



Kitchener Public Library

REQUEST FOR PROPOSAL: Custodial Services

CLOSING DATE AND TIME: Monday September 9, 2024 – 1:00 pm Local Time

July 9, 2024

You are invited to submit a Proposal to the Kitchener Public Library (“KPL”) for the requirements as set out in the attached Request for Proposal.

- a) Proposals are to be submitted by e-mail to angela.riddell@kpl.org clearly marked with the proposal name, closing date and your company name.
- b) Questions, clarification or interpretations regarding this Request for Proposal are to be requested in writing via email by the bidder and directed to Angela Riddell, Director, Business Services & Infrastructure, email angela.riddell@kpl.org, phone (519) 743-0271, extension 240.
- c) Your signed proposal shall be taken as your statement that you understand the requirements and agree to comply with same.
- d) Submit your proposal no later than 1 p.m. Local Time on the date shown above.

The lowest or any proposal will not necessarily be accepted.

Yours truly,

Angela Riddell
Director, Business Services & Infrastructure
Kitchener Public Library

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DEFINITIONS

“Bidder” means a contractor that KPL has invited, and/or a contractor that requested to be part of the process to submit a response to its Request for Proposal; **“Bidders”** means every Bidder.

“Contract” or **“Agreement”** means the document executed by KPL and the Contractor containing the terms and conditions governing the procurement, including any Schedules, Exhibits and Appendices as it or they may be amended or supplemented from time to time.

“Contractor” or **“Proponent”** or a pronoun in place thereof, means the successful Bidder selected by KPL, and upon execution of an Agreement and/or acceptance of a Purchase Order; shall complete the Work as per the terms and conditions agreed upon.

“Defective, Deficiency or Fault” and **“Defects, Deficiencies or Faults”** means any one or a combination of the following items or other items of a substantially similar nature, and will be deemed to exist when actually discovered or when they should have been apparent to a person in the Contractor’s position after reasonable inspection and testing:

a) items of work (including any work by any Subcontractor) that are not provided in a workmanlike manner and in accordance with the standards and/or specifications identified in the Agreement;

b) items of work (including any work by any Subcontractor) that are not (i) new and of good quality and free from improper workmanship and defects in accordance with the standards and/or specifications identified in the Agreement, or (ii) free from errors and omissions in design or engineering in light of good procurement, manufacturing or construction standards;

c) in general, items of work (including any work by any Subcontractor) that do not conform to the specifications and/or requirements of the Agreement, or would materially and adversely affect the ability of the System and/or any material part thereof to meet any performance criteria specified on a consistent and reliable basis, or would materially and adversely affect the continuous operation or expectations of the System or any material part thereof.

“Including” means including without limitation, and **“includes”** means includes without limitation.

“KPL Representative” means the member of staff responsible for facility.

“Library” means Kitchener Public Library or KPL

“Occupational Health & Safety Act” means the Occupational Health and Safety Act R.S.O. 1990, c. O.1 as amended, which administers, manages and regulates occupational health and safety practices in the Province of Ontario through the Ministry of Labour.

“Proposal” means the Bidder’s response to the KPL’s Request for Proposal; **“Proposals”** means every response received as a result of the procurement process.

“Request for Proposal” (RFP) means the Request for Proposal document issued by the KPL and provided to Bidders.

“Work” means the work undertaken by the Contractor and its Subcontractors (if any), pursuant to the provisions of the Agreement. Work includes all labour, consulting, materials, equipment, services and any other items used by the Contractor or its Subcontractors to complete the project.

DESCRIPTION OF WORK

The provision of a complete program of custodial cleaning services using high quality materials, products, equipment and workmanship, in a cost-effective, operationally satisfactory and environmentally safe manner. Cleaning practices must comply with the Kitchener Public Library Green Housekeeping Program.

Service to be supplied to the following facilities:

- 1) Central Library
85 Queen Street North
- 2) Forest Heights Community Library
251 Fischer-Hallman Road
- 3) Grand River Stanley Park Community Library
175 Indian Road
- 4) Pioneer Park Community Library
150 Pioneer Drive
- 5) Southwest Community Library
100 Rosenberg Way

DELIVERY OF PROPOSALS

Proposals, complete in every respect, should be submitted electronically to angela.riddell@kpl.org

NO LATER THAN – Monday September 9, 2024 - 1:00 pm Local Time

Proposals received later than the specified closing date and time will not be considered.

Proposals shall be submitted on the Form of Proposal as provided and must be properly signed where indicated. All pages should be completed and returned.

A Bidder may request that their Proposal be withdrawn, provided that such request is received in writing prior to the closing time for the proposal to which it applies.

The withdrawal of a Proposal does not disqualify a bidder from submitting another prior to the closing time.

ADDENDUM

Any information or changes to the requirements for this bid opportunity will be provided in writing in the form of an addendum and will be furnished to all proponents by electronic mail. All addenda issued prior to the closing date shall be considered part of the contract documents. The Library will be the sole determinant of whether any revision or addenda should be issued as a result of any questions or other matters, and will extend the proposal deadline if such information significantly alters this solicitation or makes compliance with the original due date impractical.

EXAMINATION OF SITE

The Bidder shall visit the site of work before submitting a proposal and shall make its own estimate of the facilities that may be encountered and of the nature of the conditions. The Bidder shall not claim at any time after submission of the proposal that there was any misunderstanding of the terms and conditions of the contract relating to site conditions.

PRE-BID MEETING

Pre-bid meetings are available for booking throughout July and August.

The purpose of the meeting is to provide a tour of the facilities, discuss the work to be performed with prospective bidders and allow for questions concerning the proposal.

Please contact Angela Riddell at angela.riddell@kpl.org to arrange.

INFORMAL OR UNBALANCED PROPOSALS

Proposals which are incomplete, conditional, illegible, obscure or qualified in any way, or that contain additions not called for, erasures, alterations or irregularities of any kind, may be rejected as informal.

Proposals that contain prices which appear to be so unbalanced as likely to affect adversely the interests of the Library may be rejected.

Whenever a proposal in the amount quoted for an item does not agree with the extension of the estimated quantity and the quoted unit price, the unit price shall govern and the amount shall be corrected accordingly.

OMISSIONS AND DISCREPANCIES

Notify Angela Riddell, 519-743-0271 x240, angela.riddell@kpl.org at once of discrepancies found in, or omissions from, the specifications or other documentation, or if in doubt as to their meaning. An addendum may be issued.

The Library will not be responsible for any verbal instructions.

INTERPRETATIONS

No oral interpretations shall be made to a Bidder as to the meaning of any of the contract documents, or be effective to modify any of the provisions of the contract documents. Every request for an interpretation shall be made in writing, addressed and forwarded to Angela Riddell, 519-743-0271 x240, angela.riddell@kpl.org who may issue a written addendum.

PROPOSAL ACCEPTANCE PERIOD

It is understood that in submitting a Proposal, each Bidder agrees that their Proposal may be subject to acceptance up to sixty (60) working days after closing date for proposals.

ACCEPTANCE OR REJECTION OF PROPOSALS

The Library reserves the right to reject any or all proposals and the lowest or any proposal will not necessarily be accepted. The Library reserves the right to accept any proposal that is considered best for the interests of the Library.

The determination of the best interests of the Library and the lowest ultimate cost of the proposal may, where bidders have completed similar work for the Library during the preceding five years, take into account past performance, quality of work received and staff time invested in obtaining compliance with specifications.

The Library shall not be responsible for any liabilities, cost, expenses, loss or damage incurred, sustained or suffered by any Bidder by reason of the acceptance or non-acceptance, by the Library, of any proposal or by reason of any delay in the acceptance of a proposal save as provided in the contract.

No proposal shall be accepted from any person or corporation who, or which, has a claim or has instituted a legal proceeding against the Library or against whom the Library has a claim or has instituted a legal proceeding with respect to any previous contract.

The Bidder acknowledges and agrees that nothing contained herein, in the proposal documents or elsewhere, no act done or expense incurred by it in the preparation and submission of this proposal, no trade or industry custom or practice, and no representation or assurance that may have been made or given to it by or on behalf of the Library, shall in any manner legally bind the Library, in any circumstances, to accept this proposal, the lowest proposal, only a proposal submitted in compliance with the requirements of the documents, or any proposal at all. The Bidder further acknowledges and agrees that the Library shall have complete and unrestricted liberty in this regard and may reject any or all proposals or may accept any proposal in whatever manner, at whatever price, on whatever terms and for whatever reasons as the Library, in its absolute discretion, considers to be in its own best interests, all without liability or obligation of any kind to the Bidder.

WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)

The Contractor shall at all times pay, or cause to be paid, any assessment or compensation required to be paid pursuant to the Workplace Safety and Insurance Act and upon failure to do so, the Library may pay such assessment or compensation to the Workplace Safety and Insurance Board, and the Contractor shall forthwith reimburse the Library. The Library may at its option deduct such expenses from any monies owed to the Contractor. The Contractor shall, prior to issuance of a purchase order by the Library, provide a certificate of good standing from the Workplace Safety and Insurance Board, and the Library may, at any time during the performance or upon completion

of such contract, require a further certificate. If the contract extends beyond the expiry date of the certificate, the Contractor is responsible to submit a new certificate to the Buyer.

INSURANCE AND INDEMNIFICATION PROVISIONS (STANDARD)

The Contractor, both during and after the term of this Agreement, shall at all times, and at its own cost, expense and risk, defend, indemnify and hold harmless the Library, its officers, employees, volunteers, agents, contractors, and all respective heirs, administrators, executors, successors and assigns from any and all losses, damages (including, but not limited to, incidental, indirect, special and consequential damages, or any loss of use, revenue or profit by any person, organization or entity), fines, penalties and surcharges, liabilities (including, but not limited to, any and all liability for damage to property and injury to persons, including death), judgments, claims, demands, causes of action, contracts, suits, actions or other proceedings of any kind (including, but not limited to proceedings of a criminal, administrative, or quasi criminal nature) and expenses (including, but not limited to, legal fees on a substantial indemnity basis), which the indemnified person or persons may suffer or incur, howsoever caused, **arising out of or in consequence of or directly or indirectly attributable to the Services required to be performed by the Contractor, its agents, employees and sub-contractors on behalf of the Library, whether such losses, damages, fines, penalties and surcharges, liabilities, judgments, claims, demands, causes of action, contracts, suits, actions or other proceedings of any kind and expenses as defined above are due or claimed to be due to the negligence, breach of contract, and/or breach of law of the Contractor, its agents, employees or sub-contractors.**

The Contractor shall insure its undertaking, business and equipment under the following coverage so as to protect and indemnify and save harmless the Library:

- a.) **General Liability Insurance:** The Contractor shall maintain liability insurance acceptable to the Library throughout the term of this Agreement from the date of commencement of work until one year from the date of substantial performance of work. Coverage shall consist of a comprehensive policy of public liability and property damage insurance, with all available coverage extensions/endorsements, in an amount of not less than \$2,000,000 per occurrence. **Such insurance shall name The Kitchener Public Library and any other person or party identified in the contract documents, as an additional insured** thereunder and shall be endorsed to include a Cross-Liability Endorsement with a Severability of Interests Clause, Premises and Operations Liability, Blanket Contractual Liability, Products / Completed Operations Liability, Personal Injury Liability and Non-Owned Automobile Liability.
- b.) **Owned and Non-Owned Automobile Liability Insurance:** The Contractor shall maintain liability insurance on all Owned, Non-Owned and Leased Automobiles used in the performance of this project to a limit of \$2,000,000 per occurrence throughout the term of this Agreement from the date of commencement of work and until one year after the date of substantial performance of work.
- c.) **Provisions:** Prior to the commencement of work the Contractor shall provide a Certificate of Insurance evidencing this insurance with the executed Agreement. The Certificate shall state that coverage will not be suspended, voided, cancelled, reduced in coverage or in limits except after

thirty (30) days (ten (10) days if cancellation is due to non payment of premium) prior written notice by certified mail to the Library.

It is also understood and agreed that in the event of a claim any deductible or self-insured retention under these policies of insurance shall be the sole responsibility of the Contractor and that this coverage shall preclude subrogation claims against the Library and any other person insured under the policy and be primary insurance in response to claims. Any insurance or self-insurance maintained by the Library and any other person insured under the policy shall be considered excess of the Contractor's insurance and shall not contribute with it. The minimum amount of insurance required herein shall not modify, waive or otherwise alter the Contractor's obligation to fully indemnify the Library under this Agreement.

The Library reserves the right to modify the insurance requirements as deemed suitable.

- d.) **Claims Process:** Claims reported to the Contractor, either directly by a third party or through the Library shall be promptly investigated by the Contractor. The Contractor shall make contact with the third party claimant within 48 hours of receipt of notice of a claim. The Contractor shall initiate an investigation of the claim immediately upon notice, and advise the third party claimant in writing, with a copy to the Library, of its position regarding the claim within 21 calendar days of the notice. The Contractor shall include in their response the reasons for their position.

Should this position not resolve the claim and be accepted by the third party claimant, the Contractor shall immediately report the claim to its Insurer for further review. The Contractor's Insurer upon receipt of this claim shall advise the third party claimant by letter, with a copy to the Library, that they are now investigating the claim. When a final position on the claim has been determined, the Contractor's Insurer shall advise the third party claimant by letter, with a copy to the Library. Failure to follow this procedure shall permit the Library to investigate and resolve any such claims.

Nothing herein shall limit the right of the Library to investigate and resolve any such claims notwithstanding the response of the Contractor and/or its Insurer and to seek indemnification from the Contractor or to exercise any other rights under the Contract.

The Library may, without breaching this contract, retain from the funds owing to the Contractor an amount that, as between the Library and the Contractor, is equal to the balance in the Library's favour of all outstanding debts, claims or damages, whether or not related to this contract.

THE OCCUPATIONAL HEALTH AND SAFETY ACT

The Contractor shall conduct the work in accordance with the most recent edition of the Occupational Health and Safety Act of Ontario and all applicable regulations, codes, standards and guidelines. The Contractor shall ensure that all WHMIS requirements are followed including appropriate labeling for cleaning chemicals and maintained up-to-date Material Safety Data sheets for all products.

HARMONIZED SALES TAX (H.S.T.)

All unit prices quoted for this requirement shall be H.S.T. extra where applicable.

LAWS AND REGULATIONS

The Bidders are assumed to have made themselves familiar with and will abide by all Federal, Provincial, Municipal and Local laws, rules and regulations which in any way affect the work, and no plea of misunderstanding will be considered on account of ignorance thereof. If the Bidder shall discover any provisions in the drawings, specifications or contract that are contrary to or inconsistent with any law, rule or regulation, they shall at once report it to the Library's Representative, in writing.

LAWS

It is agreed that the goods supplied shall comply with all Federal, Provincial and other laws applying thereto.

TERM OF CONTRACT

Award of this contract shall be for an initial three (3) year period with an option to renew as stated in the Form of Proposal subject to mutual agreement for each subsequent term.

DISCLOSURE OF BID INFORMATION

The bidder acknowledges that submission of a bid for this Proposal will be deemed by the Library to be the bidder's consent to the Library publishing or releasing the awarded Contractor's name and total bid price (if applicable), publicly in any format. Any limitation or qualification on the Library's right to release the awarded Contractor's name and total bid price (if applicable), will result in the bid being found non-compliant. The Library appreciates the sensitive nature of unit pricing and will endeavor to hold unit pricing in confidence but may be required to release such information pursuant to court order or legislation including the Municipal Freedom of Information and Protection of Privacy Act.

GENERAL CONDITIONS

GENERAL

This proposal, including these terms and conditions, forms the entire contract between the parties, and no variations thereof, irrespective of the wording of the Bidder's acceptance will be effective unless specifically agreed to in writing.

INCOMPLETE WORK

The Library reserves the right to have the work completed by others in the event that the Contractor fails to complete the specified work within the time stated in the Form of Proposal.

HOLDBACK OF PAYMENT FOR UNACCEPTABLE PERFORMANCE

Based on ongoing performance evaluation, should all or any part of the work be deemed unacceptable by the Library, payment for all services, or for the applicable section of the work, will be withheld until such time as the work is deemed acceptable. Performance evaluation will take place during regular meetings between the Contractor and the Kitchener Public Library. Random inspections will be conducted by the Kitchener Public Library to inspect work performance. The Kitchener Public Library has the right to terminate the contract with 60 days written notice if unacceptable performance issues are not resolved.

UNIT PRICE SCHEDULE

Unit prices must be shown in the Form of Proposal and shall include all labour, materials, installation, overhead, profit and all relative charges and represent the actual cost to the Library. The unit prices shall be used for computing additions to and deductions from the contract.

SAFETY

The Contractor is to ensure safety on the job site at all times. The site is to be left in a safe condition at the end of each working day.

STAFF IDENTIFICATION

The Contractor must ensure that all staff wear uniforms and proper identification at all times while on library premises. The Contractor will submit to the library's representative, the names of its employees working on site and will submit a new list when employee changes occur.

WORK SUPERVISION

The Contractor will provide on-site supervision and appropriate training to assure competent performance of the work.

QUALIFICATIONS

All work shall be executed by skilled trained personnel. Work shall be done in accordance with specifications and list trade practices to ensure the finished work is of top quality.

RESPONSIBILITY OF DAMAGE

The Contractor will repair and restore to its original condition, any material or surface damaged by its operation. The Contractor shall be solely responsible for any damage to the building or its contents for any loss or damage to library property attributable to the Contractor's actions or negligence of its employees.

CONTRACTOR'S INSOLVENCY

The purchase may be terminated at the Library's option, effective upon written notice to the Contractor in the event that: Contractor files for bankruptcy, becomes insolvent, makes an assignment for the benefit of creditors, or has a receiver appointed, or any proceeding is demanded for, by or against the Contractor under any provision of the Federal Bankruptcy Act, as amended or any applicable Provincial Law.

CONTRACTOR'S DEFAULT

Upon any default of the Contractor, the Library at its election may cancel the contract with 30 (thirty) days notice in the event that any deliverables or requirements are not made as specified in this Proposal.

AMENDMENTS TO CONTRACT

The Library reserves the right to add or delete items not listed herein but required throughout the year. Those items will automatically become part of the contract and subject to all the same terms and conditions.

The Library reserves the right to add or delete Library facility locations from this Contract.

PRICING

The Library is requesting firm prices for the term of the contract noted on the Form of Proposal. If you are unable to bid on this basis, please detail your pricing policy and include it with your bid submission.

All prices shall be in Canadian funds and must be inclusive of customs, duty and freight.

AWARD OF CONTRACT

The Library reserves the right to award this contract on a lot, unit or item basis.

INCOMPLETE BIDS

Partial bids or incomplete bids will not be given the same consideration that complete or near complete bids will receive. The Library will evaluate all bids and select the one which represents the lowest ultimate cost for an acceptable product for the term of the contract.

QUALIFYING OF BIDS

Bidders are cautioned against qualifying their bids in any manner whatsoever, as this may result in their bid being rejected. However, descriptive literature may be included, as long as its sole purpose is only to amplify the proposal. Should you wish to elaborate on any aspect of this proposal, you may do so separately on your letterhead.

FORCE MAJEURE

- a) If the Contractor is delayed in delivery by labour disputes, strikes, lock-outs, fire, or by any cause of any kind whatsoever beyond the manufacturer's control then the time of delivery shall be extended for a period of time equal to the time lost due to such delays, at no cost penalty to the Library.
- b) No such delivery time extension shall be made for delays unless written notice of same is given to the Library within seven (7) days of its commencement. Where it is the case of a continuing cause of delay only one claim shall be necessary.

ASSIGNMENT

Neither this Proposal nor the right to receive payment hereunder may be assigned or transferred without the prior express written consent of the Library and any attempted assignment shall be void and of no force or effect against the Library.

SIGNED BID TO BE CONSIDERED AN OFFER

The submission of a signed proposal to the Library shall be deemed to constitute an offer which may be accepted, at the option of the Library by issuance of a purchase order. Upon such acceptance the terms, conditions and specifications herein set forth shall be confirmed and binding upon the Library and the Contractor. Upon acceptance of the proposal, both parties hereto agree to do everything necessary to ensure that the terms of this agreement take effect.

KITCHENER PUBLIC LIBRARY

FORM OF PROPOSAL – CUSTODIAL SERVICES

SUBMITTED BY: _____ (Company Name)

TO: Kitchener Public Library
85 Queen Street North
Kitchener ON N2H 2H1
Attention: Angela Riddell

I/We the undersigned do hereby offer to supply the requirements, services or perform the work as defined in this Proposal, incorporated herein in full by reference and including any supplementary terms, information and conditions as set out herein.

Term of Contract: Approximately January 1, 2025 to December 31, 2027

Award shall be for Term of Contract shown above with an option to renew for **TWO (2)** additional one year periods, subject to mutual agreement.

BID PRICE

Central Library \$ _____

Forest Heights Community Library \$ _____

Grand River Stanley Park Community Library \$ _____

Pioneer Park Community Library \$ _____

Southwest Community Library \$ _____

H.S.T. \$ _____ (13%)

TOTAL BID PRICE \$ _____

F.O.B. POINT – To be destination, prepaid and not charged – various locations.

VALID FOR ACCEPTANCE WITHIN SIXTY (60) WORKING DAYS

TERMS OF PAYMENT ARE: _____

PRICES ARE FIRM FOR THE FIRST TERM OF THE CONTRACT: YES NO

IF NO, PLEASE STATE YOUR PRICING POLICY: _____

This proposal includes addendum number(s) _____ to _____

References

The successful bidder shall have three (3) years of continued successful custodial experience, and the contractors qualifications must be supported with sound references from current customers.

1. COMPANY NAME, DATE AND LOCATION OF PROJECT:

DESCRIBE THE WORK and state what the term of the contract is:

CONTACT REFERENCE:

NAME AND TITLE: _____

PHONE NUMBER: _____ E-MAIL ADDRESS: _____

2. COMPANY NAME, DATE AND LOCATION OF PROJECT:

DESCRIBE THE WORK and state what the term of the contract is:

CONTACT REFERENCE:

NAME AND TITLE: _____

PHONE NUMBER: _____ E-MAIL ADDRESS: _____

3. COMPANY NAME, DATE AND LOCATION OF PROJECT:

DESCRIBE THE WORK and state what the term of the contract is:

CONTACT REFERENCE:

NAME AND TITLE: _____

PHONE NUMBER: _____ E-MAIL ADDRESS: _____

COMMENTS:

I/We certify that I/we have the authority to bind the company.

COMPANY NAME

AUTHORIZED SIGNATURE

ADDRESS

NAME (Print or Type)

CITY AND POSTAL CODE

TITLE

TELEPHONE NUMBER

FAX NUMBER

E-MAIL ADDRESS

DATE

NOTE: Failure to sign this page will result in non-acceptance of this Proposal.

Specifications: Custodial Services

1. Deliverables

Provide qualified, timely custodial services to the locations identified in request for proposal.

The Central Library shall be serviced per specification seven (7) days per week during the winter months of January to mid-May and mid-October to December and six (6) days per week during the summer months of mid-May to mid-October for the term of the contract.

Forest Heights Community Library, Grand River Stanley Park Community Library, Pioneer Park Community Library and Southwest Community Library shall be serviced per specification six (6) days per week for the term of the contract.

The successful vendor ensures each facility will be inspected, cleaned, and ready for public use.

Cleaning will be carried out in the evenings after hours when the library is closed. In the event of after hour's function being conducted at a facility, cleaning activities will be scheduled to accommodate the function. The Contractor will be notified in advance if special arrangements are required.

Current Hours of Operations:

Winter hours: First full week of September until first full week of June

- Monday to Thursday – 9:00am to 9:00pm
- Friday – 9:00am to 5:30pm
- Saturday – 9:00am to 5:30pm
- Sunday – 1:00pm to 5:00pm at Central Library only after Thanksgiving to Mother's Day

Summer hours: First full week of June until first full week of September

- Monday to Thursday – 9:00am to 8:30pm
- Friday – 9:00am to 5:00pm
- Saturday – 9:00am to 5:00pm

2. References

The successful bidder shall have three (3) years of continued successful custodial experience, the contractors qualifications must be supported with sound references from current customers.

3. Training

The contractor's staff must be able to read and understand product instructions, and shall be trained in Workplace Hazardous Material Information System (WHMIS).

4. Equipment

The contractor shall supply all the necessary equipment including but not limited to mops and buckets, brooms, cleaning cloths, vacuums, carpet cleaner and scrubbers in order to perform the work to specification and satisfaction of the Library Representative. Equipment must be maintained in good working order and have CSA/UL approval. Unsafe equipment must be removed or repaired immediately.

5. Consumables

The contractor shall supply all the necessary cleaning chemicals in order to perform the work to specification and satisfaction of the Library Representative. Cleaning products must comply with the Kitchener Public Library Green Housekeeping Program and be approved by the Library Representative.

The Library will supply the replenishment soap, garbage bags and liners, and paper products.

6. Daily Report Log

The Contractor will maintain an on-site daily report log containing the following information as a minimum:

- Discrepancies from the routine work scheduled and an explanation of circumstances
- Any property or equipment not in operating condition with description and location provided
- Damage, vandalism or broken property with description and location provided
- Any and all problems identified

7. Schedules and Inspections:

Contractor will prepare and submit cleaning schedules for each location based on the cleaning specifications. Contractor will conduct weekly inspections and submit a report to the Coordinator, Facilities at the Central Library.

8. Damage, Suspected Tampering, Safety Concerns

Report any sign of damage, suspected tampering, and safety concerns observed to the Library Representative.

9. Building Security

The contractor's staff will be responsible for security codes, keys and ensuring that the buildings are properly secured and locked when leaving. Only authorized contractor's staff are allowed in library facilities.

10. Cleaning Specifications:

DAILY ACTIVITIES

Floors – Sheet Vinyl, Reinforced Vinyl Tile, Conductive Vinyl Tile, Limestone, Marmoleum

1. Sweep floor on a full floor basis, using a dust control method. Remove slush and water from all matting. Lift all matting and sweep underneath to remove dirt. Replace all matting in an orderly manner.
2. Damp mop floors clean of spillages and stains.
3. Burnish complete floor twice weekly (excluding limestone and black ceramic tile at Central Library) to remove all traffic marks and restore shine.

Floors – Carpets

4. Vacuum and spot clean carpets in high traffic areas.
5. Spot clean and remove all carpet stains including gum and tar on carpets
6. Vacuum all matting and replace in an orderly fashion.

Floors – Entrances, Lobbies and Lobby Stairs

7. Vacuum mats and wash foot grilles and recess pans.
8. Sweep exterior areas and pick up garbage surrounding all entrances. Remove gum and cigarette butts.
9. Remove slush and water from all matting. Lift all matting and sweep underneath to remove dirt. Replace all matting in an orderly manner.

Floors – Washrooms – Ceramic Tile

10. Sweep floors using a dust control method, and wash with a neutral detergent. Keep baseboards, ledges and corners clean.

Floors – Convenience Stairwells

11. Sweep and wash steps and landings, using a dust control method and damp mop.
12. Remove gum residue, tar and stains.
13. Wash railings and spot clean glass.

Walls and Partitions

14. Spot clean interior walls and partitions of finger marks, water streaks and smudges within 84" from the floor. Low dust ledges, moldings and baseboard heaters.
15. Dust and spot clean baseboards to keep them free of dust, mop streaks, floor finish, dirt and wax accumulation and splash marks.
16. Spot wash washroom walls, partitions and doors free of marks and smudges.
17. Spot clean interior glass partitions, and glass display cases.
18. Clean and polish mirrors throughout the building.

Entrances and Doors

19. Spot clean glass doors and glass windows (interior and exterior) including metal framework.
20. Clean and polish kick plates, push plates and door handles, with an approved non-acidic polish.
21. Empty the contents of all exterior ashtrays into a metal container, to render contents safe and keep separate from waste paper.
22. Clean security gates using approved methods.

Washrooms and shower

23. Complete washroom sanitary service, including cleaning of all fixtures and surfaces (particular attention to floor area around urinals and base of toilets), empty all waste receptacles and refill all dispensers. The Kitchener Public Library will supply paper towels, toilet tissue, sanitary napkins, sanitary napkin bags, liquid hand/foam soap and garbage liners. Put in place sufficient supplies for at least one day's usage.
24. Clean and disinfect all surfaces of toilets, urinals and showers stalls.
25. Clean and disinfect baby change tables.
26. Disinfect body contact points such as water taps, flush valves, receptacles, dispensers, door plates and door knobs.
27. Dust and clean flush tanks, dispensers, receptacles, mirrors, shelves, counter tops, high ledges and all exposed pipes.

Furniture and Fixtures – Non-Office Areas

28. Dust and spot clean all desks, computer stations, tables, cabinets and display units (cleared areas).
29. Dust, damp wipe and polish dry all counter tops, including fronts and sides.
30. Dust and damp wipe vinyl and leatherette upholstered furniture.
31. Clean, disinfect and polish all water fountains.

Kitchens and Lunchrooms

32. Clean, disinfect and polish sinks and fixtures.
33. Wash, disinfect and polish dry all countertops, backsplashes and fronts of cupboards.
34. Wash, and disinfect front doors of refrigerators to remove marks and stains.
35. Clean and disinfect exterior surface of all large appliances including microwaves.
36. Dust tops of appliances.
37. Wash and disinfect tables.
38. Damp wipe all chairs and remove crumbs and stains.
39. Vacuum all upholstered furniture.

Elevators

40. Clean and polish interior and exterior metal work and dust all horizontal and vertical surfaces.
41. Sweep and damp mop elevator floors with a neutral detergent.
42. Remove debris from and vacuum door tracks.
43. Vacuum mats, removing dirt, slush and water build-up.

Miscellaneous

44. Spot clean doors, frames and side lights throughout the building to remove stains and marks.

45. Dust and disinfect telephone equipment.
46. Empty all public waste receptacles and recycling containers. Remove and sort recyclables to designated locations as identified at each site at least three days a week (Monday, Wednesday, Friday).
47. Remove graffiti using approved techniques.

Contractor's Space/Utility Rooms

48. Sweep and wash floors.
49. Keep utility rooms free of debris. All equipment and materials are to be stored safely and neatly.
50. Wash and disinfect sinks at least five days a week (Monday through Friday).
51. Make sure all doors are locked securely and turn lights out before leaving at night.

WEEKLY ACTIVITIES

Furniture and Fixtures – Office and workroom areas

1. Dust all horizontal and vertical surfaces using a dust control method including desks, tables and filing cabinets.
2. Clean and polish door kick plates and push plates, door and frames and door handles. Wipe dry to prevent water streaks.
3. Empty all staff waste receptacles and recycling containers. Remove and sort recyclables to designated locations as identified at each site.

Floors - Carpets

4. Vacuum all carpets corner to corner including desk wells.

Floors – Sheet Vinyl, Reinforced Vinyl Tile, Conductive Vinyl Tile, Limestone, Marmoleum

5. Damp mop floors including desk wells.

Entrances and Doors

6. Full clean of glass doors and glass windows (interior and exterior).

Furniture and Fixtures – Non-Office Areas

7. Dust and full clean all desks, chair legs and wheels, computer stations, tables, cabinets and display units (cleared areas).

MONTHLY ACTIVITIES

General

1. Dust all book shelving from top to bottom including in between collections.
2. Dust tops of lockers and wipe clean all contact points on front of lockers.
3. Clean, polish and wipe dry drain grilles and all building hardware.
4. Vacuum upholstered furniture in non-office areas.
5. Clean and polish office furniture in office and workroom areas.

Walls and Partitions

6. Wash and clean interior glass partitions and convenience stair glass panels on both sides.

Washrooms

7. Descale all toilet bowls and urinals.
8. Wash and disinfect waste receptacles including sanitary napkin dispensers.

Miscellaneous

9. Clean window sills.
10. Vacuum air grilles, air diffusers and clean metal work within 120" from the floor.
11. Dust all return air vents, sprinkler pipes, fire bells, light fixtures and supply ducts within reach of high duster.
12. Sweep and wash emergency stairwells at the beginning of the month.

QUARTERLY ACTIVITIES

Miscellaneous

1. Clean and polish fire extinguishers and fire hose wall cases.

Washroom and shower

1. Steam clean grout and tiles in all washrooms and shower.

SEMI-ANNUAL ACTIVITIES

Floors - Carpets

1. Steam clean all carpeted surfaces during the months of May and October including all permanent matting.

Furniture and Fixtures

2. Wash and disinfect waste-paper baskets during the months of May and October.
3. Clean and polish metal legs of tables and chairs during the months of May and November.
4. Remove gum underneath desks and furniture.
5. Clean and vacuum in floor outlets in carpeted or hard surface flooring.

UPON REQUEST

1. Cleaning of theatre area including vacuum and damp mop all flooring in between seating, corridor and stage area. Wiping of seating. Dusting and spot wiping of walls.
2. Window cleaning of interior/exterior perimeter glass and partition glass.
3. Stripping and applying sealer/finish to vinyl flooring.

NOTICE OF "NO BID" FORM

Kitchener Public Library - Custodial Services

Closing Date and Time: Monday, September 9, 2024 – 1:00 pm Local Time

It is important that the Library receive a reply from all invited bidders. There is no obligation to submit a proposal, however, should you choose not to bid, completion of this "No Bid" form will assist the Library in determining the type of goods and services for which you may have an interest in bidding, in the future. **This "No Bid" form may be emailed to angela.riddell@kpl.org prior to the closing date and time.**

If you are unable, or do not wish to submit a proposal, please complete the following:

- 1. We do not manufacture/supply this commodity
- 2. We do not manufacture/supply to this specification
- 3. Unable to quote competitively
- 4. Cannot handle due to present plant load
- 5. Quantity/job too large
- 6. Quantity/job too small
- 7. Cannot meet delivery/completion requirements
- 8. Agreements with distributors/dealers do not permit us to sell direct
- 9. Licensing restrictions

Do you wish to bid on these goods or services in the future? Yes No

Other reasons or additional comments:

| | |
|------------------|-------------|
| Company Name: | |
| Address: | |
| Name & Position: | |
| Phone Number: | Fax Number: |