



**SPECIFICATIONS FOR
TENDER #0171-1202
CLEANING OF RURAL MEDICAL CLINICS
FOR
WESTERN HEALTH**

CLOSING DATE: FEBRUARY 6, 2012

CLOSING TIME: 11:00 AM (Newfoundland Time)



Invitation to Tender for Cleaning of Rural Medical Clinics

1.0 General Provisions

1.1 Intent

This invitation to Tender is intended to obtain cleaning and snow removal from steps and walk ways of Rural Medical Clinics for the Western Regional Health Authority (Western Health) for a period of two (2) years commencing 1 March 2012 to 28 February 2014 with the option to extend for a further two (2) years at the same terms and conditions.

This Tender is concerned with the acquisition of professional Cleaning Services of Rural Medical Clinics with consideration of the following:

- Ongoing service and maintenance support.

1.2 Client Background

Western Health was established in 2005 and is responsible for the delivery of Health and Community Services in the Western Region.

1.3 Vendor Response

1.3.1 Vendor's tender must contain an Executive Summary which shall contain:

- a. A brief description of the product being quoted.
- b. The name, title and address of the Vendor's representative responsible for the preparation of the Tender.

1.3.2 All prices quoted for goods and services must be specified in Canadian dollars. All Tenders will be held to be valid for ninety (90) days following the Tender closing date.

1.3.3 Tenders must be received in full on or before the exact closing time and date indicated. **TENDERS RECEIVED AFTER THAT TIME WILL NOT BE CONSIDERED.**

- 1.3.4 All costs relating to the work and materials supplied by the Vendor in responding to this Invitation to Tender must be borne by the Vendor.

1.4 **Release of Information**

1.4.1 **While Tender is Open:**

The names of individuals or companies who have picked up the tender documents will be released for construction tenders only.

Individual Authorities may determine that this information will not be released in situations where it is not in the best interest of the Authority to do so.

Upon request, this information may be released to designate(s) of the Newfoundland and Labrador Construction Association (NLCA) only. The designate(s) will be agreed upon by the Authorities and the NLCA.

This information will be released upon request from the NLCA designate(s) at a maximum once per week.

No information will be released in the seven calendar days preceding tender opening.

1.4.2 **At Tender Opening:**

1. The names of the bidders, and overall bid price(s) will be read out.
2. Where the overall bid price(s) cannot be readily determined, no pricing will be released.

1.4.3 **After Tender Opening:**

1. No further information will be released until after the contract is awarded.
2. After award, only the name and bid price of the successful bidder will be made available.
3. Information will be made available for a 90 day period only.
4. Successful Awards will be posted on Web Site.

1.5 Communication During Tendering

- 1.5.1 All communications with Western Health with respect to this invitation to Tender must be directed in writing to the attention of:

Mr. Paul Wight
Regional Purchasing Manager
Western Health
P.O. Box 2005
Corner Brook, Newfoundland
A2H 6J7
Tel: (709) 637-5511
Fax: (709) 637-5030
Email: paulwight@westernhealth.nl.ca

- 1.5.2 Western Health may, during the assessment period, request meetings with the Vendors to clarify points in the Tender. No changes by the Vendor will be permitted after the Tender closing date.
- 1.5.3 Faxed Tender responses will be accepted with the condition that the original Tender documents are received at Western Health's Materials Management Department no later than **Five** working days following the Tender closing date.
- 1.5.4 All bids must be sent in a sealed envelope clearly marked with Tender Name and Number to:
Materials Management Department, Western Health, Western Memorial Regional Hospital, Lower Level, P.O. Box 2005, Corner Brook, NL A2H 6J7.
- 1.5.5 Bids submitted by electronic transmission (e-mail) will not be accepted.
- 1.5.6 Companies submitting fax Tenders are doing so at their own risk and the fax Tender must be at the public opening as specified in the Tender information. This Authority will not be responsible for in-house courier services if companies submit quotations by fax machine. The time stated on the fax Tender will become null and void since it is the responsibility of the company placing the Tender to have their Tender at the public opening, therefore, this Authority will not be responsible for any damages or liabilities.
- 1.5.7 In order to contribute to waste reduction and promote environmental protection, the Western Health will endeavour to acquire goods and services that support these principles, therefore, product(s) quoted should include:

- maximum level of post-consumer waste and/or recyclable content
- minimal packaging
- minimal environmental hazards
- maximum energy efficiency
- potential for recycling
- disposal costs
- must not reduce the quality of the product required or affect the intended use of the product
- must not significantly impact the acquisition cost

1.6 **Tender Acceptance**

- 1.6.1 Any acquisitions resultant from this invitation to Tender shall be subject to the Public Tendering Act.
- 1.6.2 The Tenders shall be opened in the Private Dining Room at The Western Memorial Regional Hospital on the scheduled date and time.
- 1.6.3 Any Tender may be accepted in whole or in part. The lowest Tender may not necessarily be accepted and Western Health reserves the right to cancel the Tender call. Western Health shall not be held responsible or liable for the payment of any costs that are incurred by the bidder in preparing a Tender in response to this invitation to Tender.

2.0 **Product Specifications**

- 2.1 Western Health invites Tenders on Cleaning, Snow Removal & Sanding/Salting of steps and walk ways at a number of sites in the Western Region. Sites included in the Tender are as follows:
 - a. Daniel's Harbor Medical Clinic - Daniel's Harbor
 - b. Cow Head Medical Clinic - Cow Head
 - c. Woody Point Clinic – Woody Point
 - d. Jackson's Arm Medical Clinic - Jackson's Arm
 - e. Hampden Clinic - Hampden
 - f. Population Health Offices, 20 Farm Road - Deer Lake

- g. Population Health Offices, 127 Montana Drive (“The Annex”) - Stephenville
- h. Bay St. George Medical Clinic – 129 Montana Drive - Stephenville
- i. Jeffrey’s Medical Clinic – Jeffrey’s
- j. Lourdes Medical Clinic – Lourdes
- k. Degrau Medical Clinic - Degrau

2.2 Routine Daily Task Requirements

- 2.2.1 Clean all floors, vacuum carpets and clean washrooms daily, Monday to Friday each week, with exception of holidays.
- 2.2.2 Collect and remove all trash & linen bags, sharp containers, paper supplies etc daily, Monday to Friday each week, with exception of holidays. (Replace Sharp Containers when at the fill mark)
- 2.2.3 Clean all frequently touched areas (door knobs, switch plates, registration wickets, etc.) daily, Monday to Friday each week, with exception of holidays.
- 2.2.4 Clean Doctor’s Office/Exam Room furniture, fixtures, and equipment daily, Monday to Friday each week, with exception of holidays.
- 2.2.5 Clean Waiting Room furniture and children’s play toys daily.

2.3 Routine Monthly Task Requirements

- 2.3.1 Clean desks, furniture and equipment in offices monthly.
- 2.3.2 Clean window sills, ledges, heaters and horizontal surfaces monthly.
- 2.3.3 Waxing of floors shall be done monthly.

2.4 Spring/Fall Task Requirements

- 2.4.1 All cupboards, shelves and storage cabinets shall be cleaned twice per year, (Spring and Fall).
- 2.4.2 All walls, windows inside and outside, doors and frames and light fixtures shall be cleaned twice per year, (Spring and Fall).
- 2.4.3 Hard floor refinishing (strip and wax) shall be done twice per year, (Spring and Fall).
- 2.4.4 Complete carpet extraction including entrance mats and runners shall be done four (4) times per year.

2.5 Additional Requirements

- 2.5.1 Removal of snow and application of sand/salt shall be done before the start of normal working hours as required near entrances and emergency exits in addition to any accumulation requested by the site staff. (**Note:** Parking Lot is done separately).
- 2.5.2 All ceilings shall be spot washed once per year.
- 2.5.3 A Certificate of Conduct is required from the RCMP / RNC indicating the person or persons is in good standing for those who will be involved in doing any work under these services. A list of names & a Certificate of Conduct must be provided for **ALL PERSONS** doing any work.
- 2.5.4 In keeping with legislative requirements of the province of Newfoundland and Labrador, it must be understood that in the course of performing their assigned duties, individuals providing cleaning / maintenance services may become aware of confidential information relating to Western Health's clients/patients/residents, employees or overall operations. It is the responsibility of these contracted staff as well as the employer to ensure that all information ascertained in the course of providing services under the terms of this contract is kept confidential. Any failure to do so may result in financial penalties or the cancellation of the contract in its entirety.

It is the responsibility of the employer to ensure that individuals providing cleaning / maintenance services are aware of their responsibilities in this regard and sign the attached Oath / Affirmation of Confidentiality. (Appendix A)

Any access, use or disclosure to Western Health's information must be reported directly to Western Health for possible investigation and follow up.

- 2.5.5 The successful vendor shall ensure that all cleaning staff complete and sign a Task Sheet confirming that all tasks required under this tender were completed at the required times. (Appendix B)
- 2.5.6 All cleaning equipment including mops, scrubbers, buckets and vacuums are to be supplied by the contractor. Western Health will only supply cleaning products, floor refinishing products, paper products and trash bags. All disinfectants, hand cleaners, and floor cleaners will be provided by Western Health in accordance with Infection Control & CSA Standards / Guidelines.
- 2.5.7 The handling & storage of all Biomedical Waste must be done in accordance with CSA Standards as outlined in Western Health Biomedical Waste Policy # 3-02-60. The section pertaining to the Collection/Color Coding and Intermediate Storage Area of Biomedical Waste is attached as Appendix C.
- 2.5.8 All staff providing cleaning services as part of this tender are required to attend a one day in-service that will be provided at no cost by Western Health. Vendors will be responsible for all travel, accommodations and meals that may be associated with attending this in-service. The in-service will be provided by Western Health's Infection Control Department, in conjunction with the Environmental Services department, and will provide information on the proper cleaning methods required within this tender.

3.0 Presentation

3.1 Presentation

A presentation of the Tender and / or a demonstration of the product / system shall be provided, if requested, at the Vendor's expense.

4.0 Financial Considerations

4.1 All applicable taxes shall be indicated in the Tender.

4.2 Terms of Payment

Payment will be made monthly upon submission of an invoice.

5.0 **Vendor Confirmation** (please sign)

I confirm that our Tender meets or exceeds the specifications detailed in this invitation to Tender. I also confirm that all specifications are included in the quoted price. Any items that are optional are noted accordingly.

Signed _____

Title _____

Company Name _____

Address _____

Phone _____

BID PRICE PER MONTH:

Daniel's Harbor Medical Clinic _____

Cow Head Medical Clinic _____

Hampden Clinic _____

Jackson's Arm Clinic _____

20 Farm Road – Deer Lake _____

127 Montana Drive - Stephenville ("The Annex") _____

Woody Point Medical Clinic _____

Bay St. George Medical Clinic – Stephenville
(129 Montana Drive) _____

Jeffrey's Medical Clinic _____

Lourdes Medical Clinic _____

Degrau Medical Clinic _____

TENDER CHECKLIST

TENDER #0171-1202

DID YOU INCLUDE

HAS TENDER SUBMISSION BEEN SIGNED	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF REQUIRED TENDER DOCUMENTS	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF BROCHURES (IF REQUESTED)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF WCB LETTER OF GOOD STANDING (IF REQUIRED)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
COPY OF PROOF OF INSURANCE (IF REQUIRED)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
AMOUNT OF TAX NOTED ON REQUEST FOR QUOTATION FORM	Yes <input type="checkbox"/>	No <input type="checkbox"/>
OPTIONAL PRICING FOR TRAINING INCLUDED	Yes <input type="checkbox"/>	No <input type="checkbox"/>

NOTE: TENDER RESPONSES MAY BE REJECTED IF YOU ANSWER “NO” TO ANY OF THE ABOVE QUESTIONS.

APPENDIX "A"



OATH / AFFIRMATION OF CONFIDENTIALITY

I, _____, of _____, solemnly
(Print Name) (City, Town, Province of Residence)

Swear / Affirm [**check one**] of the following:

All clients/patients/residents/staff under the care/employment of Western Health have a right to have their personal information/personal health information treated as confidential.

I commit to hold in confidence all personal information/personal health information even after my employment/affiliation with this organization/company ends.

I recognize that in the course of performing my assigned duties of _____, I may become aware of confidential information related
(Applicable Duties, e.g. Cleaning or Maintenance)
to Western Health's clients, patients, residents, employees, or overall operations. It is my responsibility as an employee of _____ to ensure that any and all
(Name of Company)
information of which I may become aware in the course of performing my assigned duties is kept confidential.

I understand that misuse, failure to safeguard or the disclosure of confidential information without the appropriate approval may be cause for disciplinary action up to and including:

- termination of my employment / contract for service
- civil action / criminal prosecution

Printed Full Name: _____

Signature: _____

Date: _____

APPENDIX "B"

ENVIRONMENTAL SERVICES TASK SHEET

Routine Daily Task Requirements

Cleaned all floors, vacuum carpets and cleaned washrooms. Yes ___ No ___

Collected and removed all trash & linen bags, sharp containers and paper supplies.
(Replaced sharp containers when at the fill mark) Yes ___ No ___

Cleaned all frequently touched areas(door knobs, switch plates, registration wickets, etc.) Yes ___ No ___

Cleaned Doctor's Office/Exam Room furniture, fixtures, and equipment. Yes ___ No ___

Cleaned Waiting Room furniture and children's play toys daily. Yes ___ No ___

Routine Monthly Task Requirements

Cleaned desks, furniture and equipment in offices. Yes ___ No ___

Cleaned window sills, ledges, heaters and horizontal surfaces. Yes ___ No ___

Waxed floors. Yes ___ No ___

Spring/Fall Task Requirements

Cleaned all cupboards, shelves and storage cabinets. Yes ___ No ___

Cleaned all walls, windows inside and outside, doors and frames and light fixtures. Yes ___ No ___

Refinished hard floors (strip and wax). Yes ___ No ___

Completed carpet extraction including entrance mats and runners. Yes ___ No ___

Additional Requirements

Removed snow and applied sand/salt. Yes ___ No ___

Spot washed all ceilings. Yes ___ No ___

Name: (Please sign) _____

Date: _____

APPENDIX “C”

Collection/Color Coding:

Staff Handling Biomedical Waste Must:

1. Identify and contain biomedical waste at the point of use (Biomedical sharps – needles must not be recapped).
2. Place human anatomical waste in a rigid and leak resistant container that is color-coded red.
3. Place microbiology laboratory waste in a waste container that is color-coded yellow.
4. Place contaminated sharps and uncapped used needles in sharps containers that are conveniently accessible.
 - a) Fill Sharps containers to no more than three-quarters of their useable volume or to the fill line.
5. Contain liquid biomedical waste at the source of origin:
 - a) In sealed, single-use containers before being placed in a waste container that is color-coded yellow.
 - b) Where means of containment in items (a) is considered inappropriate, the disposal of such liquids into sanitary sewers must conform to Municipal bylaws and Provincial regulations and legislations.
6. **Cytotoxic Waste:** Cytotoxic waste and associated contaminated materials, eg. needles, syringes, tubing, etc. must be separated from general waste and discarded into designated cytotoxic waste containers. Then waste must be disposed with Biomedical Waste. (In the event of cytotoxic spill – contact the Environmental Services Department at your site.)
7. General nonanatomic biomedical waste and biomedical sharps must be placed in yellow containers with appropriate markings.