

REQUEST FOR TENDER

No. RFT-2024-01

Custodial Services – North Bay

September 13, 2024

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1. INTRODUCTION

The North Bay Parry Sound District Health Unit (Health Unit) is a progressive public health agency governed by the North Bay Parry Sound District Health Unit Board of Health. With a head office located in North Bay, a branch office in Parry Sound, and staff serving the region of Burk's Falls, the Health Unit employs over 190 staff who deliver provincially legislated public health programs and services. The Health Unit's service area covers over 17,000 sq. km. and serves a population of approximately 127,236. The Health Unit represents the largest number of municipalities (31) of all health units in Ontario.

The *Ontario Public Health Standards (OPHS): Requirements for Programs, Services, and Accountability (Standards)* prescribe the work of Ontario health units. The OPHS are province-wide standards that steer the local planning and delivery of public health programs and services by boards of health. They set minimum requirements for fundamental public health programs and services targeting the prevention of disease, health promotion and protection, and community health surveillance. For the full description of the OPHS, please visit: [Ontario Public Health Standards](#)

2. PURPOSE

This Tender intends to secure a firm to perform custodial duties at the North Bay office, as outlined in attached Appendix A.

3. BACKGROUND

The vision of the Health Unit is "A healthy community for all". In keeping with this vision, our building is an example of an accessible healthy workplace and community facility.

4. DELIVERABLES

This tender outlines the custodial work required for the North Bay building. The size of the building is approximately 59,000 square feet. All duties are outlined in the attached Appendix A.

The custodial duties are to be completed each weekday (Monday through Friday) once clients and staff have left the office. The duties are to be performed between the hours of 11:00 am and 3:00 p.m. and 5:00 p.m. and 1:00 a.m.

5. INSTRUCTIONS TO PROPONENTS

5.1 REVIEW OF RFT DOCUMENTS

Proponents shall examine all RFT Documents, including all attached Schedules, and immediately report to the individual specified in section 6.2 Inquiries, all errors, omissions, or ambiguities in the RFT Documents.

5.2 INQUIRIES

All inquiries related to this RFT should be directed in writing, including but not limited to email, to the individual(s) named below (the “**Health Unit Representative(s)**”). Information obtained from any individual or source other than the Health Unit Representative(s) may not be relied upon.

Amanda Horn
Executive Assistant
North Bay Parry Sound District Health Unit
345 Oak Street West, North Bay, ON P1B 2T2
Email: amanda.horn@healthunit.ca

Such inquiries must be requested no later than seven (7) days before Closing Time (September 27, 2024) by 4:00 p.m. The Health Unit reserves the right not to respond to inquiries made within seven (7) days of the Closing Time. Inquiries and responses are recorded and may be distributed to all Proponents at the discretion of the Health Unit.

Proponents finding discrepancies or omissions in the RFT document, or having doubts as to the meaning or intent of any provision, should immediately notify the Health Unit Representative.

Bidders meeting

A mandatory bidder’s meeting will be held on September 24, 2024 at 1:30 p.m. located at 345 Oak Street West, North Bay, in the Nipissing Room, to answer questions from bidders. Detailed floor plans and site pictures will be presented at the meeting.

5.3 ADDENDA

If the Health Unit determines that an amendment is required to the RFT, the Health Unit Representative will issue a written addendum. The addendum or addenda are posted on the Health Unit’s website ([Health Unit Website](#)) under the “About Us” section and all such addenda become an integral part of the RFT. No verbal conversation will affect or modify the terms of this RFT or may be relied upon by any Proponent.

5.4 PROPOSAL SUBMISSION AND CLOSING DATE

Proposals must be submitted to:

**Amanda Horn
Executive Assistant
North Bay Parry Sound District Health Unit
345 Oak Street West
North Bay, ON P1B 2T2**

On or before the following date and time (the “Closing Time”):

Time: 4:00 p.m. Eastern Standard Time

Date: October 9, 2024

Submissions by fax or email are not accepted. Proposals received after the Closing Time are not accepted or considered. Delays caused by any delivery, courier, or mail service(s) are not grounds for an extension of the Closing Time.

The Health Unit intends to open Proposals at 1:30 p.m. on October 15, 2024, at 345 Oak Street West, North Bay, in the Magnetawan Room.

Proponents must submit one electronic copy via USB flash drive, one original hard copy, plus 4 hard copies (5 in total), of their Proposal(s). Proponents must complete the Form of Proposal, attached as Schedule A, including Schedules A-1 to A-5. Proponents are to use the forms provided and respond to items in the order listed. Proponents may attach additional pages as necessary.

Proposals must be submitted in a sealed package, clearly marked on the outside with the Proponent’s name and return address, Title of the Project (“*Custodial Services - North Bay*”), and the RFT reference number (“*RFT 2024-01*”).

5.5 PROPOSAL WITHDRAWAL AND ACCEPTANCE PERIOD

A Proposal may be withdrawn at the office indicated in 6.2 (Inquiries) at any time prior to the RFT Closing Date by a request in writing signed by the Proponent.

A Proponent who has withdrawn a Proposal may submit a new Proposal, but only in accordance with the terms of this RFT.

A Proposal may not be withdrawn at or after the Proposal Closing Time and shall remain valid and be open for acceptance by the Health Unit, in whole or in part.

6. SCHEDULE OF EVENTS

Activities	Anticipated Completion Date
Bidders Meeting	September 24, 2024
Inquiry Deadline	September 27, 2024
Tender submissions received by the Health Unit	October 9, 2024
Tender submissions opened by the Health Unit	October 15, 2024
Tender submissions evaluated by the Health Unit	October 18, 2024
Selection and notification of successful consultant/firm by the Health Unit	November 1, 2024

The above schedule is subject to change at the discretion of the Health Unit.

7. SCOPE OF WORK

The scope of work is outlined in Appendix A and B.

8. TERM

The term of the contract is for three (3) years with the option to extend for an additional two, one (1) year terms upon mutual agreement with the contractor and to the best advantage of the Health Unit. Custodial services will commence on the evening of January 2, 2025.

9. TENDER EVALUATION

Proposals are evaluated using a best value approach considering both merit and price. Proposals are assessed on a point rating system for the following:

	MAXIMUM POINTS
Managerial and Organizational	200
Financial	400
Quality Comparison	60
Total Points Available	660

Neither the qualifying Proposal, which scores the highest number of rating points, nor the one that contains the lowest price will necessarily be accepted. The selection of the successful Proponent is based on the best overall value to the Health Unit in terms of merit and price ratio.

The following point system is used when evaluating Proposal components:

0.0 Unacceptable

- 1.0 Poor
- 2.0 Fair
- 3.0 Good
- 4.0 Excellent

A rating for each component is obtained by multiplying the points (0.0 to 4.0) by the assigned component weight. A technical ratio reflecting the overall best value is then calculated by dividing the total points by total cost.

Managerial and Organizational	Weight
A) Relevant experience, numbers, and qualifications of key personnel	20
B) Demonstrated performance of contracts of this magnitude	20
C) References of the company/supplier	10
Financial	Weight
A) Overall presentation demonstrating an understanding of the cost factors, adequate and supportable price breakdown	10
B) Price provides good value for work performed	90
Quality Comparison	Weight
A) Confidence that the factors outlined in Proponent qualifications have been addressed and are available	15

10. INTERVIEWS

Proponent(s) may be invited to an interview with the selection committee, the results of which are used by the committee as a mechanism to revisit, revise, confirm, and finalize the score and select the recommended Proponent(s).

The representative of the Proponent at any interview scheduled is expected to be thoroughly versed and knowledgeable with respect to the requirements of the RFT and the contents of its Proposal, and must have the authority to make decisions and commitments with respect to matters discussed at the interview, which may be included in any resulting contract.

No Proponent will be entitled to be present during or otherwise receive, any information regarding any interview with any other Proponent.

The selection committee may interview any Proponent(s) without interviewing others, and the Health Unit is under no obligation to advise those not receiving an invitation until completion of the evaluation and selection process.

11. CONTRACT AWARD

All inquiries related to the status of this RFT, including whether or not a Contract has been awarded, should be directed to the [Health Unit Website](#).

If the Health Unit selects a Preferred Proponent(s), then it may:

- a) Enter into a Contract with the Preferred Proponent(s); or
- b) Enter into discussions with the Preferred Proponent(s) to clarify any outstanding issues and attempt to finalize the terms of the Contract, including financial terms. If discussions are successful, the Health Unit and the Preferred Proponent(s) will finalize the Contract; or
- c) If at any time the Health Unit reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, give the Preferred Proponent(s) written notice to terminate discussions, in which event the Health Unit may then either open discussions with another Proponent or terminate this RFT and retain or obtain the service(s) in some other manner.

12. TERMS, CONDITIONS, AND SUPPLEMENTARY INFORMATION

12.1 COST OF PROPOSAL

Preparation and submission of a Proposal in response to this RFT is voluntary and any costs associated with Proposal preparation, submission, meetings, negotiations or discussions with the Health Unit are solely that of the Proponent submitting the Proposal.

12.2 NO CLAIM

The Health Unit is not liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFT. Except as expressly and specifically permitted in this RFT, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFT process, and by submitting a Proposal, each Proponent shall be deemed to have agreed that it has no claim.

12.3 NO OBLIGATION

This RFT does not commit the Health Unit in any way to select a Preferred Proponent, or to proceed to negotiations for a Contract, or to award any Contract, and the Health Unit reserves the complete right to reject all Proposals at any time, and to terminate this RFT process.

12.4 CLARIFICATIONS

As part of the evaluation process, the Health Unit may make requests for further information with respect to the content of any Proposal in order to clarify the understanding of the Proponent's response. The Health Unit may request this further information from one or more Proponents and not from others. Only information specifically requested is considered.

12.5 WITHDRAWAL

A Proponent may alter or withdraw their Proposal at any time before the submission closing date.

12.6 FUNDING

The award of any Contract shall be conditional upon funding availability as dictated by the Health Unit budget and approval by the Board of Health for the North Bay Parry Sound District Health Unit.

12.7 ASSIGNMENT

The Health Unit reserves the right to refuse the assignment of the work/service to another company/supplier.

12.8 NO BINDING CONTRACT

The Health Unit may, after reviewing the Proposal received, enter into discussions with one or more of the Proponents, without such discussion in any way creating a Binding Contract on behalf of the Health Unit. This RFT does not create a legal binding agreement on behalf of the Health Unit.

By submitting a Proposal and participating in the process as outlined in this RFT, Proponents expressly agree that no Contract of any kind is formed under, or arises from the RFT process, prior to the signing of a formal written Contract.

12.9 COMPLIANCE WITH LAWS AND LICENSING

Upon award, the successful Proponent is responsible for strict adherence to all Federal, Provincial, and Municipal codes and by-laws and must obtain all permits and licenses as applicable.

12.10 CONTRACTOR EQUIPMENT EXPERIENCE

To ensure the highest standards of custodial services, the incumbent must meet the following experience requirements.

The incumbent must demonstrate extensive experience in the operation and troubleshooting of Taski equipment. This includes, but is not limited to, the following:

- **Taski Swingo Series:** Proficient in the use of Taski Swingo scrubber/driers for various floor types, ensuring optimal cleaning performance and safety.
- **Taski Aero Series:** Competent in handling Taski Aero vacuum cleaners, including bagged and bagless models, for effective dust and debris removal.

12.11 SAFETY AND REGULATIONS

Upon award, the successful Proponent must adhere to all safety rules, regulations, and labour codes in effect in all jurisdictions where the work is performed.

The Health Unit encourages all contractors/consultants to obtain annual influenza immunization for the protection of themselves and the Health Unit's clients. The Health Unit reserves the right to temporarily suspend contractual work during influenza activity if the Medical Officer of Health/Executive Officer determines there is a significant risk to staff and clients.

From time to time, custodial personnel come across situations that require specific training for them to successfully clean or remove an item safely. The successful Proponent must provide all their personnel with the following safety training and provide proof to the Health Unit this has been completed. The Health Unit will provide the Proponent's personnel with the appropriate PPE required to complete these tasks.

- Respirator Fit Testing. This includes initial fit testing before the first use of any mask, annual fit testing to confirm continued effectiveness, and re-testing whenever there are significant physical changes or reports of discomfort.
- Disposal of Sharps. This training must equip all personnel with the knowledge and skills to handle, remove, and dispose of sharps safely, minimizing the risk of injury and ensuring compliance with health and safety regulations. The training program should cover proper techniques, the use of appropriate personal protective equipment (PPE), and safe disposal methods. Regular refresher training is encouraged.
- Preventing Exposure to Bloodborne Pathogens. This plan should outline protocols for the immediate and thorough cleaning and disinfection of blood spills, in compliance with health and safety regulations. Procedures must include the use of appropriate personal protective equipment (PPE), effective cleaning agents, and safe disposal methods for contaminated materials. Training programs must be in

place to ensure staff are proficient in handling blood cleanup, including spill containment, surface disinfection, and disposal of biohazard waste. Regular refresher training is encouraged.

- Preventing Exposure to Illicit Substances. This plan should outline protocols for identifying and safely removing illicit substances, ensuring compliance with legal and regulatory requirements. Procedures must include the use of appropriate personal protective equipment (PPE) and specialized tools for handling and packaging illicit substances securely. Staff must be trained to recognize and respond to situations involving illicit substances, including proper containment, handling, and disposal procedures. Regular refresher training is encouraged.

12.12 TRAINING

The Health Unit will provide training to your Management Team on the week of November 25, 2024 at a mutually agreed upon date and time. Your Management Team will be responsible for the initial training of the custodians and ongoing training moving forward.

12.13 COMPLIANCE WITH ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

The successful Proponent shall ensure that its employees, agents, volunteers, or others who provide services to the public and for whom the successful Proponent is legally responsible receive training regarding the provision of the goods and services contemplated herein to persons with disabilities in accordance with Ontario Regulation 191/11 Integrated Accessibility Standards of the *Accessibility for Ontarians with Disabilities Act, 2005*.

The successful Proponent shall ensure that such training includes, without limitation, a review of the purposes of the Act and the requirements of Regulation 191/11, as well as instruction regarding all matters set out in Part IV.2 Customer Service Standards.

The successful Proponent, in consultation with the Health Unit Representative, shall submit to the Health Unit, as required from time to time, documentation with a record of the dates on which training was completed.

The Health Unit reserves the right to require the successful Proponent to demonstrate that its training policies meet the requirements of the Act and the Regulation.

12.14 NON-SMOKING PROPERTY

The Health Unit is a non-smoking property. All contractors will be required to adhere to this policy.

12.15 INSURANCE/WSIB

The successful Proponent agrees to defend, indemnify, and save harmless the Health Unit for any claim demand arising out of the performance by the Proponent of the Contract. The Proponent agrees to maintain comprehensive liability insurance covering all operations and liability assumed under the Contract, and to provide the Health Unit with a certificate to this effect.

The Proponent agrees to arrange for and maintain in force and effect at its own cost all such insurance as would be maintained by a prudent operator of a similar agency including but not limited to:

- i. Comprehensive commercial general liability insurance (including products and completed operations, personal injury and contractual liability) for a limit of not less than \$5 million dollars per individual claim with no applicable annual aggregate;
- ii. Professional liability/medical malpractice insurance, where applicable, for a limit of not less than \$5 million dollars per individual claim with no applicable annual aggregate;
- iii. Cyber Liability coverage in an amount of not less than \$5 million dollars per claim including third party limits of liability for network security breaches and privacy breach liability, and first party coverage for breach response services, and extended to include the failure to adequately protect confidential information including but not limited to personal (customer and employee) and corporate information.
- iv. Director and officer coverage and environmental impairment liability coverage in an amount appropriate for a prudent operator of a similar agency;
- v. WSIB insurance applicable to all employees performing services at the Health Unit;
- vi. Real property and Business Interruption Coverage in an amount appropriate for a prudent operator of a similar agency; and
- vii. Cross-liability provisions.

The Proponent must supply proof of good standing with the Workplace Safety and Insurance Board at the time of the submission of a proposal. Should the person, company, corporation, or organization be exempt from the requirements of the Workplace Safety and Insurance Board, proof of exemption must then be submitted (If applicable to the type of service being requested).

12.16 INDEMNIFICATION

The successful Proponent shall defend, indemnify, and save harmless the Health Unit and its respective officers, directors, agents and employees, and each of them, from and against claims, demands, losses, costs, damages, actions, suits or proceedings by third parties that arise out of, or are attributable to, the successful Proponent's performance of the Contract.

12.17 INFLUENCE

No person, company, corporation or organization shall attempt in any way, directly or indirectly, either in private or in public, to influence the outcome of any Health Unit evaluation or acceptance, purchasing or disposal process.

The bid, quotation, or proposal of any person, company, corporation or organization that does attempt to influence the outcome of any Health Unit purchasing process will be disqualified.

12.18 NO COLLUSION

No Proponent may discuss or communicate about, directly or indirectly, the preparation or content of its Proposal with any other Proponent or the agent or representative of any other Proponent or prospective Proponent. If the Health Unit discovers there has been a breach at any time, the Health Unit reserves the right to disqualify the Proposal or terminate any ensuing Contract.

12.19 CONFLICT OF INTEREST

In its Proposal, the Proponent must disclose to the Health Unit any potential conflict of interest that might compromise the performance of the work, as described in section 8.0 Scope of Work. If such conflict of interest does exist, the Health Unit may, at its discretion, refuse to consider the Proposal.

The Proponent must also disclose whether it is aware of any Health Unit employee or Board of Health member thereof having a financial interest in the Proponent and the nature of that interest. If such an interest exists or arises, the Health Unit may, at its discretion, refuse to consider the Proposal or withhold the awarding to the successful Proponent until the matter is resolved to the Health Unit's sole satisfaction.

12.20 CONFIDENTIALITY

Upon award, the successful Proponent must adhere to all confidentiality policies, draft or otherwise, of the Health Unit and be willing to enter into a Confidentiality Agreement with the Health Unit.

The Proponent will provide a valid Police Criminal Reference Check for themselves and each employee working on behalf of the Proponent before beginning work at the Health Unit. Because the Police Criminal Reference Check is only valid for one year, the Proponent will provide a new Criminal Reference Check yearly at their cost for themselves and each employee.

12.21 OWNERSHIP AND CONFIDENTIALITY OF HEALTH UNIT PROVIDED DATA

All correspondence, documentation, and information provided by the Health Unit to any Proponent or prospective Proponent in connection with, or arising out of this RFT, the Services, or the acceptance of any Proposal:

- a) Is and shall remain the property of the Health Unit
- b) Must be treated by Proponents and prospective Proponents as confidential
- c) Must not be used for any purpose other than for replying to this RFT, and for fulfillment of any related subsequent Contract

12.22 OWNERSHIP AND DISCLOSURE OF PROPOSAL DOCUMENTATION

The documentation comprising any Proposal submitted in response to the RFT, along with all correspondence, documentation and information provided to the Health Unit by any Proponent in connection with or arising out of this RFT, once received by the Health Unit:

- a) Shall become the property of the Health Unit
- b) Shall become subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and may be released, pursuant to the Act

Because of MFIPPA, prospective Proponents are advised to identify in their Proposal any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury.

Each Proponent's name, at a minimum, shall be made public.

12.23 METHOD OF PAYMENT

The dollar value of this Proposal must be valid for 60 days.

- a) All pricing shall be in Canadian funds
- b) All applicable taxes shall be shown as extra (Schedule A-5).

Payment for work rendered shall be made according to the terms of any resulting Contract. Typical terms are net 30 days upon presentation of detailed invoices for approval.

13. SCHEDULE A – TENDER PROPOSAL FORMS

Schedule	Description
Schedule A	Form of Proposal
Schedule A-1	Statement of Departures
Schedule A-2	Proponent’s Experience, Reputation, and Resources
Schedule A-3	Proponent’s Technical Proposal (Service)
Schedule A-4	Proponent’s Technical Proposal (Schedule)
Schedule A-5	Proponent’s Financial Proposal
Schedule A-6	Bill 7 Information

14. SCHEDULE A – FORM OF PROPOSAL

RFT Project Title: Custodial Services – North Bay

RFT Reference No.: RFT-2024-01

Legal Name of Proponent: _____

Contact Person and Title: _____

Business Address: _____

Telephone: _____ **Fax:** _____

E-Mail Address:

1.0 I/We, the undersigned duly authorized representative(s) of the Proponent, having received and carefully reviewed all of the RFT Proposal documents, including any issued addenda, and having full knowledge of the proposal requirements, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions attendant to performing the Services, submit this Proposal.

2.0 I/We confirm that the following appendices are attached to and form part of this RFT Proposal:

- Schedule A-1 – Statement of Departures;
- Schedule A-2 – Proponent’s Experience, Reputation and Resources;
- Schedule A-3 – Proponent’s Technical Proposal (Services);
- Schedule A-4 – Proponent’s Technical Proposal (Schedule); and
- Schedule A-5 – Proponent’s Financial Proposal
- Schedule A-6 – Bill 7 Information

3.0 I/We confirm that this Proposal is accurate and true to the best of my/our knowledge.

4.0 I/We confirm that, if I/we am/are awarded the Contract, I/we will at all times be the “prime Contractor/Firm” as provided by the Workplace Safety and Insurance Act (Ontario) with respect to the Services. I/we further confirm that if I/we become aware that another Contractor/Firm at the place(s) of the Services has been designated as the “prime Contractor/Firm”, I/we will notify the Health Unit immediately, and I/we will indemnify and hold the Health Unit harmless against any claims, demands, losses, damages, costs, liabilities or expenses suffered by the Health Unit in connection with any failure to so notify the Health Unit.

This Proposal is submitted this _____ day of _____, 20_____.

I/We have the authority to bind the Proponent.

(Name of Proponent)

(Name of Proponent)

(Signature of Authorized Signing Officer)

(Signature of Authorized Signing Officer)

(Print Name and Position of Authorized Signing Officer)

(Print Name and Position of Authorized Signing Officer)

15. SCHEDULE A-1 - STATEMENT OF DEPARTURES

1. I/We have reviewed the RFT and, if requested by the Health Unit, I/We would be prepared to enter into that Contract, amended by the following departures (list departures, if any):

Section	Departure/Alternative
_____	_____

2. The North Bay Parry Sound District Health Unit requires that the successful Proponent have the following in place **before commencing the Services**:

a) **Workplace Safety and Insurance Board (WSIB)** coverage in good standing and further, if an “Owner Operator” is involved, personal operator protection (P.O.P.) will be provided,

Workplace Safety and Insurance Board Registration Number
_____;

b) A Safety Program that meets the WSIB standards;

c) Insurance coverage for the amounts required in the proposed Contract as a \$5,000,000 minimum, naming the Health Unit as additional insured;

d) Province of Ontario business license

As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements, **except as follows** (list, if any):

Section	Departure/Alternative
_____	_____

3. I/We offer the following alternates to improve the Services described in the RFT (list, if any):

Section	Departure/Alternative
_____	_____

16. SCHEDULE A-2- PROPONENT’S EXPERIENCE, REPUTATION AND RESOURCES

Proponents must provide information on the following (attach additional pages, if necessary):

- (i) Location of branches, background, stability, structure of the Proponent;

- (ii) Proponent’s relevant experience and qualifications in delivering Services similar to those required by the RFT;

- (iii) Proponent’s demonstrated ability to provide the Services;

Proponents must also provide information on the background and experience of key personnel proposed to undertake the Services (complete the chart below for all personnel proposed to undertake the Services):

Key Personnel

Name: _____	Name: _____
Years of Experience: _____	Years of Experience: _____
Project Name: _____	Project Name: _____
Responsibility: _____	Responsibility: _____
Name: _____	Name: _____
Years of Experience: _____	Years of Experience: _____
Project Name: _____	Project Name: _____
Responsibility: _____	Responsibility: _____
Name: _____	Name: _____
Years of Experience: _____	Years of Experience: _____
Project Name: _____	Project Name: _____
Responsibility: _____	Responsibility: _____

References

Proponent to provide **three (3)** references of recent successful performance where the requirements were similar to the Health Unit's requirements as set out in the RFT. The Health Unit reserves the right to request site visits and demonstrations of existing Proponent operations.

The Health Unit reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review.

Reference #1

Name of client's organization:

Reference Contact information:

Name:

Phone Number:

Email Address:

How long has the organization been a client of the Proponent?

Describe the size and scope of the referenced project:

Describe the nature of the work performed:

Provide the start and end dates of the project duration, and any relevant comments:

Information on any significant obstacles encountered and resolved for this type of service:

Reference #2

Name of client's organization:

Reference Contact information:

Name:

Phone Number:

Email Address:

How long has the organization been a client of the Proponent?

Describe the size and scope of the referenced project:

Describe the nature of the work performed:

Provide the start and end dates of the project duration, and any relevant comments:

Information on any significant obstacles encountered and resolved for this type of service:

Reference #3

Name of client's organization:

Reference Contact information:

Name:

Phone Number:

Email Address:

How long has the organization been a client of the Proponent?

Describe the size and scope of the referenced project:

Describe the nature of the work performed:

Provide the start and end dates of the project duration, and any relevant comments:

Information on any significant obstacles encountered and resolved for this type of service:

Sub-Contractors

Sub-contractors will not be permitted for this tender.

17. SCHEDULE A-3 - PROPONENT'S TECHNICAL PROPOSAL (SERVICES)

Proponents must provide the following (attach additional pages if necessary):

- (i) A narrative that illustrates an understanding of the Health Unit's requirements and Services;
- (ii) A description of the general approach and methodology that the Proponent would take in performing the Services including specifications and requirements;
- (iii) A narrative that illustrates how the Proponent will complete the Scope of Services, manage the Services, and accomplish required objectives within the Health Unit's schedule;
- (iv) Describe how the Proponent would undertake the tasks defined in this RFT and satisfy its obligations, duties and responsibilities for the Project;
- (v) Describe the Proponent's organizational structure for the Project and the relationships between all functions in the organization including the proposed interface with the Project team, identify the professionals who will be directly responsible for signing-off and accepting relevant liabilities for each part of the project, and provide a description of the work to be performed by the Proponent's own resources, and work which will be performed by sub-contracted organizations;
- (vi) The Proponent team must identify the Consultant responsible for performing the duties and obligations as defined in the RFT, describe his/her authority to represent all members of the Proponent's team and his/her responsibilities in discharging the obligations of an agreement between the Proponent and the North Bay Parry Sound District Health Unit, and provide suitable information in support of the ability of the Project Manager to properly manage this Project; and,
- (vii) Provide a staffing plan indicating names and qualifications of principal personnel within each area of required work as identified in the RFT.

18. SCHEDULE A-4 - PROPONENT'S TECHNICAL PROPOSAL (SCHEDULE)

Proponents must provide an estimated schedule, indicating a commitment to perform the contract within the time specified. Outline the timeline/schedule for **each** activity. Highlight milestone dates.

19. SCHEDULE A-5 - PROPONENT'S FINANCIAL PROPOSAL

Include a detailed fee proposal outlining the monthly fee listed without and with HST.

Extra services may be asked in the case of an emergency situation. For example, a pandemic or outbreak. Include what your hourly rate for extra services will be. This will be billed separately from the monthly invoice.

20. SCHEDULE A-6 - BILL 7 INFORMATION

The Ontario Bill 7 information is available upon request. This information can be obtained by contacting the Health Unit representative outlined in section 5.2.

21. APPENDIX A - CUSTODIAL DUTIES

Daytime Custodial Services – Monday - Friday from 11:00 am – 3:00 p.m.:

1. Public and staff washrooms are to be cleaned as outlined below. The public washrooms are cleaned at least twice during this shift and can require more cleaning should they require it. The staff washrooms are typically cleaned once during this shift.
 - Clean door handles, frame, and light switch.
 - Clean inside and outside of the sink and water faucets. Apply disinfectant to the interior of the sink. Ensure sufficient contact time with disinfectant according to manufacturer's instructions. Rinse the sink and dry the faucets.
 - Use glass cleaner to clean the mirror.
 - Clean all wall-mounted dispensers and frames.
 - Clean change tables.
 - Clean the toilet including the handle and underside of the toilet bowl rim and ensure sufficient contact time with disinfectant.
 - Garbage cans to be emptied and cleaned, then replaced with a new bag in the bin.
 - Replenish soap, paper towels, and toilet paper if required.
2. Staff kitchen
 - Clean and disinfect all sinks, counters, and tables twice in the duration of the shift.
3. Terrace
 - Clean all tables and chairs when the terrace is open.
4. All multiuse or frequently touched surfaces are to be wiped down with a low-level disinfectant. These surfaces include, but are not limited to:
 - Doorknobs (handles and push bars)
 - Handrails
 - Light switches
 - Taps and sinks
 - Handles and buttons on photocopiers, printers, and fax machines
 - Elevator buttons inside and out
 - Fridge handles
 - Counters including reception area
 - Soap, hand sanitizer, and paper towel dispensers

Evening Custodial Services – Monday - Friday – 5:00 p.m. – 1:00 a.m.:

Daily

1. Vacuum all floor surfaces.
2. Damp mop hard floor surfaces using microfiber cleaning system.
3. Vacuum and mop chair mats when soiled.
4. Empty and clean all garbage cans then replace with new garbage bags if necessary.
5. Ensure garbage is placed in waste bins located in Garbage and Recycling Room on first floor by Receiving. Break down all boxes for recycling.
6. Ensure staff lunch room and kitchenette are cleaned and disinfected. For example, tables, chairs, inside and outside of microwave, fridge door handles, etc.
7. All stainless steel to be cleaned with stainless steel cleaner to remove streaks left behind from the sanitizing solution.
8. Ensure that soap, hand sanitizer, and paper towel dispensers are full. Ensure that the expiry date for sanitizer and soap is visible and if none write the date so that it is visible.
9. Clean interior windows and glass of all departments (e.g. office glass, fridge glass doors, lunch room windows, etc.)
10. Clean entrance doors inside and out.
11. Clean and disinfect all sinks and counters including staff lunch room and kitchenette.
12. Ensure that Janitor Rooms (first and second floors), Wash Bay, Laundry Room, Garbage and Recycling Room, and Custodial Storage are kept tidy, and floors are swept and mopped. Countertops in these rooms must be wiped and disinfected daily.
13. All floor slop sinks must be rinsed and washed nightly after use.
14. All multiuse or frequently touched surfaces are to be wiped down with a low-level disinfectant. These surfaces include, but are not limited to:
 - Doorknobs (handles and push bars)
 - Handrails
 - Light switches
 - Taps and sinks
 - Handles and buttons on photocopiers, printers, and fax machines
 - Elevator buttons inside and out
 - Fridge handles
 - Counters including reception area
 - Soap, hand sanitizer, and paper towel dispensers
15. Washrooms must be cleaned daily as outlined below:
 - Clean door handles, frame, and light switch.
 - Clean inside and outside of the sink and water faucets. Apply disinfectant to the interior of the sink. Ensure sufficient contact time with disinfectant according to manufacturer's instructions. Rinse the sink and dry the faucets.
 - Use glass cleaner to clean the mirror.
 - Clean all wall-mounted dispensers and frames.
 - Clean shower stall.
 - Clean change tables.

- Clean the toilet including the handle and underside of the toilet bowl rim and ensure sufficient contact time with disinfectant.
- Garbage cans to be emptied and cleaned, then replaced with a new bag in the bin.
- Replenish soap, paper towels, and toilet paper.

16. Dust all areas according to the dusting schedule.

17. Spot-clean any carpet stains that are found. Advise Facilities of all stains for deeper cleaning.

18. Launder used microfibre cloths and mop heads with in-house machines.

Daily – Clinical Areas and Waiting Rooms:

Additional enhanced cleaning using a low-level disinfectant and sufficient contact time is required for surfaces in clinical areas including clinical/consultation rooms, specimen holding room, bio waste room, and dental lab and waiting rooms. These surfaces include, but are not limited to:

- Tables, counters, and fronts of cupboards.
- Exam tables.
- Inside and outside of garbage bins.
- Chairs and handles in clinical areas.
- Desks, and telephone receivers in clinic/consultation rooms.
- Reception desks and chairs.
- Furniture and surfaces in waiting rooms.
- Children’s furniture located in the waiting room, family room, and clinic/consultation rooms.

Weekly – All Areas:

1. Clean desks, counters, telephone receivers, chair handles with disinfectant bi-weekly.
2. Clean horizontal surfaces including but not limited to: workstations, window sills, tops of filing cabinets, tops and sides of partition panels, top of credenzas, and tops only of computers.
3. Clean and dust lower legs, arms and backs of all chairs.
4. Clean inside of all dispensers (soap, hand sanitizer, toilet paper, etc.)
5. Dust tops of window ledges, vents and radiators.
6. Wipe and dust all baseboards.

Monthly – All Areas:

1. Dust the following areas/items:
 - tops of doors and door frames
 - hanging light fixtures
 - wall extensions
 - tops of photocopy machines
 - tops of radiators
 - picture frames in common areas
 - window blinds
2. Remove cobwebs where visible.

Quarterly: (All items to be scheduled at a mutually agreeable time.)

1. Clean all interior windows of the building.
2. Clean and disinfect fridges and freezer in Staff Lunch Room and Boardroom Kitchenette.
3. Deep cleaning of Teaching Kitchen. Cleaning items such as:
 - All sinks.
 - All kitchen surfaces (cupboards, handles, counters).
 - Scrubbing tile floor and clean grout.
 - Walls behind garbage bins and clean bins inside and out.
 - Stainless steel shelving.
 - Inside kitchen window.
 - Inside and outside of range hoods.
 - Inside and outside of refrigerator.
 - Inside ovens.

Annually: (All items to be scheduled at a mutually agreeable time.)

1. Interior lights/lens to be cleaned by end of January.
2. Interior window screens to be cleaned every May.

Annual services are to be included in the monthly fee and **are not** to be invoiced separately.

Notes:

* Accelerated Hydrogen Peroxide is a hospital grade low level disinfectant. The Health Unit uses Oxivir wipes with a one minute contact time for cleaning and disinfecting use in required areas. Contact time means the surface is wet for the recommended time in order to kill the pathogens. A hospital grade low level disinfectant must be used for disinfecting.

*Custodial Services will increase during a pandemic or outbreak situation. Facilities will contact you to arrange this extra service. This will be billed to us using your quoted hourly rate stated in Schedule A-5.

22. APPENDIX B - FLOOR PLAN – GROUND FLOOR



23. APPENDIX C - FLOOR PLAN – SECOND FLOOR

