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## 1.0 INFORMATION

### 1.1 VICTORIA INTERNATIONAL AIRPORT

- 1.1.1. Victoria, the provincial capital of British Columbia, is located on the southern tip of Vancouver Island off Canada's Pacific Coast and enjoys one of Canada's mildest climates. Almost half of Vancouver Island's population of 800,000 lives around Victoria and the southern end of Vancouver Island.
- 1.1.2. Victoria International Airport (YYJ) is a Class 2 Aerodrome, as defined by Transport Canada Regulations, based in the municipalities of the District of North Saanich and Town of Sidney, British Columbia (BC) and is approximately 25kms north of Victoria, BC's capital city.
- 1.1.3. YYJ is operated by Victoria Airport Authority (Authority), a not-for-profit corporation that manages the safe and secure operations of YYJ.
- 1.1.4. The Airport is primarily an O and D (Origin and Destination) airport and, prior to Covid-19, was the third busiest (based on passengers) in the Province of British Columbia after Vancouver and Kelowna reaching 2 million passengers in 2018, and the eleventh busiest in Canada.
- 1.1.5. YYJ is the largest airport on Vancouver Island and services the socio-economic needs of a rapidly growing population, currently estimated at approximately 400,000 and projected to grow to 480,000 by 2040. In line with other federal, provincial and local strategic initiatives, the Authority's corporate strategy is generally positive, future focused and growth oriented to match anticipated needs.
- 1.1.6. Select Recognition and Awards:
  - (a) YYJ was chosen as the most efficient airport in the under 5 million passengers category in the 2022 Global Airport Performance Benchmarking. This is the fourth time in the past 10 years YYJ has received this award, including 2014, 2016 and 2020.
  - (b) YYJ was rated one of the top ten most-loved airports in the world by CNNTravel among a list of favourites like Singapore Changi, Hong Kong International and Zurich.

- (c) YYJ was the recipient of ACI's (Airports Council International) Best Award for Airport Service Quality (ASQ) in 2012, 2014, and 2020, ranking first overall for airports in North America carrying up to 2 million passengers a year.
- (d) YYJ achieved Level 2 Airport Carbon Accreditation by the Airports Council International (ACI) in 2019.

## 1.2 INVITATION

The Authority is seeking a qualified Contract Cleaning Service to clean our Facilities. Located at 1640 Electra Blvd. in North Saanich, B.C. the airport terminal building is 16,000 square meters. Located at 9471 Dakota Road in North Saanich, the Airside Operations Centre is approximately 1,700 square meters. Located at 1637 Mills Road in North Saanich, the Weather Office is approximately 40 square meters. Located just east of the air terminal building is the Airport Services Centre which is approximately 300 square meters. Located further east from the air terminal building is Non-Passenger Screening – Vehicles is approximately 110 square meters. Located in the staff parking lot is the Cab Shack which is 20 square meters. Victoria International Airport operates 365 days per year.

The cleaning contractor will be responsible for both the base routine cleaning as well as various periodic cleaning functions such as, but not limited to, high dusting, window cleaning, carpet cleaning, cleaning of light diffusers and air diffusers.

One of the first impression travellers (and meeters and greeters) receive of Victoria is the air terminal building itself. There have been many improvements to the Airport since 2012. The Authority recently completed an 18-month terminal improvement project which saw improvements to passenger flow, security screening, and components of our concessions.

With this opportunity, the Authority is seeking a partner to help us achieve our vision of being the best airport anywhere through the provision of exemplary custodial services. We are looking for a partner that can not only manage its business but can also demonstrate how it manages its greatest asset, its people. We require local management that will be on-site daily that are empowered to make the necessary changes at the airport when required. The Authority believes that a motivated, highly trained, and fairly paid staff is a productive staff that will take pride in their work.

## 2.0 RFP INSTRUCTIONS AND COMMUNICATION PROCESS

### 2.1 ADDITIONAL DEFINITIONS

“**Airport**” means the Victoria International Airport. “**Airport**”, “**Victoria International Airport**”, and “**YYJ**” shall have equivalent meanings.

“**Authority**” means the Victoria Airport Authority. “**Authority**”, “**Airport Authority**”, and “**VAA**” shall have equivalent meanings.

“**Authority’s Authorized Representative**” means the person designated by the Authority from time to time to act as the Authority’s representative for the purposes of this RFP, or his/her designate.

“**Contract**” has the meaning ascribed to it under Section 4.1 of this RFP.

“**Services**” means the scope of services set out at Section 6 of this RFP.

“**Facilities**” means those areas in the Airport that require the Custodial Services, and which are: the Air Terminal Building and portions of its perimeter (“**ATB**”), the Airside Operations Centre (“**AOC**”), the Security Building, the Weather Office, Non-Passenger Screening – Vehicles building, and Cab Shack in the staff parking lot; and includes common areas for cleaning which are public washrooms, resilient and carpeted area floors, all areas of the ATB, limited exterior sidewalk and garbage areas, garbage and recycling handling, administration offices, boardrooms, jetway bridges, stairs, and elevators and escalators. The Facilities total approximately 18,000 square meters, which area is more particularly shown in the maps attached at Schedule Ten to this RFP – *Maps*. The Authority may designate other facilities for Custodial Services as required from time to time.

“**Proponent**” means a person, natural or corporate, who submits a Proposal to the Authority pursuant to this RFP.

“**Proposal**” means an offer from a Proponent to provide the Services, acceptance of which by the Authority may be subject to further negotiation prior to or at the time of award.

“**Quality Standards**” means those standards set out in Schedule Eight of this RFP – *Quality Standards*.

“**RFP**” means this Request for Proposals and includes any modifications or additions thereto incorporated by addenda (if any) issued by the Authority prior to the closing date and time.

“Terminal Operations Team” means the Authority’s Director, Facilities and IT; Director, Security and Terminal Operations; and the Managers, Integrated Operations Centre.

## 2.2 PROPOSAL SUBMISSION DETAILS

2.2.1 The Proponent shall, before submitting its Proposal, thoroughly examine and assess the Proposal documents, the site, conditions on site and the equipment and materials needed to perform the services. The Proponent must also be knowledgeable of all relevant laws, rules, notices, directives, standards, orders and regulations, licensing and permit requirements, labour market, and other circumstances that may affect the Proposal. Submission of a Proposal constitutes a representation by the Proponent that it is familiar with and accepts the foregoing.

2.2.2 The Proponent must submit its completed Proposal, clearly marked “RFP Custodial Services at Victoria International Airport”, prior to the closing Date and Time, as follows:

a. **One (1) fully executed digital/electronic copy** to be sent by email as an attachment or shared download link emailed to the following two persons:

- i. Adrian Nyland, Director, Facilities and IT, at [adrian.nyland@victoriaairport.com](mailto:adrian.nyland@victoriaairport.com), and
- ii. Rod Hunchak, Director, Business Development and Community Relations, at [rod.hunchak@victoriaairport.com](mailto:rod.hunchak@victoriaairport.com)

**PLUS:**

b. The following, which must be sent by courier:

- i. **One (1) fully executed original hard copy**, and
- ii. **One digital copy on a USB stick/flash drive**,

to the attention of:

Adrian Nyland, Director, Facilities and IT  
Victoria Airport Authority  
Victoria International Airport  
201 – 1640 Electra Boulevard  
Sidney, BC. V8L 5V4

2.2.3 **The closing Date and Time is Tuesday, April 25, 2023, no later than 2:00 pm Pacific Standard Time (PST).**

2.2.4 When the Proposal is submitted by email, the body of the email must clearly identify the Proponent’s name and address and description of the attachment or document link.

- 2.2.5 When the Proposal is sent by courier, the Proposal should be placed in an envelope and sealed, and clearly indicate the contents. The Proponent must note on the outside envelope that the Proposal is for the YYJ Landscaping Services, and clearly indicate the Proponent's name and address on the face of the sealed package.
- 2.2.6 The digital/electronic version of the Proposal may be in PDF format. Any spreadsheets must be submitted in Excel format.
- 2.2.7 The Proponent's Proposal must be complete, signed by an authorized signatory of the Proponent, and submitted as instructed herein. An unsigned Proposal may be disqualified.
- 2.2.8 No hand-written Proposals shall be accepted. **Proposals sent by facsimile will not be accepted, and mis-delivered Proposals may not be accepted.**
- 2.2.9 The Authority reserves the right to make additional copies of all or part of the Proponent's Proposal for internal use or for any other purpose required by law.
- 2.2.10 The Authority reserves the right in its sole discretion, to extend the closing date prior to the closing date and time, and will endeavor to notify the Proponents as soon as practically possible in the event of any extension of the closing date
- 2.2.11 A submission containing an omission, inaccuracy, misstatement or which does not in the opinion of the Authority adequately address all the requirements of this RFP may be rejected in whole or in part at the discretion of the Authority.

### 2.3 LATE SUBMISSIONS

Proposals received after 2:00 pm PST on the closing date will not be accepted. Proponents will be notified via e-mail that their submission is late and will not be evaluated and will not be evaluated.

### 2.4 RFP ACKNOWLEDGEMENT FORM

Proponents are advised to fill out and return the *RFP Acknowledgement Form* attached hereto at Schedule One by March 21, 2023 in order to receive any further communications regarding this RFP. **Failure to return this form may result in no further communication regarding this RFP.**

### 2.5 ENQUIRIES TO RFP OR REQUESTS FOR CLARIFICATION

- 2.5.1 It is the responsibility of each Proponent to inquire about and clarify any requirements of this RFP which are not understood.
- 2.5.2 **Any questions concerning this RFP are to be directed in writing no later than 2:00 PM Pacific Time March 30, 2023** to the Authority's Authorized Representative, Adrian Nyland, via email to [adrian.nyland@victoriaairport.com](mailto:adrian.nyland@victoriaairport.com).

- 2.5.3 Responses will be recorded and distributed to all Proponents. **The Authority will endeavor to respond to all enquiries no later than April 4, 2023.**
- 2.5.4 The Authority shall have no responsibility for, and the Proponent agrees not to rely upon communications, representations or statements regarding this RFP, its subject matter or any subsequent contract from any person other than the Authority's Authorized Representative noted under Section 2.7 below regarding this RFP.
- 2.5.5 The Proponent shall be solely responsible for any errors, omissions, discrepancies or misunderstandings resulting from the Proponent's failure to examine thoroughly the RFP and from the Proponent's failure to enquire further with the Authority.
- 2.5.6 Should the Proponent be in doubt as to the meaning or interpretation of anything in the RFP, find any discrepancies in, or, find omissions from the RFP, the Proponent should immediately contact the Authority's Authorized Representative.
- 2.5.7 Depending upon the nature of the enquiry, the Authority may respond to the inquirer in writing or if appropriate, issue a written addendum to the RFP to all Proponents registered as having returned the *RFP Acknowledgement Form*.

## 2.6 INTERPRETATION

- 2.6.1 No oral interpretation of the RFP by anyone, whether or not employed by the Authority, shall be effective to alter or modify any of the provisions in the RFP.
- 2.6.2 Every request for interpretation of the meaning of any of the requirements of the RFP shall be made in writing to the Authority's Authorized Representative only.

## 2.7 ISSUING OFFICE / AUTHORITY'S AUTHORIZED REPRESENTATIVE

Victoria Airport Authority  
Victoria International Airport  
201 – 1640 Electra Boulevard  
Sidney, BC. V8L 5V4

Attention: Adrian Nyland, Director, Facilities and IT  
Phone: (250) 953-5801  
E-mail: [adrian.nyland@victoriaairport.com](mailto:adrian.nyland@victoriaairport.com)

## 2.8 ADDENDUM

2.8.1 The Authority may, at any time prior to the closing date and time, issue additional information, clarifications or modifications to the RFP by written addenda issued by the Authority's Authorized Representative or his/her designate only. Any addenda shall be considered an integral part of the RFP.

2.8.2 The Authority will post addenda to a public website, and will otherwise use reasonable efforts to notify Proponents of any addenda, but it is the Proponent's sole responsibility to ensure they have received all addenda prior to submitting their Proposal.

## 2.9 EVALUATION OF PROPOSALS

The evaluation will be conducted by an evaluation committee made up of Authority employees and/or its agents. The Authority will evaluate all Proposals and look for overall value and most advantageous Proposal. The Authority is not to be limited as to its criteria for evaluation of Proposals. Criteria may include:

- The Proponent's ability to deliver and perform a quality service.
- The Proponent's ability to demonstrate relevant experience, qualifications, company philosophy, staff compensation programs, staff training programs, and evidence of success in providing custodial services.
- The Proponent's reputation for quality service.
- The Proponent's ability to recruit and retain staff through innovative and well known methods.
- The Proponent's capability and willingness to work in partnership with the Authority to deliver and maintain exemplary custodial services.
- The Proponent's capability to provide inspection reports for custodial services.
- The Proponent's capability to provide staffing reports.
- The Proponent's financial stability.
- The Proponent's ability to demonstrate proper care and maintenance of commercial linoleum floors.
- The Proponent's ability to demonstrate knowledge of safety standards, OSH requirements.
- The Proponents knowledge of green cleaning solutions and associated costs.
- The Proponent's references.

- The quality of the Proposal, specifically:

Understanding and Approach	/25
<i>Clear indication that the Proponent understands the scope of work and requirements and Proposal is complete, easy to read and flows well.</i>	
Description of how the Proponent will meet the requirements outlined in Section 6.2 of this RFP – <i>Submission Requirements</i> (points 1-6)	/35
Pricing	/30
Other Factors/Value Add	/10

**2.10 ON-SITE PRESENTATION**

2.10.1 After the Proposal due date, the Authority may require the Proponent, at the Proponent’s cost, to make an on-site presentation. Such presentation(s) will provide an opportunity for the Proponent to clarify its Proposal to ensure a thorough and mutual understanding of its benefits. Proponents would be notified and the on-site presentation would take place at the Victoria International Airport, 2<sup>nd</sup> Floor Air Terminal Building (1640 Electra Blvd) Large Boardroom.

2.10.2 The Authority may, following any such presentation(s) require that the information provided during such presentation(s) be confirmed in writing. The written confirmations will then form part of the Proponent’s Proposal.

**2.11 DEBRIEFING**

At the conclusion of the RFP process, all Proponents will be notified. Unsuccessful Proponents may request a debriefing meeting within 30 days of receiving notification of award. This can be arranged by contacting the Authority’s Authorized Representative.

**2.12 ESTIMATED TIMING AND KEY TARGET DATES**

The Authority anticipates having this service implemented and functioning by August 1, 2023. Following are the planned Key Target Dates and Events with respect to this RFP process. This schedule may be subject to change without liability to the Authority.

- 
- A. Request for Proposal issued:.....March 14, 2023
  - B. Deadline to submit RFP Acknowledgement Form..... (2:00 PM PST) March 21, 2023**
  - C. Site Visit and Tour (Mandatory). .....(1:30 PM PST) March 24, 2023**
  - D. Deadline for Enquiries Related to RFP..... (2:00 PM PST) March 30, 2023**
  - E. VAA's Response to Enquiries.....April 4, 2023
  - F. Closing Date for Submission of Proposals..... (2:00 PM PST) April 25, 2023**
  - G. Award to Successful Proponent (if any): ..... by May 19, 2023
  - H. Contract Commencement ..... August 1, 2023
- 

### **3.0 RFP TERMS AND CONDITIONS**

#### **3.1 SIGNED PROPOSALS**

The Proposal must be signed by a person authorized to sign on behalf of Proponent and to bind the Proponent to statements made in response to this RFP.

#### **3.2 USE OF REQUEST FOR PROPOSAL**

This document, or any portion thereof, may not be used for any purpose other than the submission of Proposals.

#### **3.3 WORKING LANGUAGE OF THE AUTHORITY**

The working language for the Authority is English and all responses to this RFP must be in English.

#### **3.4 PROPOSAL COSTS**

All costs and expenses with respect to the submission of a Proposal pursuant to this RFP shall be the sole responsibility of the Proponent and the Authority assumes no liability whatsoever for any Proponent costs and expenses.

#### **3.5 WITHDRAWAL OF PROPOSALS**

Proposals may be withdrawn by the Proponent up until the closing date and time. Withdrawal notification must be in written form and may be attached to an email to the Authority's Authorized Representative and received by the Authority prior to the closing date and time.

#### **3.6 ACCEPTANCE OF PROPOSALS**

This RFP is not an agreement to purchase services. The Authority is not bound to enter into a Contract with any qualified Proponent. Responses will be assessed in light of the requested requirements. The Authority will be under no obligation to receive or request further information, whether written or oral, from any Proponent.

### **3.7 MODIFICATION OF TERMS**

The Authority reserves the right to modify the terms of this RFP at any time in its sole discretion. This includes the right to cancel this RFP at any time without entering into a Contract.

### **3.8 OWNERSHIP OF RESPONSES**

All documents submitted to the Authority become property of the Authority. They will be received and held in confidence by the Authority.

### **3.9 PARTNERING / STRATEGIC ALLIANCES / SUB-CONTRACTING**

3.9.1 The Proponent may partner with other third parties in order to fulfill all of the requirements set out in this RFP, provided that all partners, joint ventures and the like, sign the signatory page of the Proposal and any other documents as may, from time to time, be required by the Authority.

3.9.1 Sub-contracting to any firm or individual is not acceptable at any time during the term of the Contract without approval from the Authority.

### **3.10 NO COLLUSION**

3.10.1 Except as specified within its Proposal, the Proponent declares that no other person, either natural or corporate, has or will have any interest or share, directly or indirectly, in the Proposal or in the proposed Contract, which may be awarded.

3.10.2 By submitting a Proposal the Proponent warrants that there is no collusion or arrangement, formal or informal, between the Proponent and any other actual or prospective Proponent in connection with its Proposal submitted for this RFP; the Proponent has no knowledge of the contents of any other Proposal; and the Proponent has made no comparison of figures, agreement or arrangement, express or implied, with any other party in connection with the making of its Proposal, except as are declared within the Proposal.

### **3.11 DISCLOSURE OF INTEREST**

3.11.1 The Proponent is required to fully disclose in its Proposal:

- a) Any relationship the Proponent may have with any employee, officer or director of the Authority; and
- b) The nature of that relationship.

3.11.2 Failure to disclose, or false or insufficient disclosure of the nature and extent of any relationship the Proponent may have with any employee, officer or director of the Authority shall be grounds for disqualification of a Proposal or immediate termination of

any Contract with the Authority in the Authority's sole discretion without further liability or notice.

### **3.12 RESERVED RIGHTS OF THE AUTHORITY**

3.12.1 Following the closing date and time, it is the intention of the Authority to evaluate all Proposals received according to the evaluation criteria described in the RFP documents.

3.12.2 The Authority reserves the right to request clarifications and/or additional information as is necessary to properly evaluate the Proposal; negotiate with any Proponent or with another Proponent or Proponents concurrently. The Authority is not required to offer any modified terms to other Proponents. The Authority shall incur no liability to any and all Proponents as a result of such negotiations or modifications.

3.12.3 The Authority reserves the right to cancel this RFP, to reject any or all Proposals, to re-advertise for Proposals if necessary, to waive minor irregularities and formalities, and to accept the Proposal which offers, in the Authority's sole judgment, the best overall value for the Authority. All expenses incurred by the Proponent will be solely at its own cost.

3.12.4 This RFP does not constitute an offer. No Contract shall result upon submission of Proposals. The Authority is not under obligation to enter into any Contract nor to pay for any costs incurred in the preparation of Proposals submitted in response to this RFP. The Authority will consider the past performance of the Proponent on other agreements in terms of quality of work and compliance with the terms and conditions of those agreements. The Authority may also utilize other available resources to determine the Proponent's record of past performance.

3.12.5 The Authority reserves the right to award additional work in relation to this initiative without further competitive process at its sole discretion.

### **3.13 WAIVER OF NON-COMPLIANCE**

Proposals which contain qualifying conditions or otherwise fail to conform to the instructions herein may be disqualified or rejected. The Authority may, however, in its sole discretion, retain, for its consideration, evaluation and potential award, Proposals which are non-conforming because they do not contain the content or form required by the instructions in this RFP or because the Proposal does not comply with the process for submission set out in the instructions in this RFP.

### **3.14 CONFIDENTIALITY**

Notwithstanding anything contained herein, the Proponent agrees that any information, whether delivered to the Proponent by the Authority, or whether retrieved by the Proponent by any other

means, shall not be exploited and no direct or indirect disclosure of said information shall be made to any other party without the prior, express written agreement of the Authority.

### **3.15 APPLICABLE LAW**

The laws and the Courts of British Columbia shall apply and have exclusive jurisdiction over this RFP and any subsequent Contract which may be awarded.

### **3.16 NO LIABILITY**

3.16.1 By submitting a Proposal, the Proponent agrees that in no event will the Proponent claim damages for any amount whatsoever for any cost incurred by the Proponent in preparing its Proposal or for matters relating to any Contract or matters concerning the competitive process, and the Proponent, by submitting a Proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

3.16.2 Any information contained in this RFP and attachments is provided to assist the Proponent in the preparation and submission of its Proposal. The Authority assumes no responsibility for the use of this information for any other purpose.

### **3.17 CONSENT TO INVESTIGATION**

In order to allow the Authority to properly determine the qualifications and capabilities of a Proponent, the Authority reserves the right in its sole discretion to conduct such investigations of a Proponent's business experience, financial capability and business practices as it deems necessary and the Proponent agrees to permit and co-operate with such investigations.

### **3.18 ALTERING DOCUMENTS**

Proponents must not electronically alter any portion of this RFP with the exception of adding the information requested. To do so will invalidate the Proponent's Proposal or response.

### **3.19 DISCLAIMER**

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

### **3.20 WAIVER**

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

## **4.0 CONTRACT INFORMATION**

### **4.1 FORM OF CONTRACT**

The successful Proponent will be required to enter into a contract with the Authority in a form substantially similar to the form of contract attached to this RFP at Schedule Eleven – *Draft Form of Contract* (“Contract”). The Authority reserves the right to negotiate, modify and/or add any contract terms and conditions to the Contract. Proponents are encouraged to familiarize themselves with the content of the Contract and note in their proposals any objections to the terms and conditions or any items to be discussed or negotiated. The Proponent must satisfy itself in all respects as to the risks and obligations to be undertaken under any Contract entered into, as a result of the RFP.

### **4.2 CONTRACT TERM**

The initial term of the Contract is a five (5) year term commencing August 1, 2023, which initial term may be extended at the Authority’s option for five (5) additional one (1) year terms, for a total potential term of ten (10) years. Renewal options will be awarded at the discretion of the Authority and may take into consideration APPA (APPA: Leadership in Educational Facilities Standards) and performance to-date.

### **4.3 CONTRACT NEGOTIATIONS**

4.3.1 The Authority intends to negotiate and conclude a Contract with the most qualified and responsible Proponent offering the best overall value, quality and most advantageous Proposal.

4.3.2 A Contract must be concluded with the Authority based on the proposed (or negotiated) Proposal no later than thirty (30) business days from the official notification by the Authority of award to the successful Proponent or the rights and privileges of this opportunity may be forfeited unless otherwise agreed to in writing by the Authority.

4.3.3 The Contractor will communicate with the Terminal Operations Team for the duration of the Contract regarding any issues, concerns, or extra tasks.

### **4.4 REJECT AND RE-NEGOTIATE**

The Authority may reject all Proposals received and re-advertise for Proposals if necessary. Such cancellation of the RFP process does not preclude the Authority from subsequently meeting with any Proponent to negotiate a Contract that best suits the needs of the Authority.

### **4.5 NO CONTRACTUAL OBLIGATION**

The Authority shall not be obligated in any manner to any Proponent whatsoever until a written Contract has been negotiated and duly executed related to any Authority-accepted Proposal.

**4.6 CONTRACT OFFER**

Any offer for a Contract at the Airport shall be made in writing only by the Authority's President and CEO.

**4.7 REQUIRED COMPLIANCE WITH LAWS**

The Proponent with whom the Authority chooses to enter into a Contract, if any, shall comply with all Federal, Provincial and Municipal laws, regulations, requirements and orders applicable to the performance of any Contract which may result from this RFP process. The successful Proponent must comply with all applicable provisions of any Federal, Provincial, or Municipal occupational health and safety codes, electrical and building codes, Workers Compensation Act, and rules and regulations of any government entities that have jurisdiction.

**4.8 PERMITS**

The successful Proponent will be responsible to obtain and maintain, at its own expense, all applicable permits, licenses and approvals required by Federal, Provincial, and Municipal or other government authorities to enable it to operate at the Airport.

**4.9 EXCLUSIVITY**

The Authority will not enter into an exclusive Contract with any successful Proponent during the term of the Contract for the Facilities contemplated in this RFP. At any time, the Authority may at its own discretion open up additional areas and contemplate services similar to those of the successful Proponent. It is understood and agreed that the Authority will discuss any plans with the existing successful Proponent with the expectation to negotiate those areas and create an addendum to the original agreement; however, the Authority reserves the right to determine future exclusivity agreements for areas that are outside of the scope of this RFP.

**4.10 PROPOSAL AS PART OF CONTRACT**

All or part of this RFP and successful Proposal may be incorporated into and form an integral part of the Contract.

## 5.0 SITE VISIT

All Proponent's must attend a site meeting and tour of the Facilities. Failure to attend will disqualify your Proposal. The purpose of this visit is to get an understanding of the work involved and the environment. The tour will include a look at the Air Terminal Building; the Airport Services building, which can both be accessed on foot; and the Airside Operations Centre and Weather Office, which will require a short drive utilizing your own vehicle.

To ensure we have sufficient safety equipment, a maximum of two representatives from each company will be permitted to go on tour. Please wear flat footwear.

**Date: Friday, March 24, 2023**

**Time: 1:30 PM (PST)**

**Location: Victoria International Airport – Air Terminal Building, 2<sup>nd</sup> Floor, Large Boardroom**

Please park in the Short Term Lot using the provided QR code voucher to receive complimentary parking.

## 6.0 SERVICES TO BE PROVIDED AND SUBMISSION REQUIREMENTS

### 6.1 SERVICES TO BE PROVIDED AS PART OF CONTRACT

The custodial Services to be provided as part of the Contract shall include, but are not necessarily limited to, the following:

#### 1. General

The successful Proponent is expected to supply professional management, all trained labour, materials, supervision, tools, equipment, supplies and all things necessary to operate, achieve and maintain high quality custodial services in the Facilities. There is approximately 18,000 square meters of cleanable space. Any additional areas will be reviewed, negotiated and potentially added to the Contract. Any such changes to the Contract will be in writing via supplemental amendment.

As stated earlier in this RFP, the Authority is seeking a partner to help us achieve our vision of being the best airport anywhere through the provision of exemplary custodial services. We are looking for a partner that can not only manage its business but can also demonstrate how it manages its greatest asset, its people. We require local management that will be on-site daily that are empowered to complete necessary changes at the airport when required. The Authority believes that a motivated, highly trained and fairly paid staff is a productive staff that will take pride in their work and deliver the results we are seeking.

#### 2. Specific Services and Quality Standards

The successful Proponent is expected to provide the Services in the Facilities to the Quality Standards provided at Schedule Eight of this RFP – *Quality Standards*. The detailed outline of Quality Standards are described for particular surfaces and items. Periodic carpet and soft seating cleaning as well as spot cleaning will be included in the Proponents submission. All washroom areas are set at APPA level 1, all other areas of the Facilities are set at APPA Level 2 except for areas noted as APPA Level 3 on maps. A description of APPA Levels is provided at Schedule Nine – *APPA Levels*.

#### 3. Commitment to Service Excellence

The successful Proponent will manage the day-to-day cleaning operations at the airport, advise the Authority of any recommended changes, resolve issues, control costs and manage schedules to achieve Quality Standards.

In addition to the specifications outlined in the Quality Standards, the successful Proponent will be expected to assume a strong leadership role in the delivery and coordination of the Services. Style of management is therefore important. Proponents are expected to demonstrate that they understand this dimension in areas such as partnering, teamwork,

collaboration, communications, quality, diplomacy, and issue resolution. The successful Proponent will be tasked with providing exemplary service within the site and is expected to strive for levels of building cleanliness that can be experienced at other world class airports.

#### **4. Refuse Recycle Program**

As part of its ongoing environmental management plan, the Authority will continue to improve its position on environmental issues, and Proponents are requested to identify and explain their current recycling practices.

#### **5. Other Tasks and Duties**

- a. Ensure the Work is completed in accordance with all applicable regulatory requirements, Airport Authority policies, procedures, standard operating procedures, and job duties.
- b. Appropriately plan and schedule staff for any special events and other peak travel times such as holidays (including spring break, Christmas, Easter, etc.).
- c. Provide monthly, operation and inventory reports (in a format to be approved by the Authority's Authorized Representative) to the Airport Authority.

### **6.2 SUBMISSION REQUIREMENTS**

The Authority is looking for a partnership with a professional company to maintain APPA Level 1, 2 and Level 3 standards where applicable in the Facilities throughout the duration of the Contract. Please demonstrate how you will meet these requirements as follows:

#### **1. Work Program**

As part of the work program the Proponent is asked to outline and describe the tasks that will be performed and, using the forms attached as Schedule Five – *Minimum Daily Staffing Plan*, set out the frequency and guaranteed hours of effort to perform the Services. The Authority expects that:

- a) the Minimum Daily Staffing Plan will be reviewed at least once every six months between the Proponent and Authority's representative.
- b) the Proponent will maintain the Minimum Daily Staffing Plan with no additional charges to the Authority related to overtime hours.
- c) Conversely, if the Minimum Daily Staffing Plan is not met, the Proponent will apply a credit to the Authority for hours not worked.

Currently, custodial serviceable hours per Facility are:

- 24/7 for the Air Terminal Building with the exception of all administration offices which will require specific scheduling and require minimal disruption,
- the Airside Operations Centre from 1700 - 2000,
- the Security Building which is open 24/7, and

- the Weather Office for which timing will need to be coordinated with the tenant.

## 2. Equipment and Supplies:

All materials, cleaning or other supplies, and equipment, etc. necessary to achieve the required level of cleanliness shall be supplied by the Proponent. Such equipment and supplies should be identified in the Proposal using the forms attached as Schedule Six – *Equipment Proposed Statement Form*, and Schedule Seven – *Cleaning Supplies Proposed Statement Form*. The Proponent is expected to follow any specific cleaning and maintenance requirements set out by the flooring product manufacturers to ensure the longevity of the flooring.

- Equipment – List the equipment with age, make, and model that will be used and how it will be used in your work program. The Authority is looking for equipment and products that maintain a safe environment, ensuring optimal cleaning for health and high efficient filtration for optimal air quality and allergen reduction.
- Chemical Supplies – List product type, brand name and description of all the chemical supplies that will be used in your work program. Chemical supplies should meet the Canadian Ecologic recommendations for environmental safety for the product or equivalent and have minimum odour if not odourless.
- Paper products and other Consumables – The Authority will continue to specify and purchase paper products and consumables for washrooms. The proponent will be expected to place any orders on the Authority’s behalf and maintain inventory of purchased supplies. The Authority also supplies consumables for washroom dispensers and batteries as required.

Authority purchased items:

101370	Multifold Paper Towel
101399	EnMotion Paper Towel
101149	EnMotion Stainless Paper Towel
102323	2Ply Bath Tissue Compact Coreless
158736	GOJO Green Foam Hand Cleaner
158033	Technical Concepts One Shot Free Clean Foam Cleaner
019401	Wax Sani Disposal Bags
259091	Purell Instant Hand Sanitizer

The Authority reserves the right to test the effectiveness of the proposed cleaning products prior to any award being made as well as throughout the term of the potential

Contract. Any product failing to meet the effectiveness test shall be replaced immediately at the request of the Authority.

### **3. Special Projects:**

The Authority may require additional services and hours outside the scope of the Services for special events, seasonally busier periods, irregular operations and emergencies, etc.

Please describe in detail how you would manage such additional requirements and how these costs would be passed on to the Authority.

### **4. Transition of Taking Over New Sites:**

Please describe how you would transition into and implement Services at the Facilities, and provide a start-up plan for time leading up to the start date, the first week and the first month.

### **5. Pricing**

All pricing and rates provided in the response to this RFP should be inclusive of all costs associated with the Services, including equipment and supplies. Fee Proposal Pricing forms are attached hereto at Schedule Four – *Fee Proposal Pricing Form*.

If additional costs apply, please identify those separately. All components required to manage the custodial program should be identified and costed.

Prices quoted are to be in Canadian dollars and exclusive of all applicable taxes.

### **6. Evidence of Insurability, Certifications, and Checks**

Proponents are asked to provide certain checks and a letter from the Proponent's insurer confirming that, if successful, the Proponent will be able to meet the insurance requirements summarized below, which insurance requirements are further described in Article 9 of the Form of Contract attached to this RFP as Schedule Eleven:

- a) Professional Liability Insurance in the amount of not less than Two Million (\$2,000,000) Dollars per claim and in the aggregate
- b) Commercial General Liability Insurance – Limits of Liability inclusive per occurrence and include insurance against bodily injury, property damage and liability. Minimum Requirement \$5,000,000.
- c) Automobile Liability – Limits of Liability on all vehicles owned, operated or licensed in the name of the Proponent. Minimum Requirement \$5,000,000 per vehicle.
- d) "All Risk" equipment insurance for full replacement cost/actual value covering owned and non-owned mobile equipment, property & construction or testing tools and

machinery and equipment used by the successful Proponent in the performance of the Custodial Services.

- e) WorkSafe BC Registration
- f) Confirm all Criminal Record Checks are performed at Proponent's expense for all employees.
- g) Confirm all employees are bondable.
- h) Confirm all employees receive WHMIS certification.
- i) Other relevant certifications.

## 7. Security Clearance

Proponents are advised that personnel will be required to have access to restricted areas on a regular basis and therefore shall comply with all requirements of the Airport Restricted Area Access Clearance Program, including submitting a complete application for an Airport Restricted Area Identification Card (RAIC) and complete personal history, providing police records (if any), fingerprint impressions and signing a Treasury Board Consent to Disclosure of Personal Information Form, which disclosures are governed by the provisions of the *Privacy Act*.

### 6.3 DESCRIPTION OF REQUIRED INFORMATION

To help Proponents achieve the highest possible evaluations it is advised that the Proponent provide good detail and description of the services provided and program used.

For ease and flow of information for the evaluation team, each proposal should be arranged as follows:

- **Covering Letter (Schedule Two)**
- **Table of Contents**
- **Proponent's Information (Schedule Three)**
- **Fee Proposal Pricing Information (Schedule Four)**
- **Minimum Daily Staffing Plan (Schedule Five)**
- **Equipment Proposed Statement (Schedule Six)**
- **Cleaning Supplies Proposed Statement (Schedule Seven)**
- **Supporting Qualifications:** WorkSafe BC registration, Evidence of Insurability, WHMIS certification, other certifications

**SCHEDULE ONE  
RFP ACKNOWLEDGEMENT FORM**

RFP for Custodial Services at Victoria International Airport  
**Closing Date: April 25, 2023 2:00 PM PST**

*Please complete and submit this form no later than **March 21, 2023 2:00 PM PST** in order to receive any additional information regarding this RFP.*

**SUBMIT TO:** **Adrian Nyland – Director, Facilities and IT**  
**adrian.nyland@victoriaairport.com**

**COMPANY NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **PROVINCE:** \_\_\_\_\_ **POSTAL CODE:** \_\_\_\_\_

**MAILING ADDRESS (IF DIFFERENT THAN ABOVE):**

\_\_\_\_\_  
\_\_\_\_\_

**FAX NUMBER:** ( \_\_\_\_ ) \_\_\_\_\_ **PHONE NUMBER:** ( \_\_\_\_ ) \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_

**POSITION:** \_\_\_\_\_

**E-MAIL ADDRESS:** \_\_\_\_\_

I acknowledge and will attend the mandatory site visit March 24, 2023, at 1:30 pm (PST) at the Victoria International Airport.

All further correspondence from the Authority about this Request for Proposals will be sent by email to the contact person and email address noted above.

Please sign and date this form before submitting:

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

**SCHEDULE TWO  
PROPOSAL COVERING LETTER**

(Please submit on Proponent's Letterhead with name and address)

Date

Attention: Adrian Nyland, Director, Facilities and IT  
Subject: RFP Custodial Services at Victoria International Airport  
List any addendum nos. and dates

The enclosed Proposal is submitted in response to the above-referenced Request for Proposal. Through submission of this Proposal we agree to all of the terms and conditions of the Request for Proposal.

We have carefully read and examined the Request for Proposal and have conducted such other investigations as were prudent and reasonable in preparing the Proposal. We agree to be bound by the statements and representations made in this Proposal and to any agreement resulting from the Proposal.

Yours Truly,

Signature  
Name and Title:

Legal name of Proponent:  
Date:

**SCHEDULE THREE  
PROPONENT'S INFORMATION**

The information requested in this Schedule Three – *Proponent's Information*, is intended to provide information on the capacity, skill, and experience of the Proponent. The Proponent may supplement information requested with additional sheets if required.

**Submitted to:** Victoria Airport Authority  
201 – 1640 Electra Boulevard  
Sidney, BC. V8L 5V4

Attention: Adrian Nyland, Director, Facilities and IT  
E-mail: [adrian.nyland@victoriaairport.com](mailto:adrian.nyland@victoriaairport.com)

**COMPANY IDENTIFICATION**

Company Name:

Address:

Contact Name and Title:

Cell:

Other Telephone:

Email:

Type of Company:

Corporation

*yes/no*

Partnership

*yes/no*

Sole Ownership

*yes/no*

Other

\_\_\_\_\_

Date of Establishment:

Number of Years in B.C.:

Name & Title of Key Company Officials:

WorkSafe Registration Number:

GST Number:

**FINANCIAL/REGULATORY REFERENCES****Bank:**

Contact Name/Title:

Address:

Telephone:

Email:

Total Line of Credit:

Current Utilization:

**Bonding Company:**

Contact Name/Title:

Address:

Telephone:

Email:

Can you provide a bid bond? *yes/no* If so, how much?Can you provide a work performance bond? *yes/no* If so, how much?Can you provide bonding for your employees? *yes/no* If so, how much? *answer here*Any bonds been called in the last five years? *answer here***Insurance Company:**

Contact Name/Title:

Address:

Telephone:

Email:

Can you provide general liability coverage? *yes/no* If so, how much?Can Victoria Airport Authority be named as an additional insured? *yes/no*Has your company filed any claims or losses over the last five years? *yes/no*Has your company been cited or fined by WorkSafe in the past five years? *yes/no*

**CUSTODIAL EXPERIENCE**

Years of experience providing Custodial Services?

Provide three reference examples of service contracts over 1000 sq. m, of similar scale and scope to the services required by Victoria Airport Authority:

**Reference Number One:**

Company Name:

Contract Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Office Phone Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_ Email: \_\_\_\_\_

Value of Contract:

Total Square Meters:

Dates of Contract Term:

Description of Services Provided:

**Reference Number Two:**

Company Name:

Contract Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Office Phone Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_ Email: \_\_\_\_\_

Value of Contract:

Total Square Meters:

Dates of Contract Term:

Description of Services Provided:

**Reference Number Three:**

Company Name:

Contract Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Office Phone Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_ Email: \_\_\_\_\_

Value of Contract:

Total Square Meters:

Dates of Contract Term

Description of Services Provided:

**Other Experience:**

Describe other relevant experience that is similar in scope and services to Victoria Airport Authority:

**PERSONNEL RESOURCES**

What is the total number of employees employed by your company?

Of this number, what percentage have been with your company for the past:

6 months? \_\_\_\_\_% 2 years? \_\_\_\_\_% 5 years? \_\_\_\_\_% More than 5 yrs? \_\_\_\_\_%

What training do your service employees undertake?

Have any of your employees had a criminal record check?

How are managerial/supervisory personnel recruited and trained?

Briefly describe your company's Health and Safety Program:

**CONTRACT MANAGEMENT AND PERFORMANCE**

Briefly describe how personnel resources are allocated to meet identified custodial service requirements.

Would any of the proposed work be subcontracted to another company/service provider? If so, what specifically and to whom?

Briefly describe the performance measurement criteria/quality assurance program employed by your company to deliver contacted custodial services.

What strengths would your company bring to Victoria Airport Authority?

***I hereby declare that the above information is true and correct to the best of my knowledge. Authorization is hereby given for the bank, bonding, insurance and client companies noted to release information pertinent to the representation made herein.***

Submitted this \_\_\_\_ day of \_\_\_\_\_, 2023.

**Company Name:**

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
Name and Title of Authorized Representative (Please Print)

**SCHEDULE FOUR  
FEE PROPOSAL PRICING**

**Company Name:** \_\_\_\_\_

**The Fixed Lump Sum Costs for the provision of the Services (excluding GST and PST)**

FOR THOSE CERTAIN FACILITIES AT THE VICTORIA INTERNATIONAL AIRPORT – Air Terminal Building (including common, Public, Office, and Tenant Areas), Airport Services Centre, Airside Operations Centre, Non-Passenger Screening – Vehicle, Cab Shack and Weather Office (Total approximately 18,000 square meters)

In **YEAR ONE OF THE TERM, COMMENCING AUGUST 1, 2023**, will be as follows:

<b>COSTS</b>	<b>Weekly</b>	<b>Annually</b>
Labour	\$ _____	x 52 = \$ _____
Benefits	\$ _____	x 52 = \$ _____
Cleaning Materials	\$ _____	x 52 = \$ _____
<i>(% Markup applied)</i>	_____ %	
Equipment Amortization	\$ _____	x 52 = \$ _____
Overhead & Profit	\$ _____	x 52 = \$ _____
<b>Total Year One</b>	<b>\$ _____</b>	<b>x 52 = \$ _____</b>

If an annual percentage increase proposed, please complete below. If not, please prepare a form like above for the remaining (4) four years of the initial term.

Year Two % Increase \_\_\_\_\_

Year Three % Increase \_\_\_\_\_

Year Four % Increase \_\_\_\_\_

Year Five % Increase \_\_\_\_\_

**SCHEDULE FIVE  
MINIMUM DAILY STAFFING PLAN \*\***

**COMPANY NAME:** \_\_\_\_\_

<i>FACILITIES – VICTORIA INTERNATIONAL AIRPORT</i>	<b>Hours/Day (a)</b>	<b>Days per Week (b)</b>	<b>Total Weekly Hours c=(axb)</b>	<b>Pay Rate (d)</b>	<b>Allowances &amp; Benefits * (e)</b>	<b>Total f=(cxd+ \$ value of e)</b>
On-Site Manager		5		\$	%	\$
Supervisor		7		\$	%	\$
Custodian Level 1		7		\$	%	\$
Custodian Level 2		7		\$	%	\$
Custodian Level 3		7		\$	%	\$

**\* Describe Benefits & Allowances (ie. Medical, Dental, Vacation, Stat Holidays, Overtime):**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**\*\*** Additional staff above the minimum daily staffing plan may be required to ensure service during periods of staff holidays, vacation, sick leave, etc. This cost should be shown as Allowance.

In the event the Authority requests additional services, please include the proposed hourly cost to fulfill such additional services.

<b>CARPET CLEANING (Additional Services)</b>	<b>COST</b>	<b>\$ _____/PER SQ.M.</b>
<b>HIGH DUSTING CLEANING (Additional Services)</b>	<b>COST</b>	<b>\$ _____/PER SQ.M.</b>
<b>HIGH GLASS CLEANING (Additional Services)</b>	<b>COST</b>	<b>\$ _____/PER SQ.M.</b>

**SCHEDULE SIX  
EQUIPMENT PROPOSED STATEMENT**

Name of Company: \_\_\_\_\_

**EQUIPMENT PROPOSED**

<b>TYPE</b>	<b>MAKE/MODEL</b> <b>(Gas, Diesel, Propane or Electric)</b>	<b>YEAR OF MANUFACTURE</b>	<b>NUMBER FOR EXCLUSIVE USE AT Victoria Airport</b>
<b>FLOOR MACHINES</b>			
<b>VACUUMS-WET/DRY</b>			
<b>BUFFERS</b>			
<b>CARPET MACHINES</b>			
<b>List OTHER EQUIPMENT</b>			

**SCHEDULE SEVEN  
CLEANING SUPPLIES PROPOSED STATEMENT**

Name of Company: \_\_\_\_\_

TYPE	DESCRIPTION	MANUFACTURER
FLOORS		
GENERAL CLEANER		
GLASS CLEANER		
STAINLESS STEEL		
FURNITURE		
OTHER		

*Required specialty cleaners currently used include CLR for the water feature glass walls and Trade Secret for large Boardroom table. These specific products must be used.*

## SCHEDULE EIGHT QUALITY STANDARDS

Quality standards are described for the following surfaces/items at **APPA level 1 and 2** except for Baggage Handling Areas which are **APPA Level 3**.

The principle and modalities of the monitoring of Services by the Authority shall be explained at the award of Contract. It shall be in line with the expectations defined below.

<b>REQUIRED APPEARANCE AT INSPECTION</b>
--

<b>Carpets, Entry Mats, Pedigrids</b>
---------------------------------------

- |  |
|--|
| • Clean and even appearance – not in need of deep cleaning |
| • Free of gum  |
| • Free of brownout   |
| • Free of debris   |
| • Free of stains   |

<b>Ceilings, Ceiling Tiles, Air Diffusers, Speakers, WIFI Antennae</b>
--

- |                              |
|------------------------------|
| • Ceiling grills dust free   |
| • Free of debris or cobwebs  |
| • Free of dust, soil or dirt |

<b>Whiteboards, Chalkboards</b>
---------------------------------

- |                                       |
|---------------------------------------|
| • Even in appearance, free of streaks |
| • Free of stains                      |
| • Rails free of dust, soil or dirt    |
| • Brushes free of dust                |

<b>Counters, Countertops, Check-in Podiums, Gate Podiums</b>
--

- |   |
|---|
| • Backsplashes free of soil / dirt / streaking    |
| • Clear and even shine (if polish is appropriate) |
| • Free of detergent streaking                     |
| • Free of dust, soil or dirt                      |

<b>Cupboards</b>
------------------

(inside if unlocked)
----------------------

- |  |
|--|
| • Free of detergent streaking              |
| • Free of dust, soil, dirt or fingerprints |

<b>Dispensers</b>
-------------------

- |   |
|---|
| • Filled                                      |
| • Free of dust, dirt or soap drippings        |
| • Paper dispensers free of buildup underneath |
| • Shiny and free of marks or smudging         |
| • Dispensers in good repair                   |

<b>Janitorial Equipment</b>
-----------------------------

- |   |
|---|
| • Brooms and dust mops free of debris, dirt buildup and odor – includes handles |
| • Machines free of dirt buildup – neat and tidy in appearance                   |
| • Machines in good working order  |
| • Pails free of dirt, soiling and odor – including floor finish                 |
| • Equipment matched approved Equipment List                                     |
| • MSD sheets current at all closets and matching approved Product List          |
| • Products match approved Product List  |
| • Utility carts free of dirt, soiling and odor – including wheels               |
| • Wet mops free of soil and bacterial odor – including handles                  |
| • Wringers free of dirt, soiling and odor – including floor finish              |
| • Floor pails, no standing water left within between shifts                     |

<b>Flooring , Baseboards, Tile Grout, Drain Covers</b>
--

- |  |
|--|
| • Baseboards free of dirt, debris and finish streaking                         |
| • Corners free of dirt, debris, polisher swirls (technique, mopping)           |
| • Baseboard covering free of dirt, debris, finish buildup and finish streaking |
| • Door jambs free of dirt and debris   |
| • Drains free of dirt, debris and floor finish                                 |
| • Edges under or between counters, heating units free of dirt and debris       |
| • Finish free of cloudiness, discoloration or detergent streaking              |
| • Finish free of imbedded dirt (technique – finishing over dirt)               |
| • Finish free of imbedded lint or dust (technique)                             |
| • Finish free of patchiness or streaks – even appearance                       |
| • Finish in traffic lanes are consistent across floor                          |
| • Finish shine able to show defined shadows (depth to shine)                   |
| • Finish free of burnished or polisher blackening or swirling (technique)      |
| • Floor free of dust and loose debris  |
| • Floor free of finish buildup or ground in dirt                               |
| • Floor free of gum or tape  |
| • Floor free of marks, scratching, or scuffs                                   |
| • Floor free of slipperiness (oil mop treatment, etc.)                         |
| • Grouting free of dirt buildup, soil or staining                              |
| • Grouting in good repair – not pitted or chipped out                          |

- Metal plates and door stops free of dirt, debris and floor finish
- Stair nosing free of dirt and finish buildup

**Furniture**

- Clear and even shine and free of detergent streaking
- Free of dust, dirt, graffiti, rust
- Free of finish splashing and mop strands (bottom or legs)
- Free of soil and debris under legs and boots

**Waste Receptacles, Recycling Bins**

- Receptacles emptied and free of odors
- Receptacles free of dirt and stains inside and out
- Receptacles bags replaced as needed

**Lights, Wall Sconces**

- Diffusers clear
- Fixtures free of soil, dirt, insects, or debris
- Free of streaks, dirt and marks-even shine in appearance

**Lockers**

- Free of detergent / disinfectant residue
- Free of dirt and debris, inside & out including graffiti, tape & stickers
- Free of odour

**Toilets & Urinals**

- Bases free of dirt buildup or staining, including capping for bolts & flushing Mechanisms
- Behind toilets, exposed piping, free of dirt, buildup or debris
- Bowls free of hard water stains and/or urine stains
- Bowls rims free of dirt or bacterial buildup
- Free of urine odor
- Seats free of disinfectant residue and/or urine spots, top and bottom
- Privacy screens free of dirt / disinfectant residue
- Tanks free of dirt, soil, or marks and enamel is shiny in appearance
- Flooring below urinals must be maintained stain-free

**Outdoors**

- Garbage cans emptied and lids free of dirt buildup or staining
- Garbage removed from around immediate building
- Sidewalks, landings and steps free of dirt, debris.
- Ash urns and smoking shelters.

<b>Baggage Handling, Storage and Utility Rooms – APPA Level 3</b>
---

- |  |
|--|
| • Baggage Handling, clean and neat and orderly |
| • Store rooms clean, neat and orderly          |
| • Utility rooms clean, neat and orderly        |

<b>Shelving &amp; Ledges</b>
------------------------------

- |  |
|--|
| • Free of detergent streaking          |
| • Free of dust (shelves and books)     |
| • Free of soil / dirt / debris /stains |

<b>Sinks &amp; Drinking Fountains</b>
---------------------------------------

- |   |
|---|
| • Free of dirt and staining throughout, including edges and trim            |
| • Overflow openings free of dirt and bacterial buildup                      |
| • Pipes free of dust, dirt and shiny in appearance (if stainless or chrome) |
| • Shiny, not dull in appearance   |
| • Taps and fixtures shiny and free of marks and smudging                    |
| • Free of dirt buildup under sinks and fountains                            |

<b>Escalators, Stairs &amp; Stair Rails</b>
---

- |  |
|--|
| • Treads and risers free of dirt including corners |
| • Handrails clean and free of dirt                 |
| • Metal polished and free of smudges and marks     |

<b>Walls, Doors, Water Fountains, Stainless Steel</b>
---

- |   |
|---|
| • Clean, free of dust scuffs and stains   |
| • Door frames free of dust, dirt or stains  |
| • Door kick plates free of cleaning damage or marks and are shiny                           |
| • Door knobs and handles shiny and free of smudges and dirt                                 |
| • Access control equipment free of smudges and dirt   |
| • Even in appearance – not showing rub marks from spot removal                              |
| • Free of detergent streaking, dirt or dust, graffiti, marks, spots, fingerprints or stains |
| • Hand plates free of cleaning damage, dirt, smudges, or marks and are shiny                |
| • Switches free of marks, smudges and dirt buildup  |
| • All surfaces and crevices free of debris, brownout, gum or stains                         |

<b>Windows and High Ledges and Signage</b>
--

- |  |
|--|
| • Curtains, blinds free of dust, soil /dirt and stains |
| • Frames free of dust, soil/dirt and stains            |
| • Free of cloudiness, marks – clear and shiny          |

---

## **SCHEDULE NINE APPA FIVE LEVELS OF CLEAN**

### **Level 1—Orderly Spotlessness**

Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.

All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights work and fixtures are clean.

Washrooms and shower fixtures and tile gleam and are odor free. Supplies are adequate.

Trash containers hold only daily waste, are clean and odor-free.

### **Level 2—Ordinary Tidiness**

Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be two days' worth of dust, dirt, stains or streaks.

All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable upon close observation. Lights work and fixtures are clean.

Washrooms and shower fixtures and tile gleam and are odor free. Supplies are adequate.

Trash containers hold only daily waste, are clean and odor-free.

### **Level 3—Casual Inattention**

Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.

There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base moldings.

All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints. Lamps work and fixtures are clean.

Trash containers hold only daily waste, are clean and odor-free.

### **Level 4—Moderate Dinginess**

Floors are swept or vacuumed clean, but are dull, dingy and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.

All horizontal and vertical surfaces have conspicuous dust, dirt smudges, fingerprints and marks. Lamp fixtures are dirty and some lamps (up to 5 percent) are burned out.

Trash containers have old trash. They are stained and marked. Trash containers smell sour.

### **Level 5—Unkempt Neglect**

Floors and carpets are dull, dirty, dingy, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained and streaked. Gum, stains, dirt, dust balls and trash are broadcast.

All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.

Light fixtures are dirty, with dust balls and flies. Many lamps (more than 5 percent) are burned out.

### **Notes**

*In the definitions of the five levels, washroom related items are not defined below Level 2 because it is unacceptable to tolerate any cleanliness level below level 2 in health-related areas. These include washrooms, locker rooms, cafeterias and medical facilities.*

**SCHEDULE TEN  
MAPS**

**(attached as pdf's)**

**SCHEDULE ELEVEN  
DRAFT FORM OF CONTRACT**

**(attached as pdf)**