

CHILLIWACK COMMUNITY SERVICES
REQUEST FOR LIGHT HOUSEKEEPING PROPOSALS

1.INTRODUCTION

Chilliwack Community Services is a community based, multi-service organization that has provided a wide variety of community and social services in the City of Chilliwack and surrounding areas for more than 90 years. We deliver 40 programs, assisting Early Years to Seniors.

1.1 Purpose

The Housekeeping Services will provide light housekeeping services to residents of Cultus Lake and the Chilliwack River Valley, and will be compensated for the provision of the Services by Chilliwack Community Services (CCS), Clients, or a combination of both CCS and such Clients.

The proponents should submit information pertaining to their ability to perform the specified services in a reliable, practical, cost effective manner while maintaining the highest standards.

The chosen Proponent is considered an independent Contractor and is not and will not be and will not be deemed to be, an employee, partner or joint venture of or with CCS. Accordingly the Contractor will not have the authority to and will not purport to enter into any agreement on behalf of CCS or to bind or otherwise purport to act on behalf of CCS, except as expressly authorized within the contract between CCS and the Contractor.

Neither the Contractor or their employee is entitled to employment benefits of any kind whatsoever from CCS including but not limited to private programs and coverages, whether under employment standards statutes, worker's compensation plans, unemployment or employment insurance schemes, health plan contributions or otherwise.

As an independent Contractor, the Contractor will be responsible for making any and all payments and remittances that may be required for PST, GST, or under the Income Tax Act, the Employment Insurance Act, the Canada Pension Plan Act, (Canada) or BC Acts of the same.

All the services must be performed directly and no services will be performed by anyone other than the Contractor without the prior written consent of CCS, which consent may be arbitrarily withheld.

2. INSTRUCTIONS TO PROPONENTS

2.1 Closing Time and Address for Proposal Delivery

Proposals must be received by Chilliwack Community Services, no later than 5:00 p.m. March 17th, 2024.

Emailed PDF proposals are permitted and should be sent to Seniors Services Coordinator, Sarah Woelders at woelderss@comserv.bc.ca. Late proposals after the closing time and date will not be accepted or considered.

2.2 Amendments to Proposals

There will be no amendments accepted.

2.3 Inquiries to Proposals

All inquiries related to this RFP should be directed by email to: Seniors Services Coordinator, Sarah Woelders at woelderss@comserv.bc.ca.

2.4 Examination of Contract Documents

Proponents will be deemed to have carefully examined the RFP, prior to preparing and submitting a Proposal with respect to any and all facts which may influence a Proposal

2.5 Signature

The legal name of the person or firm submitting the Proposal should be inserted on the Bid Form. The Proposal should be signed by a person authorized to sign on behalf of the Proponent. If the Proponent is a corporation then the full name of the corporation should be included, together with the names of the authorized signature.

3. EVALUATION AND SELECTION

3.1 Evaluation Team

The evaluation of Proposals will be undertaken by the Executive Director, Human Resources Manager, Chief Financial Officer, and, Seniors Services Program Coordinator.

3.2 Evaluation Criteria

The evaluation team will compare and evaluate all proposals to determine the proponent's strength and ability to provide the services based on best value of quality, service and price, based on experience, reputation and resources and ability of the proponent to undertake the services to the quality standards required by the service protocols. As we are a non-profit organization, any experience with non-profit agencies is an asset. The Evaluation team may, at its discretion, request clarifications or additional information from a Proponent with respect to the Proposal.

4. NEGOTIATION OF CONTRACT AND AWARD

If Chilliwack Community Services selects a preferred Proponent, then it may

- a) Enter into a contract with the Preferred Proponent
- b) Enter into discussions with the Preferred Proponent to attempt to finalize the terms of the Contract, including financial terms, and such discussions may include
 - 1) Clarification of any outstanding issues arising from the Preferred Proponent's Proposal

- 2) Negotiation of amendments to the departures to the draft Contract
- 3) Negotiation of amendments to the Preferred Proponents scope of service ability
- 4) If at any time Chilliwack Community Services reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, given the Preferred Proponent written notice to terminate discussions, Chilliwack Community Services may then either open discussion with another Proponent or terminate this RFP and retain or obtain the Services in some other manner.

5. SCOPE OF SERVICES

The purpose of the Request for Proposal “RFP” is to invite qualified proponents to prepare and submit competitive proposals for the supply of light housekeeping services to the Cultus Lake and Chilliwack River Valley areas, as contracted by the Chilliwack Better at Home program, a program which aims to assist seniors to continue to live at home and maintain independence.

The chosen Proponent may choose to provide and maintain, at its sole expense, professional/commercial quality cleaning equipment and products necessary for the performance of the services. The equipment and tools will be used in such a manner that it will not scar or mark walls or other surfaces. The client may have a preference to have their own products used, and if that is the case, the chosen Proponent can comply with this request.

The chosen Proponent will comply with the WHMIS provisions of the Workers Compensation Act, Occupational Health and Safety Regulation in the performance of Services.

The chosen Proponent will provide housekeeping shifts to clients on a monthly and bi-weekly basis. Shift lengths are generally 2 hours in length. Some tasks which would be expected to be completed during cleaning shifts would include; sweeping, mopping, vacuuming, dusting, laundry, toilet and tub clean, dishes, etc. You would not be expected to; clean up outdoor areas, clean up pet waste, deal with infestations or any kind, etc.

The chosen Proponent would be expected to invoice clients and CCS on a monthly basis. Client costs are subsidized by the program, and would need to be billed accordingly.

6. HEALTH AND SAFETY

The Contractor (the chosen Proponent) shall be in good standing with WorkSafe BC and adhere to WorkSafe Safety protocols and procedures throughout the duration of the contract term. The Contractor shall be responsible for initiating, maintaining, and supervising all safety precautions and programs in connection with the Services, including the provision of WHMIS training. The Contractor shall take every precaution to instruct employees about and otherwise safeguard them against any possible injuries associated with cleaning agents and equipment as well as other potential hazards within the facility. Contractor shall provide its employees with all personal protective equipment and training required by Municipal, Provincial and Federal Regulations when using chemical cleaning products. Contractor shall provide adequate supervision and training to ensure its employees are in compliance with this requirement.

7. STAFF

The Contractor (the chosen Proponent) is to use only experienced, trained and bonded cleaning personnel in the performance of the cleaning services. Contractor's staff will have successfully completed criminal record verification and will not have a criminal record.

The Contractor is to ensure that all assigned cleaning staff:

- Will have completed in house training and or certification programs.
- Display an alert, professional and authoritative demeanor and convey trustworthiness and competence.
- Be proficient and dependable at carrying out their responsibilities.
- Fully capable of performing duties requiring arduous physical exertion.
- Have completed a valid criminal record check
- Are current employees of the Contractor

Staff are not expected, by the program, to work weekends or statutory holidays.

8. FURTHER OBLIGATIONS

In all instances where damage has occurred, or, if there is an accident, the Contractor will provide a full report of the incident and extent of damage to the Seniors Program Coordinator, verbally, within one hour and then in writing by email within 24 hours of the occurrence.

Upon notice of unsatisfactory performance, the Contractor will have 24 hours from that time to initiate corrective action in any specific instances.

The Contractor shall carry and maintain at all times during the course of the agreement at its sole cost and expense, business insurance for the use of its vehicles and/or the vehicles of its employees or agents used in carry out the Services, in such amounts as a prudent provider of the Services would maintain

The contractor will be required to carry a minimum Liability Insurance policy of \$2,000,000, business insurance, and all such WCB insurance as may be legally required.

The Contractor will provide satisfactory evidence of such insurance to CCS prior to commencing the Services and thereafter at any time and from time to time as may be reasonably requested by CCS.

The Contractor acknowledges that by virtue of the Contractor's dealings with CCS and the provision of the services expected, the Contractor will have access to confidential and proprietary information of CCS including without limitation, personal information of Clients. The Contractor will both during and after the Term keep in strict confidence all Confidential information and will not directly or indirectly disclose any Confidential Information to any third party.

The Contractor will be expected to report all shifts completed each month, and will invoice CCS on a monthly basis. attend and participate in an annual performance review conversation with the Seniors Services Coordinator. The contract length is one year, with consideration for extension upon successful provision of service.