BD0348	Place Des Arts	1120 Brunette Ave
	BD0358	Place Des Arts (Renaissances Building)	1120 Brunette Ave
	BD0350	Place Maillardville	1200 Cartier Ave
	BD0431	Coquitlam City Centre Library	1169 Pinetree Way
	BD0318	Poirier Public Library	575 Poirier Street
	BD0337	Train Station Museum	1116 Brunette Ave
	BD0436	Foster Tennis Facility	1650 Foster Ave
	BD0435	Burquitlam Care Facility	560 Sydney Ave
	BD0356	Hoy Creek Hatchery Building (Society Connection)	2963 Princess Cres.
COMMUNITY FACILITIES			
	BD0361	Blue Mountain Park Scout Hall	1038 Winslow Ave.
	BD0429	Centennial Hall	630 Poirier Street
	BD0323	Dogwood Pavilion	1655 Winslow Avenue
	BD0424	Glen Pine Pavilion	1200 Glen Pine Court
	BD0403	Innovation Centre	1207 Pinetree Way
	BD0369	Poirier Administration	640/644 Poirier Street
	BD0363	Poirier Community Centre	630 Poirier Street
	BD0322	Victoria Hall	3435 Victoria Drive
CIVIC FACILITIES			
	BD0400	Animal Shelter	500 Mariner Way
	BD0417	Animal Shelter Trailer	500 Mariner Way
	BD0433	Booth Farm	1746 Brunette
	BD0422	Burquitlam Community Police Station	560A Clarke Road (RCMP)
	BD0377	City Hall	3000 Guildford Way
	BD0378	Public Safety Building - RCMP	2986 Guildford Way (RCMP)
	BD0423	Ridgeway Community Police Station	1059 Ridgeway Ave (RCMP)
	BD0343	Robinson Memorial Park Admin Building	621 Robinson Street
	BD0392	Service Centre - Water/Sewer Utility Building (North)	500 Mariner Way
	BD0395	Service Centre - Vehicle Service Building (South)	500 Mariner Way
	BD0396	Service Centre - Auxiliary Building	500 Mariner Way
	BD0390	Town Centre Works Yard Trailer	1250 Pipeline Road
	BD0391	Town Centre Works Yard Workshop / Garage	1250 Pipeline Road

Appendix A - Facilities and Civic Buildings Locations

	Code	Building Sites	Address
FIRE / RESCUE FACILITIES			
	BD0301	Austin Heights Firestation	428 Nelson Ave
	BD0302	Burke Mountain Firestation	3501 David Avenue
	BD0329	Mariner Firestation	775 Mariner Way
	BD0334	Town Centre Fire Administration Building	1300 Pinetree Way
	BD0327	Town Centre Fire Station	1300 Pinetree Way
	BD0434	Town Centre Fire Training Portable (Trailer)	1300 Pinetree Way
FIELD HOUSES / WASHROOMS / OTHER FACILITIES			
	BD0305	Blue Mountain Park Washroom / Concession	1001 King Albert Ave.
	BD0401	Burquitlam Garden Park Washroom	515 Ebert Ave.
	BD0310	Burquitlam Park Washroom	600 Smith Ave.
	BD0394	Charles Best Fieldhouse	2525 Como Lake Ave
	BD0324	Eagle Ridge Park Fieldhouse	1188 Eagle Ridge Dr
	BD0430	Inspiration Park Buildings - Town Centre Park	1206 Pipeline Road
	BD0304	Mackin Park Washroom	1000 Brunette Ave
	BD0335	Mountainview Park Washroom	800 Smith Ave
	BD0341	Mundy Park Fieldhouse	629 Hillcrest Street
	BD0357	Robson Park Washroom	1410 Pinetree Way
Holding Properties			
	BD0973	Rental House - 600 Sydney Avenue	600 Sydney Avenue
	BD0983	Rental House - 1134 Cartier Ave	1134 Cartier Avenue
	BD0984	Rental House - 1136 Cartier Ave	1136 Cartier Avenue
	BD0986	Rental House - 3371 Mason	3371 Mason Avenue
	BD0988	Rental House - 662 Aspen	662 Aspen Street
	BD0989	Rental House - 606 Cottonwood	606 Cottonwood Avenue
	BD0990	Rental House - 656 Aspen	656 Aspen Street
	BD0991	Rental House - 608 Cottonwood Ave	608 Cottonwood Avenue
	BD0992	Rental House - 602 Rochester Ave	602 Rochester Avenue
	BD0993	Rental House - 605 Cottonwood Ave	605 Cottonwood Avenue
	BD0994	Rental House - 609 Adler Ave	609 Adler Avenue
	BD0995	Rental House - 652 Aspen St	652 Aspen Street
	BD0999	Rental House - 3720 Quarry Road	3720 Quarry Road



**City of Coquitlam
REQUEST FOR PROPOSALS
RFP No. 17-01-19**

GLAZING MAINTENANCE & REPAIR SERVICES

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

Wednesday, July 26, 2017
(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 website: 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 to allow ample time to complete the Proposal Submission process.
If assistance is required phone: 604-927-3060

<p>Proposal Submission Form (Complete and return this section)</p>

<p>Submitted by: _____ (company name)</p>
--

1. PRICE

Proponents are to attach a rate sheet for common types of products, materials and services offered:

Attach

Services provided are to be in accordance with all governing regulatory authorities within the City of Coquitlam, including, but not limited to, the BC Building Code and WorkSafeBC.

1.1. Glazing Tradesperson Labour Rates

The Tradesperson Labour Rates are all inclusive including, without limitation, wages, benefits, vehicle, fuel, tools, mobilization and demobilization, overhead and profit.

Materials will be itemized and charged separately.

The following labour rates for tradespersons including General Foremen are firm for a minimum period of **two (2) years.**

	Tradesperson Labour Rates	Price per Hour (exclude tax)
1.	State Worker Type:	
(a)	Regular time (state hours): Monday to Friday	\$
(b)	Overtime (State Hours): Monday to Friday	\$
(c)	Sat/Sun/Statutory Holidays	\$
	Minimum Call out Hours	
2.	State Worker Type:	
(a)	Regular time (state hours): Monday to Friday	\$
(b)	Overtime (State Hours): Monday to Friday	\$
(c)	Sat/Sun/Statutory Holidays	\$
	Minimum Call out Hours	

1.1. Glazing Tradesperson Labour Rates (cont'd)

	Tradesperson Labour Rates	Price per Hour (exclude tax)
3.	State Worker Type:	
(a)	Regular time (state hours): Monday to Friday	\$
(b)	Overtime (State Hours): Monday to Friday	\$
(c)	Sat/Sun/Statutory Holidays	\$
	Minimum Call out Hours	

1.2. Materials

Mark-up rate on materials, rental equipment and Sub-Contractor costs _____ %.

Provide examples of commonly required material costs:

1.3. Vehicle Rates

Provide vehicle expense rates for any additional charges not included in the Tradesperson Labour rates:

	Truck / Vehicle Rate	Per Hour
1.		\$
2.		\$

1.4. Crew Size

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

2. **SUB-CONTRACTORS**

The following sub-contractors may 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.		

3. RESPONSE TIME

MANDATORY – MUST BE COMPLETED

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

	Type of Service	Confirm Response in Hours
1.	Regular Service Response Time :	
2.	Emergency Service Response Time during regular and outside regular hours will be within 1 hour:	

4. EQUIPMENT AND VEHICLES

Equipment used at the work site must be clearly identified. Please list Contractor’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

5. PERSONNEL

Provide list of personnel currently employed with the company that have obtained the required qualifications. The City may request verification and copies of certificates for any personnel listed. Only qualified personnel will be permitted to service City facilities.

Personnel		
Name	Qualifications	Work Experience

6. APPROACH AND METHODOLOGY

Scenario:

The contractor has been called to the City of Coquitlam City Hall, for a broken single pane window during normal work hours. The contractor is on site for 2 hours and completed a temporary repair to the window. The material costs are \$300.00. Additional problems were noted at the time of repair, a 10 ft. X 10ft section must be replaced with a new double pane tempered window.

Submission:

Based on the above scenario, describe your typical work plan or project methodology, hours of work, size of crew, and risk considerations and mitigation procedures.

7. ATTACH EXAMPLE REPORTS

Based on the above scenario, and the rates and charges provided in your proposal, **attach to your proposal** the following documents based on successful completion of the call out:

- 1) **Field Report** for the initial call out including temporary repair, recommended repair or options available.
- 2) **Quote** on the recommended option or options available.
- 3) **Invoice** for the initial call out and for the recommended repair assuming the city accepted the recommended repair.

Attach any other examples and describe the reporting and invoices that will be provided.

8. COMPLIANCE

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

9. CONTACT PHONE NUMBERS

Contractors shall provide one or more telephone numbers for contacting a company representative at any time, regular time, after daytime working hours and for emergency repair services:

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

10. HEALTH AND SAFETY PROGRAM

The quality of Contractor’s in-house program to manage safety shall be considered in the evaluation.

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

Yes No

If no is checked, please describe how safety training is accomplished:

b) Do you have a safety and health orientation for new employees?

Yes No

11. QUALITY ASSURANCE PROGRAM

Does your firm have a quality assurance program?

Yes No

If no is checked, please describe how quality assurance is accomplished:

12. 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:

13. 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)

14. EXPERIENCE AND REFERENCES

Contractors shall be competent and capable of performing the services requested. Contracts indicated below should be related to operations similar in size, scope and complexity.

By submission of a proposal, proponents agree the City may verify information provided. Information obtained from reference checks will not be discussed or disclosed to any proponents.

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, Specifications.

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.