REQUEST FOR PROPOSALS

Property Maintenance and Management Services

I Introduction

The Regional District of Nanaimo is requesting proposals from qualified building management service providers for the management of maintenance and other related services for its facilities located at 6300 Hammond Bay Road, Nanaimo, BC as well as certain off site premises in the City of Nanaimo.

A proponents meeting is a requirement of any submission. Please refer to the details under Section VI – Proposal Evaluation.

II Description of Locations

Two buildings are located at 6300 Hammond Bay Road. One building consists of a membrane roofed, wood framed, cedar and stucco faced Administration building, which includes meeting and office space of approximately 19,000 square feet over two floors housing 55 staff. A second building consists of a flat roofed two-storey cement block combined office premises/motor vehicle (transit buses) shop housing 13-15 regular staff, but serving a total workforce of about 55 persons daily. Two trailers of approximately 800 square feet each are also located adjacent to the transit offices. The buildings are located on a heavily treed property. Landscaping around the perimeter of the main Administration building consists largely of evergreen plantings including numerous rhododendrons and level grassy areas. The Transit building has limited landscaping consisting of a small grassy area on one side of the building. The property is bordered by a public sidewalk on two sides. Both buildings are approximately 32 years old and are in good condition.

In addition to the site on Hammond Bay Road, exterior site cleaning and interior janitorial services are required for a Transit bus exchange in downtown Nanaimo on Prideaux Street. The drivers’ respite area is approximately 350 - 400 sq. ft. and requires interior cleaning/janitorial services. The balance of the site is used for a passenger exchange requiring litter pickup and maintenance of hard surfaces on shelters.

III Requirement and Scope of Work

The service provider will be expected to provide a full range of building maintenance and management services. These services include but are not limited to:

- Cleaning/janitorial services for staff offices, meeting rooms, washrooms and lunchrooms
- Security (including regular patrols and offsite alarm monitoring)
- Grounds maintenance/snow removal
- Minor interior fabric maintenance
- Heating, ventilating and air conditioning (HVAC) maintenance
Electrical lighting
Fire and safety
Plumbing
Elevator Maintenance
Generator Maintenance

More specific, but general in nature, descriptions of the requirements for each of the above noted services are outlined in Appendix B. The Regional District wishes to ensure a scent free/allergen free workspace as much as possible. Proponents will be required to verify and ensure that environmentally sound cleaning products are used wherever practical and reserves the right to inspect products on demand.

The firm must demonstrate its ability to deliver very competitive rates for the above noted services. This would be evidenced in part by tender document templates and documented tendering procedures which will ensure that the Regional District obtains the best value for the services requested. All contracts will be administered and paid for by the proponent – the Regional District wishes to be billed on an all inclusive basis. The Regional District will entertain risk sharing proposals which offer additional cost savings on actual services.

Of particular interest to the Regional District is the ability of the firm to demonstrate pro-active management of Regional District assets by assisting in the development of annual upgrade and maintenance projects with appropriate budgets. Further, the Regional District seeks a firm capable of providing project management support for more complex repair and upgrade projects. Demonstrated familiarity with building codes and construction techniques and materials is essential.

The Regional District is seeking evidence from proponents that they can satisfy the following experience requirements:

a) show proof that in the last 24 months they have held a government or private sector contract of the type and size described in this request for proposal and have satisfactorily completed the contract
b) have been employed in the type of service being proposed and can provide references as to their satisfactory performance
c) can adequately demonstrate that they have the ability to provide the necessary expertise and resources to satisfactorily complete the contract

The Regional District expects to enter into an initial two year contract with two, two year extensions, subject to an annual evaluation of the firm’s performance.

IV General Provisions

The Regional District of Nanaimo reserves the right to reject any or all proposals for any reason or to accept any proposal in whole or in part on the basis of proposals received, which the Regional District in its sole unrestricted discretion deems most advantageous to itself. The lowest or any proposal may not necessarily be accepted. The proponent acknowledges the Regional District’s rights under this clause and absolutely waives any right of action against the Regional District concerning the Regional District’s failure to accept its proposal or any proposal whether such right of action arises in contract, negligence, bad faith or any other cause of action. The acceptance of any proposal is subject to budget funds being available, as well as the approval of
the Regional Board or alternatively the employee of the Regional District having authority to accept the proposal.

The Regional District makes no representation or warranty, either express or implied, with respect to the accuracy or completeness of any information contained or referred to in this Request for Proposal. Each proponent is solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the Request for Proposal and to prepare and submit their proposal. The Regional District will not be responsible for any loss, damages or expenses incurred by a proponent as a result of any inaccuracy or incompleteness in this Request for Proposal, or as a result of any misunderstanding or misinterpretation of the terms of this Request for Proposal by any proponent.

Unless otherwise requested in writing, a proponent must not contact or communicate with any elected or appointed officer or employee of the Regional District other than Ms. Maureen Pearse, Senior Manager of Corporate Administration in relation to the proposal prior to the award of such proposal as outlined herein. Any such communication will result in disqualification of the proposal from further consideration.

Proposals may be withdrawn before the closing time and date noted herein, provided that notice to withdraw is received by the designated Regional District contact person noted herein, at least 24 hours prior to the closing time and date. A facsimile of notice to withdraw will be accepted if sent to 250-390-4163 to the attention of Ms. Maureen Pearse. Proposals are irrevocable after the closing time and date.

Proposals must remain valid for sixty (60) days following the closing time and date.

The Regional District of Nanaimo is subject to the provisions of the Freedom of Information and Protection of Privacy Act. Therefore, while Section 20 of the Act does offer some protection for third party business interests, the Regional District cannot guarantee that any information provided to the Regional District can or will be held in confidence.

V Proposal Submission

Proponents must submit the following documents in the following order – proposals will be evaluated in part on adhering to these instructions:

1. Cover letter indicating your understanding of the requirements of the Request for Proposal and identifying the primary contact for the contract. The letter must be signed by an authorized company representative.

2. Curriculum vitae of the contract manager including name, contact information, years of experience, specific technical qualifications and three recent contract references.

3. At least three recent references from similar sized/type clients including current contact information. Outline for each client:
   - Type of service provided
   - Number of years services have been provided
   - Square footage of facility(s)
   - Age of facility(s)
   - Approximate annual cost of services provided (excluding management fee)

4. At least two examples of special projects (ie. tendering/replacement of major building components such as HVAC) completed in the last five years:
• Type of project
• Original budget and final cost
• Name and contact information of the client

5. Copy of standard tender template and tendering procedure.

6. Estimates of cost for the following services for the first year (quote prices separately for each component shown):
   • Janitorial services – Administration Building/Transit Offices/Transit Exchange
   • Grounds maintenance – Administration Building/Transit Offices/Transit Exchange

7. Fee proposal (quote prices separately for each component shown):
   • 2007 – Management Services/Annual Asset Maintenance Report
   • 2008 – Management Services/Annual Asset Maintenance Report

Fee proposal should contract be extended for two additional years:
   • 2009 – Management Services/Annual Asset Maintenance Report
   • 2010 – Management Services/Annual Asset Maintenance Report

8. Briefly describe your proposed billing process.

VI Proposal Evaluation:

Proponents must attend a mandatory site meeting scheduled for Friday, December 15, 2006 at 1:00 pm.

Proposals in sealed envelopes marked “Property Management Services” will be received at:
   Regional District of Nanaimo
   Corporate Administration
   6300 Hammond Bay Road
   Nanaimo, BC
   V9R 6N2

up to 1:30 p.m., January 15, 2007.

Any proposal received after this time will not be considered. Faxed responses will not be accepted.

Proposals will be evaluated generally as follows:

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<td>Contract Manager</td>
<td>10%</td>
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<td>Special Projects</td>
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<td>Overall Service Provision</td>
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<td>(references/scope of services/procedures)</td>
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VII Additional Information

For any additional information regarding this proposal request, please contact Maureen Pearse, Senior Manager of Corporate Administration at (250) 390-4111 or 1-877-607-4111.
APPENDIX B
REQUEST FOR PROPOSALS
PROPERTY MANAGEMENT SERVICES DESCRIPTION OF SERVICES

Cleaning/Janitorial

Includes daily cleaning of the Administration Building and specified areas of the Transit Offices:

RDN Office Building: hard surfaced floor maintenance, vacuuming, carpet cleaning (extraction once per year, traffic lanes 3 times per year), dusting horizontal surfaces, dusting of walls (once per year), windows (twice per year) and doors, and daily (during business days) hygienic cleaning of washrooms (including refill supplies of paper towels, toilet paper, soap and lamps) and lunch room. Dishes from the Board Chambers and Committee Room to be put in the (lower floor) dishwasher. Dishes from the staff room to be put in the (second floor) dishwasher.

Transit Building and two Trailers: as above except only in these specific areas: First and second floors of office areas including all washrooms (including refill supplies of paper towels, toilet paper, soap and lamps) and break areas. Additionally, daily cleaning of the Supervisor’s office and shower in vehicle bay area.

Transit Bus Exchange/Respite Area: generally clean the bus exchange (schedule to be determined) by sweeping/removing debris, clean benches, clean glass on bus shelters, hose areas with water once per week. Daily hygienic cleaning of washrooms and break area, remove garbage, refill supplies including paper towels, toilet paper, soaps and lamps; project cleaning once per year, including light fixtures, diffusers, door grills, strip/seal finish floors.

Cleaning Inspections: minimum of one formal inspection per month of all locations.

Security

Security services will include daily system monitoring and key runner service including the set up and amendment of swipe cards and security codes for all staff. The service will also include regular standing patrols of the property at Hammond Bay Road consisting of three visits per day on weekends by a security guard and one visit by security guard each night.

Grounds/Snow Removal

Grounds: mow lawns and prune shrubs once per week as seasonally required. Sweep parking lot and road entrances to Administration parking lot once every two weeks for six months (generally end of September to end of April each year) and once a month in remaining months. Litter maintenance once per week (in addition to janitorial daily pick-up at entrances). Major pruning of planting will be at extra cost to RDN.

Snow Removal: clear snow from walkways and parking lot around the Administration Building and City sidewalks, apply ice control pellets (sand on street side sidewalks) to sidewalk areas in icy conditions. The work will generally be carried out and completed prior to the start of work each business day, but will also be done as conditions demand during business days.
Fabric Maintenance

Will consist of minor repairs to door closers, door locks and hardware, melamine or plastic laminate repairs and minor ceiling tile replacements when conducted by the service providers’ staff on regular visits to the building. When necessary, procure contracted resources for such repairs or replacements. Carry out inspections of roofing drainage system regularly, especially through the rainy season and clear out plugged roof drains as deemed necessary.

HVAC Maintenance

Will consist of filter changes, belt changes, equipment lubrication, documentation of the above maintenance and chiller system start-up and shutdown. The Regional District (Administration Building only) utilizes a Delta (Energrated Systems) electronic Direct Digital Control (DDC) system to monitor and control the building mechanical systems for space temperature comfort and energy conservation. A high speed LAN communicates control signals through an on-board RS-485 LAN port. Programming is implemented using a General Control Language (IgraphW.exe software). The proponent will monitor, using an offsite computer terminal, thermostatic conditions and render such adjustments to controls as necessary to optimize performance and minimize air quality complaints to the extent that the HVAC equipment and controls will reasonably perform. Procure as necessary resources to perform major repairs and replacements to motors, controls and associated drive mechanisms.

Electrical

Includes replacement of interior lamps and ballasts and replacement of interior devices such as lighting switches and receptacles. Procure as necessary resources to replace exterior lighting ballasts, circuit breaker and fuse replacements, panel board repairs, feeder or branch circuit replacements and control(s) replacements.

Fire and Safety

Includes inspection and servicing of safety equipment such as fire extinguishers, fire alarm system and emergency lighting as per code requirements. Procure necessary resources to replace major system components.

Plumbing

Includes faucet washer replacements, clearing plumbing blockages within the confines of the building perimeter with plunger or snake devices. Procure necessary resources to clear major blockages, replacement of fixtures and valves.

Elevator Maintenance

Includes inspection and regular maintenance as per code requirements.

Generator Maintenance

Includes regular monthly testing and regular annual inspection as required.
Window Cleaning

Exterior washing of windows twice per year for all buildings at the Hammond Bay Road location.

Other Fee Related Services

Annual Maintenance/Asset Management Plan

Review the building assets annually and provide a list for budgeting and planning purposes, of special maintenance projects which will maintain the integrity of the building and improve its life cycle with particular emphasis on energy efficient performance.

Special Projects

Includes assistance with more complex repairs such as roofing, ventilation and interior renovations. Includes providing assistance with project development, costing and supervision. These services would be negotiated separately from the property management services above.