

Vendors are to read the attached RFQ Terms and Conditions before signing and submitting their Response to this RFQ.

1. Return the completed Response by email to:

The Good Samaritan Society
 Head Office
 Attention: Kirstin Detert
 Buyer, Hospitality
 8861 75 Street NW
 Edmonton, AB. T6C 4G8
Purchasing@gss.org

RFQ Reference:	RFQ Issue Date:
Q105-2023-014	November 2, 2023
RFQ Closing Date and Time:	
November 22, 2023 @ 11:59 pm MST	
RFQ Response submission email:	
Purchasing@gss.org	
SITE VISIT: Friday, November 10, 2023	
10:30 AM or 2:00 PM	
Please contact Purchasing@gss.org to schedule your site visit on the day listed above.	

2. For Site visits and inquiries, please contact the GSS Procurement & Contracts department at Purchasing@gss.org.

To Be Completed by the Vendor	Site Visits & Service Address
Company Name:	8861 75 Street Edmonton, AB T6C 4G8
Contact Name:	
Address:	
City: Prov: Postal Code:	
Vendor's legal name as registered in the province of business (if different from above):	

3. Introduction

- .1 The Good Samaritan Society (GSS), a Lutheran social services organization is a leading faith-based, not-for-profit, registered charity that provides quality accommodations, health, and community care services and programs. With over 70 years of experience providing specialized health and community care services in innovative and caring environments, our operational effectiveness and overarching culture of service and care make us the provider of choice for individuals and their families seeking a supportive place to call home.

- .2 GSS operates a wide range of programs, which include complex/continuing care, assisted living, group homes, supportive housing and multi care sites, life lease apartments, CHOICE programs, Seniors Clinic, day programs and TeleCare™ user services.
- .3 Good Samaritan acknowledges that every purchase has an economic, environmental, and social impact, whether intended to or not. Reconciliation in Procurement is designed to intentionally leverage the purchasing activities of Good Samaritan to achieve positive social value outcomes for Indigenous Peoples and Communities.
- .4 GSS has an opportunity for Vendors to provide rates for routine office cleaning Services to be performed at our Head Office building located at 8861 75 Street, Edmonton, AB. T6C 4G8.
- .5 All work must be completed in accordance with the established city, municipal, provincial and federal laws, guidelines, codes, policy, and public health guidelines.
- .6 There may be circumstances, however, where GSS will require increase or decrease in frequency of cleaning Services, to meet public health requirements and the needs of the facility. Vendors are required to provide separate rates for additional cleaning frequency where required. Any proposed increase in cleaning frequency will be reviewed with the successful Vendor prior to implementation and the work schedules and rates adjusted accordingly.
- .7 The separate cleaning Services required are as follows:
 - (a) will be completed outside office hours between 5:00 pm to 6:00 am Alberta time, Monday to Friday, unless agreed otherwise by GSS;
 - (b) additional cleaning Services during office hours Monday to Friday, may be required by GSS on a case by case basis. Vendors are required to provide separate pricing for this service.
- .8 The term of the Contract is anticipated to be for a one year period, with the possibility of extension for additional years, up to a maximum of five (5) years, depending on the successful performance of the initial contract and solely at GSS discretion.
- .9 Pricing is expected to be held firm for the duration of the Contract.
- .10 All quoted rates are to be exclusive of applicable taxes and must be quoted in Canadian dollars.
- .11 All Responses must be firm for thirty (30) days from the RFQ Closing Date and Time.
- .12 If Vendor finds any discrepancy, ambiguity and/or omissions in any part of this RFQ, Vendor shall notify GSS by written notice to the contact person identified on the cover page of the RFQ. GSS may clarify any discrepancies or ambiguities or omissions with a written addendum posted on APC and/or sent to all Respondents of record.
- .13 Statements made in Response to the RFQ may be incorporated into, attached or included in the Contract, and may constitute representations and warranties of the successful Vendor.
- .14 **Mandatory Site Visit:** Vendors interested in submitting a bid must attend a mandatory Site Visit scheduled for **November 10, 2023 at either 10:30 am or 2:00 pm**. Proponents should email

Purchasing@gss.org to book one of the 30 minute tours and will be scheduled on a first come first serve basis.

The following protocols are in place for the Site Visits:

- (a) Vendors must hand sanitize;
- (b) Vendors will be escorted throughout the building.
- (c) Vendors must be in good health. If you are experiencing symptoms of illness on the day of your site visit, you may send someone in your place or contact purchasing@gss.org to advise.

4. Scope of Work/Services

- .1 In addition to this RFQ requirement, the scope of work includes but are not limited to the Vendor providing:
 - (a) quality office cleaning and sanitizing Services, of the highest standard using environmentally friendly cleaning products and supplies for the premises.
 - (b) at all times, custodial closet and/or storage area will be maintained in a clean, orderly and safe manner.
 - (c) ensure basic equipment and cleaning products are always available in these areas for emergency clean-up by the Successful Vendor 's staff during office hours.
 - (d) providing the cleaning and disinfecting chemicals used for all the cleaning Services, with an effective level time (i.e. Oxivir Plus) manually applied by hand. Any cleaning and disinfecting product proposed to be used by Vendor must have a DIN number. A product with ten (10) minute contact to be effective will not be acceptable to GSS. GSS will need a confirmation of what product a Vendor is proposing to be using for the cleaning Services kill time and the dilution ratio.
 - (e) all cleaning supplies except toilet papers, paper towels, hand soaps, urinary places, sanitary napkin bags and/or garbage bags.
 - (f) clean first, then disinfect second Services, of all touch point surfaces in the Facility as high as 6 feet and upwards.
 - (g) clean common areas Services - clean first, then disinfect second.
 - (h) clean walls around high touch areas Services – e.g. by light switches, elevator buttons, hand rails, dispensers as hands may touch the walls. Clean first, then disinfect second;
 - (i) inside offices or medicine rooms cleaning Services, clean and disinfect the touch points like doors handles etc.
 - (j) supervision of Vendor's staff to ensure that the highest quality level of service is provided in accordance with the specifications and task schedule, and as determined by GSS.
 - (k) ensure different cloths are used for different cleaning functions such as washrooms vs. office e.g. using microfiber colour coded system.

- .2 Vendor will ensure all personnel providing Services under this RFQ are in good health prior to attending the facility and have received all required immunisation for health care facility.
- .3 The Daily Report Log shall be signed and dated by each of the Successful Vendor s' personnel, which is kept in a log book on site.
- .4 All work must comply with the requirement of Alberta Health Services (AHS) Infection Prevention Control (IPC) policies and operational processes. The successful Vendor is responsible for ensuring that AHS IPC policies and local hospital procedures are followed in performing the Services.
- .5 The approximate square footage of cleaning area is 56,000 in total space. Vendors are free to measure the square footage by themselves upon request to GSS. The layout of the building is four (4) floors comprising of offices, stairwell, meeting rooms, kitchenettes and the hallways for a total area of 56,000 square feet.
- .6 Throughout performance of the Services, the successful Vendor shall maintain GSS business, premise and information as confidential and shall make reasonable security arrangements against unauthorized access, use, disclosure, loss, destruction or alteration of GSS business, premise and information. The successful Vendor shall immediately advise GSS of any unauthorized access, use, disclosure, loss or destruction of GSS business, premise and information, and shall provide GSS any assistance reasonably required to rectify such situation.
- .7 The responsibility for the safety and security of the successful Vendor and its personnel, property, and of GSS property in the successful Vendor's custody, rests with the successful Vendor. The successful Vendor shall:
 - (a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in Edmonton where the services are being provided;
 - (b) assume all risks and liabilities related to the successful Vendor's security, and the full implementation of the security plan.
 - (c) GSS reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the successful Vendor shall remain solely responsible for the security of its personnel and for GSS property in its custody.

.8 A list of some of the Services, frequency and location to be provided by the successful Vendor includes but are not limited to:

A. ENTRANCES, ELEVATOR, LOBBIES and COMMON AREAS

#	TASKS	Daily	Weekly	Monthly	Quarterly	Semi-Yearly	Annual	Date	Initial
(a)	Check log book for any new requests	X							
(b)	Clean and sanitize entrances glass and sidelights	X							
(c)	Vacuum all carpets and mats	X							
(d)	Empty exterior and interior garbages, sanitize and replace bin liners	X							
(e)	Clean and sanitize thresholds at entrances and elevators	X							
(f)	Clean and sanitize elevator interiors, buttons and vacuum floors	X							
(g)	Sweep/mop all hard surfaces and floors with disinfectant	X							
(h)	Sweep sidewalks at main entrance	X							
(i)	Empty ashtray receptacles in designated smoking areas	X							
(j)	Clean outdoor patio (May – Oct)	X							

(k)	Sweep stairwells, remove debris and sanitize stairs and landings	X							
(l)	Sanitize hand rails, door nobs, door handles and door locks/openers	X							
(m)	Thoroughly clean and sanitize entrance glass and sidelights	X							
(n)	Clean and sanitize walls, doors, railings and trims	X							
(o)	Sweep, wash and disinfect all tiled floors		X						
(p)	Sweep, mop, dust, clean and disinfect all staircases and rails		X						
(q)	Polish all entrances, reception hard surface floors, clean and disinfect.		X				X		
(r)	Clean and sanitize inside of fridges (5 in total)			X					

(s)	Clean and sanitize outside of fridges (5 in total)	X							
(t)	Clean and sanitize microwave inside and outside	X							
(u)	Clean in and out of kitchen sinks, sanitize tables and chairs	X							
(v)	Sanitize and wipe down outside of dishwashers	X							

B. OFFICES, BOARDROOMS and MEETING ROOMS

Please Note: Files, papers, personal items are not to be moved from desks and/or tables. Whiteboards are not to be cleaned.

#	TASKS	Daily	Weekly	Monthly	Quarterly	Semi-Yearly	Annual	Date	Initials
(a)	Clean, disinfect and vacuum carpets, especially in high traffic areas	X							
(b)	Sweep, mop and disinfect all hard surface floors	X							
(c)	Remove stains on floors, cleaning and disinfecting	X							

(d)	Empty garbage, sanitize and replace bin liners	X							
(e)	Clean, dust and sanitize horizontal surfaces	X							
(f)	Remove all recycling to exterior green bins	X							
(g)	Clean, dust and disinfect base of boardroom chairs and sanitize arm rests		X						
(h)	Clean and sanitize telephone receivers		X						
(i)	Vacuum carpets wall to wall		X						
(j)	Clean ornamental surfaces and disinfect		X						
(k)	Vacuum upholstered furniture and sanitize			X					
(l)	Dust the top of cabinets and other high places and surfaces			X					
(m)	Dust venetian blinds			X					

(n)	Wash all partition glasses and sanitize					X			
(o)	Perform high dusting on top of shelves, partitions, cabinets etc.			X					
(p)	Dust, wipe and sanitize areas of desks that are clear of clutter (do not disturb items on desks or move papers)			X					

C. SENIOR & AUDIOLOGY CLINICS

#	TASKS	Daily	Weekly	Monthly	Quarterly	Semi-Yearly	Annual	Date	Initials
(a)	Vacuum carpets, especially in high traffic areas	X							
(b)	Clean, dust and sanitize horizontal surfaces	X							
(c)	Clean and sanitize all fixtures	X							
(d)	Sanitize hand rails, door nobs, door handles and door locks/openers	X							
(e)	Empty garbages and replace bin liners	X							

(f)	Sanitize and disinfect garbages and bins		X						
(g)	Sweep/vacuum, mop floors walls to walls, sanitize with disinfectants	X							
(h)	Replenish washrooms consumables	X							
(i)	Clean and disinfect all touch points	X							
(j)	Clean and sanitize bright works and mirrors	X							
(k)	Wash and sanitize all partitions, cubicles and walls adjacent to urinals and toilet bowls		X						
(l)	Pour hot water and disinfectants down each drain to sanitize		X						
(m)	Thorough clean, wash and disinfect of all toilet bowls, urinals, and toilet brushes	X							

(n)	Descal toilets and urinals, disinfect and sanitize		X						
(o)	Wash ceramic tile walls and sanitize				X				

D. WASHROOMS

#	TASKS	Daily	Weekly	Monthly	Quarterly	Semi-Yearly	Annual	Date	Initials
(p)	Clean and sanitize all fixtures	X							
(q)	Clean, wash and disinfect all ceramics	X							
(r)	Empty garbages and replace bin liners	X							
(s)	Sanitize and disinfect garbages and bins		X						
(t)	Sweep, mop floors walls to walls, sanitize with disinfectants	X							
(u)	Replenish washrooms consumables	X							
(v)	Wash, disinfect and wipe down showers		X						
(w)	Clean and disinfect all touch points	X							

(x)	Clean and sanitize bright works and mirrors	X							
(y)	Wash and sanitize all partitions, cubicles and walls adjacent to urinals and toilet bowls		X						
(z)	Pour hot water and disinfectants down each drain to sanitize		X						
(aa)	Thorough clean, wash and disinfect of all toilet bowls, urinals, and toilet brushes	X							
(bb)	Descalc toilets and urinals, disinfect and sanitize		X						
(cc)	Wash ceramic tile walls and sanitize				X				
(dd)	Polish hard surface floors and disinfect						X		

5. Pricing must include but not be limited to all fees, costs or expenses to be charged for the cleaning services, labour burdens, materials, disposal, restoration fees and/or any other applicable charges and this must be identified in the vendor’s response.

6. Provide the hourly rates for additional work if required.

7. Vendors Total Price: \$_____ (Amount in words) _____.
 In the event of inconsistency between the words and the amount, the words shall prevail.

8. Environmentally Safe Cleaning Products

Provide a list of the environmentally safe cleaning products that would be used to provide the Services. An example of acceptable product is disinfecting product is Oxivir plus.

	Product Name	Product Use
.1		
.2		
.3		
.4		
.5		
.6		

9. Equipment Proposed

Provide a list of the larger equipment that would be used to complete the Services e.g. floor polishers, vacuums, etc.

	Type of Equipment	Quantity
.1		
.2		
.3		
.4		
.5		
.6		

10. Award

Solely at GSS discretion, the resulting Contract from this RFQ will be awarded to the Vendor that provide the best value to GSS based on the evaluation criteria.

11. Contract

The successful Vendor are expected to enter into a Contract with GSS, using the template attached as Appendix 'B' to this RFQ. The schedules to the Contract will be completed by GSS after selecting the successful Vendor. If, in the opinion of GSS, it appears that a Contract may not be entered into with the successful Respondent within ten (10) days of the notification of Contract Award, GSS reserves the right to contract with another Respondent.

12. Rights of GSS

This RFQ does not commit GSS to enter into a Contract, nor does it obligate GSS to pay for any costs incurred in preparation and submission of responses or in anticipation of a contract. GSS reserves the right to:

- (a) Make the selection based on its sole discretion;
- (b) Reject any and all Responses without prejudice;
- (c) Issue subsequent Requests for Quotes;
- (d) Postpone opening the Responses;
- (e) Remedy minor errors in the Request for Quotes process;
- (f) Negotiate with any, all, or none of the prospective Vendors;
- (g) Solicit best and final offers from all or some of the prospective Vendors;
- (h) Accept other than the lowest offer; and/or
- (i) Waive minor informalities and irregularities in the Response process

13. Evaluation Criteria

The criteria for evaluation of the Proposals may include, but are not limited to: The ratings are confidential, and no totals or scores of the ratings will be released to any party, outside of GSS who has a need to know:

Item Number	Description	Weight
.1	<p>Methodology</p> <p>(a) Describe the systems used to ensure that staff have access to clean and laundered cloths and mops (wet and dry) – Provide the measures that'll be used to provide clean and laundered cloths and mops. How do you ensure different cloths are used for different cleaning functions such as washrooms vs office?</p> <p>(b) How do you ensure quality and disinfecting cleaning are provided and compliance to cleaning standards?</p> <p>(a) Monitoring, supervision and coordination of Services – what are your plans for monitoring, supervision and coordination of the Services with your personnel?</p>	25
.2	<p>(a) Quality assurance and compliance to cleaning Standards – Provide the measures used to ensure quality assurance and compliance to the highest quality cleaning standards e.g. Uniforms, name tags and professional appearance</p> <p>(b) Quality of cleaning products proposed</p>	15
.3	<p>(a) Provide details of the environmentally safe cleaning products proposed to be using for the cleaning and disinfection, please include the specification sheets and the manufacturers' dilution ratio for each chemical proposed to be used during performance of the Services.</p>	15
.4	<p>(a) Detail the required training provided to your personnel.</p> <p>(b) Provide details of the required orientation, supervision and reporting structure for your company, including an organization chart where possible.</p> <p>(c) Detail any other value added benefits for your company and GSS should select your organization as the successful Respondent under this RFQ, rather than other companies.</p>	15

	<p>(d) Provide your ideas for cleaning older building similar to this building to ensure not only good clean disinfected environment, but esthetic look and feel too.</p> <p>(e) Describe the procedure followed for health screening prior to entrance of Site.</p>	
.5	<p>Pricing – Please details:</p> <p>(a) Monthly rate for afterhours cleaning Services</p> <p>(b) Monthly rate for mid-day high-touch cleaning Services</p> <p>(c) Hourly rates for additional touch point cleaning , during office hours, if required</p>	30
	TOTAL:	<u>100%</u>

14. The following documents make up this RFQ, they are:

- (a) This document – must be signed by the Respondent on item # 15 below, and returned with their Response.
- (b) APPENDIX ‘A’ - RFQ Terms and Conditions
- (c) APPENDIX ‘B’ – Sample Contract Template
- (d) APPENDIX ‘C’ – Key Performance Indicators (for information purposes only)

15. Vendor Acceptance:

<p>I/We, the undersigned, having examined and read the RFQ documents and Terms and Conditions, and having examined all conditions affecting the Services, are satisfied we understand the RFQ and declare ourselves competent to undertake and complete the delivery of the Services in accordance with the RFQ documents, and do hereby irrevocably submit our Response and agree to provide the Services at the location detailed in this RFQ, at the rates quoted in this RFQ, Canadian dollars excluding GST, and for the duration of the Contract Term:</p>	
<p>Vendor’s Legal Name and Address:</p>	<p>Executed this _____ day of _____, 2023.</p> <p>_____</p> <p>Authorized Representative (signature)</p> <p>_____</p> <p>(Type or Print Name)</p>

END OF RFQ DOCUMENT