



**JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS  
RFP 10-001**

---



Prince George Airport Authority Inc.  
4141 Airport Road – 10  
Prince George, B.C.  
V2N 4M6

**Important Notice**

**You must understand and agree** to the following;

**Bid Documents:** This document is the property of Prince George Airport Authority.

**Registration Requirement:** All vendors are required to register with Airport Commercial Services prior to preparing bids or proposals. Registration involves completing the Confirmation form, which is included in each tender document. This completed form is to be sent by facsimile to Michelle Kenny, Safety and Commercial Services Coordinator. Registering will ensure that your company will receive amendments, site visit information and bidder's meeting minutes.

**E-mail Bids/Proposals:** Bids or proposals submitted by Internet e-mail cannot be accepted and will not be considered.

**Late Bids/Proposals:** The Prince George Airport Authority will not accept bids/proposals received after the closing date and time. Furthermore, the Airport Authority is not obligated to consider any bid response or to award a contract to any bidder(s).

**Altering Documents:** Bidders must not electronically alter any portion of this document with the exception of adding the information requested. To do so will invalidate the bidder's bid or response.

**Disclaimer:** While precautions have been taken to ensure that this file will not interfere with or cause damage to your system or its existing data, the Prince George Airport Authority accepts no responsibility for damages that may be caused by this file and makes no other warranty or representation, either expressed or implied, with respect to this file. This file is provided "as is," and you, the user, assume the entire risk when you use them.

**Waiver:** Due to the vagaries of electronic transmissions, the Prince George Airport Authority does not guarantee nor will it be liable for the accuracy of what is read or what is downloaded in this file.

**Limitation of Liability:** The Prince George Airport Authority shall not be liable for any loss of profits, loss of use, interruption of business, or for indirect, special, incidental, or consequential damages of any kind whether under this agreement or otherwise due to your use of this file.



**JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS  
RFP 10-001**

---

**JANITORIAL SERVICES  
AIR TERMINAL & COMBINED SERVICES BUILDING  
PRINCE GEORGE AIRPORT**



DATE ISSUED: May 10, 2010

RESPONSE REQUIRED BY: July 5, 2010

RFP SUBMISSIONS TO:

Michelle Kenny,  
Safety & Commercial Services Coordinator  
Prince George Airport Authority  
4141 Airport Road - 10  
Prince George, BC  
V2N 4M6

**NOTE: MANDATORY SITE TOUR MAY 26, 2010 1:00 – 2:00 PM. MEET IN  
FIREHALL BOARDROOM, COMBINED SERVICES BUILDING - 4020 TOWER  
PLACE.**



**JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS  
RFP 10-001**

---

Please complete this form and mail or fax **IMMEDIATELY** to:

Prince George Airport Authority  
4141 Airport Road - 10  
Prince George, BC  
V2N 4M6

Attn: Michelle Kenny, Safety & Commercial Services Coordinator  
Fax Number: 250-963-3462

**Failure to return this form will result in no further communication regarding the Request for Proposal.**

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Cell: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**I would like a copy of the above noted Request for Proposal.**

Yes, I will be responding to this Request. Therefore, I authorize the Prince George Airport Authority to send further correspondence that it deems to be of an urgent nature by the following method:

- Fax
- Mail
- Courier - Collect
- E-mail

**TABLE OF CONTENTS**

**PART I**

Scope of Commission	Page 7
Responsibilities	Page 7
Key Dates	Page 7
Site Tour	Page 8
Proposal Documents	Page 8
Withdrawal of Proposals	Page 8
Submission of Proposals	Page 8
Qualifications and Modifications	Page 8
Selection Criteria	Page 9
Contract Staffing Proposal	Page 11
Right to Reject	Page 11
Rights and Remedies	Page 11
Confidentiality	Page 11
Contact	Page 12
Submission of Proposal	Page 12
Mandatory Contractual Provisions	Page 14
Amendments	Page 14
Assignability of Proposal	Page 14
Applicable Regulation	Page 14
Governing Law	Page 14
Electrical Approval	Page 15

Termination by the Authority	Page 15
Termination by Either Party	Page 15
Consequences of Termination	Page 15
Default	Page 16
Key & Security Pass Holdback	Page 16
Non-owned Equipment	Page 16
Changes in the Scope of Work	Page 16
Work Additional to the Contract Sum	Page 17
Invoicing and Payment	Page 17
Health and Safety	Page 17
Indemnification	Page 18
Insurance	Page 18
Protection of Work and Property	Page 19
Contractor's Responsibilities and Control of the Work	Page 19
Labour and Products	Page 19
Employee Relations	Page 20
Use of the Work	Page 20
Cleanup and Final Cleaning of the Work	Page 20
Rejected Work	Page 21
Force Majeure	Page 21
Freedom of Information	Page 21

**PART II**

Specifications and Summary of Work	Page 23
General	Page 23
Definitions of Contract Areas & Supervision	Page 23
Contractor’s Facilities and Control	Page 33
Security & Safety	Page 34
Submission Guidelines	Page 36
<b>Appendix A</b> – Contractor Insurance Requirements	Page 37
<b>Appendix B</b> - Frequency Schedules	Page 40
<b>Schedule I</b> - Company History and Related Information	Page 42
<b>Schedule II</b> – Pricing Summary	Page 43
<b>Schedule III</b> – Staffing Proposal	Page 46
<b>Schedule IV</b> – Performance Measures and Remedy	Page 47
<b>Schedule V</b> – Supplies	Page 48
<b>Schedule VI</b> - Equipment to be used	Page 49
<b>Schedule VII</b> - Reference Information	Page 50
<b>Schedule VIII</b> (A) – Proposal Response Form	Page 51
(B) – Proposal Signatures	Page 52
Attachment A – Room Schedule	
Attachment B – ATB Main Floor	
Attachment C – ATB Basement	
Attachment D - CSB	



## JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS RFP 10-001

---

### **SCOPE OF COMMISSION:**

The Prince George Airport Authority (PGAA) invites sealed Proposals from vendors to provide Janitorial Services for the Air Terminal Building and Combined Services Building for the Prince George Airport.

This Proposal for Janitorial Services shall cover a period of thirty six (36) months starting on or about October 1, 2010.

PGAA reserves the right to extend the proposed Contract by one additional 12 month period to September 30, 2014. Stipulated costs for such extensions will be subject to increase only by the successful bidder as negotiated, accepted and approved by PGAA and the successful bidder.

PGAA will consider entering into a contract for the implementation of the most acceptable proposal which will be determined having regard to the evaluation factors set out in this RFP. In addition, the acceptability of the contract terms and conditions upon which the respondent would be prepared to undertake the implementation of their proposal will be measured against the contract terms and conditions set forth in this RFP.

### **RESPONSIBILITIES**

The original copy of the proposal bid, complete with one (1) additional copy, must be submitted to the issuing office on or before the closing date and time of 3:00 PM PDT, July 5, 2010.

### **FAXED REPLIES WILL NOT BE ACCEPTED UNDER ANY CIRCUMSTANCES.**

It is the responsibility of each agency to inquire about and clarify any requirements of this Request for Proposal which are not understood. All enquiries regarding the Proposal procedure and Contract Terms are to be directed to Michelle Kenny, Safety and Commercial Services Coordinator. All inquiries must be in writing by email, mail or fax and will be answered in writing and will be distributed to all parties registered as having returned their confirmation form and/or submitted questions on time.

Any addenda shall be considered as part of the Proposal Documents. All Addendums will be posted on the PGAA website listed as “Active Tenders & RFP’s”.

An oral presentation by one or more of the respondents may be required after written proposals are received and evaluated by the Authority. If the Authority feels that such a presentation is needed, the issuing office will schedule a time and place. Each respondent should be prepared to discuss its own qualifications as a supplier of janitorial services.

The Authority will not be obligated in any way by the respondent's response to the Request for Proposal. The respondent's proposal and all supporting documents become the property of the Authority. All such documentation may be reproduced by the Authority, provided that such reproduction is made solely for internal use or for any purpose required by law.

### **KEY DATES**

Listed below are the important events and the target dates and times by which the events are expected to be completed:



## JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS RFP 10-001

---

▪ Issue of Request for Proposal		May 10, 2010
▪ Return Confirmation Form		IMMEDIATELY
▪ Mandatory Site Visit 1:00 pm		May 26, 2010
▪ Respondent's Inquiries	Up to the end of	May 28, 2010
▪ Authority's Answers	Up to the end of	June 4, 2010
▪ Due Date for Submission of Proposals		July 5, 2010

### **CLOSING DATE AND TIME**

Proposals, signed by the Vendor's authorized representative, must be received by the Issuing Office, not later than 3:00 PM (15:00 Hours) Pacific Time, July 5, 2010.

**The Authority will not accept submissions of any Proposals after the closing date and time. Any submissions received after the closing date and time shall be considered disqualified and will be returned unopened to the Respondent who submitted the RFP. Under no circumstances, regardless of weather conditions, transportation delays, or any other situation, will this deadline be extended.**

### **SITE TOUR**

A **MANDATORY** tour of the premises for the purpose of examining the existing site will be conducted at 1:00 PM, May 26, 2010 at the Combined Services Building 4020 Tower Place, Prince George, BC.

VENDORS SUBMITTING PROPOSALS WHO HAVE NOT ATTENDED THE SITE VISIT WILL NOT BE CONSIDERED FOR AWARD.

### **PROPOSAL DOCUMENTS**

Bidders shall be responsible to ascertain that they are in possession of a full set of Proposal documents when preparing their bids.

Addendums to the Proposal issued prior to closing of Bids shall be incorporated into the proposal and become part of the Contract Documents.

Bidders finding discrepancies or ambiguities in or omissions from Proposal Documents, or in doubt as to their meaning, shall at once notify the Safety and Commercial Services Coordinator, who will make a ruling and issue an addendum.

### **WITHDRAWAL OF PROPOSALS**

Proposals may be withdrawn by written notice and submitted by mail, courier, personally or by fax, provided such notice of withdrawal is received by PGAA prior to the Proposal closing time.

### **QUALIFICATIONS AND MODIFICATIONS:**

Proposals which contain qualifying conditions or otherwise fail to conform to these instructions may be disqualified or rejected.

A Proposal already delivered to PGAA may be revised by fax or signed letter only prior to the Closing Time provided and the revision must plainly refer to a particular Proposal.

The revision must state only the amount by which a figure is to be increased or decreased, or specific directions as to the exclusion or inclusion of particular words.

Please note in the case of faxed revisions to Proposals, PGAA assumes no responsibilities and the Bidder assumes **ALL** risks of using faxed communication for revisions. This includes but is not limited to non-receipt, delays in receipt reception problems, and equipment failure. The faxed transmission must be received by the Prince George Airport Authority prior to the Proposal closing time July 5, 2010 at 3:00 PM PDT. Amendments to a Request for Proposal by facsimile will be accepted provided that the amendment amount is shown and not the total offer.

### **BID BOND**

Each bidder shall submit with their response to this Request for Proposal a bid bond in the amount not less than ten percent (10%) of the first year bid amount, payable to PGAA and issued by a corporate guarantee or surety company chartered in Canada, licensed to do business within the Province of British Columbia, and acceptable to PGAA. The Bid Bond will be held until a contract and requisite Performance Bond have been fully executed and delivered to PGAA after which they will be returned to the respective bidders. The Bid Bond shall be in effect until August 1, 2010. If any Bidder declines to enter into a Contract within the period set out in the Request For Proposal, or a further agreed to period of time, the principal and surety will be required to pay to PGAA, a sum equivalent to the difference between the principal's bid and the accepted bid or TEN PERCENT (10%) of the principal's bid, whichever is the lesser.

### **SELECTION CRITERIA**

The Authority will not necessarily accept the lowest price proposed. Any implication that the lowest price will be accepted is hereby expressly negated.

The Authority will not be limited as to its criteria for evaluation of Proposals. The Authority may take into account whatever criteria and considerations it wishes to. These may include:

1. The quality of service, personnel and facilities of the Respondent organization, as determined solely by the Authority.
2. The Respondent's relevant experience, qualifications and success in providing janitorial services.
3. The Respondent's reputation for quality service.
4. The Respondent's capability and willingness to work with the Authority to deliver and maintain all Janitorial services.
5. The contractual terms proposed by the Respondent as they would govern any contract relationship with the Authority.
6. The Respondents capability to provide progress reports on a quarterly bases for Janitorial services.
7. The Respondent's capability to provide competitive services, that best suit the needs of the Authority.

8. The Respondent's financial stability.
9. The Respondent's references from their three major accounts. Please include the size range and the tasks involved for each of the references.
10. The quality of the proposal, specifically:  
  
Proposals that are prepared in a straight forward manner, and shall describe the Respondent's offering(s) and service capabilities in a format that is reasonably consistent, comprehensible, and appropriate to the purpose.
11. For the purpose of selection, a “BEST VALUE” will be employed.
12. All acceptable proposals received will be evaluated on this basis.
13. All acceptable proposals received will be evaluated on this basis utilizing point ratings assigned below.
14. The following ratios will factor the various components to establish a total percentage score:

PRICE: 40%	Points 40
SERVICE: 60%	Points 60

Company qualifications and after delivery services:

- |  |    |
|--|----|
| ▪ responsiveness to Request for Proposal   | 2  |
| ▪ qualification and experience of Supervisory staff  | 5  |
| ▪ evidence of good organization, management  | 6  |
| ▪ adequacy of resources to be applied to the project, including back-up resources available                      | 12 |
| ▪ recruitment and ongoing training/safety programs   | 4  |
| ▪ references   | 6  |
| ▪ ability of proposed services to meet PGAA's requirements as determined by PGAA                                 | 8  |
| ▪ Quality Assurance Program including a performance measurement table and procedures for rectifying all problems | 7  |

COMPLIANCE: 5%	Points
Compliance with instructions in the Proposal document.	5
Completeness and thoroughness	5

Please ensure you provide all information requested from; Specifications and Summary of Work, Frequency Schedule, and all Schedules included in this Request for Proposal.

### **CONTRACT STAFFING PROPOSALS**

The successful bidder shall provide a consistent and stable janitorial service at all times throughout the period of the Contract.

The successful bidder shall provide the staff and supervision at the levels and times as detailed in Schedule III (Contract Staffing Proposal).

### **RIGHT TO REJECT**

PGAA reserves the right to reject any or all bids and to accept any bid it considers advantageous. The lowest or any Proposal may not necessarily be accepted if PGAA determines, at its sole discretion and after appropriate investigation and evaluation, that:

- the Proposal must be cancelled due to financing problems or changing economic circumstances
- information becomes available after Proposal closing which significantly changes the scope or extent of the project
- the bids, or any of the bids, exceed the projected spending approval

### **RIGHTS AND REMEDIES**

The duties and obligations imposed by the Proposal Documents and the rights and remedies available there under shall be in addition to and not a limitation of any duties, obligations, rights and remedies otherwise imposed or available by law.

No action or failure to act by the parties to this Proposal shall constitute a waiver of any right or duty afforded any of them under the Contract, nor shall any such action or failure to act constitute an approval of or acquiescence in any breach there under, except as may be specifically agreed in writing.

### **CONFIDENTIALITY**

In accordance with the Freedom of Information and Protection of Privacy Act, all information regarding the items and conditions, financial and/or technical aspects of the Respondent's proposal which in the Respondent's opinion are of a proprietary or confidential nature, should be clearly marked "CONFIDENTIAL" at each relevant item or page.

All information marked "CONFIDENTIAL" by the Respondent will be held in strict confidence, and shall not be revealed to another party without the consent of the Respondent.

Similarly, information about the Authority obtained by a Respondent and declared by the Authority's representative to be CONFIDENTIAL must not be disclosed unless authorized by the Authority. It is agreed that these reciprocal obligations of confidentiality will survive the termination of any contract that might arise between the parties.



## JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS RFP 10-001

---

### **CONTACT**

Any inquiries regarding the selection process and the terms of the Request for Proposal **MUST** be faxed or e-mailed to:

Michelle Kenny, Safety and Commercial Services Coordinator      Fax: (250) 963-3462  
e-mail: mkenny@pgairport.ca

Answers from the Prince George Airport Authority will be issued in written form and signed by the Safety and Commercial Services Coordinator and then sent out to all parties registered as having returned their Confirmation Form and/or submitted questions/inquiries on time. Any Addenda shall be considered as part of the Proposal Documents.

**Any Respondent who does not submit the CONFIRMATION Form may not be sent any amendments or addenda.**

All Addendums will be posted on the PGAA website listed as “Active Tenders & RFP’s”.

It is the responsibility of each Vendor to inquire about and clarify any requirements of this Request for Proposal which are not understood.

The Prince George Airport Authority shall not be responsible for, and the Respondent shall not rely upon, any instructions or information given to any Respondent other than in writing in accordance with the requirements of the Request for Proposal.

The RFP is not to be discussed with any other Prince George Airport Authority employee except at the direction of the Safety and Commercial Services Coordinator. Failure to do so could result in the rejection of your bid.

The Authority reserves the right, at its sole discretion, to negotiate, request additional information, or clarify with any Vendor as it sees fit, or with another Vendor or Vendors concurrently. In no event will the Authority be required to offer any modified terms to any other Vendor. The Authority shall incur no liability to any other Vendor as a result of such negotiations or modifications.

### **SUBMISSION OF PROPOSALS:**

The Prince George Airport Authority will not be responsible for any costs incurred by the Respondent which may result from the preparation or submission of the proposal documents pertaining to this Request for Proposal. Respondents are required to use the enclosed forms for submitting their proposals.



**JANITORIAL – AIR TERMINAL & COMBINED SERVICES BUILDINGS  
RFP 10-001**

---

**TELEPHONE OR FACSIMILE PROPOSALS WILL NOT BE ACCEPTED.**

Part I, Schedules I, II, III, IV, V, VI, VII(A) & (B), Attachments A, B, C, D Appendix A, Appendix B, addenda, specifications, terms and conditions, and any attachments hereto shall become part of any contract entered into between the successful supplier and the Prince George Airport Authority.

The itemized price list must be completed. Failure to do so may result in the rejection of the Proposal submitted by the Respondent.

Sealed proposals must be submitted:

Attention: Michelle Kenny, Safety & Commercial Services Coordinator

Mail: Prince George Airport Authority  
4141 Airport Road - 10  
Prince George, BC  
V2N 4M6

In Person or Courier:

Prince George Airport Authority  
4020 Tower Place  
Prince George, BC  
V2N 4M6

Proposals must use the enclosed forms and include the following:

<b>Appendix B</b> - Frequency Schedules	Page 40
<b>Schedule I</b> - Company History and Related Information	Page 42
<b>Schedule II</b> – Pricing Summary	Page 43
<b>Schedule III</b> – Staffing Proposal	Page 46
<b>Schedule IV</b> – Performance Measures	Page 47
<b>Schedule V</b> - Supplies	Page 48
<b>Schedule VI</b> - Equipment to be used	Page 49
<b>Schedule VII</b> - Reference Information	Page 50
<b>Schedule VIII (A)</b> – Proposal Response Form	Page 51
<b>(B)</b> – Proposal Signatures	Page 52-53

Your proposal must be signed or it will be disqualified.

**MANDATORY CONTRACTUAL PROVISIONS**

The following terms and conditions are mandatory and shall be deemed to be incorporated.

**PERFORMANCE BOND**

A performance bond in the amount of not less than ten percent (10%) of the first year bid amount, payable to PGAA and issued by a corporate guarantee or surety company chartered in Canada, licensed to do business within the Province of British Columbia, and acceptable to PGAA must be submitted within 10 working days from the date of contract acceptance..

**THE AUTHORITY'S AUTHORIZED REPRESENTATIVES**

The only persons who are or shall be authorized to speak or act for the Authority in any way with respect to any contract resulting from this Request for Proposal are those whose positions or names have been specifically designated.

It is hereby declared and agreed by the Vendor that all Proposals submitted to the Authority by the Vendor have been prepared on the basis of its own knowledge of the nature of the work to be performed or of the goods to be supplied, the location, quality, and character of the equipment and facilities needed, as well as general and local conditions and all other such matters which can affect the Vendor's performance under any contract between the parties that might result from the Vendor's Proposal.

The Vendor further agrees that it does not rely upon any information given or statements made by representatives of the Authority with regard to the Vendor's Proposal or work to be performed.

**AMENDMENTS**

No amendment of a contract resulting from this proposal process shall be effective unless it is in writing and executed by the Safety and Commercial Services Coordinator or Designate and by the individual signing the Vendor's Proposal or another individual named by the Vendor as specified.

**ASSIGNABILITY OF CONTRACT**

Neither the Contract nor any rights and obligations contained herein, or entered into, may be assigned, subcontracted or otherwise transferred in whole or in part without prior written consent of PGAA.

**APPLICABLE REGULATIONS**

All equipment provided shall comply with all applicable provincial and federal regulations.

**GOVERNING LAW**

Any contract resulting from this request for proposal shall be governed by and interpreted in accordance with the laws of the Province of British Columbia.

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

### **ELECTRICAL APPROVAL**

All electrical equipment used on PGAA property must have C.S.A. (Canadian Standards Association) or British Columbia Electrical Safety Branch Approval. Preference will be given to Vendors whose equipment has either of these approvals or who agree to cover the costs of gaining such approval, completing any necessary modifications required.

The Vendor must state in its Proposal whether:

- 1) Equipment has C.S.A. Approval
- 2) Equipment has B.C. Electrical Safety Branch Approval
- 3) The Vendor agrees to arrange C.S.A. or BC Electrical Safety Branch approval and cover the cost of approval and modifications

Unless a Vendor expressly and specifically provides otherwise in its written proposal received by the Authority in response to this Request for Proposal, the Vendors proposal shall automatically be deemed to include the Vendors agreement to provide equipment that has this approval or arrange C.S.A. or B.C. Electrical Safety Branch approval and cover the cost of approval and modifications.

### **TERMINATION BY THE AUTHORITY**

This Agreement may be terminated by the Authority on immediate notice to the Operator:

- (a) if the Operator defaults in the payment of any amount due and payable to the Authority hereunder and such default remains unremedied for a period of TEN (10) days after notice or demand from the Authority; or
- (b) if the Operator defaults in the performance or observance of any term or condition of this Agreement or persistently or repeatedly defaults in the performance or observance of any term or condition of this Agreement, and in each case such default remains unremedied for a period of FIFTEEN (15) days after notice from the Authority, or in the case of a default which cannot reasonably be remedied within such period, the Operator fails to take immediately and diligently carry out, steps to remedy such default in accordance with instructions of the Authority; or

### **TERMINATION BY EITHER PARTY**

- (a) This Agreement may be terminated by either party on immediate notice to the other if the Building is wholly or partially damaged or destroyed to the extent that the operations of the Operator hereunder are totally suspended as a result thereof for a period in excess of NINETY (90) days.
- (b) This Agreement may be terminated by either party, on TWO (2) months written notice to the other.

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

### **CONSEQUENCES OF TERMINATION**

If this Agreement is terminated as herein provided, the following provisions shall apply:

- (a) The Operator shall cease forthwith the provision of Service and all its operations under this Agreement;
- (b) The Operator shall surrender and vacate forthwith the PGAA Facilities: provided however, that the Operator shall remove promptly all its property located therein and shall immediately make good any damage occasioned thereby;
- (c) The Authority shall pay to the Operator the amounts due to the Operator (if any).

### **DEFAULT**

If the Operator defaults in the observance or performance of any term, condition or proviso which is required to be observed or performed and fails to remedy such default within SEVEN (7) days after notice from the Authority, the Authority shall be entitled, but not obligated, to take such steps as may be available, to remedy such default, including but not limited to hiring another janitorial company, and the costs incurred by the Authority in connection shall be paid by the Operator to the Authority on demand.

### **KEY & SECURITY PASS HOLDBACK**

PGAA shall issue to the successful bidder the necessary keys and security passes required to complete the work. On expiry or termination of the contract the successful bidder shall return all keys and security passes to the Authority. In the event that all keys and passes are not returned by the successful bidder, any resulting expense to re-key, change locks, replace keys or replace security pass system to PGAA shall be paid by the Contractor. Key & Security Pass holdback will be \$10,000.00 on final payment of contract.

### **NON-OWNED EQUIPMENT**

The successful bidder is responsible for the receipt and storage, of all his/her materials required for this contract and will be responsible also for its security and safety. PGAA will make no payments in compensation for the successful bidder's materials or equipment stolen, lost, consumed, or damaged during the term of the contract.

### **CHANGES IN THE SCOPE OF WORK**

PGAA reserves the right without invalidating the contract to make changes by altering, adding to, or deducting from the work. All such work shall be executed under the conditions of the contract. Any changes in the work must be initiated by written order and a letter of amendment completed.

Contract sum adjustments shall be made on the basis of the prices specified in Pricing Schedule of this Contract. All changes in the work must be authorized in writing by the Safety and Commercial Services Coordinator or designate.

The Value of a change shall be determined in one or more of the following methods:

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

- by estimate and acceptance in a lump sum;
- by unit prices set out in the Contract;
- by cost and a fixed or percentage fee.

When a change in the Work is proposed or required the successful bidder shall present to the Safety and Commercial Services Coordinator or designate for approval his claim for a change in the Contract price with appropriate documentation in a form acceptable to the Authority. The Safety and Commercial Services Coordinator or designate will, satisfy himself/herself as to the correctness of such claim, will provide written authorization to the successful bidder, and will ensure that letter of amendment is issued to the successful bidder amending the Contract price as appropriate. The value of work performed in the change shall be included for payment with the regular certificates for payment.

### **WORK ADDITIONAL TO THE CONTRACT SUM**

The contractor shall provide the services described or referred to in this document at any time if required and as ordered by the Safety and Commercial Services Coordinator or designate. These services shall be provided based on approved Work Orders. The value for these services shall be as specified under Item #2 & #3 (Changes in the Scope of Work) of the contract. For these services the contractor shall provide daily service reports for each work order, detailing the hours worked, number and type of employees, materials used, and a description of the work performed; these service reports must be certified by PGAA.

### **INVOICING AND PAYMENT**

Invoicing for payment on account shall be made monthly.

Invoices shall be dated the last day of each calendar month and the amount claimed shall be for the value of work performed during the monthly period completed prior to the end of the calendar month.

Cost and person hours to be identified as shown on the Contract, subject to the said agreement. Payment will be made upon certification that the work has been performed satisfactorily and in accordance within thirty (30) days of receipt of the invoice.

PGAA reserves the right to deduct from the Payment of the invoice the value for:

- Work not completed
- Shoddy workmanship
- Administrative services provided by PGAA such as long distance telephone, fax and photocopying use

This deduction would be assessed by PGAA Authorized personel and documented.

### **HEALTH AND SAFETY**

The presence or risk of hazards to the health or safety of people in the vicinity of the work must be identified and actions must be taken to protect workers and other persons from such hazards.

The successful bidder is responsible for complying with PGAA, Workers Compensation Board and the Ministry of Labour laws,

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

policies and procedures.

Prior to commencing the work, the successful bidder shall provide evidence of compliance with the requirements of the Province of British Columbia with respect to workers' compensation insurance payments and proof in written form of account in good standing.

### **INDEMNITY**

Notwithstanding the providing of insurance coverage by the Authority, the Contractor hereby agrees to indemnify and save harmless the Authority, its successors, assigns and authorized representatives and each of them from and against any and all losses whether directly or vicariously caused or incurred, arising or resulting from the negligent services of the Contractor or any of his Sub-Contractors, and their respective servants, agents, employees, officers, directors, or shareholders under this Agreement, excepting always liability arising out of the negligent acts of the Authority, its successors, assigns and authorized representatives.

At the Authority's option, the Contractor shall, at his own expense, promptly assume the defence of any claim, suit or other proceeding against the Contractor, his Sub-Contractors, and their respective servants, agents, employees, officers, directors, or shareholders under this Agreement.

If some or any encumbrances of any kind or nature be placed upon or obtained against the property of the Authority in, or as a result of any legal liability of the Contractor, his Sub-Contractors, and their respective servants, agents, employees, officers, directors, or shareholders, the Contractor shall forthwith cause the same to be discharged. In the event that the Contractor shall fail to remove the said encumbrances, then the Authority shall have the right to pay whatever moneys may be necessary to fully discharge any and all such encumbrances and all of its costs may be deducted from moneys otherwise payable to the Contractor, and the Authority shall furthermore be entitled to any additional costs that it may thereby incur.

### **INSURANCE**

The successful bidder shall provide, at his own expense, Comprehensive General Liability Insurance, inclusive limits of not less than \$5,000,000.00. The insurance may contain a deductible clause not to exceed \$500.00.

The successful bidder is responsible for their own insurance, travel, and WCB insurance (as applicable) at their own expense and must provide PGAA with copies of said insurance annually. It is further understood that the scope of coverage to be included in the Comprehensive General Liability shall include the following extension:

- Broad Form Property Damage
- Occurrence Property Damage
- Personal Injury (libel, slander, malicious acts, false arrest)
- Contingent Employer's Liability
- Non-owned Automobile Liability
- Contractual Liability
- Forcible Ejection (to protect property, prevent injuries)
- Premises, Property and Operation
- Gross Liability and Severability of Interest
- Care, Custody and Control

PGAA is to be added as an additional insured under the successful bidder's liability insurance. The successful bidder must maintain

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

said liability insurance for the duration of the Contract and ensure that PGAA receives advance notice of any change in conditions or intent by insurer's to cancel.

In addition, the successful bidder shall insure his owned, leased or hired motor vehicles, required by law to be licensed for use on public highways, for public liability and property damage, limits or not less than \$1,000,000.00 inclusive.

See Appendix A - Contractor Insurance Requirements.

### **PROTECTION OF WORK AND PROPERTY**

The successful bidder shall protect PGAA's property and equipment from damage and shall be responsible for damage which may arise as the result of his operations under the Contract except damage which occurs as the result of:

- errors in the Contract documents
- acts or omissions by PGAA

Should the successful bidder in the performance of this Contract damage PGAA's property or equipment, the successful bidder shall be responsible for the making good of such damage at his expense.

### **CONTRACTOR'S RESPONSIBILITIES AND CONTROL OF THE WORK**

The successful bidder shall have complete control of the Work and shall effectively direct and supervise the Work so as to ensure conformance with the Contract documents. He shall be solely responsible for means, methods, techniques, sequences and procedures and for co-ordinating the various parts of the Work under the Contract.

The successful bidder shall be solely responsible for safety at the Place of the Work and for compliance with the rules, regulations and practices required by safety legislation, including full compliance with all Workplace Hazardous Materials Information Systems (WHMIS) regulations.

The successful bidder shall review the Contract Documents and shall promptly report to the Safety and Commercial Services Coordinator or designate any error, inconsistency or omission he may discover. Such review by the successful bidder shall be to the best of his knowledge, information and belief and in making such review the successful bidder does not assume any responsibility to PGAA for the accuracy of the review. The successful bidder shall not be liable for damage or costs resulting from such errors, inconsistencies or omissions in the Contract Documents which he did not discover. If the successful bidder does discover any error, inconsistency or omission in the Contract Documents he shall not proceed with the work affected until he has received corrected or missing information from PGAA.

The successful bidder shall prepare and update as required a schedule indicating the timing of the major activities of the Work. The schedule shall be designed to ensure conformance with the required Contract time. The schedule shall be submitted to the Safety and Commercial Services Coordinator or designate for their information within a reasonable time from the date of Contract award. The successful bidder shall monitor the progress of the Work relative to the schedule and advise the Safety and Commercial Services Coordinator or designate of any revisions required as the result of delays indicating the results expected from the resultant change in schedule.

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

### **LABOUR AND PRODUCTS**

The successful bidder shall employ the necessary supervisors who shall be in attendance at PGAA while work is being performed.

The successful bidder's supervisory staff shall be satisfactory to the Safety and Commercial Services Coordinator or designate and shall not be changed except for good reason and only then after consultation with the Safety and Commercial Services Coordinator or designate.

The successful bidder shall maintain good order and discipline among his employees engaged on the Work and shall not employ anyone not skilled in the task assigned to them.

Unless otherwise stipulated elsewhere in the Contract Documents, the successful bidder shall provide and pay for labour, products, transportation and other facilities and services necessary for the performance of the Work in accordance with the Contract.

Products provided shall be new unless otherwise specified in the Contract Documents. Products which are not specified shall be a quality best suited to the purpose required and their use subject to the approval of PGAA.

When required by PGAA, the successful bidder shall produce reasonable evidence to show that any material, method or workmanship used conforms to the Contract Documents.

### **EMPLOYEE RELATIONS**

All Janitorial employees will be employed by the Contractor. Proponent will provide a statement of policy and procedures with regard to employee relations matters such as: supervision, selection, training, safety programs, work place harassment and discipline.

The Contractor shall not discriminate against any employee or applicant for employment because of race, religion, sex, colour, national origin, age or political or economic opinions, or the disabled, in violation of any applicable law.

A statement regarding the Proponent's policy on and prior experience with Trade Unions is required. Each proponent must indicate how the employees will be represented. A list of Current Union Agreements, must be included in Schedule III.

All policies of the Contractor's firm must comply with current Canadian Federal, Provincial and Civic laws such as Income Tax, Unemployment Insurance, Canada Pension and Employment Standards.

The successful Proponents must register under the Workers' Compensation Act, as required in the Province of British Columbia.

### **USE OF THE WORK**

The successful bidder shall confine his apparatus, the storage of products, and the operations of his employees to the limits indicated by laws, ordinances, permits or the Contract Documents and shall not unreasonably encumber the premises or the normal operations within and around the premises with his products, or execution of the Work.

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

### **CLEANUP AND FINAL CLEANING OF THE WORK (Upon Expiry of the Contract)**

The successful bidder shall maintain the Work in a tidy condition and free from the accumulation of waste products and debris, other than that caused by PGAA, other Contractors or their employees.

Upon attaining Contract Termination the successful bidder shall remove his surplus products and equipment not required for the performance of the work and not purchased by PGAA. He shall also remove waste products and debris other than that caused by PGAA, other Contractors or their employees.

### **REJECTED WORK**

Defective work, whether the result of poor workmanship, use of defective products, or damage through carelessness or other act or omission of the successful bidder and whether incorporated in the Work or not, which has been rejected by PGAA as failing to conform to the Contract Documents shall be removed promptly from PGAA by the successful bidder and replaced or re-executed promptly in accordance with the Contract Documents at the successful bidder's expense.

Other Contractor's work destroyed or damaged by such removals or replacements shall be made good promptly at the successful bidder's expense.

If, in the opinion of PGAA, it is not expedient to correct defective work or work not performed in accordance with the Contract Documents, PGAA may deduct from the monies otherwise due to the successful bidder the difference in value between the work as performed and that called for by the Contract Documents. The amount which will be deducted will be determined in the first instance by PGAA.

### **FORCE MAJEURE**

The successful bidder shall notify the Authority promptly of any material delay in performance of specified services and shall specify in writing to the Safety and Commercial Services Coordinator or designate the proposed revised performance date as soon as practicable after notice of delay. The successful bidder shall not be liable for delays in performance due to causes beyond its reasonable control, but it will be liable for delays due to its fault or negligence. In the event of any excusable delay the date of performance shall be extended for the period equal to the time cost by reason of such delay on written approval of the Safety and Commercial Services Coordinator or designate. An equitable financial adjustment based on unit costs shall be negotiated between the successful bidder and Safety and Commercial Services Coordinator or designate for the period of such or on performance.

The Authority shall not be liable for any damage, breach of contract, or breach of covenant contained in this contract, due to causes beyond control of the Authority, and in particular, (but not so as to restrict the generality of the foregoing) it shall not be liable for damages or breach caused by act of God, acts of military or civil authorities, war, riot or civil disobedience, fire, explosion, strikes, lock outs or other labour unrest, including picketing, (whether lawful or not), nor shall it be liable for damages or breaches of covenant or contract caused by its being unable to obtain labour, materials, or facilities, and the Authority shall not, in any event, under any circumstances whatever, be liable for consequential damage or special damages to any person arising by reason of any of the aforesaid matters.

## PART 1 – MANDATORY CONTRACTUAL PROVISIONS RFP 10-001

---

Should the Authority be of the opinion that this Agreement cannot continue due to circumstances beyond its control and jurisdiction, it shall thereupon be, at the option of the Authority, terminated and at an end and no action of any sort shall be taken against the Authority as a result thereof.

### **FREEDOM OF INFORMATION**

The Vendor acknowledges that the Authority is a public body subject to the *Freedom of Information and Protection of Privacy Act* (the Act). The Vendor shall review the Act and determine the categories of records which are excepted from disclosure under the Act. The Vendor shall clearly mark “Confidential” all information regarding the items and conditions, financial and/or technical aspects of the Vendor’s Proposal, which in the Vendor’s opinion are of a proprietary or confidential nature at the relevant item or page.

If the Authority receives a request for information under the Act which includes information provided by the Vendor, the Authority will give the Vendor notice of such request and the Vendor will respond to such notice within 20 days or less. If the Vendor does not respond to the notice from the Authority, the Authority will proceed to process the request for information. The Authority shall use all reasonable efforts to hold all information marked “Confidential” by the Vendor in strict confidence but shall not be liable for any inadvertent disclosure.

If the Authority’s response to a request under the Act is appealed to the Office of the Information and Privacy Commissioner, the Vendor shall have the burden of proof per section 57 (3) of the Act. The Vendor shall be responsible for all costs related to its confidentiality requirements.

If the Authority declares and marks certain information about the Authority to be received by the Vendor as “Confidential”, the Vendor must not disclose such “Confidential” information to any third parties unless authorized to do so in writing by the Authority.

The Vendor and The Authority agree that the reciprocal obligations of confidentiality will survive the termination of any contract that might arise between the parties.



## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

#### GENERAL DESCRIPTION

The Contractor shall provide a complete janitorial service for the stipulated price. Any work which would normally be part of a complete janitorial service, regardless of whether or not it is specifically mentioned in this specification, shall nevertheless be carried out by the Contractor without extra charge.

Work shall be carried out at least as often as indicated under the Frequency Schedules. All work shall be quality work according to the standards of the industry and to the complete satisfaction of PGAA. Any work which has been carried out but is unsatisfactory to PGAA must be repeated in a manner to ensure satisfactory results. PGAA may require the Contractor to change work methods or procedures or to stop any work at any time. Those items indicated "WHEN ORDERED" in the Frequency Schedules are not included in the basic price.

#### DEFINITIONS OF CONTRACT AREAS & SUPERVISOR

For purposes of this contract, the following definitions apply:

- Owner** Refers to the Prince George Airport Authority (PGAA).
- Contractor** Refers to company contracted to provide janitorial service.
- Supervisor** Refers to PGAA Safety and Commercial Services Coordinator or designate.
- The Work** Refers to duties outlined in the specifications of this contract.
- As Required** Refers to tasks which are performed by the Contractor regularly without awaiting special orders; these duties form part of this contract and are included in the quotations provided by the Contractor and agreed to by the Owner.
- As Ordered** Refers to tasks which are performed by the Contractor upon written instruction.
- Additional Work As Ordered** Refers to additional tasks which are performed by the Contractor upon written instruction on approved Service Requests; these duties do not form part of this contract, but will be performed at the regular and overtime rates stipulated in this contract.

For this specification, the building names are shown on the schematics attached to Frequency Schedules, and are listed and divided into Contract Areas. Relevant square meters information on each area is noted on the attached schematics. Areas are color coded on the attached drawings.

The contract areas are as follows:

#### Area 1 - Air Terminal Building



## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

- Section A: Nav Canada Offices, tenant office space, terminal stairwell, access corridor, men's and ladies staff washrooms, boardroom and staff lunchroom.
- Section B: Tenant offices, CATSA X-ray and Screening rooms, Baggage Make-up area and Electrical Room.
- Section C: International Arrival Concourse
- Section D: Main public area and is called the arrivals and departure concourse. This area houses the airline check-in counters, Tenant Offices, retail space, CATSA Screening, Departures Lounge, public washroom, boarding gates, domestic arrivals, car rental agencies and vending services.
- Section X: 1. Nav Canada

#### **Area 2 - Air Terminal Building**

- Section C: 2. Canadian Border Services Agency (CBSA)
- Section X: 2. CBSA Change rooms and washrooms.

#### **Area 3: Combined Service Building (CSB)**

Main operations area for PGAA including Administration, Maintenance and Fire Services.

#### **DURATION OF WORK WEEK AND YEAR**

Work is to be performed as per the Frequency Schedule.

#### **CLEANING WHILE OCCUPIED**

All major cleaning services shall take place during the night shift after the final departing flight. Where cleaning is scheduled for times when any building is occupied, and where such cleaning requires the temporary closure of areas, suitable signs and barricades shall be supplied and erected by the Contractor for the information and safety of the public. The closure of such areas shall not take place at such a time and in such a manner as to unnecessarily interfere with the operation of the Airport. Janitorial personnel completing this work must conduct themselves in a courteous and respectful manner at all times; any unacceptable behaviour will not be tolerated.

#### **MISCELLANEOUS SERVICE**

The Contractor shall respond promptly to requests for assistance that include but not limited to: removal of non-routine waste materials, janitorial services of an emergency nature caused directly or indirectly by flooding, accidental spillage, non-scheduled janitorial service necessary to maintain rooms in a satisfactory condition for all meetings. The service will form part of the complete janitorial service.

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

The Contractor will not be required to perform major repairs but must inform the Safety and Commercial Services Coordinator of their need.

#### **WASHROOMS AND WASH UP AREAS**

All toilets, sinks, urinals, plumbing and washroom fixtures shall be washed with germicidal detergent as per Frequency Schedules.

Waste receptacles and sanitary napkin disposal bins shall be emptied as per Frequency Schedules. Waxed bags will be used in napkin disposal bins.

Soap dispensers, towel cabinets and toilet tissue holders shall be filled continuously. If a serious loss consistently occurs due to vandalism or theft, the Supervisor shall be consulted. Any pattern of empty dispensers shall not be tolerated.

Toilets, urinals, hand basins and drinking fountains will not be used as slop sinks. There are designated slop sinks in the janitorial room.

Toilets, sinks and other receptacles that are found plugged and cannot be cleared shall be reported to the Supervisor immediately.

After mopping wet floors with a disinfectant detergent solution as per Frequency Schedules, the Contractor shall ensure that all floor drains are free of mop strings and dirt, and that drain traps are flushed with clear water.

All chrome, stainless steel and white enamel fixtures, all dispensers, countertops, splashbacks and exposed plumbing, will be thoroughly cleaned and polished as per Frequency Schedules using a clean cloth and an approved germicidal detergent.

All walls, doors (including grilles) and ledges will be spot cleaned as per Frequency Schedules using a clean cloth and an approved disinfectant.

#### **Results Expected:**

All surfaces including exterior of fixtures, wash basins, flush tanks, toilet seats, urinals, exposed piping, walls, cubicles, dispensers, sanitary & waste receptacles and mirrors, to be free of dust, dirt, spots, stains fingermarks, lipstick smudges, water or cleaning solution streaks, odours, mold and clouding. Chrome, brass or similar finishings to be bright and shiny.

Floors, particularly corners, to be free of dirt, dust, black marks, loose paper, mop strings, water and mop marks, bases to be clean and floors disinfected, and all areas free of obnoxious odours. Floor shall have been rinsed and excess water removed; wall bases and other services to be free of watermarks and splashes.

#### **ENTRY AREAS**

Damp mop floors and wash walls. During inclement weather, entrance and hall floors must be kept free of pooling. Entrance mats are NOT to be cleaned. These are serviced by a separate contract.

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

#### **Results Expected:**

Entry Areas shall be kept clean and free of offensive odours and debris at all times. All supplies, materials, and equipment contained therein shall be stored in an orderly manner. Mopped areas to be clean, free from dirt, surface stains, mop streaks, with all excess water removed. Walls to be uniformly clean, with no streaks, dirt spots or signs of skipped areas visible

Pooling of water at entrances to be controlled such that safe conditions are maintained and damage to finishes, furniture, structure and material/equipment is avoided.

The floor under the entrance mats are to to be clean and dry. Threshold plates shall be clean and free from dirt, sand and debris.

#### **STAIRWELLS, LANDINGS, and HALLWAYS**

Damp wipe handrails, railings, and other ledges or surfaces where dust may settle. Sweep, spot wash, damp mop and scrub treads, risers and landings. Vacuum and spot extract the same in carpeted areas. Spot wash and wash walls.

#### **Results Expected:**

After damp wiping, handrails, etc. to be uniformly clean, free from dust, fingermarks, smudges, dirt and, where applicable, to present a polished appearance. No water streaks or skipped areas to be present.

After sweeping or vacuuming, treads and landings to be free of loose dust, dirt or debris of any kind, including all corners and crevices. After spot washing or spot extraction, treads, risers and landings to be free of spills or stains and all gum removed. After damp mopping, treads, risers and landings to be free of loose and caked dirt, and present an overall appearance of cleanliness. Wall bases and risers to be free of watermarks and splashes from cleaning solution. After scrubbing, treads, risers and landings, to be free of staining and built up dirt in crevices, skid plates, etc.

After spot washing, wall surfaces including appurtenances such as doors, trim, moldings, ledges, radiators, grilles, glass, wood and metal, to be free of stains, markings, and posters, etc. After washing, wall surfaces, including all appurtenances, to be free of fingermarks, and dirt spots of any kind. There are to be no streaks or signs of skipped areas, no visible marking where lower and upper portions of wall were separately washed, wall to be uniformly clean all over, water spillage on floor to be wiped dry immediately. Any furniture equipment etc. moved during cleaning to be immediately replaced to original location.

#### **GLASS/WINDOWS**

Glass and windows shall be cleaned as Frequency Schedules require.

Spot Cleaning - Clean using an approved glass cleaner and a dry towel.

Washing - Clean using a sponge or window brush, squeegee and an approved window washing solution. Sponge or brush all window surfaces and squeegee to dry. Use clean cloth to remove all water drips and leave all surfaces dry.

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

Area finishes around and below windows shall be kept free of streaks.

Metal frames, handles, push-bars, etc. are included as glass.

All windows with vertical or horizontal blinds shall have the blinds dusted as per Frequency Schedules. Clean using a soft bristle brush and dust each side.

#### **Results Expected:**

After washing all glass surfaces must be free from fingerprints, smears, markings, posters, tape, mold, dirt, streaks and water marks. Frames, sashes and sills must be clean and free from dirt and water marks. There must be no damage to either the glazing compound or any special anti-glaze coatings that may be present on the glass surfaces. There must be no damage to adjacent walls, building facings or shrubbery, arising from the window cleaning.

After cleaning blinds, all exposed surfaces to be free from dirt and dust and present an overall clean appearance. Slats (both sides), window frames and adjoining areas to be free of dust.

#### **FURNITURE**

Office desk tops are not to be dusted or cleaned.

Upholstered furniture shall, on the appropriate parts, be damp wiped using a clean cloth and an approved germicidal detergent. Chair legs and feet and lunchroom table, legs, and feet shall be washed using a clean cloth and an approved germicidal detergent per Frequency Schedules.

A written report on broken furniture is to be submitted to the Supervisor as to type and quantity of furniture broken and where it was found.

Shelving and cabinets shall be dusted using a cloth treated with an approved germicidal material. Included in this task are all other horizontal ledges below two meters such as registers, window ledges, heaters, baseboards and other surfaces where dust may accumulate.

#### **Results Expected:**

After spot cleaning, all visible surfaces to be free from spills, dirt or debris of any kind.

After dusting, all visible surfaces to be free from dust, finger mark and stains, no dust streaking to be visible.

After damp wiping or washing, all surfaces specified to be clean and free from finger marks, spots and stains with no dust or streak marks present.

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

After polishing, surfaces to present a uniform sheen as close as possible to the original intended appearance (after consideration of age).

After vacuum dusting, fabric upholstered surfaces to be free from dust, dirt and other debris, presenting an overall clean appearance. No equipment or teaching/working material is to be moved during these operations. Only visible surfaces are to be cleaned.

#### **CARPETS**

Carpets shall be vacuumed using an approved type vacuum cleaner. All areas of exposed carpet shall be vacuumed. All baseboards to be free from dust, dirt, and other debris, presenting an overall clean appearance.

Any carpet damage must be immediately reported to the Supervisor.

Carpets shall be spot-cleaned and chewing gum removed during cleaning. Spilled material is to be cleaned up and treated in an approved manner. It will be necessary to determine in advance how the particular carpet or fabric is to be cleaned. The method shall be approved by the Supervisor prior to work being completed.

Practices or procedures causing carpet damage, whether or not under the control of the Contractor, shall be reported to the Supervisor.

#### **Results Expected:**

After vacuuming, carpets and rugs shall be thoroughly clean and free of dust, dirt and other debris. Chair 'T' and other area rugs to be cleaned; carpet and rug area around and under mat to be free of dust and dirt.

After spot cleaning carpet to be free from spots, spills, wheel marks, and gum. Where these items cannot be removed by normal means the Contractor shall report such to the Supervisor.

Bare floors around carpets to be clean with no dust in corners, under furniture, behind doors and radiators.

All furniture moved during vacuuming operation to be returned to original locations.

#### **DUST MOPPING**

A dust control method must be used in sweeping operations.

Dust Mops shall not be shaken outside the buildings.

Sweeping mops shall be suspended clear of the floor when not in use.

Dust mop using a clean treated dust mop, remove all surface dust and dirt. Use only an approved mop treatment on resilient floors.

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

#### **Results Expected:**

After dust mopping, entire floor area to be free of dust dirt and debris including corners, crevices under registers, behind doors and under furniture.

#### **DAMP MOPPING**

Damp mop all exposed floor surface. Wring out mop so that it does not drip. Use clean strained mop and an approved germicidal detergent. Rinse floors with clean water and clean mop. Mop marks must not be visible. Use "Wet Floor" signs as needed and allow to dry. Spray buff to finish per Frequency Schedules.

#### **Results Expected:**

Total floor area to be clean and free from dust, dirt, surface stains, mop streaks and loose mop strands. Do not splash walls, leave streaks on base or allow liquids to collect against or under furniture legs and cabinets.

#### **SPRAY BUFFING**

Use a spray buff method with an approved slip resistant floor finish material by spray buffing the traffic areas and re-applying finish in acceptable amounts. Floors and baseboards shall be dust mopped after spray buffing.

#### **Results Expected:**

After spray buffing, no dust or dirt to be left on floor, no evidence of muddying or rippling effect to exist. Bases and equipment to be free from spray residue and the floor is to present a uniform and overall appearance of cleanliness, including corners. Areas shall be free of scuff marks when spray buffing is completed.

#### **FLOORS STRIPPED, SEALED & WAXED**

The Contractor will be responsible for the stripping, sealing, and waxing of floors. Floor finish build-up along floor perimeters and the necessity of frequent stripping will not be tolerated. Stripping and refinishing shall be done as follows as required by surface condition:

1. Move all furniture except cabinets and bookcases, and clean total floor area
2. Strip all floor finish.
3. Seal with two (2) coats and refinish with up to six (6) coats of floor finish.
4. Rinse and mop or vacuum dry total floor area.
5. Areas inaccessible to machines are to be hand cleaned.
6. All materials to be used must be approved by the Supervisor prior to use.
7. Buff to complete process.
8. Following sealing and waxing, wipe clean all wall or furniture surfaces that may have been spotted.

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

#### **Results Expected:**

After stripping, all dirt, finish build-up and stains shall be removed and no stains to exist. The complete floor area to be clean and free from dirt, water streaks, mop marks or mop strings. Prior to refinishing the floor must present an overall appearance of cleanliness and all bases, walls, and adjoining surfaces to be free from splashing, watermarks or markings from equipment.

After refinishing and buffing, the total floor area to be free from streaks, skipped areas, mop marks, or any evidence of improper workmanship. Finish must be evenly distributed with no accumulations at wall bases, or other fixtures and furniture. Floor finish residue on fixtures and furniture will not be tolerated. The total floor area shall be bright looking overall with a uniform shine and be free from brush marks after buffing.

All furniture needing to be moved to access the floor area must be returned to original locations.

#### **COFFEE AREA/LUNCHROOM**

All sinks, tables and counters shall be washed as per Frequency Schedules.

Waste receptacles shall be emptied as per Frequency Schedules. Liners shall be replaced to ensure areas are kept germ and odour free.

Towel cabinets dispensers shall be filled continuously. If a serious loss consistently occurs due to vandalism or theft, the Supervisor shall be consulted. Any pattern of empty dispensers shall not be tolerated.

Sinks will not be used as slop sinks. Sinks that are found plugged and cannot be cleared shall be reported to the Supervisor immediately.

All chrome, stainless steel and white enamel fixtures, all dispensers, countertops, splashbacks and exposed plumbing, will be thoroughly cleaned and polished as per Frequency Schedules using a clean cloth and an approved germicidal detergent.

The Contractor shall rigidly control the use of abrasive cleaners. No loss of enamel or metal finish will be tolerated.

#### **Results Expected:**

All surfaces including exterior of sinks, counters, refrigerators, coffee fixtures to be free of dust, dirt, spots, stains, finger marks, water or cleaning solution streaks, odours, mold and clouding. Chrome, brass or similar finishings to be bright and shiny.

Floors, particularly corners and edges, to be free of dirt, dust, black marks, loose paper, mop strings, water and mop marks, bases to be clean and floors disinfected, and all areas free of obnoxious odours. Floor shall have been rinsed and excess water removed; wall bases and other services to be free of watermarks and splashes.

#### **WASTE/RECYCLING RECEPTICALS**



## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

The Safety and Commercial Services Coordinator may designate where waste & recycling receptacles shall be placed and may from time to time, change any or add to designated locations.

Plastic bags shall be used in all receptacles and shall be thrown out and replaced as required.

The exterior of the waste and recycling receptacles will be kept clean at all times and wiped down with a germicide.

#### **Results Expected:**

All waste and recycling receptacles to be empty, clean and in the designated locations. Any odour producing refuse shall be sealed in plastic bags and removed right away. The Contractor shall keep the exterior of the containers free of spills and stains.

#### **WASTE DISPOSAL**

Refuse, garbage and other waste shall be removed from the building and placed in the garbage containers provided by the PGAA and emptied by others. The location of the garbage containers may be changed from time to time by the Supervisor; such relocations will not relieve the Contractor from responsibility in this regard.

#### **Results Expected:**

The Contractor shall keep the area in a clean condition at all times. Bags of refuse, etc. left in or around buildings and not in proper garbage containers will not be tolerated.

## **MATERIALS AND EQUIPMENT**

### **MATERIALS SUPPLIED BY CONTRACTOR**

Materials and equipment required to perform the work described under this Specification except as otherwise noted in Item 2, below, shall be supplied by the Contractor, and shall meet with WHIMIS regulations.

### **DELETERIOUS MATERIALS**

Materials, equipment or operations used by the Contractor in performing the Work, shall meet WHIMIS regulations and be of a type which will not have a deleterious effect upon the buildings, their furnishings and finishes, or persons using the same. The use of deleterious materials, equipment or operations is not approved.

### **CONTRACTOR'S LIABILITY IN USE OF DELETERIOUS MATERIALS**

The use of materials, equipment or operations by the Contractor which has the approval of the Supervisor, shall not in any way release the Contractor from liability where the use (or misuse) of such materials and equipment has a deleterious effect upon the

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

buildings, their furnishings and finishes, or where personal injury has resulted from the use of such materials and equipment.

The Contractor is reminded that while ample opportunity is afforded for use of any products meeting WHIMIS regulations, it is the Contractor's sole responsibility to ensure that such products are compatible with the surface on which they are employed. Any damage resulting directly or indirectly from the use or misuse of such products shall be assessed against the Contractor.

If, in the opinion of the Contractor, accelerated deterioration of any portion of the buildings or their contents will result from the Work under this specification because of a faulty construction or faulty materials of construction of finish, the Contractor shall, before commencing the Work, advise the Safety and Commercial Services Coordinator, or designate, in writing of such opinion, failing which the Contractor shall be liable to PGAA for the loss or damage to, or suffered by, PGAA as a result of such accelerated deterioration.

#### **MATERIAL AND EQUIPMENT (GENERAL)**

Materials and equipment required for the performance of work such as, without limitation, mopping tanks, scrubbing machines, polishing machines, vacuum cleaners, chalkboard/whiteboard eraser cleaners, brooms, mops (wet and dry), ladders, dusting cloths, pails, scrubbing brushes, cloths, scrapers, soaps, scouring materials, detergents, disinfectants, polishing materials (including waxes, applicators and metal polishes), plastic garbage bags and sanitary napkin disposal bags, shall be supplied by the Contractor. As will toilet paper, paper towel, and liquid hand soap. All materials must meet WHIMIS regulations and shall be used in strict accordance with the manufacturer's printed directions.

#### **DEODORANT**

The use of solid block or liquid deodorants are required for all urinals. The method to be used must be approved by the Supervisor. These items must meet WHIMIS regulations and will be supplied by the Contractor.

#### **DETERGENTS**

Detergents shall meet WHIMIS and environmental regulations which exist or later arise from governmental action or the policy of PGAA

Detergents used in maintenance of dining room, drinking fountains, washrooms, bathrooms, and lockers shall be a germicide detergent and shall meet hospital specifications and be approved by the Supervisor.

Detergents used in all other maintenance shall be those classified as being of a neutral formulation and shall be non-streaking.

#### **FLOOR FINISH STRIPPERS**

Floor finish strippers shall meet WHIMIS regulations and be of a detergent type approved by the Supervisor.

#### **FURNITURE FINISHES AND POLISHES**

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

Furniture finishes and polishes must meet WHIMIS regulations and shall be non-oily or greasy and shall be easily removable with neutral detergents.

The Contractor must be granted approval from the Supervisor prior to use.

#### **DUST CONTROL TREATMENT**

Dust control treatment of sweeping mops and dusters must meet WHIMIS regulations and shall not leave a residue on cleaned surfaces. The treatment material must be approved by the Supervisor.

#### **FLOOR FINISHES**

Floor finishes shall meet WHIMIS regulations and have the Canadian Standard Association approval of slip resistance and be so labelled and approved by the Supervisor.

The application of floor finishes to the following areas shall be approved by the Supervisor: areas of ceramic and quarry tile, stair treads, wooden floors, ramps.

Floor finishes shall be easily removed with the use of a detergent stripper approved by the Supervisor.

Floor finishes requiring other special strippers must have the approval of the Supervisor before application.

#### **FLOOR SEALER**

Resilient floor sealers must meet WHIMIS regulations, be water soluble after application and must be approved by the Supervisor. Sealers considered to be of the permanent type shall not be used. Sealers shall be removable using an approved stripper.

Ceramic and quarry tile floor sealers must meet WHIMIS regulations and must be approved by the Supervisor and be non-water soluble after application. The sealer must not form a noticeable surface film. Glazed tile shall not be sealed.

Floor sealers shall not be used until approved by the Supervisor as to the type and location.

#### **DISINFECTANTS**

Disinfectants used must meet WHIMIS regulations, must be those approved for use in hospitals and be approved by the Supervisor.

### **CONTRACTOR'S FACILITIES AND CONTROL**

#### **AREAS DESIGNED FOR CONTRACTOR'S USE**

Janitorial cleaning and storage area will be designated, as appropriate for the Contractor's use, by the Supervisor. This space is the responsibility of the Contractor for cleanliness.



## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

#### **PUBLIC SAFETY PRECAUTIONS**

Appropriate precautions are to be taken to ensure public safety in and around work areas when activities such as window washing or major floor cleaning is taking place. At these times, adequate barricades and warning signs must be used.

#### **PERSONNEL**

The Contractor shall provide adequate supervision of his/her work force at all times. The Contractor shall have one Contractor's Manager, who will be responsible for the complete services covered by this specification. The Contractor's Manager shall be responsible for the correct planning and efficient provision of all services. The manager shall maintain a close liaison with the Supervisor and be available 24 hours per day (or an authorized delegate).

#### **LABOUR COMPATIBILITY/TRAINING**

The Contractor shall remove from the work force, any and all personnel who, in the opinion of the Supervisor or designate, are not compatible with PGAA staff, the guests, employees of other contractors who may be hired by PGAA, or have not proven to be capable of performing the duties assigned under the terms of the Contract.

#### **UNAUTHORIZED PERSONS**

The Contractor shall rigidly control the actions of employees while on PGAA property. No employee shall bring into the building during his/her working hours, any person other than employees of the Contractor.

#### **ID BADGES**

All the Contractor's employees shall wear some form of identification to identify themselves to the staff and guests as being Janitorial staff and authorized to be on the premises.

#### **LOST AND FOUND ARTICLES**

Found articles shall be documented and turned over to the Commissionaires each day.

#### **ENERGY CONSERVATION**

The Contractor shall control the usage of energy by:

- scheduling the complete cleaning of individual rooms or floor areas to light only rooms or areas that are being cleaned;
- turning lights out immediately after cleaning is completed.

#### **LIAISON WITH PGAA**

## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

Regular inspection of the premises will be performed by the Supervisor and upon request be accompanied by the Contractor's Manager. Immediate action will be taken to correct deficiencies and to ensure that standards are maintained. The value of deficient work will be determined at this time, and provided to the Contractor in written format and deducted from the applicable invoice.

The Contractor's Manager or Contractor's Supervisor shall consult as needed with the Supervisor to discuss any problems or changes in the work and to ensure that timely follow-up action is taken.

#### **SERVICES PROVIDED BY PGAA**

PGAA shall supply light, electricity, heat, water, hoses, and janitor rooms required for the performance of the Contractor's work required by this specification.

#### **SECURITY AND SAFETY**

##### **SECURITY**

The Contractor shall ensure that windows and doors which may be opened or which are found opened in the course of the Work are closed and locked before leaving the room and that the room lights are switched off. Where automatic controls require bypassing to complete cleaning the Contractor shall be responsible for ensuring that such controls are placed back in the automatic mode once cleaning is complete.

The Contractor shall be responsible for maintaining such security arrangements as are instituted by the PGAA staff or their security personnel for the protection of the buildings and their contents. The Contractor shall be responsible for closing and locking doors and windows, as and where requested, and at such times as to coincide with the efficient operation of the buildings and their facilities. Any loss resulting from theft or malicious damage which occurs through the failure of the Contractor to maintain such security arrangements shall be made good by, and at the expense of, the Contractor.

The Supervisor shall supply keys as necessary to the Contractor. All keys to be returned to the Supervisor immediately upon completion of the Contract. Under no circumstances shall the Contractor's personnel lend out keys or open doors for any unauthorized personnel, including PGAA staff who cannot verify that they are authorized to enter secure areas. When problems of this nature occur, the Supervisor must be contacted immediately.

The Contractor will ensure that all employees are bondable and have been thoroughly screened to ensure the safety of all those on the premises.

##### **FIRE SAFETY**

The behaviour of employees and the use and storage of materials under the Contractor's control, shall conform to all WHMIS regulations. All of the Contractor's employees must have successfully completed WHMIS program. All cleaners and chemicals stored and used by the Contractor's employees must be labelled according to WHMIS regulations.

Waxes, polishes and cleaning materials left on cloths and materials shall be safely disposed of or stored in metal containers with



## SPECIFICATIONS AND SUMMARY OF WORK

### RFP 10-001

---

self-closing, tight fitting metal lids until the material can be removed from the building.

Litter shall be removed to the large garbage containers situated at various locations.

Janitor rooms and storage closets shall be kept locked, clean, neat and tidy at all times.

Floor mops shall be stored in a suspended position to allow free air circulation around the head of the mops.

There is a "NO SMOKING" policy at PGAA which prohibits smoking of any kind on the property unless in a personal vehicle. This policy must be strictly complied with.

The use of hot plates and other electric appliances is prohibited in cleaning equipment rooms.

## SUBMISSION GUIDELINES

### RFP 10-001

---

#### GUIDELINES FOR SUBMISSION OF PROPOSAL

In order to receive a uniform format of Proposal from all Contractors, the following guidelines for formatting the proposal have been outlined.

##### 1.0 EXECUTIVE SUMMARY

The Contractor shall include a summary of pertinent points in the Proposal that the Contractor wishes to highlight.

##### 2.0 CONTRACTOR QUALIFICATIONS AND REFERENCES

The Contractor shall provide a summary of its qualifications to both supply and support the services being proposed. The Contractor shall supply a minimum of three references, and describe how the services provided to these references are similar to the services proposed to the Authority.

##### 3.0 PROPOSED SERVICE

3.1 The Contractor shall describe how the proposed services meet the specifications set forth in this RFP. Any specifications, which cannot be met, shall be identified in the Proposal.

3.2 The proposal must include a quality assurance program as well as methods in place for correcting unsatisfactory service.

3.3 The Contractor must list his acknowledgment and agreement of all Articles in 2.0 Mandatory Contractual Provisions.

3.4 The Contractor will address each Article in the order that they are listed in 4.0 Summary of Work.

##### 4.0 TRAINING

The Contractor shall describe and provide proof of required Private Security Training and all educational programs required for Contractor's personnel in the provision of the proposed services on Airport Property.

##### 5.0 COSTS

All prices must be quoted duty exempt and HST Harmonized Sales Tax excluded if applicable.

All prices proposed must be exclusive of taxes. If applicable, taxes such as HST are to be shown as separate



## SUBMISSION GUIDELINES

### RFP 10-001

---

line items.

## APPENDIX

### RFP 10-001

---

#### APPENDIX A CONTRACTOR INSURANCE REQUIREMENTS

#### INSURANCE

- A. All the insurance policies which the Contractor is required to obtain shall provide that the insurance shall not be cancelled, or materially changed in any way without the Insurer giving at least thirty (30) days prior written notice to the Authority.
- B. All insurance which the Contractor is required to obtain in accordance with this Agreement shall be with Insurers registered in and licensed to underwrite such insurance in the Province of British Columbia. All such insurance shall be at no expense to the Authority.
- C. The Contractor may take out such additional insurance as he may consider necessary and desirable. All such additional insurance shall not be at the expense to the Authority.
- D. The Contractor, during the term of this Agreement, shall provide, maintain and pay for the following insurance which shall be placed with such company or companies and in such form and amounts and with such deductibles as may be acceptable to the Authority:
  - i) Automobile Liability Insurance on all licensed vehicles owned by or leased to the Contractor, protecting against damages arising from bodily injury (including death) and from claims for property damage arising out of their use in the operations of the Contractor, his Sub-Contractors and their respective servants, agents, employees, officers, directors, or shareholders under this Agreement. Such insurance shall be for an adequate amount acceptable to the Authority and shall in any event be not less than ONE MILLION DOLLARS (\$1,000,000.00) inclusive of any one accident.
  - ii) Professional Errors and Omissions Liability Insurance protecting the Contractor, his insurable Sub-Contractors, and their respective servants, agents, employees, officers, directors, or shareholders against any loss or damages arising out of professional services rendered by the Contractor, his Sub-Contractors, and their respective servants, agents, employees, officers, directors or shareholders under this Agreement. Such insurance shall be for an adequate amount acceptable to the Authority, and shall in any event be not less than FIVE MILLION DOLLARS (\$5,000,000.00) inclusive of any one occurrence.

The Contractor shall ascertain that all Sub-Contractors employed by him carry insurance on the form and limits specified in (a) and (b) above.

## APPENDIX

### RFP 10-001

---

- E. Evidence of insurance in such form as may be required shall be lodged with the Authority prior to the commencement of any of the Contractor's services.
- F. The Authority will provide for its own benefit, as well as for the benefit of the Contractor and his Sub-Contractors:
- i) Comprehensive General Liability Insurance protecting the Authority, the Contractor, his Sub-Contractors and their respective servants, agents, employees, officers, directors, or shareholders under this Agreement. Such insurance shall be for an amount of FIVE MILLION DOLLARS (\$5,000,000.00) inclusive of any one occurrence, and shall include a standard form of cross-liability clause. The Authority, the Contractor and his Sub-Contractors shall observe and cause to be observed the terms, conditions and exclusions of such policy(s) and be responsible for any failure to do so. Completed operations coverage will be maintained by the Authority for a period of not less than twenty-four months after the performance of the work.
  - ii) All Risks Insurance covering all property of every description to be used in the construction of the Project including structures, equipment furnishing, temporary works, and all other property to be installed in or supplied to or purchased for the Work while at the place of Work or elsewhere in Canada or the continental United States of America or in storage or in transit within and between these places (excluding ocean marine transit) and until erection, testing, and the Work or any portion thereof is completed and finally accepted by the Authority. The Contractor and his Sub-Contractors shall observe the cause to be observed, the terms, conditions and exclusions of such policy(s) and be responsible for any failure to do so.  
  
This insurance will not cover any tools or equipment owned or rented by the Contractor.
  - iii) In the event of loss, the Contractor shall immediately notify the Authority with full details of the incident. The Contractor shall act in the best interests of the Authority and any adjustment of the loss with Insurers and repairs shall be carried out subject to the instructions of the Authority. The Contractor shall be entitled to such reasonable extension of time for completion of his services as the Authority may decide.
  - iv) Certificates evidencing such insurance may be obtained upon request to the Authority.
  - v) Any liability of the Contractor under this Agreement shall not be affected by the provisions of this Article.

## APPENDIX

### RFP 10-001

---

#### **BONDING**

The Contractor shall provide evidence of a fidelity bond in place for all the Contractor's employees and Sub-Contractors that are employed by the Contractor for performance of the duties as specified in Part 1 of this RFP attached hereto and forming a part hereof. The above mentioned bonds shall indicate the Prince George Airport Authority Inc. as the obligee (in whose favor bond is required) in the amount of \$10,000.00 for each occurrence.

#### **WORKER'S COMPENSATION BOARD**

The Contractor shall furnish evidence of Worker's Compensation Board coverage for all employees, Sub-Contractors and their respective servants or agents that are employed by the Contractor for performance of the duties as specified in Part 1 of the RFP attached hereto and forming a part hereof.

## APPENDIX

### RFP 10-001

---

#### APPENDIX B FREQUENCY SCHEDULES

1. The Contractor may be responsible for a variety of requirements, janitorial in nature, including, but not limited to, those noted. These services shall be provided WHEN ORDERED by the Safety and Commercial Services Coordinator.
2. The following is the frequency schedule for the work outlined in Attachment A.

To be performed on a Semi-Annual or Annual basis as coordinated by the Safety and Commercial Services Coordinator.

- Beams, fans high edges dusted
- Blinds cleaned
- Stairwell to the roof

##### Washrooms/Wash Up Areas

- |   |           |
|---|-----------|
| ▪ Toilets, Sinks, Mirrors, etc                | Daily     |
| ▪ Waste Receptacles, etc                      |           |
| ▪ Soap Dispensers, Toilet Tissue Holders, etc |           |
| ▪ Wet Mopping Floors                          |           |
| ▪ Fixtures, Dispensers, etc.                  |           |
| ▪ Mirrors                                     |           |
| ▪ Walls, doors, ledges, etc.                  | as needed |
| ▪ Baseboards                                  | monthly   |

##### Public Entry Areas

- |              |           |
|--------------|-----------|
| ▪ Floors     | Daily     |
| ▪ Walls      | as needed |
| ▪ Baseboards | monthly   |

##### Stair Wells and Landings

- |                            |                  |
|----------------------------|------------------|
| ▪ Handrails, etc.          | as needed        |
| ▪ Floor Mopping            | 2 times per week |
| ▪ Vacuuming                | 2 times per week |
| ▪ Spot Wash and Wash Walls | as needed        |

##### Glass/Windows

- |                         |           |
|-------------------------|-----------|
| ▪ Spot Cleaning         | Daily     |
| ▪ Window Washing (9 ft) | as needed |

##### Public Area Furniture

- |                           |           |
|---------------------------|-----------|
| ▪ Chairs                  | Daily     |
| ▪ Counters                | Daily     |
| ▪ Dusting monitors/ledges | as needed |

## APPENDIX

### RFP 10-001

---

Public Area Damp Mopping	Daily
Public Area Carpets	
▪ Vacuumed	daily
▪ Spot clean	as needed
Private Area Furniture	
▪ Lunch Room Table	Daily
▪ Chairs	as needed
▪ Dusting/wipe Shelving, Cabinets, etc	weekly
▪ Fabric Upholstered Furniture	Monthly
Private Area Carpets	
▪ Vacuumed	weekly
Private Area Damp Mopping	3 times per week
Coffee Area/Lunchroom (CSB)	
▪ Sinks and Counters	Daily
▪ Waste Receptacles	as needed
▪ Fixtures, etc.	as needed
▪ Floors Mopped	daily
▪ Carpets Vacuumed (office)	weekly

The Contractor may be required to perform the following tasks but they do not form part of the contract and PGAA is within their rights to hire an outside agency:

Floors Stripped, Sealed, and Waxed	Annually
Carpets steam cleaned	Semi-Annual
Exterior Windows Washed	Annually

Customs Areas are to be cleaned on Mondays and Thursdays in the Morning.

Work to be performed 3 times per week, is to be done on Monday and Wednesday evenings and either Friday, or Saturday, evenings.

Work to be performed 2 times per week, is to be done on Tuesday and Thursday evenings.

## SCHEDULE

### RFP 10-001

---

#### SCHEDULE I

##### **Company History and Related Information**

1. Please give a brief history of your organization. Include number of employees, location of head office, personnel assigned to this project, with their professional qualifications and experience.

**SCHEDULE**

**RFP 10-001**

---

**SCHEDULE II  
PRICING SUMMARY**

All prices proposed must be exclusive of taxes. If applicable, taxes such as HST are to be shown as a separate line item.

The proposed pricing to clean the areas below as detailed in Specification and Summary of Work shall be as follows:

First Year Service Total (Taxes <b>not</b> included)	
Area 1 ATB	\$ _____
Area 2 Customs	\$ _____
Area 3 CSB	\$ _____
<b>Sub Total</b>	\$ _____
HST	\$ _____
<b>TOTAL FIRST YEAR SERVICE PROPOSAL PRICE</b>	<b>\$ _____</b>
Second Year Service Total (Taxes <b>not</b> included)	
Area 1 ATB	\$ _____
Area 2 Customs	\$ _____
Area 3 CSB	\$ _____
<b>Sub Total</b>	\$ _____
HST	\$ _____
<b>TOTAL SECOND YEAR SERVICE PROPOSAL PRICE</b>	<b>\$ _____</b>
Third Year Service Total (Taxes <b>not</b> included)	
Area 1 ATB	\$ _____
Area 2 Customs	\$ _____
Area 3 CSB	\$ _____
<b>Sub Total</b>	\$ _____
HST	\$ _____
<b>TOTAL THIRD YEAR SERVICE PROPOSAL PRICE</b>	<b>\$ _____</b>

**Unit Costs**

Unit costs are to be used for the purpose of additions to, or deductions from the contract and adjusting the contract prices accordingly. The unit prices are to include all work specified to be carried out in the various types of building area listed below.

Types of area

1. PGAA Offices	\$ _____/10 sq. meters
2. Tenant Offices	\$ _____/10 sq. meters
3. Arrivals concourse	\$ _____/10 sq. meters
4. Departures Concourse	\$ _____/10 sq. meters
5. Lunch room	\$ _____/10 sq. meters
6. Kitchens	\$ _____/10 sq. meters
7. Stairways & landings	\$ _____/10 sq. meters
8. Washrooms	\$ _____/10 sq. meters
9. Shower/locker rooms	\$ _____/10 sq. meters
10. Access Corridors	\$ _____/10 sq. meters

Functions:

Sweeping halls and corridors	\$ _____/10 sq. meters
Dust moping (obstructed)	\$ _____/10 sq. meters
Dust moping (unobstructed)	\$ _____/10 sq. meters
Damp moping (obstructed)	\$ _____/10 sq. meters
Damp moping (unobstructed)	\$ _____/10 sq. meters
Wet mop and rinse (obstructed)	\$ _____/10 sq. meters
Wet mop and rinse (unobstructed)	\$ _____/10 sq. meters
Machine scrubbing	\$ _____/10 sq. meters
Hand scrubbing	\$ _____/10 sq. meters
Strip and re wax (1 person)	\$ _____/10 sq. meters
Spray buffing (1 Person)	\$ _____/10 sq. meters
Carpet Vacuuming (obstructed)	\$ _____/10 sq. meters
Carpet Vacuuming (unobstructed)	\$ _____/10 sq. meters
General washroom cleaning	\$ _____/10 sq. meters
Window washing	\$ _____/10 sq. meters
Stairway cleaning (sweep and dust mop)	\$ _____/10 sq. meters
Stairway cleaning (damp mop)	\$ _____/10 sq. meters
Wall washing	\$ _____/10 sq. meters

Price increase for \_\_\_% per 10 sq. meters in year two and three must be preapproved by the Supervisor.

**SCHEDULE**

**RFP 10-001**

---

**Cost for work Not included in the stipulated price**

The following prices shall apply for work specified in the contract when requested by the supervisor.

1. Regular time charges

Hourly Rate: \$ \_\_\_\_\_/hour per person  
 \$ \_\_\_\_\_/hour per person

2. Overtime Rate

Hourly Rate \$ \_\_\_\_\_/hour per person  
 \$ \_\_\_\_\_/hour per person

**Functions:**

Light fixture washing \$ \_\_\_\_\_/per 4" unit  
 Ceiling Washing \$ \_\_\_\_\_/10 sq. meters  
 Carpet Cleaning \$ \_\_\_\_\_/10 sq. meters  
 Furniture Cleaning \$ \_\_\_\_\_/per unit  
 Departures/Arrivals Glass Cleaning  
     All Interior \$ \_\_\_\_\_  
     All exterior \$ \_\_\_\_\_

**Hourly Rates – Benefits not included**

Resident Manager \$ \_\_\_\_\_/hour  
 Supervisor \$ \_\_\_\_\_/hour  
 Janitor \$ \_\_\_\_\_/hour  
 Other: \$ \_\_\_\_\_/hour

## SCHEDULE

### RFP 10-001

---

#### SCHEDULE III STAFFING PROPOSAL

In order to ensure that the Contractor provides the complete Janitorial service described it is required that the proposed contract staffing requirements be entered in the full time equivalent (FTE 8 hour shift) column or Part time equivalent (PTE 4 hour shift) of the following table. In addition please attach a detailed staffing proposal and implementation plan including but not limited to the staffing distribution by shift and area (including weekends) and the annual plan for completion of all cycle cleaning requirements as specified. Also include any union agreements and expiry dates.

Contract Areas	FTE	PTE
Area 1 ATB day		
Area 1 ATB night		
Area 2 Customs		
Area 3 CSB night		

**SCHEDULE**

**RFP 10-001**

---

**SCHEDULE IV**  
**PERFORMANCE MEASURES**

The Contractor is to list their key performance measures as well as provide detailed procedures for responding and remedying problems as reported to them by PGAA Supervisor.

**SCHEDULE**

**RFP 10-001**

---

**SCHEDULE V**  
**SUPPLIES**

The Contractor states that the following products and supplies are intended for use on this contract. The Contractor states that all products and supplies meet or exceed the specifications/requirements as outlined in this Proposal.

Product	Brand Name
Carpet/Upholstery Spot Remover	
Carpet/Upholstery Gum/Tar Remover	
Laundry Detergent	
Glass/Window Cleaner	
Sink Cleaner	
Toilet Bowl Cleaner	
Linoleum Floor Cleaner	
Counter Top Cleaner	
Mirror Cleaner	

**SCHEDULE**

**RFP 10-001**

---

**SCHEDULE VI**  
**EQUIPMENT TO BE USED**

**NOTE:** Brands, models, year.



**SCHEDULE**

**RFP 10-001**

---

**SCHEDULE VII  
REFERENCE INFORMATION**

**Firm Name   Owner                      Address                      Contact Person                      Phone #**

1.

2.

3.



**SCHEDULE**

**RFP 10-001**

---

**SCHEDULE VIII (A)**

**PROPOSAL RESPONSE FORM**

**REQUEST FOR PROPOSAL  
RFP#10-001  
JANITORIAL SERVICES**

---

*This proposal response form must be completed by each Vendor and forwarded to The Prince George Airport Authority. All requirements outlined in the Request for Proposal with their submission and any other documentation requested by PGAA, and any important information developed by the Vendor as part of its presentation, must accompany this form.*

**PROPOSAL**

**We, \_\_\_\_\_, having examined the Request for Proposal and all other information and documents included in the Request for Proposal, do hereby offer and agree to furnish \_\_\_\_\_ as described.**

1. Receipt of the following addenda is acknowledged:

Addendum No. _____	Date: _____
Addendum No. _____	Date: _____
Addendum No. _____	Date: _____

2. **The Authority reserves the right to waive irregularities and informalities, to reject proposals from Vendors found not to be responsive according to the terms of the invitation, and the right to reject all proposals.**



**SCHEDULE**

**RFP 10-001**

**SCHEDULE VIII(B)  
PROPOSAL SIGNATURE(S)**

The undersigned agrees not to withdraw or modify this Proposal for a period of sixty (60) days from submission deadline.  
**THIS PAGE MUST BE RETURNED WITH YOUR BID, FAILURE TO DO SO WILL RESULT IN YOUR BID BEING DISQUALIFIED.**

NAME OF FIRM: \_\_\_\_\_

**AUTHORIZING SIGNATURE:** \_\_\_\_\_

\_\_\_\_\_

Print Name

Official Capacity: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province or State: \_\_\_\_\_ Postal or Zip Code: \_\_\_\_\_

Date: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Duly authorized officers of the Vendor(s) shall properly execute the Proposal as follows:

- a) If the Vendor is a corporation, the proposal shall be signed in the name and under the seal of the corporation by a duly authorized officer of the corporation, with the designation of official capacity, and attested properly. The proposal shall show the place in which the corporation is chartered.
- b) If the Vendor is an individual, they shall sign the proposal in person or by representative and be witnessed, stating the name or style, if any, under which he or she is doing business. If the signing is by representative, his or her power of attorney or other authorization shall be stated, and a certified copy thereof shall be attached to the Proposal.
- c) If the Vendor is a joint venture or partnership, the proposal shall be signed by each of the persons or firms, which is a party to the joint venture agreement. A certified copy of the joint venture agreement shall be attached to the Proposal. A joint venture will not be accepted unless the joint venture agreement or some other signed and legally binding instrument is certified and attached to the proposal, containing provisions for one of the parties to the joint venture to be in full direction of the project and to exercise this direction with the consent of all parties.



**SCHEDULE**

**RFP 10-001**

---

**PROPOSAL SIGNATURE(S) (Continued)**

On behalf of the company or enterprise submitting this bid, I hereby certify, under penalty of perjury, that the respondent is not affiliated with any other company or enterprise which is submitting a bid on this project, with the exception of:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The undersigned also certifies that the price of this bid has been determined independently of the price of any other bidder on this project except those so noted above.

NAME OF FIRM: \_\_\_\_\_

PER: \_\_\_\_\_  
(Official of Firm)

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

