



Contract 4265P

Supply & Delivery of Janitorial and Cleaning Supplies

1 Introduction

- 1.1 This Request for Proposal (“RFP”) identifies a business opportunity for the successful Proponent(s) to supply and deliver janitorial and cleaning supplies to the City of Richmond (the “City”). The City is requesting proposals from interested firms that can supply and deliver the following which includes but not limited to janitorial chemicals, cleaning supplies, sanitary paper, plastic bags and related cleaner’s hardware (“Products”) in accordance with the Requirements (the “Requirements”) as described in Schedule A – Requirements.
- 1.2 The purpose of this RFP is to assist the City in selecting a Proponent(s) with the product mix and service capability to efficiently and cost-effectively supply quality Products as per the requirements set out herein. The Requirements stated within this RFP are as envisioned by the City at the time of writing, but may change or be refined in the course of the evaluation and negotiation process.
- 1.3 The City will consider Proposals that meet all of the Requirements. The successful Proponent will be the Proponent who offers the best value, which will be assessed as a combination of, but not limited to, experience, pricing, scope, duration and level of services offered, proposed innovative design, operations, maintenance enhancements, environmental and social performance.
- 1.4 The City is looking to reduce toxins and hazardous materials in janitorial and cleaning supplies used by the City in order to reduce air and water pollution and to protect human health and safety in the workplace. The City also aims to reduce the overall waste that results from the City’s operations by ensuring product packaging is minimized and is reusable or recyclable.
- 1.5 Beyond product design, the City is also seeking to do business with Proponents who demonstrate sustainability leadership. As such, this RFP will identify Proponents who are proactively managing the environmental and social impacts of their operations. This includes upholding human

rights within the supply chain, including manufacturing facilities and factories.

2. Definitions

2.1 Throughout this Request for Proposal the following definitions apply:

“BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at www.bcbid.ca, or any replacement website;

“City” means the City of Richmond, British Columbia;

“Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;

“Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;

“Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;

“Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;

“RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;

“Submission” means a proposal submitted by a Proponent in response to this RFP;

“Successful Proponent” means the same as “Vendor”

“Sustainability” means forms of progress that meet the social, environmental, and economic needs of the present without compromising the ability of future generations to meet their needs;

“Vendor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work and

“Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

3. Submission Details

- 3.1 Five (5) copies of proposals marked “ - **Contract 4265P Supply & Delivery of Janitorial and Cleaning Supplies**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **12:00 Noon Monday, June 27, 2011**. Submissions received after this time will be returned to the sender.

4. Enquiries

- 4.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing
Sumita Dosanjh
Buyer II - Contracting Specialist
Email: purchasing@richmond.ca
Purchasing Section
City of Richmond

- 4.2 Enquiries will be received until 12:00 Noon June 20, 2011.
- 4.3 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.
- 4.4 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond Staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:

City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>

BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

5. Terms of this Request for Proposal

- 5.1 Proposals shall be open for acceptance for ninety (90) days following the submission closing date.
- 5.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at it's own discretion.
- 5.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 5.4 Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 5.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 5.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.
- 5.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.
- 5.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 5.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

6. Negotiations

- 6.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:

changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;

price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and

specific contract details as deemed reasonable for negotiation by the City of Richmond.

- 6.2 If a written contract cannot be negotiated within 60 days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

7. Project Background

The City has outlined representative volumes for janitorial chemicals, cleaning supplies, plastic bags, sanitary paper products, and cleaner’s hardware, as listed in Schedule B- Pricing, for various City facilities. Project Scope

The purpose of this RFP is to select a Proponent(s) with the capability and experience to efficiently and cost-effectively supply the RFP Requirements as set out in Schedule A – Requirements. The Requirements stated in this RFP are as envisioned by the City at the time of writing, but may change or be refined in the course of the evaluation and award process.

Currently the City purchases Products from various suppliers. The Products are delivered to the City Stores and are placed into inventory. As requirements for Products are received, Stores personnel picks the inventory and delivers to the requestor at the requestors location.

Locations:

Delivery locations include but are not limited to the following:

Facility
City Hall 6911 No. 3 Rd
Storage Buildings (Stores) 5599 Lynas Lane
City Operations Yard 5599 Lynas Lane
Administration Building 5599 Lynas Lane
Dispersal 5599 Lynas Lane
Garage/ Workshop 5599 Lynas Lane
Fire - No. 1 Hall (Headquarters) 6960 Gilbert Rd
Fire - No. 2 Hall (Steveston) 11011 No. 2 Rd,
Fire - No. 3 Hall (Bridgeport) 9100 Bridgeport Rd
Fire - No. 4 Hall (Sea Island) 3911 Russ Baker Way
Fire - No. 5 Hall (Hamilton) 22451 Westminster Hwy
Fire - No. 6 Hall (Shellmont) 9400 No. 4 Rd
Fire - No. 7 Hall (Crestwood) 5731 No. 6 Rd
Public Safety Building (RCMP) 6900 Minoru Blvd
Britannia Heritage Shipyard (Site Office): 5180 Westwater Drive
Minoru Chapel 6540 Gilbert Road
Steveston Museum & Post Office 3811 Moncton Street
Richmond Arts Centre 180-7700 Minoru Gate

Facility
Library - Brighthouse (Main) Branch 100-7700 Minoru Gate
Library - Ironwood Branch 11688 Steveston Hwy, Unit 8200
Library - Steveston Branch 4111 Moncton Street
Library - Cambie Branch Cambie Shopping Plaza Unit 150 - 11590 Cambie Road
Library - Hamilton Library Service Rotunda of the Hamilton Community Centre 5140 Smith Drive
Media Lab Richmond Cultural Centre 180-7700 Minoru Gate
Richmond Art Gallery 180-7700 Minoru Gate
Richmond Museum Richmond Cultural Centre 7700 Minoru Gate
Minoru Chapel 6540 Gilbert Road
Richmond Nature Park 11851 Westminster Highway
Gateway Theatre 6500 Gilbert Road
London Farmhouse 6511 Dyke Road
McNair Park Fieldhouse 9460 No. 4 Road
Blundell Park Fieldhouse 6380 Blundell Road
Brighthouse Park Fieldhouse 7840 Granville Avenue
Palmer/ Garden City Fieldhouse
West Richmond Pitch/Putt Fieldhouse 9771 Pendleton Road
Kwantlen Building 7577 Elmbridge Way
Garry Point Washrooms Garry Point
Ice Centre - Minoru Arenas (MA) 7551 Minoru Gate

Facility
Richmond Ice Centre (RIC) 14140 Triangle Rd.
Aquatic Centre – Minoru 7560 Minoru Gate
Aquatic Centre – Centennial 7560 Minoru Gate
South Arm Pool 10100 South Arm Place
Steveston Pool 4151 Moncton Street
Watermania 14300 Entertainment Blvd.
Steveston Community Centre 4111 Moncton Street
Cambie Community Centre 12800 Cambie Rd
Richmond Nature Park 11851 Westminster Highway
Minoru Senior Centre 7660 Minoru Centre
Minoru Sports Pavilion 7191 Granville Avenue
Sea Island Community Centre 7140 Miller Rd
Lang (City) Community Centre #140-8279 Saba Road
South Arm Community Centre 8880 Williams Road
South Arm Community Hall 9020 Williams Road
West Richmond Community Centre 9180 No 1 Road
Thompson Community Centre 3398 Springhill Place
Thompson Community Hall 3398 Springhill Place
Hamilton Community Centre 5111 Smith Dr

8. Objectives

- 8.1 The purpose of this RFP is to select a Proponent(s) with the capability and experience to efficiently and cost-effectively supply the RFP Requirements as set out in Schedule A – Requirements. The Requirements stated in the RFP are as envisioned by the City at the time of writing, and may change or be refined in the course of evaluation and award process.
- 8.2 Through the consolidation and streamlined acquisition process for the Products, the City would like to realize the following goals:
- elimination of inventory investment;
 - a transition process from the current process to new process;
 - consolidate the supplier base for the Products;
 - virtual elimination of delivery of Products from Stores to users;
 - virtual elimination or major reduction of back-orders;
 - receipt of quality Products at maximum value;
 - timely deliveries at lowest cost to the City and to the Contractor;
 - firm pricing for the products;
 - accurate history of Product utilization and expenditures;
 - lower acquisition costs through transactional reduction processes;
 - the “green” standards outlined in this RFP;
 - a strong co-operative and proactive relationship with the Contractor.

9. Quantities

- 9.1 The City has outlined representative volumes for janitorial chemicals, cleaning supplies, plastic bags, sanitary paper products and cleaner’s hardware as listed in Schedule B – Pricing.
- 9.2 The quantities stated in the RFP are only the City’s best estimates of the Requirements and Proponents should not consider such estimates to be fixed quantities. Actual quantities may vary, but the Proponents unit prices will remain fixed regardless of the actual variances in quantities actually required by the City.

10. Brand Names

- 10.1 Unless otherwise stated, if, and wherever, the Specifications state a brand name, a make, the name of manufacturer, a trade name or a vendor catalogue number, it is not intended to rule out the use of other equivalent materials or equipment. If, however, Products other than that specified is proposed in any RFP, the Proposal must explicitly include the name of such Products, its manufacturer, an trade name and any applicable vendor catalogue number, and the City may requires that the Proponent provide specific evidence of equivalency. Evidence of quality in the form of samples may be requested.

11. Alternate Solutions

- 11.1 If in addition to proposing goods and services which meet the Requirements, the Proponent wishes to offer an alternative, the alternative solution is to be submitted separately as an appendix within the Proposal.

12. Sustainability

- 12.1 In the spring of 2007, sustainability was advanced as a corporate priority and City Council adopted an Enhanced Corporate Sustainability Initiative. Council also supported the enhanced investment in the social fabric of the community and adopted the application of Triple Bottom Line (TBL) decision making approach for all major City projects and initiatives. A TBL model of practice strives to base decisions on an integrated consideration of economic, environmental and social benefits and costs that takes into account both short and long-term time horizons. Additional information can be found at:

http://www.richmond.ca/_shared/assets/complete_guide6687.pdf

- 12.2 Proponents are to provide environmentally sensitive products or services wherever possible. Where there is a requirement that the Proponent supplies materials, and where such materials may cause adverse effects, the Proponent is to indicate that nature of the hazard in its Proposal. The Proponent is to advise the City of any know alternatives or substitutes for such materials that would mitigate the effects of any adverse conditions on the environment.

13. Contract Term

- 13.1 The term of the Contract shall be for three (3) year term with the option to renew for two (2) additional one (1) year periods to a maximum of five (5)

years. The option to extend the Contract is subject to agreement between the Contractor and the City.

14. Proposal Submissions

- 14.1 Unnecessarily elaborate Proposals, beyond that sufficient to present a complete and effective response, are not required and unless specifically requested, the inclusion of corporate brochures and narratives are discouraged.
- 14.2 Proponents should complete all forms included in this RFP, attaching any additional appendices that may be required.
- 14.3 All proponents are required to provide the following information with their submissions, and in the order that follows:

Corporate Information

Provide a description of the Proponent's company, including a corporate profile of the firm outlining its history, philosophy and target market.

A summary of the Proponent's understanding of the project objectives/outcomes and vision, and how these will be achieved.

Experience

Previous experience as a distributor of janitorial chemicals, cleaning supplies, sanitary paper, plastic bags and related cleaner's hardware for a minimum of five (5) years.

Describe your firms experience in the supply and delivery of janitorial cleaning supplies similar in scope to the requirements in the RFP during the last five (5) years. Please specify client names where applicable.

Understanding of RFP

A detailed project methodology explaining each project task including what will be expected of both the Proponent and the City with respect to each task to achieve the City's objectives.

A complete definition of the process that will be employed to meet the objectives of this project, e.g., approach to be taken, feasibility and market study, etc.

A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required to achieve the City's objectives.

Key Personnel

Include a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.

Process

Complete description of the ordering to payment process that City staff would utilize to order Products including delivery of the Products to City Sites.

Payment Process

Description of the payment options available to the City.

Fleet

Description of fleet, including make, model and age to be used in delivering the Products to the City Sites.

Reporting

Description of reporting tools available to the City.

Sustainability

Description of corporate social responsibility/ sustainability initiatives at your firm.

References

The Proponent is to provide at least three (3) references for similar goods and/or services as those required by this RFP. By submitting a Proposal, the Proponent consents to the City contacting these references for the purposes of evaluating the Proponent's company and Proposal.

Name and Address of Company	Contact Name, Telephone number and Email Address	Brief Description of Goods/ Services Provided by Proponent

15. Pricing

- 15.1 Proponents are to submit completed pricing methodology Schedule B – Pricing.
- 15.2 Prices quoted are to be exclusive of HST, except where expressly requested.
- 15.3 Pricing shall be fixed for the full term of the Contract. Prices may be adjusted by mutual agreement by both the Contractor and the City, subject to documented proof which can be verified with an independent published source or mutually acceptable market index as related to the Product(s).
- 15.4 Prices quoted are to be F.O.B. Destination, including freight, unloading at destination, import duties, brokerage, royalties, handling, overhead, profit and other costs included.
- 15.5 Prices are to be quoted in Canadian currency.

16. Review of Proposals

- 16.1 The City will review the Proposals submitted to determine whether, in the City's opinion, Proponents have demonstrated the required experience and

qualifications to fulfill the obligations of the services identified in this RFP.

16.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent's clients regarding any financial and experience issues.

16.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

the Proponent(s) ability to meet the Requirements and the cost /expense for same;

- proven experience in delivering similar scope of work;
- the Proponents ability to deliver the Requirements when and where required;
- compliance with the City's insurance requirements;
- the Proponents business and technical reputation and capabilities; experience and where applicable, the experience of its personnel, financial stability, track record, and references of current and former customers;
- the Proponent's financial offer including but not limited to prices, support, operating, and maintenance charges, warranty length and any life cycle considerations;
- the Product quality, and whether the Products meet current industry standards and it comparative standing with competing products;
- scope and ease of implementing the new products into City buildings;
- proposed streamlined ordering process;
- proposed training process;
- proposed innovative payment procedures or systems;
- quality of Proposal, including any innovative concepts; and
- any other criteria set out in the RFP or otherwise reasonably considered relevant.

16.4 Proponents may be scheduled for an interview at the discretion of the City.

17. Non-Conforming Proposals

17.1 Proposals which fail to conform to the format requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

18. RFP Process

18.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:

- amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
- reject or accept any or all Proposals;
- accept all or any part of a Proposal;
- split the Requirements between one or more Proposals;
- cancel the RFP process at any time and reject all Proposals; or
- cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

18.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

19. Working Agreement

19.1 The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

19.2 Proponents may include their standard terms of engagement with the Proposals.

20. Information Disclaimer

- 20.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.
- 20.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.
- 20.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.

Schedule A – Requirements

This Schedule identifies the Requirements to which the City is seeking a solution or a response.

1. Product Requirements – Janitorial Products and Cleaning Solutions and Packaging

1.1 As part of the City's effort to address certain environmental and health concerns associated with some Products, it is the intent of the City to establish a contract for environmentally preferable Products and packaging.

a) Janitorial Products

Outlined below are some examples of specifications which are preferred

b) For Paper Products

- products hold a third party environmental certification, such as Green Seal, EcoLogo or equivalent;
- paper products made from one hundred percent (100%) recycled fibre and paper product cores are made from one hundred percent (100%) recycled material and are available in natural, natural white and white;
- durable and high quality paper dispensers with a lifetime warranty with covers made of flexible frosted plastic, dispensers that will not mar or crack; and
- do not use chlorine or any of its derivatives such as hypochlorite or chlorine dioxide.

c) For Garbage Bags

- products hold a third party environmental certification, such as Green Seal, EcoLogo or equivalent;
- one hundred percent (100%) biosafe plastic, see through garbage bags that is one hundred percent (100%) biodegradable for all land-fill waste, with test, reports and claims support information;

- uses patented oxobiodegradable trioxo-d technology;
- controlled degradation times twelve (12) to twenty four (24) months to degrade and another twelve (12) months to undergo biodegradation; and
- all biosafe bags have passed with the following quality control tests to support its claims as the better plastic alternative to use:
 - ASTM D5510-01 Phot Degradation Test;
 - ASTM D5510-01 heat Aging Test, 70° C;
 - ASTM D1238-04 Melt Index;
 - ASTM D5208-01 QUV (Accelerated Weathering Test);
 - ASTM D882-02 and ASTM D3826-98 Tensile Elongation Test; and
 - ASTM D6954 for oxodegradable Plastics and Biodegradability Measured as per ASTM D5988

d) For Cleaning Solutions – Chemicals

- products hold a third party environmental certification, such as Green Seal, EcoLogo or equivalent;
- product pH levels shall be close to 7.0;
- products do not contain phosphates (SO 1);
- products shall contain biocompatible ingredients such as sodium carbonate, bicarbonate, citrate, pine oils, and citrus based solvents;
- products shall be concentrated solutions (have not been made thinner or basis weights downgraded) that can be diluted with water at room temperature products;
- liquescent technology allows for maximum product performance while adhering to principles of human health and safety (no hazardous chemicals in formulation of product);
- do not contain persistent volatile organic compounds (VOC's) from petrochemical based solvents, ethylene diamine tetra acetic acid (EDTA) and nitrilotriacetic acid (NTA);

- contain surfactants derived from vegetable based fatty acids or sugars;
- products do not contain chlorine and petrochemicals; and
- contain linear alcohol ethoxylates (LAEs) instead of alkylphenol ethoxylates (APEs).

e) For Packaging

- janitorial products and cleaning solutions come in on one hundred percent (100%) recyclable packaging made from post consumer recycled materials;
- packaging does not contain inks, dyes, pigments stabilizers or any additives to which any lead, cadmium, mercury or hexavalent chromium has been intentionally introduced;
- ingredients shall be clearly listed on the package; and
- bulk packaging to minimize waste.

f) Dispensing Equipment

The City has approximately 1800 dispensers installed throughout various City locations. This includes, but is not limited to soap dispensers, towel dispensers, toilet tissue dispensers, chemical dispensers and sanitizer dispensers. Outlined below are some examples of specifications which are preferred and the Proponent should outline in their submission how they propose to address the following:

The successful Proponent will be expected to remove the existing equipment, dispose of as requested by the City in an environmentally friendly manner; supply new dispensing equipment, install, and maintain all dispensers throughout the City locations as well as be responsible for any replacement dispensers as existing dispensers become obsolete throughout the Contract Term. The Proponent will be required to patch and paint any holes or damage (to match existing facilities décor) from the dispenser replacement. All dispensers provided shall have a universal key . The successful Proponent will provide dispensing equipment that reduces the worker exposure to chemicals and promotes the appropriate use of the cleaners and provide a full colour line of dispensers for a coordinated washroom.

Please provide a description of available equipment and information on the features. A detailed description of the recommended dilution and/or dispensing system, as well as, any related benefits plus a suggested timeline to remove and install new dispensers and describe disposal methods of the existing dispensers should be included.

The only identifying marks that must appear on the dispensers is a stencilled version of the City's logo (City to provide artwork to successful Proponent) and any green certification logo.

Proponent to state any applicable charges for the dispensers, removal, installation, and maintenance, repairs and any additional expense in Schedule B – Pricing.

2. Back-Orders

It is the City's objective to virtually eliminate instances of back-orders, whereby any order containing material placed on back-order, be completed on the next subsequent delivery.

Please describe how your firm will ensure that the City meets its objective of no or minimal back-orders.

Please describe how the City may be compensated for each instance of back-order (i.e. product discount or future credit).

3. Business Technology Capabilities

Another key objective for the City is to streamline the P2P process for its consumable items within the scope of this RFP such that the resources assigned are more efficiently utilized.

The Proponent understands that the City may utilize an electronic procurement process that handles commercial transactions from requisitioning through payment such as, purchase order, order receipt, change order, and invoice.

The City may elect to conduct business with the Proponent through an electronic procurement system. Please detail and explain the technology and process and detailed solution for the ordering process.

Please outline your firm's capacity to:

- i) possess capabilities for a secure online ordering system with an extensive catalogue of accessible items tailored to the City; real-time budget tracing and online ordering history; and

- ii) develop methods with the City to continuously optimize the procurement process, including electronic procurement.

4. Billing and Payment Options

The City is interested in incorporating technologies such as digital scanning billing and electronic invoice verification, secure online payment system as well as using electronic funds transfer (EFT) payment process.

Please explain your capabilities, including if your firm possesses technology enabling an EFT interface;

Describe capabilities and include with your submission, a sample of a digital invoice, which is expected encompass shipping destination, purchase order number, date ordered, description of goods including part numbers, price and extended value, taxes and total value for the billing period;

Describe the technology and process being used with respect to purchasing cards. The City currently utilizes Bank of Montreal's MasterCard purchase card.

5. Service Capabilities – Operations and Logistics

The City requires that the service level for delivery of Product directly to the site be within forty-eight (48) hours from the time the order is placed. The City also requires that the successful Proponent possess the capability of providing same-day delivery service under emergent conditions. All delivery is to be considered F.O.B. destination and no additional charges freight or fuel surcharges will be accepted by the City.

Describe your firm's customer service process and capabilities (include the order servicing process, related technologies, recommended logistics solutions) including delivery schedules, size of vehicles, number of vehicles and the ability to provide delivery to multiple locations.

6. MSDS and WHMIS

Proponent will be required to provide Materials Safety Data Sheets (MSDS) and Workplace Hazardous Materials Information System (WHMIS) for all Products for both concentrated form, and ready to use product.

7. Obsolete Products

Please provide solutions for the disposition of obsolete or expired Products as well as a solution for the minimal impact of equipment and recycling to landfills.

8. Repairs

The Proponent should have the capacity of conducting janitorial equipment repairs at the City Sites and as the Proponent's service locations with trained professional technicians.

Please describe the capacity to perform equipment repairs complete with estimated turn-around time, certifications of the technicians and describe the ability to perform the repairs at City Sites and the list your service locations.

Proponent to state technician's hourly rate and pickup and drop off rates associated with the repairs in Schedule B – Pricing , if any.

9. Reporting

The City may require reporting on a number of performance measures and any other criteria determined by the City for products purchased under this Contract. Information required may include but is not limited to:

Stock Maintenance and Usage – The City requires the ability to identify consumption of the Products used under the Contract;

Back Order Status – The City requires the ability to identify the number of incidents and fulfillments rate (fill rate);

Obsolete Product - The City requires the ability to identify the amount and frequency of disposition of Product;

Repairs - The City requires the ability to identify the amount, location, and frequency of equipment repairs;

Measures including cost reduction initiatives, market trends of key cost drivers or other price adjustment criteria establish, related/ relevant market based indices for commodity items etc.

10. Training

The City will require training from an accredited instructor, for City staff and/or City Contractors working with their products for the first time and for City staff and/ or City Contractors who require additional training as required. Required training may include:

- i) WHMIS training;
- ii) MSDS;

- iii) Safety training;
- iv) Floor Maintenance, including but not limited to scrubbing, stripping, burnishing and floor finish;
- v) Washroom maintenance, focusing on products and procedures;
- vi) Infectious and disease control;
- vii) Carpet cleaning and spotting;
- viii) Green product awareness;
- ix) New product orientation;
- x) Dispenser training

Proponent to provide a description of all available training programs with a description of the type and scope of the training to be offered.

Proponent to state any costs associated with training or support in

- i) Disaster Response Support
- ii) Transition and Implementation Plan
- iii) Packaging
- iv) Greenhouse Gas/ Carbon Reduction
- v) Waste Reduction Clause
- vi) Third Party Eco-labelling
- vii) City Sites
- viii) Value Added Services

Schedule B – Pricing

1.0 Instructions/Pricing

- a. Proponents are to complete Table 1.1 – Specified Items and Table 1.2 – Non Specified Items.
- b. Prices are to be quoted F.O.B. Destination, including freight, unloading at destination, import duties, brokerage, royalties, handling, overhead, profit and all other costs included.
- c. Pricing quoted are to be exclusive of HST, except where expressly requested.
- d. Pricing is to be quoted in Canadian Dollars.
- e. If a Proponent is unable to quote on any product, they are to complete the field as “N/Q” (not quoting).
- f. Package Size: is the quantity per case or box etc., if the size is ‘blank’ that means a single unit.
Unit Size: is the unit of measure by which the City will purchase the item, i.e., a case, box, pack or each;
Unit Price: is the price of a single “unit of measure” i.e., price of a case, box, pack or each;
Total Price: is the annual estimated quantities times (X) the unit price.

Prices or cost information is not to be shown in any other part of the Proposal other than this Schedule B. Since the City has rationalized the varieties of many of products listed within this RFP, the quantities shown are estimated and are for informational purposes only.

1.1 SPECIFIED ITEMS

The City is currently using various brands for janitorial products. We require pricing on these **BRANDS** only. The City will not accept alternate pricing on these items.

No.	Product Description	Stores Inventory #	Current Brand	Mfg Part #	Package Size	Unit Size	Annual Estimated Qty (a)	Unit Price (b)	Total Price (a*b)
1	Paper - Towel Roll 800 feet/roll	S106444	Bay West EcoSoft Green Seal	31400	6 rolls/box	box	2472	/ea	
2	Paper - Tissue Jumbo Toilet 2Ply x 1000'	S106555	Bay West Eco Soft Green Seal	10029	12 rolls//box	box	1691	/ea	
3	Paper - Tissue Toilet 2Ply 865 sheets/roll	S106333	Bay West Green Seal	61990	36 rolls/box	box	22	/ea	
4	Pads - 6" x 9" Medium Duty 20 pads/box	S106173	Scotchbrite 3M	08293 No. 96	3 boxes/case	box	117	/ea	
5	Soap Foaming Hand Cleanser 1250ml	S106032	GOJO Green Seal	Primary P5165-03	3/box	Box	1320	/ea	
6	Mop - Head (Wet) Synthetic 32oz. Orange (General Use)	S106167	Atlas Graham	1724	10/box	each	138		
	TOTAL FOR SECTION 1.1 ONLY								\$

1.2 NON – SPECIFIED ITEMS

The City has identified the following products it currently uses, and will consider alternative brands providing that the alternative satisfactorily meets the end use. Any new product offered should be comparable to our current brand or exceed the characteristics of the product.

No.	Product Description	Stores Inventory #	Current Brand	Mfg Part #	Offered Brand	Mfg Part #	Package Size	Unit Size	Annual Estimate Qty (a)	Unit Price (b)	Total
7	Towels (150/Box) blue 13x21, J-cloths	S95650	Kruger	02361			Box	Box	69		
8	Dust Pans Lobby with handle	S106186	Atlas Graham	10782			6/box	each	68		
9	Microfibre Cloth Blue 5/pkg	S95550	3M Scotch Brite				5/pck 50/box	5/pkg	26		
10	Stride Citrus Neutral Cleaner 2.5L	S106450	Johnsons Diversey Green Sealed	or environmental choice program seal			2/box	box	80		
11	Alpha-HP Multi-Surface Cleaner 2.5L	S106250	Johnsons Diversey Green Sealed	or environmental choice program seal			2/box	box	81		
12	Virex II 256 Disinfectant 2.5L	S106350	Johnsons Diversey Green Sealed	or environmental choice program seal			2/box	box	124		
13	Disinfectant Spray aerosol(425 G)	S106025	Johnsons	54746 Endbac			12/box	each	313		
14	Bleach (3.6/L)	S105880	Sunbrite				4/box	each	361		
15	Drain Opener Allstar (1L)	S105869	All Star	252392			12/case	each	76		
16	Soap Dishwasher Powder 10kg	S106007	Valor				pail	pail	19		
17	Disinfectant, Cleaner, Deodorizer (4L)	S35172	Orderly				4/box	each	37		
18	Stainless Steel Cleaner Aerosol Spray 600g	S106050	3M				6 can /case	each	61		

No.	Product Description	Stores Inventory #	Current Brand	Mfg Part #	Offered Brand	Mfg Part #	Package Size	Unit Size	Annual Estimate Qty (a)	Unit Price (b)	Total
19	Spray Bottle 22 oz. c/w trigger sprayer	S106181	Advantage				12/box	each	148		
20	Soap Dish Liquid Lemon Fresh (4L)	S106002	Zaal	biodegradable			4/box	each	44		
21	Aqua Scrub (Softy Cream Cleaner) Multiuse Cleaner 1L	S106199	PrimeSource				12/box	each	100		
22	Shine Up (425gr)	S106020	Johnson Diversey	4441			12/box	each	109		
23	Cleanser (400Gr)	S106006	Comet				24/box	each	109		
24	Paper - Tissue Roll saver 2 ply 2000 ft/roll	S106108	West Bond	8262M/JR3			6 rolls/box	box	199		
25	Paper - Clean Krep	S48000	West Bond	Krep 5-101			12 rolls/box	each	246		
26	Paper - Towel 15" x 17"	S106107	Kim Wipes Kimberly Clark	34256			15/box	each	33		
27	Pads - Scouring Steel wool	S106172	SOS				18/box	box	43		
28	Soap Bar Wrapped 90g/3.1oz	S106033	Ivory	30467			10/pck 12pck/box	each	262		
29	Gloves - Disposable Large 5 mil Nitrile	S41474	Hypoallergenic 360 Deg.	Powder Free 8888 PF			10 boxes / case	box	602		
30	Gloves - Disposable XLarge Nitrile 5 mil.	S41476	Nitrile Hypoallergenic 360 Deg.	Powder Free #8888			10 boxes /case	box	430		
31	Gloves - Disposable Latex Large 5 mil	S41452	Saf-T-Pro	Lightly Powdered #7777			10 boxes /case	box	210		
32	Gloves - Dish Large Size 9	S41465	Chemi-Pro Ansell	224			12/bag 12/bags/ case	each	97		

No.	Product Description	Stores Inventory #	Current Brand	Mfg Part #	Offered Brand	Mfg Part #	Package Size	Unit Size	Annual Estimate Qty (a)	Unit Price (b)	Total
33	Bags - Garbage 30" X 38" X-Strong Blk	S106103	Unisource				125/Box	Box	701		
34	Bags - Garbage 35" X 50" X-Strong Blk	S106105	Unisource				100/Box	Box	425		
35	Bags - Garbage 26" X 36" - Strong Clear	S2036	Unisource				200/box	Box	446		
36	Bags - Garbage 20" X 22" Regular Blk.	S2035	Unisource				500/box	Box	104		
	TOTAL FOR SECTION 1.2 ONLY										\$
	GRAND TOTAL FOR SECTION 1.1 PLUS SECTION 1.2										\$

Alternative Pricing:

Proponents are to complete the above Tables 1.1 and 1.2 to the best of their ability however for alternative pricing solutions, Proponents are to copy pricing table format above as is (with all headers and item numbers) and complete.

2.0 Discount:

2.1 For Products not listed in tables above, state discount off catalogue pricing (provide any breakdown of the pricing discount structure):

3.0 Dispensing Equipment

3.1 State any applicable charges for the dispensers, removal, installation and maintenance and any associated repairs (includes materials and labour) as per Section 4.5 of Dispensing Equipment of Schedule A – Requirements. Proponent to breakdown any applicable costs.

Item	Description	Price (state unit of measure eg hourly, each, etc).
1.		
2.		
3.		

4.0 Repairs

4.1 State technicians hourly rate for repairs and any other related costs as per Section 10.3 – Repairs of Schedule A – Requirements. Proponent to breakdown any applicable costs.

Item	Description	Price (state unit of measure eg hourly, each, etc).
1.		
2.		
3.		

5.0 Training

5.1 Proponent to detail any applicable charges for training City staff or City Contractors. Provide a detailed breakdown (eg per person, per course) as per Section 12.3 – Training of Schedule A Requirements.

Item	Description	Price (state unit of measure eg per course, per person, etc).
1.		
2.		
3.		

6.0 Terms of Payment

- 6.1 The City's standard payment terms are Net thirty (30) days after receipt of approved invoice however discounts eg. early payment discounts are more favourable terms which may be offered by the Proponent and will be taken into consideration in the financial evaluation. Proponent to indicate if other than Net thirty (30) days.

Schedule C – Proposal Form

Proponent's Name

Mailing Address

Key Contact Person

Telephone Number

Email Address

Number of Years in Business
