2014 REQUEST FOR PROPOSAL FOR JANITORIAL SERVICES

Ontario Centres of Excellence (OCE)

CLOSING DATE: July 7th, 2014
SECTION 1 - PURPOSE AND CONTENT

1.1 Ontario Centres of Excellence drives the commercialization of cutting-edge research across strategic market sectors to build the economy of tomorrow and foster a culture of entrepreneurship through programs that help young entrepreneurs develop business skills and launch new companies. To secure Ontario’s and Canada’s global competitiveness, we focus on areas that will deliver the greatest economic and social benefits across the province. Funded by the Ontario government, OCE is a member of the Ontario Network of Entrepreneurs.

Ontario Centres of Excellence invites qualified suppliers to submit proposals for the provision of janitorial services for OCE’s Front Street location.

The proposal document consists of:

- Section 1 - Purpose and Content (pg. 2)
- Section 2 - Instructions to Bidders (pg. 2)
- Section 3 - Evaluation and Award (pg. 3)
- Section 4 - Award Contract (pg. 3)
- Section 5 - Special Terms and Conditions (pg. 4)
- Section 6 – Scope of Work (pg. 5)

SECTION 2 - INSTRUCTIONS TO BIDDERS

2.1 Proposals must be submitted by 4:00 pm on Monday, July 7, 2014 to Shalini Nambar (shalini.nambar@oce-ontario.org), Facility Coordinator, 156 Front Street West, Suite 200 Toronto Ontario M5J 2L6 only. Preference is for proposals to be submitted electronically. Please mark the subject line with “Proposal for Janitorial Services”. Proposals received after the above closing time and date will not be considered and will be returned to the Bidder.

2.2 All bids will be acknowledged with a return receipt. If you do not receive acknowledgement of your submission within 48 hours, please call 416-861-1092 x1053.

2.3 Proposal documents must be completed in accordance with the requirements of the Request for Proposal documents and no amendment or change to proposals will be accepted after the closing date and time.

2.4 All questions and communications regarding this Request for Proposal shall be directed (only) to:

Shalini Nambar, Facility Coordinator
Finance, Programs & Administration
Ontario Centres of Excellence
200-156 Front Street West
Toronto, Ontario M5J2L6
Email – shalini.nambar@oce-ontario.org
2.5 Ontario Centres of Excellence name, logo, etc. shall not be used without the prior written consent of Ontario Centres of Excellence.

2.6 The week of June 16-20 is available for potential Bidders to come and view the space, however, appointments should be made in advance with Shalini Nambiar.

<table>
<thead>
<tr>
<th>Item</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Release of RFP</td>
<td>6 Jun</td>
</tr>
<tr>
<td>Viewings (by appointment only)</td>
<td>16-20 Jun</td>
</tr>
<tr>
<td>Due Date (by 4 pm)</td>
<td>7 Jul</td>
</tr>
<tr>
<td>Notifications</td>
<td>25 Jul</td>
</tr>
<tr>
<td>Start Date</td>
<td>18 Aug</td>
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</tbody>
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SECTION 3 - EVALUATION AND AWARD

3.1 Ontario Centres of Excellence intends to award a contract to the Bidder whose proposal offers the best value. However, Ontario Centres of Excellence is under no obligation to award any contract in whole or in part and reserves the right in its sole discretion to cancel this Request for Proposal process at any time before or after closing without providing reasons for such cancellation.

3.2 Basis of Selection: All proposals will be evaluated upon the following criteria:
   A) Pricing for services offered (60%)
   B) The Bidder’s reputation, qualifications and relevant experience in providing services as determined by reference checks (5%)
   D) Guarantees offered by Bidder covering Material and Workmanship (30%)
   E) Other factors that Ontario Centres of Excellence considers relevant (5%)

3.3 Ontario Centres of Excellence is not responsible for any expenses or charges incurred by a Bidder in preparing or submitting a proposal.

3.4 The Bidder will be notified approximately three weeks after closing date. At that time, OCE and the successful Bidder will enter into a contract with the Bidder’s proposal acting as the statement of work. The contract will include, but may not be limited to, the terms and conditions noted in this document.

SECTION 4 - AWARD CONTRACT

4.1 The successful Bidder (if any) may not assign or subcontract any of the award contracts without the prior written consent of Ontario Centres of Excellence.

4.2 The successful Bidder (if any) shall carry at all times during the performance of the work commercial general liability insurance and shall provide the certificate to Ontario Centres of Excellence prior to commencing the work.
4.3 The successful Bidder (if any) shall at all relevant times carry Workplace Safety and Insurance Board of Ontario coverage or Employers Liability and shall submit its WSIB number together with a letter from the appropriate WSIB Department indicating there are no outstanding fees, fines, claims or debts due on the Contractor's WSIB account, to Ontario Centres of Excellence prior to the commencement of the work.

SECTION 5 - SPECIAL TERMS AND CONDITIONS PERTAINING TO THIS RFP

5.1 Scope of Work: The successful Bidder shall supply and pay for all labour, material, equipment and services necessary for the work. Total square footage of cleaning area is approximately 12,400 square feet. A floorplan is attached indicating which areas are hard surfaces and which are carpeted. Note that cleaning of the server/LAN room, storage areas and building common areas on the 2nd floor including washrooms are not included in this RFP.

5.2 Standards and Health and Safety: Environmentally friendly products to be used where possible. The cleanliness, tidiness and sanitary standards of the facility to be maintained at all times. A checklist is to be used and maintained in a location accessible to OCE staff. Any storage area must be kept clean and orderly. The successful Bidder must fulfill all obligations in compliance with the Occupational Health and Safety Act.

5.3 Access to Storage: OCE is not authorized to permit the successful Bidder access to the building’s janitorial closet and slop sink. Bidders will need to indicate how they will work with this restriction. It is advised that Bidders arrange to visit the location in advance of their submission.

5.4 Term of Contract: The contract will be for a period of three (3) years effective August 18, 2014 to June 30, 2017 with the option for a one (1) year renewal. OCE reserves the right to provide a 120 day notice to cancel the contract in the event that OCE is notified by the Landlord of their plans to demolish the building or in the event that OCE’s funding is reduced, terminated or not renewed.

5.3 Pricing: Prices bid must include all supplies and equipment and must be held firm for the term of the contract.

5.4 Taxes: Bidders must submit prices exclusive of HST on the Cost Analysis Sheet.

5.5 References: A minimum of three (3) customer references for similar work must be provided with the Bidder’s proposal.

5.6 Workplace Safety and Insurance Board (WSIB): Each Bidder must identify on the Summary Proposal Form their current standing with the Workplace Safety and Insurance Board.

5.7 Responsibility and Control of the Work: The successful Bidder shall be responsible for all damage caused by its employees, its equipment or its supplies, to Ontario Centres of excellences property, equipment, buildings and building contents. The successful Bidder shall also be responsible for all injuries to persons caused by its staff, equipment or supplies. The successful Bidder must be knowledgeable of and abide by all provisions of legislative enactments, by-laws and regulations in regard to safety.
The successful Bidder and its employees must wear adequate safety equipment for the tasks involved (e.g. safety shoes), and train their employees on the safe use of hazardous materials in the workplace. All containers of such materials must be clearly identified, labeled and stored at all times. Any health and safety issues should be reported immediately. The successful bidder is responsible for all training, supervision, orientation of new staff and quality of work.

The successful bidder must provide all cleaning equipment and supplies used within the facility and will be provided with a storage space but a slop sink will not be available. Washrooms, stairwells and building common areas are not included in this RFP.

5.8 **Security / Keys:** The successful Bidder is to indicate the number of employees who will be engaged in taking care of these janitorial services. All keys entrusted to the successful Bidder for the fulfillment of this Contract must be fully protected at all times. Keys lost will be the responsibility of the successful Bidder to have the locks re-keyed.

All rooms must be secured after cleaning by ensuring all windows are closed and locked. Doors required to be locked are locked and lights are turned off. Alarm is to be set at the end of each night; any discrepancies should be reported to OCE.

The successful bidder must sign in with building security after hours (located at the RBC building on 155 Wellington St West) and adhere to the rules and regulations set forth by Cadillac Fairview.

5.9 **Critical Operating Hours:** The successful Bidder shall execute all work after 6:00 pm.

5.10 **Irregular Operating Hours:** Board meetings are held on a quarterly basis from 4:00pm – 9:00pm and require all janitorial work to be completed after. A schedule will be provided by Ontario Centres of Excellence. Any other schedule irregularities will be provided with at least a weeks’ notice.

5.11 **Payment Terms:** Each Bidder must provide payment terms.

**SECTION 6 – SCOPE OF WORK**

**Daily Services (5 days per week)**

- Empty all waste baskets and recycle bins, disposing of all debris at a place designated by the client. Replace liners where necessary.
- All recyclables to be placed in clear plastic bags.
- Must provide pick up of recycling items i.e. Paper, cardboard, cans, bottles & plastic.
- Vacuum all high traffic carpeted areas.
- Sweep or dust-mop and wash all floor areas.
- Dust and damp wipe all furniture completely, including all boardroom tables, cabinets, window sills, ledges, counter tops, kitchen/lounge tables etc. (if cleared)
- Spot clean finger marks and smudges around light switches etc.
- Clean main entrance door glass.
- Spot clean partition glass. (Finger marks)
• Kitchen counters and sink to be wiped and sanitized.
• Kitchen floor to be wet-mopped.
• Load and run dishwasher, put away dried dishes.
• Report any irregularities to client.

Weekly Service
• Clean and sanitize telephones.
• Weekly desk sanitization (every Friday, if cleared).
• Replace liners in office waste cans, wash cans when necessary.
• Clean and polish metal surfaces.
• Dust picture frames, high ledges etc.
• Vacuum all carpeted areas.
• Boardroom furniture to be dusted on vertical and horizontal surfaces once per week and kept free of finger marks.
• Sanitize and wipe down microwave.
• All radiators to be dusted weekly.
• All windowsills, frames, doors and baseboards and blinds to be dusted weekly.
• Filing cabinets and empty shelving to be dusted weekly.

Monthly Service
• Wash and remove all finger marks, smudges etc. around all light switches and door jams.
• Clean partition glass, both sides.
• Recondition tiled floor.
• Empty and sanitize fridge. (last Friday of every month)

Annually Service
• Clean the interior and exterior of all incandescent and fluorescent light fixtures. Keep free of dead flies.

Annual Carpet Maintenance Program

Semi-Annual Service (April & October)
• Vacuum all carpeted areas including edges and corners.
• Spot clean stains prior to cleaning.
• Pre-spray all carpeted areas.
• Steam clean all carpeted areas to remove ground in soil and residue.

Monthly Service
• Inspect and remove all stains as best as possible.
• Extract to remove all residues left from stain emulsifiers.

Other
• Any additional work required due to special events or unanticipated issues to be requested as needed and costs agreed upon in advance.
glass entrance wall and door

NOTE: most offices have partial glass front walls with or without full or partial frosting film

All remaining space is carpet or carpet tile

NOTE: porcelain tile laminated wood flooring not included in RFP