

ATIRA WOMEN'S RESOURCE SOCIETY (ATIRA) REQUEST FOR PROPOSALS

**Full-Coverage HVAC Service and Maintenance at
VARIOUS LOCATIONS IN THE LOWER MAINLAND OF BRITISH COLUMBIA**

Date of issue: **December 16, 2016**

Proposal Due Date: 4:00 p.m. January 27th, 2017

DIRECT ALL INQUIRES TO:

Annarita Ndwiga
Facilities Manager
T: 604.531.9143
E: Annarita_Ndwiga@atira.ca

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1. Introduction

A. RFP Scope and Purpose

Atira Women's Resource Society (ATIRA) is seeking proposals from qualified and experienced firms ("Contractor") with demonstrated ability in HVAC and Mechanical maintenance and service interested in providing the following services:

- Comprehensive, full coverage service on all ATIRA managed facilities
- Quarterly preventative maintenance and proactive repairs
- Software programming and training to staff on use
- Assistance with developing an energy efficient HVAC scheduling plans for the facilities.

Responding contractors should be capable of supporting all HVAC related equipment with any repairs, maintenance, and programming needs 24/7, 365 days per year.

It is important that contractors responding to this RFP are mindful that ATIRA Staff are not HVAC and Mechanical Systems technicians, and do not necessarily speak the technical language as pertaining to the systems. As a result, portions of this RFP may not adequately address various fundamental technical or mechanical functionalities. Any omission is unintentional and is not intended to suggest that those items are unimportant. To the contrary contractors responding to this RFP should make a point to illustrate and assure the ATIRA that all equipment and their functions are part of the Contractor's implementation of the service, maintenance program and training plan.

In rating the proposals, ATIRA will consider how well each contractor is able to take the contents of the RFP, ask relevant questions, address the various technical issues and clearly communicate its plan to support the systems while meeting the objectives of ATIRA.

B. Sites

ATIRA manages eight sites in the lower mainland (list of sites are attached as appendix A)

C. Proposal due date

All responses must be received by 4:00 p.m. January 27th, 2017. Proposals will not be accepted after the deadline.

Please send all RFPs to:

Attention: Annarita Ndwiga
Atira Women's Resource Society
107 – 2430 King George Blvd.
Surrey, BC V4P 0E6

Or by email to Annarita_Ndwiga@atira.ca

2. Instructions and Information

A. Contact Information

Primary Contact

Annarita Ndwiga
107 – 2430 King George Blvd.
Surrey, BC V4P 0E6

T: 604.531.9143

E: Annarita_Ndwiga@atira.ca

Secondary Contact

Niki Antonopoulou
101 East Cordova St.
Vancouver, BC V6A 1K7

T: 604.331.1407 ext 113

E: niki_antonopoulou@atira.bc.ca

B. Letter of Intent

Interested Contractors are required to submit a letter of intent by 4:00 pm on December 23rd, 2016 acknowledging the receipt of the RFP and informing ATIRA of their Intent to respond to the RFP. The letter of intent can be submitted by email to Annarita Ndwiga. The contractors should also provide the name and contact info of the individuals who can address inquiries related to this RFP and Contractor's Proposal.

C. Pre-Proposal Meeting

ATIRA will schedule a pre-proposal meeting with the contractors that will forward a letter of intent at a time and day to be determined.

D. Notices

1. This RFP has been compiled in good faith. The information contained within is selective and subject to the ATIRA's updating, expansion, revision and amendment.
2. ATIRA reserves the right to change any aspect of, terminate, or delay this RFP, the RFP process and/or the program which is outlined within this RFP at any time, and notice shall be given in a timely manner thereafter.

3. Recipients of this RFP are advised that nothing stated herein, or any part thereof, or any communication during the evaluation and selection process, shall be construed as constituting offering or awarding a contract, representation or agreement of any kind between ATIRA and any other party, save for a formal written contract, properly executed by both parties.
4. Responses to this RFP will become the property of ATIRA, and will form the basis of negotiations of an agreement between ATIRA and the apparent successful respondent.
5. ATIRA is not liable and will not be responsible for any costs incurred by any Contractor for the preparation and delivery of the RFP responses.
6. It is important that contractors responding to this RFP are mindful that ATIRA Staff are not HVAC technicians, and do not necessarily speak the technical language as pertaining to the systems. As a result, portions of this RFP may not adequately address various fundamental technical or mechanical functionalities. Any omission is unintentional and is not intended to suggest that those items are unimportant. To the contrary contractors responding to this RFP should make a point to illustrate and assure ATIRA that all equipment and their functions are part of the Contractor's implementation of the service, maintenance program and training plan.
7. ATIRA reserves the right to reject any or all proposals at any time. ATIRA reserves the right to refrain from contracting with any Contractor. The release of this RFP does not compel ATIRA to enter into a contract.
8. Contractors may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by an authorized representative of the Contractor must be submitted to the RFP Contact. The Contractor may submit another proposal at any time up to the proposal closing date and time.
9. When evaluating a Contractor's proposal, the following factors will be considered...
 - a) The ability, capacity and skill of the Contractor to provide the services required
 - b) The integrity, reputation, experience and efficiency of the Contractor
 - c) The quality of performance of previous services, including, but not limited to, the Contractor's failure to perform satisfactorily
 - d) There is uncompleted work with ATIRA or others, or an outstanding dispute on a previous or current contract that might hinder, negatively affect or prevent proper execution of the contract with ATIRA
 - e) The Contractor or a representative of the Contractor has been convicted of a crime arising from a previous contract
 - f) ATIRA concludes that the Contractor will be unable to perform the work
 - g) At the time of RFP opening, the Contractor is not authorized to do business in BC or otherwise lacks a necessary license, registration or permit
 - h) Access to the Contractor is difficult within ATIRA's normal business hours

3. Scope of Services

The selected Contractor shall be prepared to perform its obligations in a prompt, diligent and professional manner. Respondents should have at least 5 years of successful experience with residential HVAC and Mechanical systems, including LEED certified buildings.

- Comprehensive, full coverage service on all ATIRA managed facilities
- Quarterly preventative maintenance and proactive repairs
- Provide software programming and training to staff on use
- Assistance with developing an energy efficient HVAC scheduling plans for the facilities.

A. Service calls

The Contractor should be available to provide priority service to the facilities in a timely manner. ATIRA will require a one hour maximum call back time and same day service on all service calls, outages and inquiries. At the end of each service call ATIRA will require a written explanation of the issue, actions taken to correct the issue and plan to prevent the issue. This document will be provided to the facilities manager and logged in the maintenance manual on site.

B. Quarterly Maintenance

The successful candidate will be required to work with the facilities manager to schedule these checks. At the end of each inspection, ATIRA will require detailed written documentation of all activities and/or repairs made to the systems to be provided to the facilities manager.

4. Submittal Requirements

A. Table of Contents

Must include a table of contents which lists sections and subsections with page numbers that follow the organization and sequence of the submission

B. Introduction

The introduction should include the following:

- The identity of the contractor
- The name(s) of the individual(s) that prepared the proposal
- A statement signed by representative authorized to legally bind the respondent.

C. Respondent information

The proposal should include the following:

- **A brief description of your firm** - professional organization affiliations, as well as how any joint venture association would be structured, number of years in business, size of business and services offered.
- **Relevant experience** - Describe the overall qualifications, including years of experience in servicing and maintenance. Identify key personnel that will be responsible for the contract, qualifications, and experience in similar contracts.
- **Certifications:** The contractor shall provide the following:
 - Certificate of Contractor General Liability Insurance, with the contracting party named as an additional insured.
 - Certificate of WorkSafe BC Insurance.
 - Description of in-house training program for firm employees.
 - Description of in-house health & safety program.
 - All services, products and materials shall conform to the recognized standards accepted by the applicable industry trade associations and shall conform to the applicable Federal, Provincial and Local legislations, regulations and/ or requirements.
- **References**
The Contractor must submit a list of at least four (4) verifiable references (including names, titles, affiliations, and telephone numbers) for work comparable to that discussed in these specifications that has been completed during the past three (3) years or is currently in progress.

D. Full Service and Maintenance Proposal

The proposal shall include the following minimum information about how the Contractor would go about familiarizing with the systems, implementing detailed quarterly preventative maintenance checks, servicing the equipment and software in a manner that will best suit ATIRA, designing an energy management plan as it relates to the systems in the facilities, and assisting with future purchases/replacement of equipment.

- **Management Philosophy:**
Describe the Contractor's overall organizational and management philosophy and how that philosophy manifests itself in the Contractor's daily work in maintaining large systems.

Describe the general steps and actions you will take to satisfy the requirements outlined in this RFP.

➤ **Customer Service:**

Describe the Contractor's customer service philosophy and how that philosophy will be implemented as part of the requirement of this RFP.

➤ **Technical Submittal:**

- a) Service expectations: explain the level and quality of service that you will deliver to ATIRA. Specifically, outline reasonable expectations for service call response and completion times, as well as any services you may provide above and beyond industry standards that set you apart from other Contractors.
- b) Preventative Maintenance (PM): Contractors must provide a rough PM maintenance schedule outlining steps and/or description of the PM process.
- c) Technical Information: Address any important technology information and tools used in your business to identify, track, and solve issues – whether mechanical or software/computer based.
- d) System Documentation and Support: Describe your approach to system documentation and training.
- e) Equipment Replacement: Considering typical life-expectancy of HVAC equipment, explain how you will minimize wear and tear to prolong equipment life, as well as how you could assist with long-range equipment replacement planning for the facility.
- f) Omissions: Proposals should also include a description of the mechanical and/or parts which may not be addressed in the RFP that should be considered by the Operator for a successful HVAC service/maintenance
- g)

➤ **Pricing**

ATIRA intends to award this contract to the Contractor that it considers will provide the best overall program services. ATIRA reserves the right to accept other than the lowest bid and to reject any proposals that are not responsive to this request. Please provide a price proposal in a sealed envelope that includes hourly rates for the services described in the Scope of Services. These rates will be used either to charge for services on a time and materials basis, or as base rates for negotiating flat monthly fees.

➤ **Other**

Describe any other services or strengths the contractor would use to improve the Systems and their functionality.

Conflict of Interest-Unfair Advantage

- A. In order to protect the integrity of the procurement process, contractors are advised that ATIRA may reject a Proposal in the following circumstances:
- If the Contractor(s), any of its subcontractors, any of their respective employees or former employees was in any manner in the preparation of the Competitive Solicitation;
 - If the Contractor(s) any of its subcontractors, any of their respective employees or former employees had access to information related to the Competitive Solicitation that was not available to other Contractors and that would, in Atira's opinion, give the Contractor an unfair advantage.
- B. The experience acquired by a Contractor who is providing or has provided the goods and services described in the Competitive Solicitation (or similar goods or services) will not, in itself, be considered by ATIRA as conferring an unfair advantage or creating a conflict of interest. This Contractor remains subject to the criteria established above.
- C. Contractors are required to fully disclose in their Proposals:
- Any relationship the Contractor may have with any employee of ATIRA; and,
 - The nature of that relationship.

Non-Transferable Contract

Contract arising from this RFP is non-transferable and therefore cannot be assigned to another party without prior approval of ATIRA.

Building Name	Location
1. Margaret's Housing For Older Women	Burnaby
2. Ama Transition House	South Surrey
3. Durrant Transition House	South Surrey
4. Shimai Transition House	North Surrey
5. The New Marr Housing For Women	Vancouver
6. Oneesan Housing for Older Women	Vancouver
7. Imouto Housing For Women	Vancouver
8. Sereena Housing For Women	Vancouver