



REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

Title: PREQUALIFICATION FOR JANITORIAL AND CUSTODIAL
MAINTENANCE SERVICES FOR SURREY OPERATIONS CENTRE

Reference No.: 1220-050-2025-004

FOR JANITORIAL AND CUSTODIAL MAINTENANCE SERVICES

(Janitorial and Custodial Maintenance Services)

Issue Date: March 27, 2025

**REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS
PREQUALIFICATION FOR JANITORIAL AND CUSTODIAL MAINTENANCE SERVICES FOR
SURREY OPERATIONS CENTRE**

TABLE OF CONTENTS

1. INTRODUCTION	3
1.1 Purpose	3
1.2 Definitions	3
2. INSTRUCTIONS TO RESPONDENTS	4
2.1 Address for Submission Delivery	4
2.2 Date	4
2.3 Inquiries	4
2.4 Addenda	4
2.5 Status Inquiries	5
3. SUBMISSION FORM AND CONTENTS	5
3.1 Form of Statements of Qualifications	5
3.2 Signature	5
4. EVALUATION AND SELECTION	6
4.1 Evaluation Team	6
4.2 Evaluation Criteria	6
4.3 Litigation	7
4.4 Additional Information	7
4.5 Interviews	7
5. GENERAL CONDITIONS	8
5.1 No City Obligation	8
5.2 Respondent's Expenses	8
5.3 No Contract	8
5.4 Conflict of Interest	8
5.5 Solicitation of Council Members and City Staff	8
5.6 Confidentiality	8
5.7 Reservation of Rights	8
5.8 No Claims	9
SCHEDULE A – SCOPE OF SERVICES	11
SCHEDULE B – FORM OF SUBMISSION	17
APPENDIX A - JANITORIAL AND MAINTENANCE SERVICES COMPLETED IN THE PAST FIVE YEARS	27
APPENDIX B - MAJOR JANITORIAL AND MAINTENANCE SERVICES UNDERWAY AS OF THE DATE OF SUBMISSION AND REFERENCE CHECK	28

REQUEST FOR EXPRESSIONS OF INTEREST AND STATEMENTS OF QUALIFICATIONS

1. INTRODUCTION

1.1 Purpose

The purpose of this Request For Expressions of Interest and Statements of Qualifications (the “**RFEOI/SOQ**”) is to:

- (a) invite submissions (the “**Submission**”) from respondents (the “**Respondent**”) that describe the desire, relevant expertise, qualifications, capability, reputation and resources, of the Respondent to participate in the project described in Schedule A; and
- (b) to select a Respondent or Respondents who may be invited to participate in the next stage of the competitive selection process, when called.

Respondent’s able to demonstrate a sound business structure, financial capability, resources, management systems, relevant experience and good performance history may be eligible for prequalification.

To ensure adequate competition, the City reserves the right to reissue this prequalification to additional contractors as needed.

1.2 Definitions

In this RFEOI/SOQ the following definitions shall apply:

- (a) “**City**” means the City of Surrey;
- (b) “**City Representative**” has the meaning set out in Section 2.3;
- (c) “**Date**” has the meaning set out in Section 2.2;
- (d) “**Evaluation Team**” means the team appointed by the City;
- (e) “**Preferred Respondent(s)**” means the Respondent(s) selected by the Evaluation Team;
- (f) “**Respondents**” (individually the “Respondent”) means an entity that submits a Submission;
- (g) “**RFEOI/SOQ**” means this Request for Expressions of Interest/Statements of Qualifications;
- (h) “**Services**” has the meaning set out in Schedule A; and
- (i) “**Submission**” means a submission submitted in response to this RFEOI/SOQ.

2. INSTRUCTIONS TO RESPONDENTS

2.1 Address for Submission Delivery

The Respondent should submit the Submission **electronically** in a single pdf file which must be received by the City by email at: purchasing@surrey.ca

The City will confirm receipt of emails. Submissions that cannot be opened or viewed may be rejected. A Respondent bears all risk that the City's receiving computer equipment functions properly so that the City receives the Submission.

Note: The maximum file size the City can receive is 10Mb. If sending large email attachments, Respondents should phone [604-590-7274] to confirm receipt.

2.2 Date

The City would prefer to receive Submissions on or before April 16, 2025 (the "**Date**").

2.3 Inquiries

All inquiries related to this RFEOI/SOQ should be directed in writing to the person named below (the "**City Representative**"). Information obtained from any person or source other than the City Representative may not be relied upon.

Name: Sunny Kaila, Manager, Procurement Services

Email: purchasing@surrey.ca

Reference No.: 1220-050-2025-004

Inquiries should be made no later than seven (7) business days before the closing Date. The City reserves the right not to respond to inquiries made within seven (7) business days of the closing Date. Inquiries and responses will be recorded and may be distributed to all Respondents at the discretion of the City.

Respondents finding discrepancies or omissions in the RFEOI/SOQ documentation or having doubts as to the meaning or intent of any provision should immediately notify the City Representative. If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue an addendum in accordance with Section 2.4. No oral conversation will affect or modify the terms of this RFEOI/SOQ nor be relied upon by any Respondent.

2.4 Addenda

If the City determines that an amendment is required to this RFEOI/SOQ, the City Representative will issue a written addendum by posting it on the BC Bid Website at www.bcbid.gov.bc.ca and the City Website at www.surrey.ca (collectively, the "**Websites**"), and upon posting, any addenda will form part of this RFEOI/SOQ. It is the responsibility of Respondents to check the Websites for addenda. The only way this RFEOI/SOQ may be added to, or amended in any way, is by a formal written addendum. No other communication, whether written or oral, from any person will affect or modify

the terms of this RFEOI/SOQ or may be relied upon by any Respondent. By delivery of a Submission, the Respondent is deemed to have received, accepted and understood the entire RFEOI/SOQ, including any and all addenda.

2.5 Status Inquiries

All inquiries related to the status of this RFEOI/SOQ, including whether or not a Respondent has been selected, should be directed to the City Website and not to the City Representative.

3. SUBMISSION FORM AND CONTENTS

3.1 Form of Statements of Qualifications

Interested parties are required to submit the following information which will be used in the evaluation of prequalification of Respondents:

- (a) A completed Expressions of Interest and Statements of Qualification statement in the form attached as **Schedule B** – including Appendices A and B;
- (b) Submit a copy of your firm's Health, Safety and Environmental Policy;
- (c) Submit a copy of your firm's Quality Assurance and Quality Control procedures and details of recent performance achievement and accreditation awarded;
- (d) Declaration of ability to provide a Performance Bond and Labour and Material Payment bond and relevant bonding capacity available;
- (e) Provide a current Worksafe BC Clearance Certificate;
- (f) Confirmation of ability to undertake the work commencing in October 1, 2025; and,
- (g) Respondent shall indicate if it is involved in any litigation, or any pending litigation, of any contractual dispute.

The City reserves the right to request Respondents to submit additional information as may be required to complete or evaluate the Submissions.

Upon submitting a response to this RFEOI/SOQ, Respondents consent to the City and their representatives checking and verifying the information provided. References may also be contacted.

3.2 Signature

The Submission should be signed by a person authorized to sign on behalf of the Respondent and include the following:

- (a) If the Respondent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Submission should be executed by all of the authorized signatories or by one or more of them

provided that a copy of the corporate resolution authorizing those persons to execute the Submission on behalf of the corporation is submitted;

- (b) If the Respondent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venturer should be included, and each partner or joint venturer should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the City that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venturer is a corporation then such corporation should sign as indicated in subsection (a) above; or
- (c) If the Respondent is an individual, including a sole proprietorship, the name of the individual should be included.

4. EVALUATION AND SELECTION

4.1 Evaluation Team

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team appointed by the City (the “**Evaluation Team**”), which may consist of one or more persons. The Evaluation Team may consult with others including City staff members, third party consultants and references, as the Evaluation Team may in its discretion decide is required. The Evaluation Team will give a written recommendation for the selection of a Preferred Respondent or Preferred Respondents to the City.

The City will make the final decision regarding any Respondent or terminate the RFEOI/SOQ process at its sole discretion. The City will then advise all Respondents and the selected Respondent (if one is chosen) in writing of the City's decision.

4.2 Evaluation Criteria

The Evaluation Team will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services in order to determine the Submission, or Submissions, which are most advantageous to the City, using the following criteria:

Criterion 1: Experience, Reputation and Resources – The Respondent's, experience, reputation and resources as applicable to the performance of the services;

Criterion 2: Licensing, Insurance & Compliance;

Criterion 3: Staffing and Training;

Criterion 4: Cleaning Procedures and Quality Control;

Criterion 5: Resources, Availability & Responsiveness;

Criterion 6: Sustainability & Green Cleaning Practices;

Criterion 7: Equipment and Supplies;

Criterion 8: Security & Confidentiality; and

Criterion 9: Value-Added Services.

The Evaluation Team will not be limited to the criteria referred to above, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submissions by comparing one Respondent's Submission to another Respondent's Submission. All criteria considered will be applied evenly and fairly to all Submissions.

All Respondents, by submitting a Submission for pre-qualifications, are consenting to allow the City and their representatives to check and verify the information provided. References may also be contacted. Reference checks will be kept confidential and will not be reviewed by or discussed with the other Respondents applying for pre-qualifications.

4.3 Litigation

In addition to any other provision of this RFEOI/SOQ, the City may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action.

In determining whether or not to reject a Submission under this section, the City will consider whether the litigation is likely to affect the Respondent's ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates that there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

4.4 Additional Information

The Evaluation Team may, at its discretion, request clarifications or additional information from a Respondent with respect to any RFEOI/SOQ, and the Evaluation Team may make such requests to all Respondents or only selected Respondents. The Evaluation Team may consider such clarifications or additional information in evaluating a Submission.

4.5 Interviews

The Evaluation Team may, at its discretion, invite some or all of the Respondents to appear before the Evaluation Team to provide clarifications of their Submissions. In such event, the Evaluation Team will be entitled to consider the answers received in evaluating Submissions.

5. GENERAL CONDITIONS

5.1 No City Obligation

This RFEOI/SOQ is not a tender and does not commit the City in any way to pre-qualify a Respondent(s), or to proceed to negotiations for an agreement, or to award any agreement, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFEOI/SOQ process.

5.2 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing, and submitting a Submission, and for any meetings, negotiations or discussions with the City or its representatives and consultants, relating to or arising from this RFEOI/SOQ.

5.3 No Contract

By submitting a Submission and participating in the process as outlined in this RFEOI/SOQ, Respondents expressly agree that no contract of any kind is formed under, or arises from this RFEOI/SOQ, and that no legal obligations arise.

5.4 Conflict of Interest

Respondents shall disclose any potential conflicts of interest and existing business relationships they have with the City, its elected or appointed officials or employees. The City may reject a Submission from any Respondent that the City judges would be in a conflict of interest if the Respondent is awarded a contract. The City may rely on such disclosure.

5.5 Solicitation of Council Members and City Staff

Respondents and their agents will not contact any member of the Surrey City Council or City staff with respect to this RFEOI/SOQ, other than the City Representative named in Section 2.3, at any time prior to the award of an agreement or the cancellation of this RFEOI/SOQ, and which could be viewed as on Respondent attempting to seek an unfair advantage over other Respondents.

5.6 Confidentiality

All Submissions become the property of the City and will not be returned to the Respondent. All Submissions will be held in confidence by the City unless otherwise required by law. Respondents should be aware the City is a "public body" defined by and subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

5.7 Reservation of Rights

Despite any other provision of this RFEOI/SOQ and customs or trade practices to the contrary, the City has sole and absolute discretion in considering and reviewing

Submissions. The City is not obliged to provide reasons to any Respondent with respect to use of City's discretion.

City reserves the right, in its sole discretion, to:

- (a) not proceed with the Project or proceed with only part thereof;
- (b) issue one or more further requests for expressions of interest/statements of qualifications;
- (c) proceed by way of competitive process;
- (d) establish one or more shortlists of Respondents for further consideration;
- (e) negotiate a contract directly with any party (including a Respondent or any third party who did not respond to this RFEOI/SOQ) for all or part of the Project.

City reserves the right, in its discretion, for any reason, and as City deems most advantageous to City, to:

- (a) accept or reject any or all Submissions,
- (b) accept or reject all or any part of a Submission, including any which: (i) are incomplete, obscure, irregular or unrealistic; (ii) fail to comply with or omit required information; or (iii) are non-compliant with, or deviate from, requirements of this RFEOI/SOQ;
- (c) accept unsolicited Submissions;
- (d) reject a Submission even if it is the only Submission received;
- (e) reject a Submission if the Respondent, or any officer or director of the Respondent, is or has been engaged (directly or indirectly) in a legal action against the City in relation to any other matter; and
- (f) invite one or more parties (whether or not they have submitted a Submission) to participate in a further competitive process.

City further reserves the right, in its discretion, to:

- (a) amend or clarify this RFEOI/SOQ and issue addenda;
- (b) cancel, suspend or postpone the RFEOI/SOQ process;
- (c) not proceed with further competitive process(es) with respect to the Project; or
- (d) re-issue the RFEOI/SOQ.

If:

- (a) only one suitable Submission is received; or
- (b) a suitable Respondent has not been selected;

City may, in its discretion, elicit submissions from other parties, engage in another procurement process (including re-issuing a substantially similar RFEOI/SOQ) or negotiate a contract with any party for the whole or any part of the Project.

5.8 No Claims

Each Respondent, by submitting a Submission, irrevocably:

- (a) agrees that it will not bring any claim, demand, action, cause of action, suit or proceeding, whether arising in contract, tort (including negligence) or otherwise (a "Claim") against the City or any of its employees, directors, officers, advisors or representatives, or any one of them, for any costs, damages or other compensation for any matter relating directly or indirectly to this RFEOI/SOQ (including in the event that the City rejects or disqualifies or for any other reason

fails to accept a Submission, accepts a non-compliant Submission or otherwise breaches, or fundamentally breaches, the terms of this RFEOI/SOQ or any duties arising from this RFEOI/SOQ; and

- (b) waives any Claim against the City and its employees, directors, officers, advisors or representatives, or any one of them, for any compensation of whatsoever nature or kind, including for loss of anticipated profits, loss of opportunity, indirect, incidental or consequential damages or losses if no contract is entered into for the work between the Respondent and the City for any reason whatsoever, including in the event that the City rejects or disqualifies or for any other reason fails to accept a Submission, accepts a non-compliant Submission or otherwise breaches, or fundamentally breaches, the terms of this RFEOI/SOQ or any duties arising from this RFEOI/SOQ.

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SCHEDULE A – SCOPE OF SERVICES

Project Title: Pre-Qualification for Janitorial and Custodial Maintenance Services for Surrey Operations Centre

Reference No.: 1220-050-2025-004

1. PROJECT DESCRIPTION

The City of Surrey (the “City”) is seeking experienced and qualified janitorial and custodial maintenance services providers for the Surrey Operations Center including warehouse and fleet building.

2. SCOPE OF SERVICES

The Scope of Services will include the provision of all labour, materials, tools, equipment and transportation and daily supervision necessary for the complete and satisfactory facility cleaning services.

The Surrey Operation Centre comprises of the following areas. (Note: Estimated Square Meters):

ADMINISTRATION & OPERATIONS CENTRE Address: 6651 – 148 Street, Surrey, B.C., V3S 3C7		Estimated Gross Area (m²)
Level 1	Ground Floor, Reception	4,356
Level 2	Parks and Recreation, and By-Law and Animal Control	1,474
Level 3	Engineering Department	1,474
Level 4	Facilities Departments ½ occupied and ½ Vacant	1,502
Level 5	Mechanical Penthouse	510
Subtotal:		9,316

WAREHOUSE Address: 6677 – 148 Street, Surrey, B.C., V3S 3C8		Estimated Gross Area (m²)
Ground Floor		2,290
Subtotal:		2,290

FLEET Address: 14867 – 66 Avenue, Surrey B.C., V3S 5M2		Estimated Gross Area (m²)
Ground Floor		4,502
Mezzanine		508
Subtotal:		5,010

3. OVERVIEW OF THE SERVICES

The City anticipates that the Scope of Services may include, but not limited to the following:

- (a) Provision of labour, materials and equipment for the provision of Services;
- (b) Maintain trash / garbage collection throughout the facility;
- (c) Floor and stairway/staircase cleaning and maintenance;
- (d) Washroom cleaning and servicing of dispensers;
- (e) Cleaning of walls, ceilings and doors;
- (f) Cleaning and disinfecting hard surfaces;
- (g) Carpet, drape and upholstery cleaning project work as requested;
- (h) Interior glass cleaning throughout [no smears, fingerprints, etc.];
- (i) Interior elevator and vestibules;
- (j) Interior and exterior doorway entrance floor surface; and
- (k) Immediate exterior of the facilities and balconies areas [e.g. litter control, sweeping as needed].

The City's cleaning requirements can vary in size, nature and complexity. Although the bulk of requirements can be considered "standard", other requirements are "non-standard" and have unique or special characteristics that require the use of different, more appropriate cleaning procedures (e.g., biohazard waste cleaning).

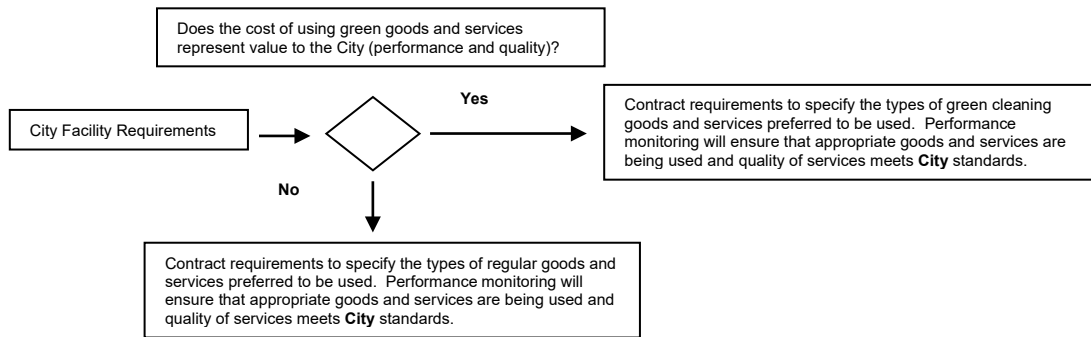
Encouraging Consistent use of green products and practices.

The incorporation of appropriate environmental considerations in facility cleaning services, simplifies the process for all parties, and supports the City's policy on green procurement opportunities.

While the use of green cleaning products is recommended in some form or another in most requirements, it is currently not consistent, nor are green products always properly or consistently used. The City provides detailed guidance as listed above to enhance the consistency in the incorporation of green products in facility cleaning services.

It is important to note that although the use of green cleaning products and practices are preferred, under the City's facility cleaning services sourcing initiative consideration of the performance and value of green cleaning products and services will influence the requirements. As such, each City facility will have the option of identifying some goods and services where the use of "regular" cleaning goods and services will be required instead of "green" cleaning goods and services (e.g., the use of acid-based products to clean urinals and toilets).

The following diagram provides guidance in this matter:

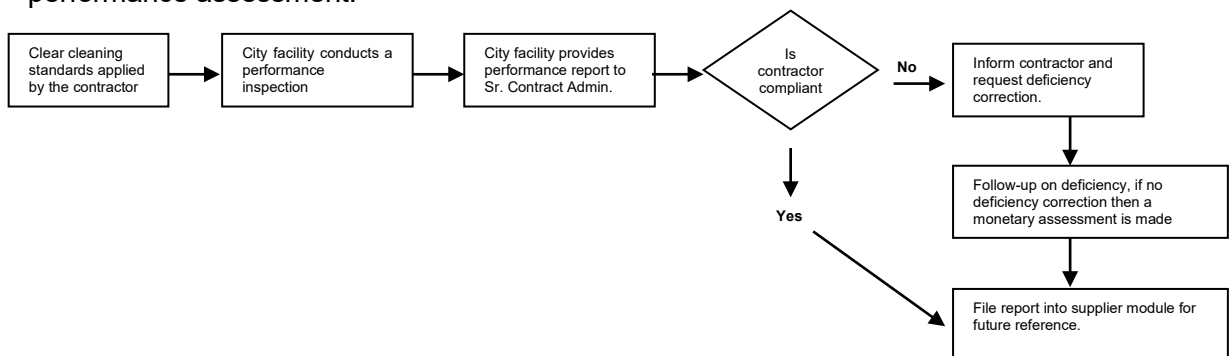


Use of Consistent Minimum Cleaning Standards

The City spends a considerable amount of time writing new requirements for cleaning services over and over again potentially fostering inconsistency and confusion for contractors who are expected to comply with numerous different versions of requirements. Performance by contractors can then be inadequate or perceived to be inadequate if standards are not properly developed, understood and applied. The City’s new facility cleaning services sourcing initiative attempts to address this issue. Basic, clear minimum cleaning standards have been developed for all tasks. These standards should provide clear definition of terms of quality expectations that should assist contractors deliver what is expected, and allow the City advantages of clear and consistent standards.

Use of Performance Inspections

Regular inspections of work done are an important element in monitoring the work performance of a contractor. The diagram below illustrates the City preferred contractor performance assessment.



4. EQUIPMENT

The Contractor will be responsible for the supply of all equipment as required to meet its obligations as described in Schedule A – Scope of Services.

5. PREFERRED EXPERIENCE, CAPABILITY, CAPACITY AND RESOURCES

The City prefers that the Respondent is a Janitorial and Custodial Maintenance Contractor that has a sound business structure, financial capability, resources, management systems, recent experience and good performance history with projects consisting of the following:

(a) Experience, Reputation and Resources

1. Provide a brief description of the Respondent's current business inclusive of:
 - full legal name and contact information including office address;
 - business telephone number, business email address and business fax number of the Respondent's designated contact person; and
 - company background, structure and ownership details.
2. Respondent's relevant experience (breadth and depth) and qualifications in delivering Services in the last five (5) years of contracts similar in size and scope to those required by this RFEOI/SOQ. Describe why this experience is relevant to this project;
3. Describe Respondent's demonstrated ability to provide the services;
4. Respondent should describe knowledge and experience of your contract manager and any supervisory staff and key personnel on projects similar in nature as required by this RFEOI/SOQ;
5. Respondents should provide details of project management by demonstrating an understanding and the utilization of project management principles. (e.g. budget, demonstrate successful outcomes and performance assessment);
6. Respondents should provide information on the background and experience of all key personnel proposed to undertake the Services;
7. Respondents should provide information on the background and experience of all sub-contractors (limited to project work only), if any proposed to undertake a portion of the project services; and
8. Respondents should provide references (name and telephone number) in Appendix B. The City's preference is to have a minimum of three commercial or government references that should demonstrate the ability of the Respondent to perform jobs similar in scope, size, nature and complexity of this RFEOI/SOQ. Previous clients of the Respondent may be contacted at the City's discretion (use the spaces provided and/or attach additional pages).

(b) Respondent's Technical Response (Services)

1. Respondent should provide a brief narrative that illustrates the understanding of the City's requirements and Services; Does the Respondent have the resources to take on the size of the contract at the Surrey Operations Centre;
2. **Health and Safety:** Respondent should provide a description of their health and safety policy and a written confirmation that all health and safety policies will be followed for the duration of the service (provide a copy, if available);
3. **Quality Assurance Plan:** Respondent should describe the process and frequency of quality control inspections, and how corrective measures will be implemented. Indicate normal timeframes for a quality control process cycle (including copies of types of reports). Include copy of Respondent's Quality Assurance Plan, if available;
4. Demonstrate that workers receive WHMIS training and refresher courses regularly, whether in-house or using a third party;
5. **Training:** Describe Respondent's current training program and safety training program. Describe any refresher or upgrade training that the Respondent provide for its existing employees, including examples of subjects covered, materials, and frequency, if available;
6. **Communication:** Respondent should describe their monitoring procedures or other tool for reporting client logs, processing complaints and follow-ups with clients. Provide sample audit reports pertaining to inspection/deficiency, performance assessment or client satisfaction survey, if available;
7. Is there a resource person employed by the Respondent who specializes in project management and who may have the relevant qualifications in this field? Provide a resume;
8. Will the supervisor present on site have the necessary qualifications in personnel management, facility cleaning services, and has completed complementary training to help the daily management of janitorial work, client relations, quality control, and compliant management?
9. Does the Respondent have the necessary qualifications and training of personnel in performing interior window cleaning services at a maximum height up to 10 ft., if required? Is the Respondent able to provide the safety equipment required to perform this task?
10. Does the Respondent have necessary qualifications and trained backup alternatives to the crew normally designated to service the facility, who can perform the Services within little or no reduction in quality?
11. Describe if the Respondent has provided a performance bond in the amount approximately \$30,000.00 from previous clients. If so, please provide details.

12. **Sample Cleaning Plans and Guidelines:** To clearly demonstrate a thorough understanding of the nature of the work and all related tasks, Respondents are requested to provide the following:
- i. **Cleaning Plans:** provide sample cleaning plans currently being used in projects similar in scope and size as described in this RFEOI/SOQ.
 - ii. **Cleaning Guidelines:** provide a sample cleaning guideline currently being used for your current contracts, if available. Include sample cleaning of the following:
 - Carpet cleaning for high foot traffic areas as part of a regular cleaning task;
 - Interior windows at a maximum height of 10 ft. as part of project cleaning task; and
 - Furniture cleaning as part of project cleaning task.
13. **Security and Confidentiality:** Does the respondent require staff to conduct a criminal background check before hiring and is a corporate policy in place regarding criminal record checks. The City reserves the right to audit the process; and
14. **Value-Added Services:** Does the respondent use a electronic software applications to monitor tasks completed and would the City have the ability to view the progress reports on those tasks, if yes, please provide details of the electronic software application.

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SCHEDULE B – FORM OF SUBMISSION
RESPONDENT’S REQUEST FOR EXPRESSIONS OF INTEREST
AND
STATEMENTS OF QUALIFICATIONS

This document is intended to provide information on the capacity, skill, and experience of the Contractor. Respondent may supplement information requested with additional sheets, if required.

Materially incomplete RFEOI/SOQ submissions may be deemed to fail the qualification process. Respondents may supplement information requested with additional sheets if required. All information provided should be relevant to the prequalification.

Project Title: Janitorial and Custodial Maintenance Services for Surrey Operations Centre

Type of Pre-Qualification:

Reference No.: 1220-050-2025-004

Submitted To:

City Representative: Sunny Kaila, Manager, Procurement Services

Email for PDF Files: purchasing@surrey.ca

SECTION A. GENERAL INFORMATION

1. _____
Full Legal Name of Firm

2. _____
Business Address

3. Phone No.: _____ Fax No.: _____

4. Email Address: _____ Website Address: _____

5. Contact for prequalification inquiries (full name, position and email address):

6. Contact for general inquiries (full name, position and email address):

7. Membership of industry associations (please list):

SECTION B. RESPONDENT'S COMPANY PROFILE

8. How many years has your organization been in business as a contractor? _____

9. How many years has your organization been in business under its present business name?

10. Form of Business Organization:

- Sole Proprietorship
- Partnership – jurisdiction and date of establishment: _____
- Corporation – jurisdiction and date of incorporation: _____
- Joint Venture – identify all joint venturers, and who has primary responsibility for this RFEOI/SOQ: _____

11. **Respondent Summary** (Note: Provide background information (brief history, size, services offered, etc.))

Comments:

SECTION C. RESPONDENT'S FINANCIAL REFERENCES

Insurance Reference:

12. Name of Insurance Company: _____

13. Address: _____

14. Contact Person: _____

15. Telephone/Fax Numbers: Phone: _____ Fax: _____

16. Are you able to provide General Liability Insurance, on an occurrence basis, in the amount of not less than \$5,000,000 (CAD) with an insurer licensed in British Columbia for bodily injury, (including death) and damage to property including loss of use thereof? Yes No

17. Are you able to provide Automobile Liability Insurance for a limit of not less than \$3,000,000 (CAD) for all owned, leased or rented licensed vehicles used in the performance of Work and shall include third party liability? Yes No
18. Are you able to provide Contractor's Equipment Insurance covering at least the actual cash value of owned or leased machinery and equipment used in the performance of the Work and shall include a waiver of rights of subrogation against the Owner and the Consultant? Yes No

Note: Refer also to the City's sample insurance certificate form available on the City's web site at www.surrey.ca (search "Insurance Certificates") titled City of Surrey Certificate of Insurance Standard Form.

Bonding Reference:

19. Name of Bonding Company: _____
20. Address: _____
21. Contact Person: _____
22. Telephone/Fax Numbers: Business Phone: _____ Business Fax: _____
23. Email of Surety Reference: _____
24. Can your firm provide a Performance Bond? Yes No Bonding Limit: \$ _____
25. Current Bonding in Effect: \$ _____
26. Describe if the Respondent has provided a performance bond in the amount approximately \$30,000.00 from previous clients. If so, please provide details:

Comments:

Annual value of Janitorial and Custodial Services for the past five years:

27. Approximate annual value of Janitorial and Custodial Maintenance Services contracts completed in each of the last five years:

Year	Value (Labour, Equipment and Materials)
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	\$ <input type="text"/>

\$

28. Indicate the dollar volume of work for which you presently have contracts, but have not started or completed to date: \$ _____

SECTION D. RESPONDENT'S EXPERIENCE, REPUTATION AND RESOURCES

29. **Experience:** Respondent should describe your relevant experience and qualifications delivering Services the same/similar to that described in Schedule A – Scope of Services of this RFEOI/SOQ.

Comments:

30. Respondent should describe knowledge and experience of your contract manager and any supervisory staff and key personnel on projects similar in nature as required by this RFEOI/SOQ:

Comments:

31. **Capacity:** Respondent should describe your capacity to take on the Services within the expectations as described in Schedule A – Scope of Services of this RFEOI/SOQ:

Comments:

32. Respondent should provide a brief narrative that illustrates the understanding of the City's requirements and Services; Does the Respondent have the resources to take on the size of the contract at the Surrey Operation Centre Building?

Comments:

33. Janitorial and Maintenance Services completed in the past five years. Listed in Appendix "A". [As attached]

34. Major Janitorial and Maintenance Services underway as of the date of submission and reference check. Listed in Appendix "B". [As attached]

35. Respondents should provide details of project management by demonstrating an understanding and the utilization of project management principles. (e.g. budget, demonstrate successful outcomes and performance assessment):

Comments:

36. **Key Personnel:** [Note: List key personnel who would be involved in the Services. Include a brief description of their experience. By completing this information, you warrant and represent you have each individual's consent to disclosure of their personal information to the City in accordance with privacy laws.]

Name:

Title / Position:

_____	_____
_____	_____
_____	_____

37. Is there a resource person employed by the Respondent who specializes in project management and who may have the relevant qualifications in this field? Please provide a resume:

Comments:

38. **Training:** Describe Respondent's current training program and safety training program. Describe any refresher or upgrade training that the Respondent provide for its existing employees, including examples of subjects covered, materials, and frequency, if available:

Comments:

39. Will the supervisor present on site have the necessary qualifications in personnel management, facility cleaning services, and has completed complementary training to help the daily management of janitorial work, client relations, quality control, and compliant management?

Comments:

40. Does the Respondent have the necessary qualifications and training of personnel in performing interior window cleaning services at a maximum height up to 10 ft., if required? Is the Respondent able to provide the safety equipment required to perform this task?

Comments:

41. Does the Respondent have necessary qualifications and trained backup alternatives to the crew normally designated to service the facility, who can perform the Services within little or no reduction in quality?

Comments:

42. **Sub-Contractors for extra project work only, the Janitorial and Maintenance Service for regular day to day service cannot be subcontracted to others for any portion of the service :** Where final selection has not been made, identify potential subcontractors from which the selection will be made for extra special projects. If none, indicate "Not Applicable". If any are individuals, by completing this information, you warrant and represent you have each individual's consent to disclosure of their personal information to the City in accordance with privacy laws. (use the spaces provided and/or attach additional pages, if necessary):

Name and Address	Contact Name & Phone Number	Area of Responsibility	Experience (including years working with Respondent)

43. Do you evaluate the ability of subcontractors to comply with applicable Health, Safety and Environment requirements as part of the selection process? Yes No

44. Do you include subcontractors in:
- Audits Yes No
 - Health, Safety and Environment Meetings? Yes No
 - Health, Safety and Environment Orientation? Yes No
 - Inspections? Yes No
 - Do your subcontractors have a written Health, Safety and Environment Management Program or system? Yes No
 - Do you use Health, Safety and Environment performance criteria in the selection of subcontractors? Yes No

45. **Conflict of Interest:** – *check as applicable*

To the best of the Respondent's knowledge, upon undertaking appropriate investigation and due diligence, the Respondent is not aware of any employees or persons who may be involved in this project, being "Associates"¹ of City of Surrey, employees or officers.

¹ "Associate" means (a) a spouse, (b) a parent, sibling, son or daughter, or the spouse of any one of them, (c) a relative who lives in the person's home, (d) a company in which a person owns shares carrying more than 10% of the voting rights attached to all shares of the corporation, (e) a person's business partner, or (f) a trust or estate of which a person is one of the main beneficiaries or for which the person serves as a trustee.

The Respondent is aware of conflict(s) of interest or potential conflict(s) of interest, as follows:

(Note: Identify parties and their role in the project, confirm their relationship based on the definition of "Associate", and described the proposed solution to manage, minimize or eliminate any perceived or actual conflict(s).)

SECTION E. RESPONDENT'S TECHNICAL RESPONSE

46. Equipment and Other Resources:

(a) Respondent should list and describe the equipment, technologies, and other resources you could utilize to perform the Work efficiently and effectively and to meet the potential turnaround times.

Comments:

(b) Do you maintain a list of the major equipment your company has available for work at this site, and the method of establishing the competencies to operate this equipment?

Yes No. Respondent should provide a representative list of major equipment and size.

(c) Do you conduct inspections on operating equipment in compliance with the regulatory requirements? Yes No

(d) Do you have a system for establishing the applicable Health, Safety and Environmental specifications for the acquisition of materials and equipment? Yes No

(e) Do you maintain operating equipment in compliance with the manufacturer's and any local legislative requirements? Yes No

(f) Do you maintain the applicable inspection and maintenance certification records for operating equipment? Yes No

47. **Customer Satisfaction:** Indicate whether you have a formal documented customer satisfaction program and formal quality assurance program. If so, provide details including how these programs work and how often reviews are performed. Provide a written summary of the programs. Explain how these programs would be implemented at the City and how your company would ensure deficiencies in the performance of security services are corrected and standards are maintained.

Comments:

48. Quality Assurance and Quality Control:

(a) Describe your quality assurance program:

Comments:

(b) Describe how you would maintain quality control and meet quality standards in the performance of the Work:

Comments:

49. **Sample Cleaning Plans and Guidelines:** To clearly demonstrate a thorough understanding of the nature of the work and all related tasks, Respondents are requested to provide the following:

- i. **Cleaning Plans:** provide sample cleaning plans currently being used in projects similar in scope and size as described in this RFEOI/SOQ.
- ii. **Cleaning Guidelines:** provide a sample cleaning guideline currently being used for your current contracts, if available. Include sample cleaning of the following:
 - Carpet cleaning for high foot traffic areas as part of a regular cleaning task;
 - Interior windows at a maximum height of 10 ft. as part of project cleaning task; and
 - Furniture cleaning as part of project cleaning task.

50. **Quality Assurance Plan:** Respondent should describe the process and frequency of quality control inspections, and how corrective measures will be implemented. Indicate normal timeframes for a quality control process cycle (including copies of types of reports). Include copy of Respondent's Quality Assurance Plan, if available:

Comments:

51. **Customer Service:** Customer Service Approach - [Note: Describe your customer service approach, including issues management, reporting, etc.]:

Comments:

52. **Communication:** Respondent should describe their monitoring procedures or other tool for reporting client logs, processing complaints and follow-ups with clients. Provide sample audit reports pertaining to inspection/deficiency, performance assessment or client satisfaction survey, if available:

Comments:

53. **Response and Escalation:** Describe your escalation process to resolve dispute and manage issues that arise:

Comments:

54. Has your firm or any predecessor firm defaulted on a contract or had work terminated for non-performance within the last five (5) years? Yes No. If "Yes", Respondent should briefly describe the project, owner, date and the circumstances/reason(s):

Comments:

55. **Scheduling:**

- (a) Does your firm use the critical path method? Yes No
(b) Does your firm use computerized scheduling? Yes No
(c) If so, what software is used?

Comments:

56. **Health and Safety:** Respondent should provide a description of their health and safety policy and a written confirmation that all health and safety policies will be followed for the duration of the service (provide a copy, if available):

Comments:

57. **WHIMS Training:** Demonstrate that workers receive WHMIS training and refresher courses regularly, whether in-house or using a third party:

Comments:

58. **Security and Confidentiality:** Does the respondent require staff to go thru a criminal background check before hiring and is a corporate policy in place regarding criminal record checks. The City reserves the right to audit the process:

Comments:

59. **Value-Added Services:** Does the respondent use a electronic software applications to monitor tasks completed and would the City have the ability to view the progress reports on those tasks, if yes, please provide details of the electronic software application?

Comments:

60. **Additional Information:** What other information is not requested here but which you think the City should consider in evaluating your company?

Comments:

This Submission is submitted this _____ day of _____, 202_.

I/We have the authority to bind the Respondent.

(Name of Respondent)

(Name of Respondent)

(Signature of Authorized Signatory)

(Signature of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

(Print Name and Position of Authorized Signatory)

APPENDIX A - JANITORIAL AND MAINTENANCE SERVICES COMPLETED IN THE PAST FIVE YEARS

(If space is insufficient, additional lines or pages may be added, if necessary)

Ref. #1. Company name and Date: _____ **Date:** _____

Description/Scope of work: _____

Location of Contract: _____

Original Contract Value: \$ _____ Area (Sq M): _____

Project Manager: _____ Superintendent: _____

Contract Term: _____

Name of Contract Owner: _____

Refer To: _____

Bus. Telephone/Fax Numbers: Bus. Phone: _____ Bus. Fax: _____

Name of the Consultant: _____

Refer To: _____

Bus. Telephone/Fax Numbers: Bus. Phone: _____ Bus. Fax: _____

Ref. #2. Company name and Date: _____ **Date:** _____

Description/Scope of work: _____

Location of Contract: _____

Original Contract Value: \$ _____ Area (Sq M): _____

Project Manager: _____ Superintendent: _____

Contract Term: _____

Name of Contract Owner: _____

Refer To: _____

Bus. Telephone/Fax Numbers: Bus. Phone: _____ Bus. Fax: _____

Name of the Consultant: _____

Refer To: _____

Bus. Telephone/Fax Numbers: Bus. Phone: _____ Bus. Fax: _____

Ref. #3. Company name and Date: _____ **Date:** _____

Description/Scope of work: _____

Location of Contract: _____

Original Contract Value: \$ _____ Area (Sq M): _____

Project Manager: _____ Superintendent: _____

Contract Term: _____

Name of Contract Owner: _____

Refer To: _____

Bus. Telephone/Fax Numbers: Bus. Phone: _____ Bus. Fax: _____

Name of the Consultant: _____

Refer To: _____

Bus. Telephone/Fax Numbers: Bus. Phone: _____ Bus. Fax: _____

APPENDIX B - MAJOR JANITORIAL AND MAINTENANCE SERVICES UNDERWAY AS OF THE DATE OF SUBMISSION AND REFERENCE CHECK

(If space is insufficient, additional lines or pages may be added, if necessary)

Company Name: _____

Location: _____

Scope of work: _____

Contract Value (\$): _____

Area size (Sq. M): _____

Contract Term: _____

Name of Owner: _____

Refer To (Contact): _____

Telephone/Fax Numbers: Phone: _____ Fax: _____

E-Mail of Project Reference: _____

Company Name: _____

Location: _____

Scope of work: _____

Contract Value (\$): _____

Area size (Sq. M): _____

Contract Term: _____

Name of Owner: _____

Refer To (Contact): _____

Telephone/Fax Numbers: Phone: _____ Fax: _____

E-Mail of Project Reference: _____

Company Name: _____

Location: _____

Scope of work: _____

Contract Value (\$): _____

Area size (Sq. M): _____

Contract Term: _____

Name of Owner: _____

Refer To (Contact): _____

Telephone/Fax Numbers: Phone: _____ Fax: _____

E-Mail of Project Reference: _____
