



EXCEPTIONAL. UNCONVENTIONAL.

**REQUEST FOR PROPOSAL
CUSTODIAL SERVICES FOR
THUNDER BAY CAMPUS**

LAKEHEAD UNIVERSITY
955 OLIVER ROAD
THUNDER BAY, ONTARIO
CANADA P7B 5E1

RFP # LU18 - 045

Date Issued : March 3rd, 2018

Last Date for Questions; March 23th, 2018

Date of Final Addendum; March 27th, 2018

**Close: Wednesday, April 4th, 2018
@ 3:00:00PM local time**

No Formal Site Visit has been scheduled.
For Further information please see page six.

SECTION I PURPOSE AND CONTENT

Lakehead University invites qualified suppliers to submit proposals for the provision of custodial services for Lakehead University's entire Thunder Bay Campus in the city of Thunder Bay. For a map of our campus layout go to <http://security.lakeheadu.ca/>

In order to provide the maximum benefit of scale to both the University and any successful Proponent, the various facilities, departments, and stakeholders within the University have agreed to jointly award a Performance-based Contract with specific service parameters defined for each physical area of campus. Proponents will note that the standards for acceptance of service will differ from department to department. These are detailed in Appendices 'A' through 'D' below.

All standards and the resulting measurement of the selected proponent's performance following the award of a contract will be measured against OAPPA standards. Variation to any standard will be detailed by the department responsible, and captured in the related Appendix. Proponents will note that standards for the University's Residence and Conference Services will be more detailed, and will require a greater degree of diligence to maintain the desired service levels. The University cannot compromise on these standards in our quest to provide continuous improvement to our Student population.

The objective of this RFP is to award a contract providing year round, daily (seven (7) days per week) custodial services, PLUS on call services for custodial and general cleaning services, further defined below. The contract must be satisfactory and subject to the supervision and control of the University.

Proponents will note that various areas of the University will have staggered commencement dates for this contract. Physical Plant responsibilities for the majority of the defined areas will commence May 1st 2018. (See additional information below and in Appendices). Residence and Conference Services will commence during the summer of 2018. Athletics will commence on May 1st 2018. Northern Ontario School of Medicine will commence May 1st, 2018. Facilities external to the main campus, (Munroe Street and Tungsten) will commence May 1st 2018. Port Arthur Collegiate Institute (PACI – Law School) will commence May 1st, 2018. Nanabijou and Lakehead University Students Union facilities will confirm their participation following close.

Subject to the receipt of one or more compliant bids, and the availability of funding, Lakehead University will select a proponent with the most comprehensive service package at the most advantageous cost. Lakehead University reserves the right to negotiate with the highest scoring proponent presenting the most attractive proposal.

About Lakehead University

Established in 1965, Lakehead University offers a diverse range of undergraduate and graduate programming in 10 faculties: Social Sciences and Humanities, Science and Environmental Studies, Business Administration, Education, Engineering, Medicine, Natural Resources Management, Health and Behavioural Sciences, and Graduate Studies. Lakehead is home to the west campus of the Northern Ontario School of Medicine (NOSM) – a joint initiative of Lakehead and Laurentian Universities, which graduated its first cohort of 55 doctors in May 2009. Lakehead's Orillia campus offers an interdisciplinary undergraduate program in arts and sciences, as well as programs in business, education, social work, and media studies. Lakehead has deliberately developed as a comprehensive university with two campuses in order to provide the necessary breadth, depth, and diversity of program offerings to address inequity in access to higher education in Northwestern Ontario, Simcoe County, and surrounding areas. Lakehead's sustained development in research intensity is central to the creation and translation of knowledge in a comprehensive university environment. Its goal being the movement towards enhancing the University's capacity as a whole, by serving the needs of both its local and remote communities.

Lakehead University is distinctive in the Ontario system, with an emphasis on accessibility and commitment to First Nations, Métis, and Inuit learners. The University has a proven history of responding to student demand and societal need, flourishing by transforming challenges into rich student experiences; linking learners, programs, and communities.

Lakehead University has 8,680 students, 7,042 of which are full-time. We employ 329 full-time faculty and 2234 staff, including 753 full-time positions, (2016-2017). Our University is a comprehensive institution, which offers a broad range of degree and diploma programs within ten faculties. We provide 1,077 on-campus accommodations for students, in Thunder Bay and the Orillia campus has 246 spaces.

Thunder Bay Campus

The Thunder Bay Campus is situated on 286 acres of land, has 83 buildings consisting over 2 million square feet of building area. The University has other holdings that exist in the region, ranging from parcels of land to leased space in outlying communities.

Orillia Campus (for information only – this campus is not within the Scope of this RFP)

In September 2006, the Orillia Campus opened its doors at Heritage Place with a charter class of 104 students. The University opened a second Orillia location on University Avenue in 2010, which offers a full campus experience with residence and cafeteria facilities. The combined enrolment at the two Orillia campus sites grew to over 1,300 students between 2012 – 2013.

Currently the Orillia campus consists of three buildings, an Academic building, a 270 bed residence and a Bookstore Cafeteria. The Academic and Residence buildings are designed and certified to LEED Platinum with the Bookstore Cafeteria designed and Certified at Silver. The University Avenue campus is situated on 83 acres of land.

The University's strategic plan is visible here:
<https://www.lakeheadu.ca/presidents-office/nurturing-passion>

Administrative Conditions of this Request for Proposal

Term of Contract;

The University intends to award a contract commencing on May 1st 2018 and continuing for a Three (3) Year term, with the option of Two (2) Additional single year terms. Any extension of the initial three year term will be with the mutual agreement of the winning proponent, and will be initiated not less than ninety calendar days in advance of the expiry of the initial term.

No Guarantee of Work

Lakehead University intends to award a contract to the Proponent(s) whose proposal offers the best value to the University. However, the University is under no obligation to award any contract in whole or in part, and the University reserves the right to cancel this Request for Proposal process at any time before or after closing, without providing reasons for such cancellation.

Proponents accept and agree that the relationship between any selected proponent and Lakehead University shall be one of Owner and Independent Contractor, and that no employer-employee relationship shall exist between the parties.

Agreements on Trade

Proponents should note that this RFP and any resulting contract are subject to and are intended to comply with CETA and the CFTA agreements on trade. The rights and obligations of the parties shall be governed by the specific terms of this RFP and any resulting contract.

Confidentiality

All information distributed in connection with this RFP is confidential and is to be used for the sole purpose of completing a submission and is to be used for no other purpose unless the proponent has received prior written consent from Lakehead University.

During the execution of this project, the successful proponent will likely have access to confidential information concerning Lakehead University, its students, staff, faculty, stakeholders, business plans, or other data. Therefore, the Proponent will be required to sign a confidentiality agreement prior to beginning the delivery of services.
(See Appendix 'A', sample Confidentiality Agreement)

The University recognizes that any successful proponent may have other clients concurrent with assigned work from Lakehead University, and should be prepared to successfully deliver on Lakehead requirements and in keeping with Lakehead timelines.

Information is Estimated

The University makes no representation, warranty, or guarantee as to the accuracy of

the information contained in this RFP or by way of any Addenda issued. Quantifiable data contained within this document or any Addenda are estimates only and are included for the sole purpose of indicating to proponents the general size or scope of the work. Proponents are solely responsible to avail themselves of all necessary information to prepare a responsive submission.

Governing Law

The laws of the Province of Ontario shall apply to this Request for Proposal and any contract formed as a result of this Request for Proposal and its subsequent negotiations, and the Courts of Ontario shall have exclusive jurisdiction over any contract formed as a result of this Request for Proposal.

Use of Lakehead Brand identifiers

During the open period of this RFP, and during the intended contract term thereafter, Lakehead University's name, logo, crest, or other brand identifiers shall not be used without the prior written consent of the University.

Communication

During the open period of this RFP, and through to the final award of a contract, (if any), all communication with regard to this solicitation shall be directed as noted below. No other representative of the University is to be contacted regarding this Request for Proposal. The University accepts no responsibility for, and Proponents agree not to rely upon, any verbal or written statements, or representations, from any other person, whether or not employed by the University.

Preparation Costs

The University shall not be responsible for any expenses or costs incurred by a Proponent in preparing or submitting a proposal, nor in providing any additional information considered necessary by the University for the evaluation of a proposal.

Sustainability

Lakehead University has created a sustainability office, and is actively working in support of sustainability initiatives. Resources deployed by the successful proponent will consider sustainability concepts and initiatives in the delivery of services.

Accessibility

Lakehead University is subject to the provisions of the Access for Ontarians with Disabilities Act, 2005 (AODA). Proponent submissions will clearly address how their product meets any applicable requirements in the legislation.

Instructions to Bidders

Proposals **Must** Be Received in The Lakehead University Purchasing Department, Braun Building, Room BB-1002a, on or before:

Wednesday, April 4th, 2018, @ 3:00:00 PM local time,

in a Sealed Envelope, clearly marked:

RFP # LU18-045 Custodial Services, Thunder Bay Campus

with the full legal name of the proponent, and a return mailing address.

Address Submissions To:
Mr. Geoffrey Matte
Manager, Purchasing & Contracts

Room BB-1002a
Braun Building
Lakehead University
955 Oliver Road
Thunder Bay, Ontario
P7B 5E1

Proposals received after the above closing time and date will not be considered and will be returned to the bidder upon request and at the proponent's expense. Proposals will not be accepted via fax or e-mail.

Submissions will include Three (3) printed copies of the proposals, plus one electronic copy on data stick or CD media.

Site Visit – not scheduled. Additional information about Lakehead University can be found on the institution website:

<https://www.lakeheadu.ca/about/overview>

Site Visits:

As noted on the cover page, the University has NOT scheduled a formal Site Visit for this RFP. Bidders who wish to undertake an escorted tour of any particular portion of the Campus Buildings will contact Purchasing Services at the email address noted above no later than twenty calendar days before the close date of this solicitation, and Purchasing Services will coordinate a tour with the designated area representative on Campus. Given the magnitude of the areas involved, Bidders are cautioned to provide ample notice of their request and to be flexible in providing options to schedule any tours.

Lakehead University accepts no responsibility or liability for misdirected, unreadable, or incomplete bids, and it is the sole responsibility of the proponent to ensure their bid has been received by the authorized representative of the University prior to close.

Proposal submissions 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.

Proposals must be signed by an authorized signatory of the proponent. If the proponent is an incorporated company, the corporate seal of the bidder shall be affixed or a certified true copy of a resolution of the corporation naming the person(s) in question as authorized to sign agreements on behalf of the corporation shall be attached to the proposal.

Proponents who are sole proprietorships or partners shall sign their bid in such a way as to clearly identify the responsible person from that firm.

All questions regarding this Request for Proposal must be submitted to the Manager, Purchasing & Contracts, as below:

Contact Info:

Mr. Geoffrey Matte
Manager, Purchasing & Contracts
Room BB-1002A
Lakehead University
955 Oliver Road
Thunder Bay, Ontario
P7B 5E1
Telephone 807 343-8455
E-mail: gmatte@lakeheadu.ca

Should any question and/or answer be considered relevant to all bidders, the University will provide both the question, (without identifying the proponent), and the written answer(s) to all bidders, in the form of a formal written Addendum, posted in the same manner and in the same locations as the original solicitation.

In the event the proponent cannot comply with any term, condition, or requirement of this Request for Proposal, such non-compliance will be clearly noted on proponent's letterhead and submitted with the proposal. Proponents are cautioned that such non-compliance may result in disqualification of their proposal. No allowance will be made for un-noted non-compliance of any kind by the proponent.

While the University will not consider more than one bid from a proponent under the same or different names, the University is prepared to consider, in addition to the original bid, alternative bids submitted within the same bid package providing such are clearly marked as alternatives.

Lakehead University intends to award a contract to the Proponent whose proposal offers the best value to the University. However, the University is under no obligation to award any contract in whole or in part, and the University reserves the right to cancel this Request for Proposal process at any time before the close date and time shown on the cover page.

The evaluation process may include requests for Proponents to undertake an on-site presentation, and respond to questions from the Evaluation Team. (see below for the evaluation criteria). The University will endeavor to provide ten calendar days notice of said request from the evaluation team.

Any award made by the University shall be in writing and shall also be subject to the availability of funding at the time of award (if any).

In order to obtain the most advantageous offer for the University, the University reserves the right to:

- A) waive minor irregularities and / or minor non-compliance by any Proponent to the requirements of this Request for Proposal.
- B) request clarification and or further information from one or more Proponents, after closing, without becoming obligated to offer the same opportunity to all Proponents.
- C) enter into negotiations with one or more Proponents without being obligated to negotiate with, or, offer the same opportunity to, all Proponents.

Proponents are advised, however, to submit a complete offer as their submission. Any waiver, clarification or negotiation will not be considered as an opportunity for Proponents to correct errors or revise their submissions.

In the event of mathematical errors in extension of prices or other ambiguities, unit prices shall govern over total bid prices and words shall govern over numbers.

The University reserves the right to amend this Request for Proposal at any time prior to close of bidding and Proponents are cautioned to ensure they have reviewed and understood all addenda (if any) prior to submitting a proposal.

At any time following the delivery of a bid submission a proponent may withdraw their submission. To effect a withdrawal, a written notice must be sent to the University representative identified in above and must be signed by an authorized representative of the proponent. The University is under no obligation to return copies of withdrawn proposals.

RFP SCHEDULE (as shown on the cover page):

Issue Date of the RFP	Saturday, March 3 rd , 2018
Deadline for Receipt of Questions	Friday, March 23 rd , 2018
Date of last Addendum	Tuesday, March 27 th , 2018
Proposal Submission Date/Time	Wednesday, April 4 th , @ 3:00:00PM local time

Bid Submission Content Requirements:

Proponents are to submit proposals in an 8 ½ X 11 inch format with the following information and in the order listed below. Submissions should be limited to a **maximum of 50 pages, excluding the required forms attached to this RFP.** Additional information a proponent deems relevant may be appended to the bid but the University does not guarantee that the evaluation team will consider documentation beyond the 50 page maximum.

Insurance and WSIB Requirements

The successful proponent (if any) shall at all times carry Workplace Safety and Insurance Board of Ontario coverage and shall enclose within their bid a current WSIB status report detailing any outstanding fees, fines, claims or debts due on the proponent's WSIB account.

If awarded the work, these WSIB reports shall be submitted with each and every invoice or demand for payment.

The successful proponent (if any) shall at all times carry comprehensive Commercial General Liability Insurance Coverage of not less than **five (5) million** dollars inclusive per occurrence for bodily injury (including death), coverage providing for cross liability and severability of interest, and damage to property including loss of use thereof. The insurance coverage shall NOT contain any exclusions for sexual abuse and/or molestation, including where the contractor's personnel, in the performance of their duties, shall come into contact with vulnerable persons such as minors, seniors or persons under a disability. Such insurance shall at a minimum, include coverage of broad form property damage, contractual (owned and non-owned), and such other types of insurance as would be carried by a prudent person performing such contract work as Lakehead University may require.

Lakehead University shall be named as an additional insured party without rights of subrogation in all policies of insurance.

Certificates of Insurance, or letters from an Insurance provider indicating agreement to insure shall be included with the proponent's submission.

Indemnification: The successful Bidder shall indemnify Lakehead University for all damage suffered by it as a result of the negligent actions or wrongful acts of the successful Bidder, its employees, servants and/or agents. The successful Bidder shall indemnify and hold harmless Lakehead University, its Board of Governors, students, employees, servants and/or agents from all claims, demands, losses, costs, damages, actions, suits, or proceedings initiated by third parties arising from the negligence of the successful Bidder, its employees, servants, and/or agents.

Procurement Process

This RFP is not intended to create, and shall not create, a formal legally binding process. For greater certainty and without limitation, the RFP shall not give rise to any 'Contract A' based tendering law duties or any other legal obligations arising out of any process contract or collateral contract. Neither the proponent nor the University shall have any rights to claims of breach of contract, tort or other claims against the other with respect to the award of a contract, failure to award a contract, or failure to honour a response to the RFP.

No legal relationship or obligation regarding the procurement of any good or service shall be created between any proponent and the University by the RFP process until the

successful negotiation and execution of a written agreement for the delivery of the services described above.

While pricing information provided in responses is non-binding prior to the execution of a written agreement, this information will be utilized in assessing a proponent's submission and will affect the scoring of proposals. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing could adversely affect the ranked score and or the contract award.

The University may disqualify a Proponent or rescind a contract award without penalty should a proponent's response contain misrepresentations or other inaccurate, misleading, or incomplete information. No opportunity will be provided to proponents to rectify this kind of situation.

The University may also rescind a contract award should repeat violations of any University policy be encountered.

Definitions

The term "Lakehead University" as used in this document refers to the legal entity of The Board of Governors of Lakehead University which operates as a tax free corporation.

"Contract" means and includes the agreement to do the work and perform the services entered into with Lakehead University, the General Conditions, the specifications, the Standard Practices and Frequencies, the Detailed List of Work to be Performed, regulations and requirements of the Worker's Compensation act, Insurance Liability, and the Request for Proposal referred to or connected with the said agreement. Contract documentation arising from this RFP will include the RFP itself, the successful proponent's submission, a negotiated Form Of Agreement, and a standard Lakehead University purchase order which facilitates billing and payment.

"Contractor" or pronoun in place thereof, means the person or persons who have undertaken to carry out this contract.

"Operation" means the whole of the works and services to be performed by the Contractor hereunder.

"Contractors" means the person or persons whose Request for Proposal has been accepted by Lakehead University.

"Area Manager" as used in this document refers to the Lakehead University resource assigned by the department/faculty/organization responsible for a portion of the facilities being cleaned by the Contractor. These resources may vary throughout the contract term.

“Work” or “Works” (unless the context requires a different meaning), means the whole of the works, services, equipment, matters and things required to be done or supplied, mentioned or referred to in the Request for Proposal, General Conditions, Specifications, Standard Practices and Frequencies, and the Detailed List of Work to be Performed, including all extra or additional work or material, matters or things which may be ordered by Lakehead University as herein provided.

“APPA” – The Association of Higher Education Facilities Officers, an international association dedicated to maintaining, protecting and promoting the quality of educational facilities. The cleaning standards used in this contract are established by APPA.

“Cleaning” – shall be defined as the removal of dirt, marks, smudges, grease, dust or any other foreign material from Cleanable Surfaces.

“Cleanable Surfaces” – for the purposes of this contract are defined as follows:

“Horizontal surfaces” – are items such as furniture with the exception of personal furnishings within the resident units, public phones, and ledges, sills, which are free of personal items and accessible with a long handled duster (6’ maximum). This also includes, but is not limited to, shelves, cupboards, counter tops, appliances, vending machines, lockers tops, fire exit door lights and all light covers, fire hose cabinets, railings, directory boards, display cases, fire exit door lights, lights, exposed structural supports, and exposed piping.

“Vertical surfaces” – are items such as, but not limited to, walls, doors and frames, interior side of windows, vents, blinds, side glass panel mirrors, glass partitions, air grills, door glass, wall clocks, counter fronts and sides, appliances, vending machines, public telephones.

Touch Zones” – For the purposes of this document are defined, but not limited to; door knobs / handles, light switches, water taps, flush valves, dispenser handles, push plates, panic bars, handrails, shower heads, public phones, vending machine fronts, ATM’s. Touch Zones are to be cleaned and disinfected.

APPA Appearance Level Definitions

Level 1 - Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colours are fresh. There is no buildup in corners or along walls
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Light all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 2 - Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days’ worth of dust, dirt, stains, or streaks.

- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 3 - Casual Inattention

- Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

Level 4 - Moderate Dinginess

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

Level 5 - Unkempt Neglect

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprint, all of which shall be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

Rights Reserved by Lakehead University

Each Lakehead University department or stakeholder participating in the awarded contract reserves the right to be the sole judge of the acceptability of the service provided. The awarded proponent accepts that the different internal stakeholders maintain different requirements and agrees to manage the provided services accordingly. The University intends to manage the contract through regular meetings, clear identification of service or other deficiencies, and documented corrective action plans.

While the University seeks to have a single contract with a single service provider, it reserves the right to split an award for different areas, or combinations of the total campus areas, as deemed necessary, and in the best interests of the University.

Lakehead University, (and likewise the successful proponent), shall have the right during the initial term, or during subsequent extensions of the initial term, to cancel the contract with sixty (60) days notice in writing, without penalty.

Should services provided to any stakeholder area be deemed unsatisfactory, and for which the proponent's corrective action is neither satisfactory or timely, the University shall have the right to remove that defined area from the proponent's award of work, and contract with another proponent for the service.

Pricing must be submitted as firm for the initial 3 year term of the contract. Should bidder require an escalation following that period, rates for each and all of the option years will be detailed separately. Refer to the Bid Forms attached for further explanation.

Duties

Lakehead University requires that the successful contractor maintain a high standard of cleaning as set by Lakehead University. The contractor shall employ and deploy sufficient staff to maintain this level of stated cleanliness. Lakehead University shall not accept poor quality service and will take the necessary action to correct this at the expense of the contractor. The Contractor shall perform all the work to the standards defined in Section 13.5 APPA Appearance Levels Definitions. Performance must meet or exceed the minimum measurement standard for each category specified in these Definitions.

Lakehead University has the right to change the duties as needed to suit current conditions over the term of the contract. 'Duty changes' may include addition or removal of weekly assignments due to building renovations, new construction, demolition of buildings,, conversion of spaces, or other required changes. If such changes occur, Lakehead University will negotiate adjustments with the custodial services contractor.

General Conditions

The Contractor shall pay all wages, WSIB, Unemployment Insurance, Vacation pay, Pension Plan and all other costs necessary to provide services, and manage their workforce appropriately.

The Contractor shall provide all personnel, equipment, supplies and materials except as noted herein necessary to provide service as per the specifications.

The Contractor assumes sole responsibility for the care, condition and operation

of all equipment including all costs of repair, damage or maintenance for whatever reason, and to indemnify Lakehead University against all claims, liabilities, damages, costs, suits or actions arising out of:

Damage to property whether real or personal occasioned by the Contractor, its servants, agents or employees.

Any injury to person or persons including death resulting at any time arising from the act, omission or negligence of the Contractor, its servants, agents or employees.

Such indemnification in respect of any such damage to property or injury or death to person or persons occurring during the terms of the agreement shall survive any termination of this agreement, anything to the contrary notwithstanding.

General Cleaning Duties

The following represent typical daily, weekly and/or periodic cleaning responsibilities and detail how the awarded Contractor's performance to the contract will be measured. While typical of generally accepted duties for cleaning, the following is also not intended to be an all-inclusive listing. The University will assess the Contractor's performance to the standards detailed in APPA Appearance Level Definitions, Section 13.5.

The assigned Department Representative will Chair regular meetings with the awarded Contractor to review reported deficiencies and corrective actions taken.

Some variation to these duties should be anticipated by proponents submitting a bid, and which will be more fully detailed by each participating department prior to the start of work. More specific detail for each discipline/area is contained within the Appendices attached.

The Contractor shall provide the following General Cleaning Services throughout the University:

Daily - Monday to Friday, unless otherwise stated:

Empty waste/recycle receptacles and remove garbage/recycle to designated area(s).

Wipe waste/recycle receptacles clean and re-line with plastic garbage bags as required.

Remove marks and smudges from all cleanable vertical and horizontal surfaces and Touch Zones.

Remove debris and wash all resilient/hard surface floors.

Vacuum carpeted areas, upholstered furniture and carpet runners. (Remove spots and spills).

Remove all graffiti in facilities as required.

Remove all unauthorized posters or other paper on walls in all locations other than bulletin boards.

Exceptions shall be communicated by the University.

Periodically

In the month of April - remove walk-off winter matting from floors, clean and store in proper location.

In the month of October - install walk-off winter matting on floors in proper areas.

Damp wipe window ledges as required.

Clean ceiling grills and vents in offices, hallways, washrooms and classrooms as required.

Clean-up, sanitize and disinfect, as required, any remains resulting from flooding caused by back up of drains or washroom fixtures.

The Contractor shall also be responsible to perform the following other non-cleaning duties, including but not limited to:

Unlocking of entrance doors daily in designated facilities.

Reporting of emergencies immediately to the Campus Security Services.

Reporting of vandalism to the Department and/or Campus Security

Calling in work orders in the University's work order system for repair/maintenance requirements not covered under this Contract. Examples of these requirements include, but are not limited to: elevator operation issues, faulty light ballasts, damaged exit lights, broken or missing electrical outlet covers & switches, faulty plumbing, impediments to facility access or egress, damaged door hardware, loose or damaged floor tiles, damaged furniture, missing or damaged ceiling tiles, visible wall damage and other building structural damage, local alarms on departmental equipment, ceiling leaks, plumbing leaks, or other. Attempting to unplug toilets, urinals and sinks.

Rectifying of any definable sewer gas problems by pouring water into sinks and floor drains.

Ensuring that all interior doors are locked and lights turned off before leaving an area where cleaning has been completed, unless otherwise specified by the University. No gang unlocking of doors is permitted.

Returning of any furniture moved to facilitate cleaning activity, in accordance with the room plan. Rooms must be set up according to room plans each night. In some cases, this shall require that furniture is returned to rooms from hallways.

Rooms that are missing furniture are to be reported to the University's representative.

Install appropriate warning signs when a cleaning operation is being undertaken in any portion of the building that may affect the safety of the occupants.

Collecting and delivering personal property items left in the facilities to the University's Lost and Found located at the Security Office.

Capturing and removing small rodents, bats and birds from buildings as required. Advising the University Representative(s) of any related issues.

The Contractor is not responsible to clean personal or departmental equipment, such as, examination tables, computers, lab equipment, lab benches, office machines, display cases etc. This work may be requested by the University and shall be an extra to the contract and priced accordingly.

SPECIFIC CLEANING DUTIES Cleaning Frequency (CF) and Cleaning Standards (CS) by building/area.

Site	CF	CS
Washrooms	Daily	3
Locker/Change Rooms	Daily	2
Classrooms	Daily	3
Teaching Labs/Seminar Rooms/Libraries	Daily	3
Lounges/Kitchen and Lunch Rooms	Daily	3
Offices (common, private and general)	Once per week	3
Reception Areas / Waiting Rooms	Daily	3
Recreational Studios	Daily	3
Sports Medicine Clinic/Health Services	Daily	2
Research Labs	Once per Week	3
Entrances/Lobbies	Daily	3
Stairs/Stairwells and Landings (Main)	Daily	3
Stairs/Stairwells and Landings (Secondary)	Once per week	3
Corridors/Elevators	Daily	3
Service Rooms	As required	4
Loading Docks/Receiving Areas	Daily	4
Shops and Warehouses	Once per week	4
Athletics Facilities	Daily	3
NOSM	Daily	3
Nanabijou	Daily	3
Munro Street & Tungsten	Daily	3

Washrooms (APPA Level 3)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Empty sanitary garbage containers and reline with wax liner.

Restock all paper and soap dispensers as required.

Remove all debris from strainers in base of urinals.

Remove dirt, smudges, and disinfect toilet seat, bowls, urinals and wash basins.

Disinfect all applicable Touch Zones.

Shower areas: remove dirt from and disinfect shower stalls, wash walls, floors, and clean floor drains.

On a patrol-clean basis, damp mop spills, sweep floor and remove debris.

Pour clean water into floor drains as required.

Locker Rooms / Change Rooms in Athletics or other areas (APPA Level 2)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Empty sanitary garbage containers and reline with liner.

Restock all paper and soap dispensers as required.

Remove all debris from strainers in base of urinals.

Remove dirt, smudges, and disinfect toilet seat, bowls, urinals and wash basins.

Disinfect all applicable Touch Zones.

Shower areas: remove dirt from and disinfect shower stalls, wash walls, floors, and clean floor drains.

On a patrol-clean basis, damp mop spills, sweep floor and remove debris.

Pour clean water into floor drains as required.

Classrooms (APPA Level 3)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Clean chalkboards, ledges and brushes in teaching spaces only. Replenish chalk and brushes as required.

Clean white boards and ledges as specified by manufacturer.

NOTE: Chalkboards/whiteboards should not be cleaned if note is attached to them.

Where applicable, wash and clean sinks.

Where applicable, re-arrange furniture as per the room plan.

Where applicable, clean study carrels and tables.

Teaching Labs / Seminar Rooms / Libraries (APPA Level 3)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Clean chalkboards, ledges and brushes in teaching spaces only. Replenish chalk and brushes as required.

Clean white boards and ledges as specified by manufacturer.

Where applicable, wash and clean sinks.

Where applicable, re-arrange furniture as per the room plan.

Where applicable, clean study carrels and tables.

Lounges / Kitchens / Lunchrooms (APPA Level 3)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Remove all dirt, smudges and disinfect empty sinks and surrounding counter area if clear.

Wipe all cleanable vertical and horizontal exterior surfaces of all appliances; clean the interior of all microwaves.

Offices - common, private, and general (APPA Level 3)

Once per week

Empty waste/recycle receptacles and remove refuse/recycle to designated area(s).

Clean waste/recycle receptacles and re-line with plastic garbage bags, as required.

Remove marks and smudges from all cleanable vertical and horizontal surfaces and Touch Zones.

Remove debris and wash all resilient/hard surface flooring, where applicable.

Vacuum carpeted areas and upholstered furniture (remove spots and spills).

Reception and Waiting Rooms (APPA Level 3)

Reception and Waiting Rooms include: Public traffic areas within general offices, where there are chairs for seating.

On a patrol-clean basis, mop spills, sweep, remove litter, or in inclement weather conditions vacuum water/snow.

Remove tacks and staples from public Notice Boards.

Re-arrange furniture in adherence to established furniture arrangement plan.

Recreational Studios (APPA Level 3)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Sweep and wash hardwood floor as per manufacturer's instructions. The maintenance program shall be approved by the University.

On a patrol-clean basis, damp mop spills, sweep floor and remove debris.

Clean & disinfect drinking fountains.

Prettie Clinic/Student Wellness Centre (APPA Level 2)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Remove all dirt, smudges and disinfect empty sinks and surrounding counter area if clear.

Clean all areas of the clinic to the APPA level 2 standards as will apply to student residences.

Clinic examination rooms are fully cleaned more than once daily, with some duties assumed by Clinic Staff during patient changeover.

Research Labs (APPA Level 3)

Radioactive and non-autoclaved biohazard waste is not to be removed.

Once per Week

Empty waste/recycle receptacles and remove refuse/recycle to designated area(s).

Clean waste/recycle receptacles and re-line with plastic garbage bags, as required.

Remove marks and smudges from all cleanable vertical and horizontal surfaces and Touch Zones.

Remove debris and wash all resilient/hard surface flooring.

Vacuum carpeted areas and upholstered furniture (remove spots and spills).

Where applicable, replace paper towel in dispensers.

Public Circulation Spaces (APPA Level 3)

Public Circulation Spaces include:

Entrances and Lobbies

Main Stairwells / Landings

Secondary Stairwells / Landings

Corridors and Elevators

Daily - Monday to Friday, unless otherwise stated in the CF & CS

Elevators: Clean tracks as required to ensure continuous operation. Clean false ceiling (including lights and fan) and remove debris.

On a patrol-clean basis, mop spills, sweep, remove litter, or in inclement weather conditions vacuum water/snow.

Remove debris from butt stops & sand urns outside of the entrance doors.

Remove tacks and staples from public Notice Boards.

Re-arrange corridor furniture in adherence to established furniture arrangement plan.

Clean & disinfect drinking fountains

Weekends and Statutory Holidays

Patrol cleaning is required in public access areas.

Service Rooms (APPA Level 4)

Service Rooms include - Communications rooms, IT server rooms

As required:

To be kept free of debris.

All equipment, supplies and materials are to be kept clean and neatly stored.

Remove dirt from floors, sink and all horizontal and vertical surfaces.

Remove debris and wash all resilient/hard surface flooring.

Empty waste/recycle receptacles and remove refuse/recycle to designated area(s).

Loading Docks & Receiving Areas (APPA Level 4)

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

Sweep and wash floors.

To be kept free of debris

Clean hydraulic dock levelers and garbage lifts as required.

Clean compost containers and room located at the University Centre loading dock.

Shops & Warehouses (APPA Level 4)

Weekly

Empty identified waste/recycle receptacles and remove refuse/recycle to designated area(s).

Sweep and wash floors.

Remove marks and smudges from all cleanable vertical and horizontal surfaces and Touch Zones

Exterior of Buildings

Daily - Monday to Friday, unless otherwise stated in the CF & CS.

The Contractor is responsible to remove, litter, gravel etc. from doorways, landings, sidewalks and railings within 3 meters of all doorways. The Contractor

shall also report immediately any unsafe conditions such as icy sidewalks, trip / fall hazards to the appropriate University department contact

Proponents will note that internal University staff are responsible for removal of snow and ice up to 3 meters from ground level entrances and for the application of salt and snow melt as required to ensure safety of users. The Cleaning Contractor does not carry this responsibility.

However, the Contractor is responsible for cleaning the exterior of the entrance door(s), ledges, glass side panels, and all associated vertical and horizontal surfaces. Remove dirt, marks, smudges, grease dust or any foreign material from all vertical and horizontal surfaces.

Periodically

Sweeping and cleanup of exterior patios and rooftop seating areas.

The occasional movement of furniture between rooms as needed.

Cleaning exterior garbage sheds, sweeping.

Annual Project Work

The following is a list of project work required to be carried out in all buildings in common and occupied areas on an annual basis. Contractors shall advise the University representative prior to scheduling these tasks, and when the work is completed, return to the University's Representative for inspection and approval. The Contractor shall provide the University, on an annual basis, a schedule for all periodic cleaning tasks. The cost for annual project work shall be included in the monthly costs associated with each building.

Hard surface flooring - This task shall be completed unless the Contractor has a burnishing program in place and the floors are meeting or exceeding expectations. A minimum of once per year, remove existing floor finish, apply two coats of sealer and two coats of approved Green Certified floor finish.

Carpeting, upholstered furniture and entrance matting –Annually, on a scheduled basis, remove all stains and spots from carpeted areas and upholstered furniture. Clean all carpeted areas utilizing standard carpet cleaning methods including, extraction and/or bonneting. The cleaning chemical used shall be Green Certified in Canada.

Raised Flooring – Annually, on a scheduled basis, remove all stains and spots from raised flooring panels, ensuring no water or cleaning solutions drips through.

The Contractor shall provide notification to building occupants for carpet cleaning and floor refinishing and must be coordinated with the University's representative. Notification shall be in the form of door handle tags provided by the University.

Special Events

The Special Events include, but are not limited to, trade shows, craft sales, sports tournaments and other special requests.

Several University Faculties along with Residence and Conference Services will stage multiple small events during the course of the year and will require additional cleaning and follow up. These events will be scheduled with the awarded Contractor separately.

The Contractor shall provide services for these events and additional fees shall be calculated for the provision of cleaning services associated with these events in accordance with the agreed upon additional hourly rates.

Recycling Requirements

The University is actively supporting re-cycling efforts and encourages the bidders to provide support for these activities and to detail their vision and programs in their bid submission.

General Service

Train staff on the proper handling procedures etc., of the recycling program at the University.

Liaise with the University Representative and the University's Recycling Contractor as required.

Promote the University's recycling program at every opportunity.

All recycling material shall be transported from the point of collection to the recycling stations in clear garbage bags.

Periodic Services

Remove full large blue bins from offices, lounges, common areas, etc., as required or upon request from occupants. Replace with empty bins.

Transport large lobby bins to loading docks whenever full for pick-up by Recycling Contractor.

Return bins to designated areas after emptied by Recycling Contractor.

Clean and deodorize recycling bins as required.

Clean and maintain bins as required including lobby size multi recycling bins.

Replace lobby bin identification posters as required.

Lighting Replacement

The Contractor shall change defective lamps and damaged or missing light lenses throughout all facilities on Campus. Lamps and lenses are supplied by the University.

The Contractor shall respond on a daily basis, Monday to Friday between 8:00 am and 4:00 pm, to Service calls to replace defective lamps, damaged or missing lenses, as requested by the FMP Service Centre.

Problems with ballasts or specialty lights shall be reported to the appropriate department representative for action by the respective facility electrician.

All pedestrian tunnels, service tunnels, storage rooms, mechanical and electrical rooms are part of the areas to be maintained.

The following lights are excluded:

All lights that are not safely accessible from a ten (10') foot step ladder.

All Emergency exit lighting and other specialty lights.

The Contractor shall dispose of old fluorescent tubes in accordance with the existing University recycling program policies.

Residence and Conference Services (APPA LEVEL 2)

The cleaning requirements for Housing & Residence Life are in addition to all others specified above.

The Contractor shall provide interior daytime & weekend / holiday cleaning services of all common spaces for various Residence and Conference Services Facilities.

Residence Facilities included:

Avila Centre including offices.

Bartley

Prettie

North Residence

South Residence

Three Townhouse Complexes

The Contractor shall not perform any noisy work in the Residences before 09:00 am.

SERVICE SCHEDULE AND DUTIES

Daily - Monday to Friday, between 8:00 am – 4:30 pm, unless otherwise stated in the CF & CS and in this Section.

One cleaner shall be available between the hours of 12:30 pm to 9:00 pm Monday to Friday, to patrol all the Facilities listed under the Residence Facilities list above.

General Duties: Areas of work consist of daily cleaning services of all common spaces in the buildings including, TV and Study Lounges, elevators, public and communal washrooms, laundry rooms and garbage rooms. Suites and rooms are excluded except in the event of a cleaning emergency.

Weekend/Holiday Cleaning - Saturday, Sunday and Statutory Holidays, between 9:00 am – 5:30 pm, unless otherwise stated in the CF & CS.

General Duties: Service shall be required every Saturday and Sunday and Statutory Holiday. Based on the University Holiday Schedule, most of the Residence Buildings are shut down during the Christmas period. During this time, a modified service shall be required. This service shall be determined early in December and discussed with the Contractor at that time.

Cleaning requirements of offices shall fall under Offices – common, private and general (APPA Level 3).

Emergency Cleaning Services

During normal working hours, the Contractor shall respond to any cleaning emergencies such as floods, spills, vomit, blood pathogens, broken glass etc. in common spaces or student rooms as required.

Outside of normal working hours, the Contractor shall have staff available to respond to cleaning emergencies quickly and efficiently.

Non- Routine Cleaning and Other Tasks

Work Orders: Residence and Conference Services utilize a work order system through which guests, students and staff identify cleaning and maintenance issues which need to be addressed. The following process is presently used when dealing with work orders:

The Contractor shall receive work requests on a daily basis from the Residence administration office.

All routine work orders shall be completed the same day.

Upon completion, the Contractor's staff shall note the date of completion and time taken, and return all completed work orders to the Residence office.

If a work order cannot be completed within one day or, if the work order needs to be forwarded to another group such as Trades, the Contractor's staff shall complete an information card and leave it in the room so the occupant is aware of the delay.

All work orders that require another service group to complete shall be delivered to the Residence Manager for re-direction.

Other Non-Cleaning Tasks:

Replace burned out lamps and damaged lenses on all lights in the building, including student rooms as required.

Re-set tripped breakers.

Remove postings from unauthorized areas.

Capture and remove small rodents, bats and birds from buildings as required.

In concert with the Residence Manager and staff, replace damaged microwaves in TV Lounges as required.

Transport furniture needing repair to a pick up point as defined by the Residence Manager.

Assist internal Trades employees when custodial services are required as part of their work.

Replace broken or damaged window screens. Transport damaged or broken screens to designated area for repair. Wipe down window frame around screen if required.

Replace damaged window screen clips if required. Clips shall be provided by the University.

Cleaning duties specific to the Nanabijou Day Care Centre (APPA Level 3)

Daily

- Fill paper towel dispensers
- Fill soap dispensers
- Vacuum carpet area and door mats
- Sweep and damp mop tile floor area
- Spot wash walls
- Sanitize toilets and sinks, potty chairs and seats
- Sanitize floors around toilets
- Sanitize water play sink
- Empty garbage and recycling and replace receptacle liners
- Spot clean windows/mirrors
- Wipe down cupboard fronts (kitchen and washroom)
- Dust ledges
- Dust air vents
- Wash inside windows/mirrors
- Empty dead flies out of light fixtures
- Wipe down all contact points in all areas

Monthly

- Clean out light fixtures/change light bulbs as required
- Clean doors and kick plates
- Dust and vacuum laundry room
- Vacuum drapes and folding wall

Semi Annually (3 Time per year)

- Steam clean carpets
- Strip and wax tile floors
- Wash windows inside and out
- Buff waxed floors

Annually

- Thorough housecleaning (wash ceilings, walls, floors, etc.)

SUMMER HOUSEKEEPING & CONFERENCE SERVICES

Note to Contractors: during the summer months (May-August), the University converts Residence to a hotel operation. Conference Services has numerous clients annually that use Residence for accommodation purposes. Annually the operation has roughly 3000 bed nights, with an additional quantity of bed nights reserved for Summer Students. This section requires that planning and supplies are ordered early enough for work to commence April 26th annually.

The Contractor shall have a Manager/Assistant Manager/Crew Supervisor/Lead Hand on-site daily, Monday through Friday, from 8:00 a.m. until 5:00 p.m. and at least one supervisory person until 10:00 p.m. during the provision of these services to resolve any issues and/or problems that may arise.

The Contractor shall also provide appropriate resource staffing Monday to Friday, 8:30 am – 4:30 pm. On weekends and statutory holidays, at least one of the above noted key management personnel shall be required on-site until 10:00 p.m.

The Contractor shall be responsible to provide all cleaning equipment and cleaning material required for the delivery of these services. The Contractor shall note that no abrasive or toxic cleansers or solvents are to be used. Product samples proposed may be required to be approved by the University prior to usage.

The Contractor shall be required to attend weekly Conference Services meeting to discuss any issues, address complaints, and/or report on corrective actions.

Daily Housekeeping (Room Preparation):

Services are limited only to the rooms occupied by guests, including washrooms contained within and the common area contained therein.

Note: A room is defined as an area containing one or two beds and/or may include adjoining washrooms and internal common areas.

The thorough cleaning of each room at intervals, required by the Conference Services Calendar and Housekeeping reports, and which shall include the following:

Vacuuming carpeted areas, including under the beds;

Washing all smooth floors;

Dusting all flat surfaces and woodwork, including closets, drawers and shelves and window sills;

Removing refuse;

Cleaning all mirrors, sinks, toilets, tubs, and surrounding tiles;

Changing of bed linen, (consisting per bed of two (2) sheets, one (1) pillowcase, one (1) blanket and one (1) bedspread and a mattress protector for cloth mattresses) and making of bed;

The thorough room cleaning shall also include the removal of fungi in all areas, including the washroom ceilings.

Ensuring that all screws are in the window screen. If screws are in the room and not on the window screen, put them back on, and report when screws are missing.

Room furniture shall be accounted for and arranged as per the furniture plan for each room. Furniture includes telephones and lamps in operative and operable condition and waste receptacles and recycling bins;

Spray buffing vestibule floors as required, to maintain a smooth shining surface.

Cleaning of all kitchen facilities including fridges, stoves and microwaves.

Creating a work schedule for their own housekeepers from the reports supplied by Conference Services.

Maintaining a standard of cleanliness and neatness, commensurate with that of a major hotel.

The changing and replacing of towels and face cloths in all required rooms daily. Providing additional linen to the reception desk with an accompanying inventory list.

The spot cleaning of carpets as required.

Providing and maintaining on-site senior supervisory coverage on campus seven days per week during all hours when the cleaning is performed. This requirement shall be based on actual work assignments on a week to week basis, and is subject to increases and decreases in the occupancy rate. This requirement must be approved by the Manager, Residence Maintenance and Custodial Services.

Daily inspection of rooms by senior supervisory personnel, who may be accompanied by a representative of Conference Services, to ensure a consistent standard of cleaning. A Room Deficiency Report shall be completed following the daily inspection of rooms.

Reporting to the reception desk as to the status of rooms cleaned as it happens or as floors become available.

Maintaining a Lost and Found operation for items left behind by tagging, storing and inventorying them at the Residence Reception Desk, to be claimed at a later date.

Inspect mattresses and bed frames for bed bugs.

The coordinating and maintaining of sufficient linen levels, linen control and distribution. Linen consists of sheets, pillowcases, towels, and face cloths.

The provision of occasional extra services as approved by the Manager, Residence Services, to deal with rooms where extraordinary conditions require additional time. Occasional extra services may be charged when:

Rooms are vandalized by guests.

Rooms contain an extraordinary amount of garbage or graffiti.

Contractors hired by the University interfere with the normal flow of the housekeepers doing their work.

Clients do not vacate their rooms within two hours of departure time.

Contractor shall note that "occasional extra services" are the exception rather than the rule.

The provision of staff during the hours of 5:00 p.m. to 10:00 p.m. daily to respond to afterhours requests. The Contractor shall include afterhours staffing in their staffing/work plan, and shall be factored into the room rate at no additional cost to the University. The Contractor's Supervisory Staff are to provide Conference Services their contact information for when they are working after 5:00 pm.

The number of rooms cleaned per day shall be subject to verification by an authorized member of the University's Conference Services.

Ensure that Residence “Comment Cards” are placed in each room at time of room preparation and ensure that completed cards are forwarded to the immediate attention of the Manager, Residence Services.

All verbal and written complaints from a guest(s) shall be brought to the immediate attention of the Manager, Conference services, or their designate. In the event of a complaint being made by a guest or by an authorized University member of staff regarding the cleaning standard of a room, the Contractor, upon the instruction of the authorized member of staff, shall re-clean the area(s) in question and at no cost to the University or its guests.

The Contractor shall check for all clean rooms on a floor at no additional cost to the University where occupancy is not the same day as the cleaning of those rooms.

Conference Services Responsibilities

Daily Housekeeping (Room Preparation):

Provision of toilet paper, paper towels and residence “Comment Cards”.

Provision of storage area for cleaning equipment and supplies, and office/work area for the successful Contractor (s) supervisory staff.

Provide on a daily basis, prior to 8:00 a.m. or as soon after as possible, reports to the Contractor.

Linen Supply Requirements:

The Contractor shall be required to manage Linen Supply and Laundering Services throughout the period of the contract. The University has a purchase agreement in place to acquire linens.

The Contractor shall be responsible for the management of linens stocks. The Contractor is required to provide details of their proposed program to manage and meet our service requirements in this area.

Linen Rental and Laundry Services are to be performed in such a manner as to ensure that the linen and laundry are clean, and sterile. The Contractor shall submit details of their quality control program(s).

Where Linen Supply and Laundry Services are contracted out to a third party, the Contractor shall provide details as they relate to the responsibilities above.

Where Linen Supply and Laundering services are contracted out to a third party, the Contractor shall be responsible for all transportation issues, i.e. delays in delivery and pick-up that may arise.

The repair and losses of all linen shall be the responsibility of the Contractor and at no cost to the University or its’ clients, excluding proven theft by University staff, students, or clients.

Laundry Service Requirements:

The laundering and storing of the following items once only per year (end of August).

Blankets, Bedspreads, Bed pads and pillows shall be counted and the number submitted to the Manager, Conference Services, in writing, no later than the third week of each semester period, throughout the term of this contract.

SPRING AND FALL MAJOR CLEAN-UP AND CHANGE-OVER

There is a requirement to thoroughly clean the sleeping quarters in the Residences after students have left following the completion of the spring semester, based on the University schedule, to make the Residence ready for the summer period. These quarters are not normally accessible to Contractor staff. A similar process is followed in the late summer (End of August cleaning) to make these rooms ready for the fall influx of students for the new school year.

The successful Contractor shall be responsible for the following:

Spring and Fall Cleaning (Room Preparation):

All Residence Rooms:

To ensure that all furniture found in each room matches its designate floor plan.

To remove all garbage and all items from closets, drawers, etc. and clean.

To wash all walls and doors thoroughly removing all markings or any other foreign materials. Spot washing is not acceptable.

To remove mattresses from the beds and wash, wipe and disinfect plastic mattress surfaces and to report stains and damage to cloth mattress; to clean bed frames; to turn mattresses and to thoroughly vacuum under the beds.

To vacuum all upholstered furniture.

To clean and polish inside window glass, frames and sills. To remove, clean and re-install window screens

To thoroughly vacuum all carpets.

To ensure that all adhesives such as stickers, tape, ink stains and writing have been removed and where not, reported.

To remove tape, cobwebs or any other foreign materials from ceilings, including cleaning light lenses inside and out.

To strip, wax and burnish the floors in the vestibules or kitchens of the Stormont/Dundas, Leeds, Prescott and Frontenac residences each Spring Cleanup and to topcoat and burnish the floors in the vestibules of the Stormont/Dundas, Leeds, Prescott and Frontenac residences each Fall Clean-up. Use appropriate materials and industry accepted methods.

To remove any posted materials from the bulletin boards.

Thoroughly clean all appliances.

Replace burned out lamps only.

Replace missing or damaged lenses as required.

Set up all lounges with proper furniture. Remove any extra furniture to storage.

Identify any furniture needing repair and transport it, if necessary, to the Residence Carpentry Shop or other designated location.

Ensure microwave oven is clean and functioning properly.

Ensure television sets located in the TV lounges are clean and functioning properly

Replace broken or damaged window screens. Transport damaged or broken screens to the Residence Carpentry Shop or other designated area for repair.

Wipe down window frame around screen if required.

Replace damaged window screen clips if required.
Clean and disinfect waste and recycling bins in each room

Washrooms:

To thoroughly wash all bathroom walls including the removal of any mold from tiles or grout lines.

To thoroughly clean with disinfectants all tubs, sinks, toilets, toilet partitions, tile surfaces, Ceilings and walls, medicine cupboards and fixtures.

To thoroughly scrub and clean all bathroom floors except for communal washrooms in the Glengarry Residence. Use stripper as required to remove any buildup of wax remaining from previous applications. Do not wax bathroom floors. Remove all mold from the tiles and grout lines. Special attention is required to ensure all edges, corners and sections of flooring at the base of toilet partitions and fixtures are cleaned thoroughly.

To clean all shower curtains using the Residence laundry facilities. Conference Services shall provide swipe cards to operate the washing machines. Replace any shower curtains that do not come clean. Conference Services shall provide new shower curtains.

Conference Spaces

Conference Services has numerous event spaces on campus that are rented by both internal and external partners. Based on past experience, the University has determined that the Contractor shall need to provide one full time staff to service these spaces on a nightly basis Wednesday to Sunday. Duties shall include, but not be limited to, carpet extraction, glass cleaning, carpet tile replacement and furniture resets.

Health and Safety

The successful contractor must provide written proof that all employees have completed WHMIS Training by a certified instructor and that they meet and comply with the present legislation and regulations.
(certificates with dates required).

A complete list of products proposed for use is required with proposal submissions. This shall include size of container, location, brand names, generic names, along with MSDS sheets. All products must be environmentally safe.

The successful bidder will also provide these lists to the respective Department Manager, in duplicate. All new products, and any product substitutions introduced during the contract term shall be approved by the Department Manager . The University reserves the right to reject product(s) based upon an internal evaluation of products proposed for use, or in current use.

MSDS Sheets are required for all new products All MSDS Sheets

are to be current and up to date. These sheets should be no older than three (3) years from the date of issue. All expired sheets are to be replaced, and any new products entering the building shall have MSDS Sheets accompany the product. For Contractor's information Lakehead University will be requiring all contractors to replace MSDS Sheets on a yearly basis using January 1 of the new year as the replacement date. Contractors are to check all their MSDS Sheets. If Contractor's MSDS Sheets do not conform to the three year period, the contractor will replace them. Contractor's will fax replacement sheet copies to:

Fax: 807-343-8938 – Attn: Manager, Facility Cleaning

Storage for Cleaning Products

Contractors will store all chemicals used to clean the building in approved areas at Lakehead University. All chemical storage areas will contain a folder with appropriate MSDS Sheets for that area that is clearly identified and visible.

Eye Wash Stations

The Contractors will be responsible for providing for each of its Cleaners an approved portable eye wash (safety equipment) station. This is to be carried on or near the Cleaner at all times.

University Health and Safety policies may be reviewed on the Lakehead University website:

<https://www.lakeheadu.ca/faculty-and-staff/policies/health-and-safety>

Additional Work Requests

Any additions or deletions to the work beyond that documented in the final contract documentation will be authorized in writing by the appropriate Lakehead University Manager responsible for the area in question.

Verbal Requests

In all cases of misunderstandings and dispute, verbal arrangements will not be considered and the Contractor must produce written authority in support of his contentions, and shall advance no claim in the absence of such written authority, or use, or attempt to use verbal instructions with any parties against Lakehead University, or in prosecuting any claim against Lakehead University.

Notice to the Contractor

Any notice or communication to the Contractor shall be deemed to be well and sufficiently given and served if handed to the Contractor or any of their clerks or agents, or if posted or sent to the address given in their bid submission for the operation, attached hereto, or to his domicile or usual place of business, left

at his last known address; and any papers so left, sent or addressed shall be considered to be and to have been legally served upon the said Contractor. In any written or printed notice to the Contractor in respect of general, special or other rectification, or of any work of any nature required to be done under any of the provisions of the Contract, or of any other matter, it shall be obligatory upon Lakehead University to specify minutely or in detail, everything required or where any of the requirements of the specifications have not been observed, but a reference in such notice to the clause or clauses bearing upon the matter, and a description of the locality in general terms, and sufficiently clear, in the opinion of Lakehead University to indicate where the defect or trouble exists shall be deemed to be, and shall be, ample notice.

Fraud or Bribery

Should the Contractor or any of their agents give or offer any gratuity to or attempt to bribe any member of the awarding body, Officer or Servant of Lakehead University, or commit fraud against Lakehead University, Lakehead University shall be at liberty to cancel the contract forthwith, to take the whole or any part of the contract out of the hands of the Contractor, and to invoke the provisions of forfeiture of deposit as defined.

Liens

Payment for work done or materials supplied shall not become due until the Contractor, if requested, has filed with Lakehead University, satisfactory proof that all accounts for labour and material furnished to the project by third parties have been paid. If any lien remains unsatisfied after all payments have been made, the Contractor shall refund to Lakehead University, all monies that the latter may be compelled to pay in discharging such a lien, including all costs incidental thereto.

Contractor's Liability

The Contractor shall be responsible for all damages caused by them or their employees, agents of any works or persons employed by them, or under control, or arising from the prosecution of the work, or by reason of the existence or location or condition of work or any materials, plant or machinery used thereon or therein, or which may happen by reason of his failure or the failure of those for whom he is responsible, to do or perform any or all of the several acts or things required to be done by him or them under the Contract, and agrees to hold the owner safe and harmless from any such claims by third parties, including any legal costs incurred by the owner in connection therewith on a solicitor/client basis.

The Contractor shall be responsible for any costs related to the repair and restoration to its original condition any material or surface damaged by his operation.

All materials, supplies, and equipment used by the Contractor shall be suitable and not harmful to the surfaces on which they are supplied.

No material shall be placed on the floors which cannot be readily and completely stripped off.

The Contractor shall be entirely responsible for any loss or damage to his own materials, supplies, and equipment and to the personal property of his employees while they are in the building.

Third Party Claims

Lakehead University shall have the right to retain, out of any monies payable by Lakehead University to the Contractor under this Contract, the total amount from time to time outstanding of all damage claims by third parties arising out of this contract which have not been settled by the Contractor or his insurers. For the purposes of this paragraph, a claim has been settled if a payment has been made to and accepted by the claimant and a complete release obtained from him/her or if the claim has been fully investigated and a complete denial of liability has been made to the claimant.

Sub-Contracting

The Contractor shall keep the operation under his personal control and shall not assign, transfer or subrogate any portion of the Work without first obtaining the written approval of Lakehead University. The consent of Lakehead University to any such assignment, transfer, or sub-contracting shall not, however, relieve the Contractor of any responsibility for the proper commencement, execution and completion of the operation according to the terms of the Contract, and the Contractor shall, either in person or through an accredited agent, receive all notices, communications, orders, instructions, or legal service as if he were performing the work with his own equipment and his own employees.

Performance of the Work

The Contractor will exercise competent supervision of the work at all times through a supervisor who must be acceptable to Lakehead University, and have authority to receive on behalf of the Contractor, any order or communications relating to the work.

If Lakehead University shall at any time consider the performance of work to be unsatisfactory, Lakehead University may, in writing, order the Contractor to rectify the deficiency. If the Contractor fails to do so within the time specified, Lakehead University may rectify the deficiency at the expense of the Contractor.

Contractor / Owner Meetings

Lakehead University requires that the Contractor's Supervisor meet with the University's Representatives regularly, (at least monthly or more often as required for review and corrective action summary), throughout the life of the contract. Topics of discussion will range from staffing to overall performance, to special needs that may occur. There also may occur, if needed, a general site inspection to view deficiencies or needed improvements. The Contractor is encouraged to use these regular meetings to discuss his or her concerns.

Failure to meet this obligation may result in termination of this contract.

Cancellation of Contracts

Lakehead University reserves the right to terminate the contract with 30 days written notice should repeated instances of non-performance and/or unsatisfactory work arise with the awarded contractor.

Lakehead University reserves the right to call in an alternate supplier if the Contractor fails to provide the service as agreed to in the contract.

Inspection by Owner

The owner will perform inspections at any time, of any part of the Contractor's work, and of any of the materials, supplies or equipment which the Contractor may have on hand or in the building. The Contractor shall provide adequate co-operation with any inspector assigned by the owner to permit him to determine the Contractor's conformity with these specifications and the adequacy of the cleaning work being performed.

Plan of Operations

The winning proponent will, within 15 days following the award of contract, provide a detailed plan of operations indicating the areas to be assigned to specific cleaners, the dates on which duties will be performed, and the names and contact information for all supervisors. If the work is to be organized on the area-assigned basis, each such area shall be given an area or station number for convenient reference.

**IMPORTANT NOTICE
In Regards to all cleaning contracts undertaken with Lakehead University**

Lakehead University requires that the successful bidder(s) provide the following information to the Manager, Purchasing Services, who will inform the appropriate Area Manager, (for residence, Physical Plant, Athletics, or other) by forwarding the information.

The name of the Lakehead University owned buildings your company is presently cleaning.

The names of the employee(s) presently performing the cleaning duties.

The names of any alternate replacement cleaner(s).

In the event of holidays and/or extended illness of any employee(s), the contractor shall notify Lakehead University, in writing and providing the name(s) of the replacement employee(s) prior to starting work at the University.

In the event that the Contractor terminates an employee, or the employee resigns, the Contractor shall notify the appropriate area manager at Lakehead in writing within 48 hours of the change in status of any listed employee.

Bidder submissions will confirm that all employees have undergone a Police Security Clearance Check for Type 1 and Type 2.

The Contractor must be bonded and provide proof of bonding before work begins.

The Contractor shall schedule their operations, arrange for delivery of equipment and supplies to the building, and regulate the arrival and leaving of his personnel.

Contractor's Personnel

The Contractor's work force shall be at all times supervised by the Contractor, or a named designate.

The Contractor's staff shall become familiar with the location of fire alarms and fire fighting equipment.

The Contractor shall employ sufficiently experienced custodians to adequately perform all of the specified duties and services.

The Contractor shall submit to Lakehead University's Financial Services department the names of his employees performing work on the contract. **No person shall be permitted on the property unless they have passed a Criminal Record Check and is an employee of the Contractor. All required Criminal Record Checks will be at the Contractor's expense.**

At no time will the Contractor's personnel be allowed any personal use of University facilities or equipment.

All staff must pass security clearance. All staff must have contractor uniforms, or readily identifiable clothing with the Contractor's logo along with ID tags with their picture and name.

The Contractor will provide all safety equipment necessary for its employees to safely perform their assigned duties and must at all times wear proper personal protective equipment appropriate for the work. This includes but is not limited to the following, safety glasses, appropriate footwear, gloves, masks, etc.

Service or Materials to be supplied by the University

The University will supply to the Contractor, light, heat, power, hot and cold water, as may be required for the cleaning of the premises under the terms of the contract.

The University will provide lockable custodial supply rooms for mops, etc. and an assigned area under lock and key for the storage of the Contractor's equipment and cleaning supplies.

The University will provide all waste and recycling cans. It is the University's responsibility to have all waste and recycling removed from the campus.

Services or Materials to be Supplied by the Contractor

The Contractor will furnish all custodial cleaning supplies such as detergents, germicides, sealer, floor finishes, bowl cleaner as well as all paper products including toilet tissue, paper towels for hands free dispensers, biodegradable garbage and recycling bags (all sizes), deodorant blocks, both wall and urinal, anti-static spray, window cleaners, brass cleaners, foam and hand soap, disinfectant cleaning material and any other product required to do a complete and thorough cleaning job. Lakehead University will also provide the name of current suppliers for cleaning products if requested. All products must be environmentally friendly and scent-free whenever possible. In situations where the existing hand soap, paper towel and hand sanitizer units are not suitable for the successful Contractor, it is the Contractor's responsibility to replace if desired at their expense. Prior approval from the Manager, Residence Facilities and Operations must be obtained.

The Contractor will furnish cleaning equipment such as floor scrubbers and pads, vacuums, brushes, mops, pails, wringers, wipers, pressure washer and water hoses, feather dusters, wet floor signs, etc.

A log book of work performed under the terms of the contract. A schedule of weekly and monthly activities shall be kept up to date with activities checked off.

The Contractor will provide parking passes (mandatory at Lakehead University), for all employees. All parking passes must be purchased from Security Services through an online application at the following link:

<http://security.lakeheadu.ca/?display=page&pageid=14>

Familiarity with the Work(s)

Prior to submitting their bid, each bidder is to familiarize themselves with the full nature and extent of the work. The bidder shall obtain for itself all information that may be necessary for the satisfactory performance of the contract work and the cost thereof. No claim for extra payment will be allowed for work that may be requisite to the proper execution of the contract. The Appendices attached to this solicitation form part of the document package and shall be used by the bidder to assess the size, scope, and nature of the work. This information is estimated, and is not intended to be a definitive listing.

Acceptance of Building and Conditions

If, in the opinion of the Contractor, accelerated deterioration of any portion of the building will result from his cleaning operations; due to existing faulty materials, exceptional wear, deterioration or construction defects, bidders shall provide a written statement advising the appropriate Area Manager of the bidder's opinion in this respect at their earliest opportunity. The absence of any communication from the bidder in this regard will be construed as satisfactory acceptance of the condition of the building for cleaning.

Acceptance of Specifications

Should the bidder consider that extra cleaning work or deviations from specified methods or materials will be necessary to achieve acceptable results, the bidder shall furnish with their bid submission, a written statement setting out clearly their recommendations and the price required to cover any extra work. Any such quotation will be considered separately, and be entirely independent of the bid price.

Security

The successful Contractor shall be responsible for submitting work orders for damages and repairs promptly to the responsible Area Manager or by submitting an online work order through the University's website.

Keys will be made available to the successful Contractor by Lakehead University. These keys are and remain the property of the Lakehead University and must not leave the site at any time. Any keys lost or stolen will be promptly reported to the appropriate Area or Building Manager. The Contractor will be responsible for all the costs incurred for replacement of locks and/or keys. Upon completion or termination of contract, these keys will be promptly returned to Lakehead University.

The Contractor will ensure all normally locked doors that are opened for cleaning access are locked after duties are performed.

The successful Contractor **must** attend a Health and Safety Orientation prior to the commencement of work.

Information for all Proponents

All compliant proposals submitted to Lakehead University become the property of Lakehead University. The University will not use or disclose the content of a Bidder's submission in response to any outside inquiry unless so ordered by a court of law or required by other law or directive. Compliant proposals will be distributed internally to the evaluation team for their use in scoring submissions, and may be shared with the Senior Management Team as directed. Lakehead University will retain the submissions in a physically secure location to which access is given only to staff requiring access in the normal performance of their duties.

Duration of Contract

The term of the intended contract will be for a period of three (3) years from the date of commencement, with an Option to Renew for an additional two (2) one year periods, upon mutual agreement between both parties.

Proposed date of commencement - May 1, 2018

Payments

At the end of each calendar month, the Contractor shall render to Lakehead University, his accounting for work done during the month. Invoices must segregate charges by area, and must reference the Blanket Purchase order issued to cover the accounting cycle.

Invoices shall be accompanied by a **Workplace Safety and Insurance Board Clearance Certificate** and a **Statutory Declaration** certifying that

monies have been appropriately distributed.

Additions or deletions to the bid amount for changes to scope of work shall be made in accordance with the hourly rates submitted with the bid. Adjustments to the bid amount for changes for which no applicable hourly rate was submitted by the Contractor with his bid shall be made on the basis of negotiated agreement between the Contractor and the Area Manager responsible.

Payments will be made Monthly, in arrears, and within 30 days of the receipt of the Contractor's invoice.

Bidder Qualifications

Lakehead University reserves the right, before finalizing a contract award, to require a bidder to submit such evidence of his qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and any other qualifications and abilities of a bidder. The bidder should demonstrate experience in the cleaning of public areas of comparable square footage, construction and use.

Bidders are encouraged to include sufficient information within their submission to allow the evaluation team to assess the above abilities.

EVALUATION AND AWARD

The following criteria and weighting will be used to score and rank proponent submissions

Category	Evaluation Criteria	Points weighting/ available
Proponent Organization, structure and profile	Company Structure, directly relatable experience, and references	35
Qualifications	Financial, Technical, Available Resources, Other	15
Pricing	Cost by area, total cost, additional costs	50
		100

For the 'Cost' category, the Evaluation Team will award 50 points to the Lowest cost proponent by area from the submitted bid form. Other proponent submissions will be weighted against that score.

In the event of an overall tie score, the evaluation team will convene and a winner shall be determined at the meeting through a coin toss.

Lakehead University intends to award a contract to the bidder whose proposal offers the best value to the University. However, the University is under no obligation to award any contract in whole or in part and the University 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. The evaluation may include a bidder presentation and system demonstration.

The lowest or any proposal may not necessarily be accepted.

Any award made by the University shall be made in writing and shall be subject to the availability of funding at the time of award (if any).

In the event of mathematical errors in extension of prices or other ambiguities, unit prices shall govern over total bid prices and words shall govern over numbers.

In order to obtain the most advantageous offer for the University, the University reserves the right to:

- a) to waive irregularities and / or minor non-compliance by any bidder with the requirements of this Request for Proposal
- b) to request clarification and / or further information from one or more bidders after closing without becoming obligated to offer the same opportunity to all bidders
- c) to enter into negotiations with one or more bidders without being obligated to negotiate with, or, offer the same opportunity to, all bidders.

Bidders are advised however to submit a complete offer as their bid. Any waiver, clarification or negotiation will not be considered as an opportunity for bidders to correct errors in their bids.

The University shall not be responsible for any expenses or charges incurred by a bidder in preparing or submitting a proposal nor in providing any additional information considered necessary by the University for evaluation of proposals.

The University reserves the right in its sole discretion to amend this Request for Proposal at any time prior to close of bidding and bidders are cautioned to ensure they have received all addenda (if any) prior to submitting a bid. The University will endeavor to publish a final Addendum (if required) not later than 5 Working Days in advance of close. Any Addendum published will be posted in the same manner and the same locations as the original solicitation.

The successful bidder (if any) may not assign, subrogate, or subcontract the award or any portion thereof, without the prior written consent of the University.

This quotation shall be open for acceptance by the Owner for a period of sixty (60) days following close of bid. The Owner reserves the right to accept any submission or to reject any or all submissions.

Application of University policies

The winning bidder is subject to all policies that apply to University staff, students, management, and guests on our Campus. The full text of these policies can be viewed at:

<https://www.lakeheadu.ca/faculty-and-staff/policies>

In addition, the Contractor, its agents and employees should note the following:

1. Smoking on University Premises;
2. Harassment and Discrimination Policy and Procedures;
3. Lakehead University Traffic & Parking Regulations;
4. Hot Work Permit procedure for work that involves potential sources of ignition.

Copies of these specific policies may be reviewed at the Physical Plant office
On Rheaume Road.

For parking requirements other than short-term stops for delivery of materials, obtain and pay for parking permits in accordance with Lakehead University regulations. See the Security Office.

Perform work in accordance with Occupational Health and Safety Act, Regulations for Construction Projects, WHMIS Regulation, and Regulation respecting Asbestos on Construction Projects in Building and Repair Operations.

The Owner reserves the right to require the contractor to remove from the site any of its personnel not properly observing or complying with the safety requirements prescribed herein or policies.

Interruption of building services during occupied periods is not permitted except with Owner's express consent. Provide 24-hour advance notice of requirements for interruptions to building services for making connections thereto.

Should the successful bidder (if any) fail to remedy any defect or deficiency promptly with a reasonable time after notice to do so, the University may remedy the defect or deficiency, at the successful bidder's (if any) cost.

Any products supplied and installed by the successful bidder (if any) shall be installed in such a manner as to preserve any and all manufacturer's warranties, for the benefit of the University.

The University and the successful bidder (if any) acknowledge and agree that they are independent contractors in a contract for goods and/or services and no employer -

employee, partnership nor agency relationship is intended or created by their agreement.

Notwithstanding the above, while at Lakehead University, personnel of the successful bidder (if any) must observe all regulations and policies of the University including parking and traffic regulations. Vehicles shall be parked in areas, at the successful bidder's (if any) expense, as directed by the Security Manager.

In addition to any rights of termination at law or in equity, Lakehead University shall have the right to terminate any contract formed with the successful bidder (if any) upon written notice to the successful bidder.

BIDDER'S CHECK LIST

To be considered compliant, Bidder proposals will contain:

- 1) Price proposal (Appendix 'C')
- 2) Product specifications and MSDS sheets
- 3) Record of experience
- 4) References – (Appendix 'A') 2 references including contact information (sites preferably university or college)
- 5) Confirmation of ability to meet implementation schedule
- 6) WSIB Clearance Certificate
- 7) Proof of Insurance on Insurer's letterhead.
- 8) Copy of Health and Safety Policy and Procedures
- 9) RFP Acceptance signed (Appendix 'B')

Appendices Follow

**APPENDIX A
REFERENCES:
REQUIRED WITH BID SUBMISSION**

DATE OF CONTRACT CLEANED	LOCATION	CLIENT/COMPANY & INDIVIDUAL REFERENCE w/Phone	SQ. FT. & TYPE OF AREA
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Is this referenced client contract still in force or not, and did it expire without renewal, or was it lost, and why?

DATE OF CONTRACT CLEANED	LOCATION	CLIENT/COMPANY & INDIVIDUAL REFERENCE w/Phone	SQ. FT. & TYPE OF AREA
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Is this referenced client contract still in force or not, and did it expire without renewal, or was it lost, and why?

DATE OF CONTRACT CLEANED	LOCATION	CLIENT/COMPANY & INDIVIDUAL REFERENCE w/Phone	SQ. FT. & TYPE OF AREA
--------------------------------	----------	--	---------------------------

Is this referenced client contract still in force or not, and did it expire without renewal, or was it lost, and why?

APPENDIX B
CERTIFICATE OF RFP ACCEPTANCE
REQUIRED WITH BID SUBMISSION

I/We have read, understand and agree to submit and abide by all information requested in the Request for Proposal

SIGNATURE OF AUTHORIZED OFFICIAL

COMPANY

COMPANY CONTACT (PLEASE PRINT)

DATE

PHONE NUMBER

CURRENT EMAIL ADDRESS

Affix Company Seal

APPENDIX C

**PRICE PROPOSAL: Page One of three
REQUIRED WITH BID SUBMISSION**

Pricing is required By Building, By Year, for the initial term of the intended Contract.

Building Name	Year 1	Year 2	Year 3
Athletics – Saunders Fieldhouse ‘SB’			
Athletics – Saunders Hanger ‘SH’			
Physical Plant – Avila Centre ‘AC’			
1294 Balmoral St Centre ‘NO’			
Advanced Tech & Academic ‘ATAC’ (6 th Flr portion priced under NOSM)			
Northern ON School of Medicine (includes ATAC 6 th Flr) ‘NOSM’			
Braun Building ‘BB’			
Bora Laskin Building ‘BL’			
Building Maintenance Bldg ‘BM’			
Centennial Building ‘CB’			
Centre for Advanced Studies Science & Engineering (CASES) ‘FB’			
Chancellor Paterson Library ‘LI’			
School of Medicine ‘MS’			
Music & Visual Arts Centre ‘MV’			
Power House ‘PH’			
Ryan Building ‘RB’			

Continued Next Page

**Appendix 'C' PRICING PROPOSAL
Continued (Pg 2 of 3)**

Student Centre 'SC'			
University Centre – Agora 'UC'			
University Centre Cafeteria(s)			
School of Nursing 'SN'			
Port Arthur Collegiate – 'PACI'			
Munro Street Centre & Tungsten offices			
Residence – Prettie Residence			
Residence – Bartley Residence			
Residence – Deer Lake Ridge			
Residence – North Residence			
Residence – South Residence			
Residence – North Sprit Heights			
Residence – Bearskin Lake			
Outpost Pub – LUSU			

TOTAL Annual Cost all Buildings Listed above			
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Should the University choose to exercise any option years, pricing for these extensions will be negotiated with the winning proponent approximately ninety days in advance of the expiry of the initial contract term for each extension year.

Continued next page.

**Appendix 'C' PRICING PROPOSAL
Continued (Pg 3 of 3)**

Rates for Additional Cleaning – Initial Contract Term.

For any required Emergency, construction, and/or additional cleaning

Provide price per hour per person:

Emergency after hour cleaning.....price per hour

Additions – any area, by hour	Year One	Year Two	Year Three
For emergency, construction assist, or unplanned additions			

Additional cleaning staff.....price per hour

Additions– Staffing only by person	Year One	Year Two	Year Three

Rates for new or expanded areas/facilities outside of the initial buildings listed in this RFP.

Provide price per person per hour \$ _____

End of Pricing Appendix

Additional documentation posted with this RFP includes floor plans, area measurements, building inventory by space type, and available cleaning schedules as provided by the participating area. These are included for information purposes and are not intended to be all inclusive.

End of RFP.