



**CITY OF IQALUIT
REQUEST FOR PROPOSAL JANITORIAL SERVICES (“RFP”)
2017-2019**

Date of Issue: June 19, 2016

The Purchasing Department of the City of Iqaluit is seeking Proposals (“Proposal”) from qualified proposers (“Bidders”) for the provisions of the janitorial services outlined in this RFP for a two (2) year period commencing on August 1st, 2017 until July 31st, 2019, with the option for subsequent annual terms. The purpose of this RFP is to solicit proposals from Bidders interested in providing the janitorial services. Bidders are asked to carefully read this RFP.

GENERAL INFORMATION TO BIDDERS

1. LOCATION AND DESCRIPTION OF WORK:

- 1.1 The scope of this RFP allows for the janitorial maintenance of various City buildings for the City of Iqaluit.
- 1.2 The proposed contract is for a two-year period commencing August 1st, 2017, until July 31st, 2019.

2. GENERAL INFORMATION:

- 2.1 The proposal shall be sealed in an envelope and labeled as follows:

“Proposal for Janitorial Service of City Buildings; City of Iqaluit

- 2.2 Sealed proposals shall be submitted to the City of Iqaluit at the following address by no later than **4:00 p.m. (EST) local time Iqaluit, July 11th, 2017** at:

City of Iqaluit
P.O. Box 460,
Iqaluit, Nunavut
X0A 0H0
Attention: Mohammad Hussain
867-979-5659

- 2.2 The sealed original and 2 copies are to be submitted, quoting “**Proposal for Janitorial Service of City Buildings; City of Iqaluit**”, and marked “**Confidential – Do not Open**” on the outside of the envelope. Submissions will be opened publicly.

- 2.3 The City of Iqaluit will not be responsible for any proposal that:
- a) does not indicate the “Proposal for Janitorial Service of City Buildings; City of Iqaluit” reference, closing date and proposer’s name;
 - b) is delivered to any address other than that provided above.
- 2.4 Facsimile transmitted proposals will not be accepted.
- 2.5 Three (3) current letters of reference must be submitted with the proposal.
- 2.6 Late submissions will not be accepted and will be returned, unopened, to the Bidder. In this case the City of Iqaluit has no obligation to proceed.
- 2.7 The Bidder shall satisfy all RFP requirements, including the RFP requirements set out at section 15 at pages 8 and 9 of this RFP.
- 2.8 All questions or enquiries concerning this request for proposal must be in writing and be submitted to the address provided above no later than four (4) calendar days prior to the RFP closing date. Verbal responses to any enquiry cannot be relied upon and are not binding on either party.
- 2.9 This RFP is not an agreement to purchase goods or services. This is not a request for tenders or otherwise an offer. The City of Iqaluit is not bound to accept the proposal which provides for the lowest cost or price to the City of Iqaluit nor any proposal of those submitted.
- 2.10 The city is not bound to enter into a Contract with any Bidder. Proposals will be evaluated using the criteria provided herein. The City will be under no obligation to receive further information, whether written or oral, from a Bidder.
- 2.11 If a contract is to be awarded as a result of this RFP, it shall be awarded to the Bidder who is responsible and whose proposal provides the best potential value to the City of Iqaluit and in accordance with the rating criteria set out at section 3 (at pages 3 and 4 in the General Information to Bidders’ section). Responsible means the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure performance of the contract obligations.
- 2.12 Notice in writing to a Bidder and the subsequent execution of a written agreement shall constitute the making of a contract. No Bidder shall acquire any legal or equitable rights or privileges whatsoever until the contract is signed.
- 2.13 The contract will contain the relevant provisions of this RFP, the accepted proposal as well as such other terms as may be mutually agreed upon, whether arising from the accepted proposal or as a result of any negotiations prior or subsequent thereto. The City of Iqaluit reserves the right to negotiate modifications with any Bidder who has submitted a proposal.
- 2.14 The Proposal must be signed by the person(s) authorized to sign on behalf of the Bidder and to bind the Bidder to statements made in the RFP.
- 2.15 In the event of any inconsistency between this request for proposals, and the ensuing contract, the contract shall govern.

- 2.16 The City of Iqaluit has the right to cancel this RFP at any time and to reissue it for any reason whatsoever, without incurring any liability and no Bidder will have any claim against the City of Iqaluit as a consequence.
- 2.17 Any amendments made by the City of Iqaluit to the RFP will be issued in writing and sent to all who have received the documents.
- 2.18 The City of Iqaluit is not liable for any costs of preparation or presentation of proposals.
- 2.19 An evaluation committee as defined at section 17 (Award of Contract and Commencement of Work) will review each proposal. The City of Iqaluit reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria.
- 2.20 Bidders may not amend their proposal after the closing date and time but may withdraw their proposal at any time prior to acceptance.
- 2.21 All applicable privacy legislation will define the City of Iqaluit's responsibilities with respect to any information received by it pursuant to the RFP process. Proposals shall be evaluated as soon as practicable after the closing time. No detail of any proposal will be made public except the names of all parties submitting proposals.
- 2.22 One of the priorities of the City of Iqaluit is to promote Inuit, Local, and Nunavut businesses to supply materials, equipment and services, and that Inuit, Local, and Nunavut labour is used for City of Iqaluit contracts.
- 2.23 The proposal and accompanying documentation submitted by the proposers are the property of the City of Iqaluit and will not be returned.
- 2.24 Bid opening shall be conducted at the Council Chambers on Friday July 11, 2017, at 4:30 p.m. EST

3. EVALUATION CRITERIA

- 3.1 Bidders should be aware that certain requirements may have been set out in this RFP. Proposals that fail to provide these requirements shall be deemed not responsible and will not be evaluated. When an alternative is proposed regarding any specific requirement, it will be evaluated to ensure that the desired results will be achieved.
- 3.1 In addition to sections 2.7 and 3.2, the Evaluation Committee will utilize the following criteria to rate each proposal. Ratings will be confidential and **no details will be released to any of the other Bidders**:

Evaluation Criteria	Evaluation Category Weighting (1-10) (see section 33.24.2 and 33.24.3 of City Bylaw #581)
Products and deliverables	
Service delivery	
Pricing/total Cost	
Experience in previous cleaning and maintenance in commercial setting	

Inuit content The City would like to ensure that Inuit, Local, and Nunavut businesses supply materials, equipment and services, and that Inuit, Local and Nunavut labour are used to the fullest extent practical. Proponents are asked to identify cost components for Inuit and Nunavut content including the names of any subcontractors, suppliers, and the residency of project team members or other labour proposed to carry out the work. Consideration will also be given for the proponent's Inuit firm and/or Nunavut Business status.	
Value Added	

The rating of "10" is at the high level of ranking and the level of "1" is at the low level of ranking.

- 3.2 Proposals should also include the following information. This information will be utilized in evaluating each proposal submitted. A proposal may be rejected if it is not sufficiently complete to allow analysis.

Proposal Submission Form: Schedule "A" – Estimated Base Price

- a) The Bidder is to include cost information for individual components required in order to provide annual cleaning services for the purposes of this RFP.
- b) Estimated prices must be stated in actual dollars and cents expressed in Canadian funds and are to include all overhead, profit, labour, materials, supplies and equipment costs, etc., to provide cleaning services as outlined in the Schedule of Operations.

Proposal Submission Form: Schedule "B" – Previous Custodial Services

Rating points will also be awarded based upon the number of previous similar size commercial contracts the Bidder has successfully managed. Form 2 can be completed and submitted, or a resume style list of previous contracts can be provided.

Proposal Submission Form Schedule "C" – Extent of Inuit Content

Rating points will be given for the use of Inuit goods and services. Inuit content should be described. Inuit content is the Bidder's status and use of Inuit firms and labour for O&M. Additional information or clarifications may be requested in order to facilitate the evaluation.

4. **MUNICIPAL CONTACTS:**

- 4.1 (John Mabberi-Mudonyi)
(Director of Corporate Services)
(867-979-5675)
(J.Mabberi-Mudonyi@city.iqaluit.nu.ca)

5. ACCEPTANCE OR REJECTION:

5.1 The right to reject any or all Proposals in whole or in part, or to accept the Proposal or parts thereof judged most satisfactory is expressly reserved by the City of Iqaluit without liability on the part of the City of Iqaluit.

6. SALES TAX (G.S.T.):

6.1 The City of Iqaluit as purchaser, shall be liable to pay G.S.T. at the rate of five (5%) on the value of any consideration paid or payable for the supply of construction goods and services.

6.2 For purposes of this Proposal, the G.S.T. shall not be included in the total proposal price. The City of Iqaluit will pay the G.S.T. to the Contractor as a separate amount based on the Contract amount payable on each Monthly Invoice.

6.3 Any G.S.T. paid by the Contractor to any supplier or sub-contractor, may be subject to a rebate. It is the responsibility of the Contractor to make application for such rebate.

6.4 The Contractor shall not be entitled to any mark-up, profit or overhead with respect to the payment of G.S.T. to any supplier or sub-contractor, nor for its collection from the owner nor for its remittance to Revenue Canada.

6.5 For purposes of calculating costs of extra work performed, any G.S.T. paid by the Contractor to suppliers or sub-contractors, shall be deducted prior to any mark-up, profit or overhead by the Contractor.

7. SCOPE OF WORK

7.1 The Contractor agrees to provide the following services to the full satisfaction of the Corporate Director:

- a) to perform the janitorial services specified in the Contract Documents when and as required by the Corporate Director and to the full satisfaction of the City of Iqaluit;
- b) to perform other odd jobs as requested by the Corporate Director on an as needed basis;
- c) To perform those cleaning and janitorial services required as more specifically detailed in the Summary of Schedule of Items and Prices, which is the Appendix to Part I of Schedule "D" – Sample Janitorial Services Contract with the City of Iqaluit.

(The above referenced services will be collectively defined as the "Work.")

8. INSURANCE:

8.1 The Contractor shall protect himself and shall defend, indemnify and save the CORPORATION of the CITY OF IQALUIT harmless from all liability for loss or damage, including third party bodily injury, death or property damage arising out of the Janitorial Services described herein, except where the loss is caused by the sole negligence of the City of Iqaluit. For this purpose, the Contractor shall, without restricting the generality of the foregoing, maintain insurance acceptable to the City of Iqaluit, to the limits set forth in the Contract Documents.

- 8.2 The Contractor shall procure and maintain property and equipment insurance for full value on any property or equipment belonging to, leased, rented or in the care custody and control of the contractor used in the performance of this contract. The contractor shall be responsible for any deductible thereon and shall waive their right to recover such sums from the Corporation of the City of Iqaluit. The insurance shall contain a waiver of subrogation as follows;
- "In the event of any physical loss or damage to property, the settlement or payment of the subsequent claim shall be made without the right of subrogation against the Corporation of the City of Iqaluit, or any of the employees, agents, and servants".
- 8.3 The Contractor shall maintain Commercial General Liability insurance in the minimum amount of \$5,000,000.00 any one accident or occurrence covering the contractor's operations as described in this contract. Coverage shall include;
- Canada coverage territory
 - Broad Form Products/Completed Operations
 - Occurrence Property Damage
 - Broad Form Property Damage
 - Contingent Employers Liability
 - Voluntary Medical Payments
 - Incidental Medical Malpractice
 - Blanket Written Contractual
 - Cross Liability
 - Attached Machinery
 - Non-Owned Automobile; including Legal Liability for damage to hired automobiles .
 - Sudden and Accidental Pollution with coverage of not less than \$2,000,000 subject to 120 hours discovery / 120 Days notice
 - Policy to be endorsed to state coverage shall not be canceled, removed, or endorsed to restrict coverage or limits of liability without 30 days' notice to the City
 - The policy shall include the Corporation of the City of Iqaluit as an Additional Named Insured with respect to the Operations of the Contractor.
- 8.4 The Contractor shall also maintain Automobile Liability insurance in an amount not less than \$5,000,000.00 any one accident or occurrence with respect to vehicles owned and or leased.
- 8.5 If any of the services described herein are to be provided by sub-contractors the Contractor shall nevertheless remain wholly responsible for indemnifying the Corporation of the City of Iqaluit

and shall be solely responsible for ensuring the Sub-Contractor meets all of the insurance requirements contained herein.

8.6 All liability insurance policies shall be written in such terms as will fully protect the Contractor notwithstanding his assumption of liability and his indemnity covenants under the Contract. The Contractor agrees to notify the City prior to effecting or agreeing to any material change in coverage during the term.

8.7 Prior to the signing of the Contract, the Contractor shall file with the City of Iqaluit insurance certificate for each coverage required. All such insurance shall be maintained until final completion of the work including the making good of faulty work or materials. The certificate of insurance will include;

- The Name and address of the insurer
- Confirmation the City of Iqaluit is included as an additional insured
- Confirmation that the insurance covers this Janitorial Contract as an insured contract.
- The policy number
- The inception date and period of insurance
- Confirmation at least 30 days' notice of cancellation will be provided to the City of Iqaluit in writing.
- The deductible
- The Extensions required as per clause 8.3

9. INTERPRETATIONS AND DISCREPANCIES:

9.1 No oral interpretation shall be made to a Bidder as to the meaning of any of the Proposal Documents, or be effective to modify any of the provisions of the Proposal Documents. Every request for an interpretation shall be made in writing, addressed and forwarded to the Director of Corporate Services.

9.2 Should a Bidder find discrepancies in or omissions from the drawings, specifications or other Proposal Documents, or should he be in doubt, as to their meaning, he should notify the Director of Corporate Services who may send a written instruction to all Bidders.

10. DOCUMENTS:

10.1 The documents for this RFP ("Contract Documents") are contained in all and any addenda to the proposal documents will be listed on the municipal website. The Proposal document contains following:

- (a) General Information to Bidders
- (b) Schedule "A" - Proposal Submission Form - Custodial Services – City Administrative Building

- (c) Schedule “B” – Proposal Submission Form – Six Previous Custodial Services
- (d) Schedule “C” - Proposal Submission Form – Extent of Inuit Content
- (e) Schedule “D” – Sample Janitorial Services contract with the City of Iqaluit
 - i. Form of Proposal for Janitorial Service of Various City of Iqaluit Buildings
 - ii. Appendix to the Special Conditions – Summary of Schedule of Items and Prices

11. WORKERS’ SAFETY AND COMPENSATION COMMISSION:

- 11.1 Further to the requirements stated in the Special Information to Bidders, the Contractor shall submit evidence of good standing with the Workers' Safety and Compensation Commission (“WSCC”).
- 11.2 The City of Iqaluit requires the contractor to be in good standing for the duration of the Contract. Failure to maintain a good standing will result in the termination of said contract.

12. MUNICIPAL CONTRACTOR QUALIFICATION DOCUMENTS:

- 12.1 The City of Iqaluit requires the contractor to complete the “Contractor Qualification Documents” as they relate to Health and Safety. This form will be provided to the successful Bidder and shall be submitted upon signing the contract.

13. PRE-BID SITE VISIT:

- 13.1 Each Bidder, before submitting any proposal for the work, shall visit the assigned sites and examine the surroundings to become familiar with the existing conditions under which the work shall be done and to include in his proposal for all conditions relevant to the proper execution of the work. This visit will be conducted on June 29, 2017.

- 13.2 The site visit schedule is as follows:

1:30pm-2:00pm	City Hall, 901 Nunavut Drive Iqaluit, Nunavut.
2:15pm-2:30pm	Federal Garage
2:45pm – 3:00pm	Building 2425

(collectively the “Sites”)

- 13.3 The submission of any proposal for the work shall be held as acknowledgement by the Bidder that this requirement has been complied with.

14. EXAMINATION OF DOCUMENTS AND SITE COOPERATION:

- 14.1 Facts of submitting a proposal certifies that the bidder has carefully examined all contract specifications, familiarized himself with all work required and examined and satisfied himself as to the nature of the Sites.

15. RFP REQUIREMENTS:

- 15.1 Bidders are required to conform to the conditions listed below and those failing to do so may be subject to disqualification:
- (a) The Proposal Form, as supplied by the City of Iqaluit, must be used and submitted to the Material Management Coordinator, Purchasing Department on or before the Proposal closing date and time. Proposals received after the closing time will not be considered.
 - (b) The Proposal must be legible, written in ink or typed and all items must be bid, where stipulated, with the unit price, for every item and other entries clearly shown. If an error is made extending a unit price, the unit price will be used to determine the corrected total proposal price.
 - (c) The Proposal must not be restricted by a statement added to the Proposal Form or a covering letter, or alterations to the Proposal Form. All blank spaces on all Proposal Forms must be filled in.
 - (d) Adjustments by telephone, email or letter to a Proposal already submitted will not be considered. A Bidder desiring to make adjustments to a Proposal must withdraw the Proposal and/or supersede it with a later Proposal submission.
 - (e) The Proposal Form must be signed in the space(s) provided on the form, with the signature of the bidder or of the signing officer(s) as designated by Letters Patent of a corporation bidding. If a joint bid is submitted, it must be signed on behalf of each of the bidders and if the signing authority for both bidders is vested in one individual, he/she shall sign separately on behalf of each bidder. In the case of a corporation, the corporate seal must be affixed to the Proposal Form.
 - (f) Erasures, overwriting or strike-outs must be initialed by the person(s) signing the Proposal Form.
 - (g) The Proposal Form shall be accompanied (in the same envelope) by a certified cheque, bank draft or money order or bid bond made payable to the Corporation of the City of Iqaluit.
 - (h) The Bidder shall not complete the Form of Agreement at the time of submission of the Proposal. This agreement is included for informational purposes only.

16. **ADDENDA:**

- 16.1 Interpretations will be made in reply to queries from bidders only in the form of a written addendum.
- 16.2 When it becomes necessary to revise, delete, substitute or add to proposal material for a contract under call, the City of Iqaluit shall approve the issuance of an addendum. A copy of each addendum shall be forwarded by email, to each Contractor who obtained proposal forms for the contract. The addendum will be posted on the City website, <http://www.city.iqaluit.nu.ca/>.
- 16.3 A copy of the addendum notice shall also be stapled to each Proposal Form not yet distributed.

- 16.4 An Addendum found to be necessary within 48 hours of the time at which the Proposals are to be opened will either be withheld and negotiated with the successful Bidder or else the proposal closing date will be postponed.
- 16.5 The addenda shall be completed by the Bidder filling in the Identity Clause and shall then be inserted in the Bidder Documents.
- 16.6 If the Addenda are issued before the prospective Bidder takes out the documents, the City of Iqaluit shall so have indicated by filling in the number of Addenda which have been issued in the appropriated blank space on the Form of Proposal. The Bidder shall check that his documents contain all Addenda and shall alter the number in the Proposal Form, according to the final number of Addenda issued. In the event that a proposal has been submitted prior to the issuance of an Addendum, the Bidder will take back his Proposal and make the necessary alterations before re-submitting it.

17. AWARD OF CONTRACT AND COMMENCEMENT OF WORK:

17.1 The following procedure will apply:

- (a) The decision as to whether the contract will be awarded will be made by the Tender Opening Committee not later than July 25, 2017, unless stated otherwise in the Special Information to Bidders
- (b) All Bidders will be required to keep their proposals open for acceptance by the Committee for a period of ten (10) business days from the proposal opening date unless notified otherwise in the Special Information to Bidders. Bidders are advised to inform their subcontractors of the latter requirement.
- (c) Subsequent to the Committee decision as to the contract, if any, the Director of Corporate Services will notify the successful Bidder as follows:
- (i) If no senior government approval is required, the Director will forward three (3) copies of the Contract for signing to the successful Bidder. The later copies must be returned signed to the Corporate Director not later than five (5) calendar days following the date of forwarding by the Corporate Director. If the Corporate Director does not receive the copies within the specified period, the Corporation reserves the right to require forfeiture of the contract deposit or bid bond and to award to the contract to another bidder. At the same time the Corporate Director forwards the copy of the Contract to the successful bidder, he will also request the latter to submit the Certificate of Insurance, Evidence of Good Standing with the WSCC and the Contractor Qualification Document to the Director within the specified period.
- (d) The Director of Corporate Services will instruct the Bidder to commence work by a date (Hereinafter known as the “commencement date”) not earlier than July 25, 2017. If the Bidder does not commence work by the commencement date specified, they will be considered to be in default and appropriate action will be taken.

18. RIGHT OF CITY OF IQALUIT:

18.1 The City of Iqaluit reserves the right to reject any or all proposals, and the right to cancel any portion of the work described in the Contract Documents without any claim whatsoever because of such cancellation.

19. **RECENT CONTRACTS BY BIDDER:**

19.1 The Bidder shall complete the Proposal Submission Form Schedule “B” – Six Previous Custodial Services which is found at Schedule “B” with information such as the value, nature and name of the charge person for at least 6 (six) contracts which the Bidder has recently or is currently carrying to completion. The contracts described should preferably be similar, as regards to both type and size, to this contract.

SCHEDULE "A"
Proposal Submission Form - Custodial Services – City Administrative Building
Scheduled Custodial Services

Estimated Base Price

1. Five (5) days per week at a rate of \$_____ per day equals a net bid of: \$_____
2. Six (6) emergency call outs at \$_____ per call out equals a net bid of: \$_____
3. Carpet Cleaning (wet extraction) twice yearly at \$ _____ per each equals a net bid of: \$_____

Grand Total Net Bid for Services per Year: \$_____

Note: The Prices submitted above are to include all overhead, profit, labour, materials, supplies and equipment, etc., to provide cleaning services as outlined in the Schedule of Operations.

SCHEDULE "B"

PROPOSAL SUBMISSION FORM - THREE PREVIOUS CUSTODIAL SERVICES

YEAR	CLIENT/OWNER	CONTACT PERSON	DESCRIPTION OF WORK

**SCHEDULE “D” - SAMPLE JANITORIAL SERVICES CONTRACT
WITH THE CITY OF IQALUIT**

This Agreement made and entered this ____ day of ____, 2017

BETWEEN:

(the “Contractor”)

AND:

The Corporation of the City of Iqaluit
(the “City”)

WHEREAS:

The City wishes to engage the services of the Contractor to carry out the janitorial services in accordance with the Contract Documents, including the Special Conditions and the Work Plan set out in Part I;

The Contractor wishes to provide the services to carry out the janitorial services in accordance with the Contract Documents, including the Special Conditions and Work Plan set out in Part 1;

NOW THEREFORE the City and the Contractor agree as follows:

1. The following documents, together with this Contract Agreement, constitute the Contract:
 - a) General Information to Bidders
 - b) Schedule “A” - Proposal Submission Form - Custodial Services – City Administrative Building
 - c) Schedule “B” – Proposal Submission Form – Six Previous Custodial Services
 - d) Schedule “C” - Proposal Submission Form – Extent of Inuit Content
 - e) Schedule “D” – Sample Janitorial Services contract with the City of Iqaluit
 - i. Form of Proposal for Janitorial Service of Various city Buildings City of Iqaluit
 - ii. Appendix to the Special Conditions – Summary of Schedule of Items and Prices
2. The Contractor undertakes and agrees to provide all necessary labour, equipment, materials and supervision, unless otherwise indicated, together with all work incidental thereto to perform all Work described in the Contract Documents.
3. The City undertakes and agrees to pay the Contractor, in Canadian funds, for the performance of the Contract in accordance with the amount stipulated in the Contract Documents.
4. The Contractor and the City for themselves, their successors, administrators and permitted assigns undertake and agree to the full performance of their respective obligations under the Contract.
5. If either party desires to give notice to the other party under or in connection with the Contract, such notice will be effectively given upon actual service or three (3) days after being sent by registered mail or by hand to:

The City at: The Corporation of the City of Iqaluit
P.O. Box 460,
Iqaluit, Nunavut
X0A 0H0

Attention: Director of Corporate Services

The Contractor at:

6. The Contract remains in effect until 12:00 a.m. (midnight) July 31st, 2019, unless otherwise terminated in accordance with its terms. The City reserves the right to offer an extension to the contract by one year.

IN WITNESS WHEREOF the parties hereto have caused their respective signatures to be affixed (in the case of the City) in the presence of their duly authorized individuals.

Authorized Signing Officer

CORPORATE SEAL OF
THE CORPORATION OF
THE CITY OF IQLAUIT
Was hereunto affixed by:

City Signatory

PART I - SPECIAL CONDITIONS

1. The Contractor agrees to and shall perform the services (“Work”) set out in the Contract Documents, including the Work set out in the Special Conditions and the Summary of Schedules of Items and Prices. The Summary of Schedules of Items and Prices are located as an appendix to this Part I.
2. The daily janitorial services shall be completed between 5:00 p.m. and 12:00 a.m., or by times mutually agreed to in writing by both parties. The Contractor acknowledges that the City Council works under varying schedules, depending on the City of Iqaluit’s meeting calendar. The Contractor also acknowledges that meetings of Committees or Administrative staff will frequently extend beyond normal office hours. Periodic major work shall be scheduled on Saturdays and/or Sundays.
3. Any request outside of normal working schedules made by the Corporate Director to the Contractor for work to be undertaken in accordance with the terms and conditions of the Contract shall be referred to herein as a "Service Request".
4. A Service Request may be transmitted to the Contractor from the Corporate Director or one of his staff by one of the following means:
 - a) Delivery of an authorized City "Work Request" form to the Contractor; or
 - b) Verbal request by the Corporate Director or one of his staff to the Contractor which subsequently shall be followed by an authorized City "Work Request" form.
5. Contract Services are not required to be completed on Municipal Administration Holidays (New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Eve, Christmas Day and New Year’s Eve add additional holidays). However, if the Bidder wishes to provide services on these days, he may but without incurring any additional cost to the City of Iqaluit.
6. The Contractor shall supply an adequate number of staff to ensure that the work required under the contract is completed. Subcontracting janitorial services is not acceptable unless written permission is granted by the City of Iqaluit.
7. The Contractor will supply at his expense all materials necessitated for this contract: i.e. paper products, waste bags, cleaning supplies, cleaning equipment, etc. unless otherwise indicated. Quality paper products should be used. Industry standard antibacterial foam soap must be used in all facilities, unless otherwise indicated.
8. Work stations containing any word processing equipment, computers, terminals and/or telephone answering/message devices will only have the floor, chair and desk cleaned. The monitor screen and the equipment itself will be cleaned by the operators and is not included in this Contract. These machines may be left on to process work automatically, in which case NO cleaning is to be carried out on the surrounding floor or furniture at the machine to avoid possible static discharge. Power plugs at these work stations must NOT be unplugged regardless of whether the machine has been left "on" or "off". Adequate power outlets are located nearby for vacuum cleaners or other similar use.

9. The City of Iqaluit recognizes the health hazards associated with tobacco smoke in the work place, both to smokers and non-smokers alike. Accordingly to the Smoking By-Law # 570, the City will not permit smoking of tobacco in any form in any place of public assembly, except as may be expressly permitted.
10. The Contractor shall ensure that his employees exert every effort to avoid the unnecessary use of lights and should organize the work to be compatible with energy conservation. The Contractor will be responsible for the turning off of all lights as the cleaning is completed.
11. The Contractor shall maintain a reasonable person whenever work is in progress. This person shall be capable of discussing work requirements with the City's personnel. If the person is not capable of discussing the work requirement, then the City shall be given a telephone number wherein the main principals of the Contractor can be reached. Any representative or working not acceptable to the City by reason of incompetence or improper conduct will be removed from the site and replaced forthwith.
12. Electrical and water service is provided on site by the City to facilitate the maintenance of the buildings by the Contractor.
13. The City shall provide the Contractor with one (1) set of keys required for access to these facilities. The Contractor will sign for these keys each year. Under no circumstances is the Contractor or his employees to duplicate or have these keys duplicated.
14. The Contractor shall ensure all persons in the employ of the Contractor or any subcontractor and/or other person contracting to do the whole or any part of the work set out within the terms of this Contract shall be knowledgeable regarding the latest editions of all pertinent safety rules and regulations relative to the current WHMIS Legislation, including sections 324 (1-2), 325(1-6), 326 (1-2), 327 (1-3).
15. Notwithstanding any other clause in this proposal document, the Contractor should be aware that this proposal is for high priority buildings of the City of Iqaluit and as such is a top priority for the City Council, its citizens and Administration staff. The City will notify the Contractor immediately if an item of this proposal/contract is not carried out to the City's satisfaction and the Contractor will be given a reasonable length of time (48 hours) to correct the situation. Failing to do so, the City will then have the work carried out with the costs incurred by the Contractor reimbursed to the City.
16. There will be a review period following 90 days of commencing the contract term. Unsatisfactory performance may result in termination of this proposal/contractor.
17. For all maintenance work which is to be performed on a monthly or annual basis, the Contractor shall provide a list of the dates upon which this work is to be performed.
18. The contractor shall respond to every Service Request in a timely manner. In no case shall the maximum response time for any service request exceed the following:

Daily	immediate, by pager
Emergency	1 hour
Normal	1 day

19. The Contractor will be informed of the priority and shall respond within the times noted above. Failure to meet the response time shall permit the Corporate Director to consider the Contractor in default for the specific service request.
20. If the Contractor does not respond to a service request within the time specified, the Corporate Director shall be permitted to take the specific Service Request out of the hands of the Contractor. Continual failure by the Contractor to respond to Service Requests within the specified response time shall permit the Corporate Director to consider the Contractor in default of the entire Contract and the Corporate Director may, in his or her sole discretion, choose to invoke the termination clauses contained within this Contract.
21. The Contractor shall invoice the Corporate Director on a monthly basis for services rendered within the previous month or upon a period otherwise agreed. Provided that all the terms and conditions contained within this Contract have been complied with by the Contractor, the Corporate Director agrees that the Contractor's invoices shall be paid thirty (30) calendar days after receipt of invoice.
22. The Contractor shall, when invoicing the Corporate Director, provide a detailed breakdown of hours spent performing the work specified in this Contract. The breakdown of hours shall be provided to the full satisfaction of the Corporate Director.
23. The Contractor shall provide the following daily tasks:
 - a) Empty all waste receptacles and replace with new bags
 - b) vacuum all offices, hallways and Council chambers, including all chairs as needed
 - c) Wet wipe Council chamber desks
 - d) Clean washrooms and mop floors
 - e) Sweep and mop front and rear stairwells
 - f) Clean and wash dishes in both kitchenette areas
 - g) Dust all desks and counters free of obstruction
 - h) Maintain a full supply of bottled water in offices
 - i) Wet extraction carpet cleaning (bi-annually and 1 upon request)
 - j) Removal of shredded recycling paper to CGS warehouse.
24. The Contractor shall provide the following bi-monthly tasks:
 - a) Wax washroom and kitchenette floors
 - b) Wash both sides of windows in reception area
25. The Contractor shall provide extra janitorial services in addition to those specified within the Schedule of Operations at the rate to be identified on the Proposal Submission Form attached to this proposal document.
26. The Contractor shall provide wet extraction carpet cleaning services in addition to the services specified at the daily rate to be identified on the Proposal Form attached to this proposal document.
27. The City has the option of buying the Contractor's equipment at the end of the term of this Contract at a mutual price agreed to by both parties of this Contract.
28. The Contractor agrees that the prices herein cited include all overhead, profit, materials, supplies i.e. (soap, toilet paper, paper towels, etc.) and labour to provide janitorial services as outlined in the Contract Documents.

29. It is the Contractors responsibility to examine the buildings.
30. If this Contract is extended beyond July 31st, 2019, payment to the Contractor shall be on the same Terms and Conditions as described herein unless otherwise negotiated and agreed to in writing between the parties. This Agreement may be renewed by the written consent of both parties for a further one year term.
31. Neither the whole nor any part of the work to be performed by the Contractor pursuant to this Contract may be subcontracted by the Contractor without the consent of the Corporate Director. Every subcontract shall incorporate all the terms and conditions of this Contract which can reasonably be applied thereto.
32. Transportation, shipping and handling of materials and all costs thereof are the responsibility of the Contractor. Modes of transporting materials shall be decided by the Contractor.
33. The Contractor shall be responsible for any loss or damage, excluding reasonable wear and tear, to any property of the City of Iqaluit, arising out of the performance of the work, whether or not such loss arises from causes beyond the Contractor's control. Such property shall only be used by the Contractor as may be directed by the Corporate Director and the Contractor shall, at any time when requested to do so, account to the Corporate Director for the use of such property
34. The Contractor shall comply with all laws, acts and regulations, relating to the work, whether federal, territorial or municipal, as if the work was being performed for a person other than the City of Iqaluit. Costs for all permits and certificates required in respect of the execution of the work shall be borne by the Contractor and shall not be the responsibility of the Corporate Director.
35. The Contractor shall employ and use only Canadian purchased materials in the execution of the work, employ local labour and utilize the services of the Canada Employment Centre in the recruitment of such labour and provide labour according to the Government of Nunavut Labour Standards Act.
36. The Contractor shall neither permit any public ceremony, nor erect or permit the erection of any sign or advertising in connection with the work done, without the approval of the Corporate Director.
37. All materials or supplies used or provided for the work shall be the property of the City and shall be used only for the purpose of the work. The Contractor shall be liable for all loss or damage to materials or supplies that are the property of the City by virtue of this section.
38. In addition to section 11 of the Special Conditions, the Contractor will keep a competent supervisor on the work site at all times during the progress of the work unless otherwise authorized by the Corporate Director. The supervisor must be acceptable to the Corporate Director and have the authority to receive on behalf of the Contractor any order or communication in respect of the Contract. Any supervisor or staff not acceptable to the Corporate Director because of incompetence, improper conducts or security risk will be removed from the site of work and replaced forthwith.
39. All operations staff of the Contractor must undertake to keep all the affairs of the City to which the staff become privy confidential and to not divulge or release any such information to any

person. The Contractor shall be responsible for ensuring that its staff understands and respects the importance of confidentiality.

40. All operations staff employed by the Contractor shall be required to adhere to a standard of conduct as determined by the Corporate Director. **RCMP Security Clearances shall be required for all contracted personnel working in the City offices; and must be provided for all staff within 15 days of a contract being signed.**
41. The Corporate Director shall:
 - a) Decide any question as to whether anything has been done as required by the Contract or as to what the Contractor is required by the Contract to do, including questions as to the acceptability of, the quality or quantity of any labour, plant or material used in the execution of the work, and the timing and scheduling of the various phases of the work;
 - b) Have the right to order additional work, dispense with, or change the whole or any part of the work provided for in the Contract. The Corporate Director shall decide whether anything done or not done as a result of directions given under this sub-section has increased or decreased the cost of the work to the Contractor and the amount payable under this Contract to the Contractor will be increased or decreased accordingly by an amount calculated in accordance with this Agreement and its Appendixes herein.
 - c) The Contractor shall comply with any decision or direction of the Corporate Director under this section.
42. If the Contractor delays in the commencement, execution or completion of the work, fails to comply with a direction or decision of the Corporate Director properly given, or is in default in any other manner under the Contract, the Corporate Director may do such things as the Corporate Director deems necessary to correct the Contractor's default. The Contractor will reimburse the City for all costs, expenses and damages incurred or sustained by reason of the Contractor's default, or in correcting the default.
43. The Contract may be terminated without notice by the City of Iqaluit for the following:
 - a) Non-performance of contractual duties
 - b) Theft of City or City personnel property
 - c) Continued unsatisfactory service
 - d) Any other violations of the Terms and Conditions set out in the agreement at the discretion of the Corporate Director
44. If for any reason, the Contractor cannot fulfill the obligations of the Contract due to:
 - a) Death
 - b) Change of corporate ownership
 - c) Bankruptcy, or otherwise,the Contract with the City of Iqaluit shall become null and void.
45. The Contractor must co-operate with the Director of Corporate Services and his or her representatives to minimize conflict with occupants of the City Administration building.
46. The Contractor shall move materials or equipment, under the Contractor's control, which impedes operations of building occupants.
47. The Contractor shall comply with the Corporate Director's restrictions, if any as to use of washrooms, movement of personnel and materials, hours or work (other than normal), and deliveries.

48. The Contractor shall comply with the Building regulations. Hours of access to the Building shall be as established by the Corporate Director.
49. The Contractor shall not carry on any commercial business on the premises other than described in this contract.
50. The Contractor shall not prevent free access to any areas by the Corporate Director, City personnel, or authorized people in the building.
51. The Contractor shall not carry on, coordinate or transact any business on the Property except for that described in this contract.
52. The Contractor must comply with all security regulations and procedures in force at the commencement of this Contract and as required from time to time by the Corporate Director, and which do not significantly change the scope of this Contract.
53. The Contractor's personnel shall not be allowed in City facilities outside of normal business hours unless they are performing work for the Contractor. All Contractor personnel are required to provide proof of identity when requested to do so by City personnel. Keys shall not be left in the door locks. The Janitorial Services contractor shall be responsible for securing/locking the interior and exterior portions of the building(s) during hours to be specified by the Director of Corporate services or his/her designee. All work spaces shall be locked and the lights turned off when cleaning in each area has been completed. Security lights (as directed) shall be turned on prior to leaving the facility. Keys required by the contractor will be furnished by the City to designated contractor employee and shall be returned to the City on demand. All exit doors are to remain locked while the contractor is in the space. The contractor is not to block open occupant or exterior doors for any reason. The contractor is not to assist entry of anyone except contractor, employees or Police/Fire personnel. Close and lock any exterior windows. Contractor's personnel shall immediately report to their supervisor and City personnel, problems dealing with unauthorized or suspicious persons, conditions indicating theft, break-in or vandalism, and building system failures. The Contractor's employees shall report to emergency personnel situations such as: fire, smoke, unusual odors, broken pipes or floods, and take appropriate safety measures
54. The Contractor shall be responsible for the following:
 - a) **Obtaining and providing to the Corporate Director the appropriate business license and WSCC registration with proposal;**
 - b) **Obtaining and providing to the Corporate Director a certified true copy of Comprehensive or Commercial General Liability Insurance Policy with proposal;**
 - c) **All cleaning supplies and equipment must be kept off site and not at the City Hall.**

**FORM OF PROPOSAL
FOR JANITORIAL SERVICE OF VARIOUS CITY BUILDINGS
CITY OF IQALUIT**

TO: THE CITY OF IQALUIT

I (We) _____ having carefully examined the localities and sites of the proposed works, as well as the Contract Documents relating thereto, including the special conditions relating to the contract, hereby accept and agree to the same as forming part and parcel of the Contract and hereby bid and offer to enter into a contract, being the contract referred to supply and do all that is set out or called for, on the terms and conditions and under the provisions set out or called for in the documents of the total contract.

The enclosed Proposal Form must be used and in the possession of the Corporation of the City of Iqaluit on or before the closing date and time. Proposals received after the closing date will not be considered.

Organization:		
Name:		Title:
Address:		
Town/City:	Province/Territory:	Postal Code:
Phone:	Cell:	Fax:
E-mail:		

Total Proposal Price in relation to the Work to be provided as referenced at section 7.1 (at page 4 re: General Information to Bidders) and the Summary of Schedule of Items and Prices for 2017-2018 and 2018-2019 as follows, excluding G.S.T” \$ _____

Not necessarily the lowest or any bid accepted.

<p>_____</p> <p>Authorized Signature of Company</p> <p>_____</p> <p>Date</p>
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APPENDIX TO THE SPECIAL CONDITIONS - SUMMARY OF SCHEDULE OF ITEMS AND PRICES

Building Number	Description and Address	Monthly Amount	Yearly Amount 2017
1			
2			
3			
4			
5			
6			
7			
	TOTAL EXCLUDING GST		

NOTES: Contract must note this amount is payable on a monthly basis on the monthly receipt of an invoice (see section 21 – Part I – Special Conditions) for the services supplied, for the period commencing the 1st day of August 2017 and terminating on the 31st day of July, 2019.

**TENDER ITEM #1
(CITY HALL)**

Cleaning is required Monday through Friday after 5:00 PM

CITY HALL	Daily	Weekly	Monthly	Annually
WASHROOMS				
Clean and disinfect toilets, urinals, sinks and mirrors	➤➤			
Damp mop floors using a germicidal detergent	➤➤			
Clean and disinfect showers with a tile cleaner (IF APPLICABLE)		➤➤		
Descalcify all toilet bowls, urinals, sinks, showers		➤➤		
Wash down walls, partitions and fittings		➤➤		
Refill empty water dispensers	As Required			
FLOORS				
Dust mop using a dust control system	➤➤			
Damp mop using a germicidal detergent and spot clean stains and high traffic areas	➤➤			
Wash, strip, wax and polish ceramic and vinyl composite tile floors (March and September)				2x
Vacuum carpets	➤➤			
Steam clean carpets (December and May)				2x
WASTE RECEPTACLES				
Empty and dispose of waste; all waste receptacles to be fitted with plastic bags	➤➤			
Wash and disinfect		➤➤		
ENTRANCE LOBBY				
Remove fingerprints, clean inside entrance doors and corridor glass	➤➤			
Vacuum mats	➤➤			
Keep entrances free of debris	➤➤			
Remove cobwebs, clean ledges		➤➤		
KITCHEN AREAS				
Clean and disinfect tables, counter tops, sinks and fixtures, wash dishes in both sinks.	➤➤			
Sweep and mop floors (follow floor duties noted above)	➤➤			
Clean and disinfect exterior of cupboards, microwave, stoves, and fridges		➤➤		
Refill empty dispensers	As required			
WINDOWS AND DOORS				
Thoroughly clean and polish all metal handles and kick	➤➤			

plates on doors				
Clean all windows; dust all window ledges		➔		
WALLS AND CEILINGS				
Dust and remove fingerprints/smudges	➔			
Dust pictures and frames	➔			
Dust ledges, moldings, baseboards	➔			
Keep baseboards free of mop streaks	➔			
Ceilings and corners should be kept free of cobwebs		➔		
Clean and dust air vents and air returns			➔	
OFFICE FURNITURE AND FIXTURES				
Dust and clean desks, tables, chairs, cabinets, phones, bookshelves and partitions	➔			
Dust and clean boardroom tables, chairs and other furniture	➔			
LIGHTING				
Replace defective blubs	As Required			
Remove covers/shelf, wash interior and exterior (April and October)				2x
STORAGE AREAS/STAIRWAYS				
General clean and disinfect of areas; damp mop floors and spot clean as needed			➔	
COUNCIL CHAMBERS				
All duties and schedule as per Furniture and Fixtures, Windows and Doors, Floors and Walls/Ceilings Must be complete prior to 5:30 PM on Monday evenings		➔		

Monthly logs, including work performed and dates of monthly, quarterly, semi-annual or annual duties must be submitted with the invoice.

**TENDER ITEM #2
COMMUNITY SERVICES OFFICES BUILDING 2425**

Cleaning is required Monday through Friday after 5:30 PM

COMMUNITY SERVICES OFFICES	Daily	Weekly	Monthly	Annually
WASHROOMS				
Clean and disinfect toilets, urinals, sinks and mirrors	➤➤			
Damp mop floors using a germicidal detergent	➤➤			
Clean and disinfect showers with a tile cleaner		➤➤		
Descale all toilet bowls, urinals, sinks, showers		➤➤		
Wash down walls, partitions and fittings		➤➤		
Refill empty dispensers	As Required			
FLOORS				
Dust mop using a dust control system	➤➤			
Damp mop using a germicidal detergent and spot clean stains and high traffic areas	➤➤			
Wash, strip, wax and polish ceramic and vinyl composite tile floors (March and September)				2x
Vacuum carpets	➤➤			
Steam clean carpets (December)				1x
WASTE RECEPTACLES				
Empty and dispose of waste; all waste receptacles to be fitted with plastic bags	➤➤			
Wash and disinfect		➤➤		
ENTRANCE LOBBY				
Remove fingerprints, clean inside entrance doors and corridor glass	➤➤			
Vacuum mats	➤➤			
Keep entrances free of debris	➤➤			
Remove cobwebs, clean ledges		➤➤		
KITCHEN AREAS				
Clean and disinfect tables, counter tops, sinks and fixtures. Wash dishes left in the sink.	➤➤			
Sweep and mop floors (follow floor duties noted above)	➤➤			
Clean and disinfect exterior of cupboards, microwave, stoves, and fridges		➤➤		
Refill empty dispensers	As required			
WINDOWS AND DOORS				
Thoroughly clean and polish all metal handles and kick plates on doors	➤➤			
Clean all windows; dust all window ledges		➤➤		

WALLS AND CEILINGS				
Dust and remove fingerprints/smudges	➡➡			
Dust pictures and frames	➡➡			
Dust ledges, moldings, baseboards	➡➡			
Keep baseboards free of mop streaks	➡➡			
Ceilings and corners should be kept free of cobwebs		➡➡		
Clean and dust air vents and air returns			➡➡	
OFFICE FURNITURE AND FIXTURES				
Dust and clean desks, tables, chairs, cabinets, phones, bookshelves and partitions	➡➡			
Dust and clean boardroom tables, chairs and other furniture	➡➡			
LIGHTING				
Replace defective blubs	As Required			
Remove covers/shelf, wash interior and exterior (April and October)				2x
STORAGE AREAS/STAIRWAYS				
General clean and disinfect of areas; damp mop floors and spot clean as needed			➡➡	
BOARD ROOM				
Follow instructions for furniture and fixtures, windows and doors, floors and lighting.	➡➡			

Monthly logs, including work performed and dates of monthly, quarterly, semi-annual or annual duties must be submitted with the invoice.

**TENDER ITEM #3
FEDERAL GARAGE**

Cleaning is required Monday, Wednesday and Friday after 5:00 PM

FEDERAL GARAGE	Daily	Weekly	Monthly	Annually
WASHROOMS				
Clean and disinfect toilets, urinals, sinks and mirrors	➡➡			
Damp mop floors using a germicidal detergent	➡➡			
Clean and disinfect showers with a tile cleaner		➡➡		
Descale all toilet bowls, urinals, sinks, showers		➡➡		
Wash down walls, partitions and fittings		➡➡		
Refill empty dispensers	As Required			
FLOORS				
Dust mop using a dust control system	➡➡			
Damp mop using a germicidal detergent and spot clean stains and high traffic areas	➡➡			
Wash, strip, wax and polish ceramic and vinyl composite tile floors (March and September)				2x
Vacuum carpets	➡➡			
Steam clean carpets (March and September)				2x
WASTE RECEPTACLES				
Empty and dispose of waste; all waste receptacles to be fitted with plastic bags	➡➡			
Wash and disinfect		➡➡		
ENTRANCE LOBBY				
Remove fingerprints, clean inside entrance doors and corridor glass	➡➡			
Vacuum mats	➡➡			
Keep entrances free of debris	➡➡			
Remove cobwebs, clean ledges		➡➡		
KITCHEN AREAS				
Clean and disinfect tables, counter tops, sinks and fixtures.	➡➡			
Sweep and mop floors (follow floor duties noted above)	➡➡			
Clean and disinfect exterior of cupboards, microwave, stoves, and fridges		➡➡		
Refill empty dispensers	As required			
WINDOWS AND DOORS				
Thoroughly clean and polish all metal handles and kick plates on doors	➡➡			
Clean all windows; dust all window ledges		➡➡		

WALLS AND CEILINGS				
Dust and remove fingerprints/smudges	➡➡			
Dust pictures and frames	➡➡			
Dust ledges, moldings, baseboards	➡➡			
Keep baseboards free of mop streaks	➡➡			
Ceilings and corners should be kept free of cobwebs		➡➡		
Clean and dust air vents and air returns			➡➡	
OFFICE FURNITURE AND FIXTURES				
Dust and clean desks, tables, chairs, cabinets, phones, bookshelves and partitions	➡➡			
Dust and clean boardroom tables, chairs and other furniture	➡➡			
LIGHTING				
Replace defective blubs	As Required			
Remove covers/shelf, wash interior and exterior (April and October)				2x
STORAGE AREAS/STAIRWAYS/HALLWAYS				
General clean and disinfect of areas; damp mop floors and spot clean as needed			➡➡	
TRAINING ROOM				
Follow instructions for furniture and fixtures, windows and doors, floors and lighting.	➡➡			

Monthly logs, including work performed and dates of monthly, quarterly, semi-annual or annual duties must be submitted with the invoice.

The Bidder will also be required to perform all work/services set out in the Special Conditions section of the Contract Documents. This work/services must also be assessed in the total proposal price (excluding GST).

The Bidder agrees to leave this Proposal open for acceptance for a period of ten (10) days from the Closing Date of Proposals.

The Bidder agrees that until the Contract Documents are completed and executed, the Proposal, together with the acceptance thereof by the City of Iqaluit, shall constitute a binding contract between the City of Iqaluit and the Bidder, regardless of whether or not any other proposal has been previously accepted.

The Bidder also agrees to deliver, within seven (7) calendar days of signing of Contract a Certificate of Insurance and a Certificate of Clearance from the WSCC.

IT IS HEREBY AGREED AND UNDERSTOOD THAT this Proposal Form is to form part of the Contract Documents. The City of Iqaluit expressly reserves the right to reject any or all Proposal, in whole or in part, or to accept the Proposal or parts thereof judged most satisfactory, without liability on the part of the City of Iqaluit.

BIDDER'S SIGNATURE

Signature

Title

AND SEAL

WITNESS

DATE AT _____ THIS _____ DAY OF _____ 2017