
APPENDIX A REQUIREMENTS AND RESPONSIBILITIES

1. Requirements

The Supplier(s) shall supply Janitorial supplies, as identified in Annex A (provided as a separate Microsoft Excel file), from April 15, 2012 to March 31, 2015 on an as and when requested basis to the University of Victoria. All products are to be of the highest quality. Products received may be subjected to laboratory analysis by the designated UVic laboratory.

In the event the Supplier(s) is unable to provide a requested item within the specified time period, UVic may obtain the item from another supplier.

2. Specifications

All specifications are for functional equivalents to the stated supplier/manufacturer product codes in Annex A . Determination of functional equivalents rests solely with UVic. Suppliers are encouraged to supply product data (specification sheets) or an initial product sample to assist FMGT in assessing/determining functional equivalents. UVic is not required to evaluate any/all products and reserves the right to make a conditional award subject to 90 days in use product evaluation(s) at selected sites.

All volumes provided in Annex A are estimates based on previous history. The volumes are to be considered estimates only, and are subject to change.

The successful Proponent(s) may be required to price the products listed in Annex B using the same discount structure/pricing formula used in pricing items in Annex A. Proponents are to also provide a list of the janitorial and green supplier manufacturers that they have access to through their distribution network.

3. Supplier Responsibilities

The Supplier will:

- a) Supply janitorial supplies on an, if, as and when requested basis at the quoted prices to the locations specified by Facilities Management (FMGT), Residence Services (RESS), or any other University user. Currently, UVic has 46 locations that are overseen by FMGT throughout the Gordon Head Campus and 22 locations overseen by RESS. Locations may be added during the term of the Agreement;
- b) Provide products that comply with local, provincial and federal approvals for their intended use through certification like Canadian General Standards Board (CGSB);
- c) Ensure all WHMIS controlled products are appropriately labelled;
- d) When requested or required by law, provide a copy(ies) of the Material Safety Data Sheet (MSDS);
- e) Provide updated published catalogues (number of copies to be specified by UVic) or online shopping cart and ordering system with prices for all products covered by this RFQ for the duration of the Agreement;
- f) Work with UVic in replacing non-green products with Green Seal or EcoLogo Certified products which meets or exceeds the non-green product's functional requirements and are financially reasonable;
- g) Meet with UVic Purchasing Services, FMGT and/or RESS before the Agreement commences and on an annual basis thereafter;
- h) Provide at least thirty (30) days written notice of any proposed price changes for the subsequent year prior to the Agreement anniversary date and submit evidence showing the price adjustment is required;
- i) Provide an annual report identifying the products used and quantities;
- j) Provide receipts at time of transaction;
- k) Reduce packaging and where possible remove packaging prior to shipping;
- l) Invoice on a monthly basis. Each invoice is to provide a breakdown of supplies and/or services, inclusive of a list of materials and labour, the quantities for each item, unit of measure, and unit prices and/or hourly rates. Payment term is Net 30 Days;
- m) Ensure adherence to University designated traffic routes and areas restricting vehicular travel when accessing buildings;

- n) Pay for parking charges when on UVic campus; and
- o) Adhere to the agreed upon terms and conditions, such as but not limited to:
 - i) warranty period and coverage;
 - ii) return policy; and
 - iii) process for handling back order.

On Campus Responsibilities (When applicable)

The Supplier shall fully comply with:

- i) UVic Policies and Procedures, such as but not limited to:
 - 1. Discrimination and Harassment Policy
(http://www.uvic.ca/shared/shared_usecdocs/policies/GV0205_1150_.pdf),
 - 2. Parking Policy
(http://www.uvic.ca/shared/shared_usecdocs/policies/BP3205_6800_.pdf),
 - 3. Occupational Health and Safety Policy
(http://www.uvic.ca/shared/shared_usecdocs/policies/SS9200_3250_.pdf),
 - 4. Violence and Threatening Behaviour Policy
(http://www.uvic.ca/shared/shared_usecdocs/policies/SS9105_1125_.pdf), and
 - 5. University Smoking Policy
(http://www.uvic.ca/shared/shared_usecdocs/policies/AD2405_6450_.pdf);
 - ii) Applicable health and construction safety legislation, including without limitation the Workers Compensation Act and any WorkSafeBC regulations; and
 - iii) UVic Workers' Compensation, Indemnity and Insurance requirements; and
- a) Construction Site Responsibilities (When applicable)

Prior to delivery, the Supplier will contact the designated Prime Contractor to schedule access to the UVic construction site.

4. UVic Responsibilities

The University of Victoria will:

- a) Work with the Supplier in identifying Quick Ship Stock items;
- b) Meet with the Supplier prior to commencement of the Agreement and on an annual basis;
- c) Provide contact information for deliveries to an UVic site; and
- d) Notify the Supplier of any changes in UVic policy(s) or procedures that will impact the Supplier's ability to meet their obligations.

APPENDIX B

APPENDIX C EVALUATION CRITERIA MATRIX

Proposals meeting the Mandatory Requirements (section 3.1) will be further assessed against the following desirable criteria. Further details about each criterion and their respective factors are provided in the next pages of this Appendix C.

Criterion	Factor	Points	Minimum Score
A. Corporate Capability and Capacity	<ul style="list-style-type: none"> - Corporate profile <ul style="list-style-type: none"> o Published Company Profile & Other Business Names o Financial Stability o Years of Experience Providing Requested Products o Office Locations, Services Provided and Hours of Operation o Warehouse Facilities Capacity - Relevant Experience and references provided - Designated Account Manager 	20	N/A
B. Business Processes and Reports	<ul style="list-style-type: none"> - Online ordering capability - Availability of Training - Delivery within two (2) business days - Communication Process for Delayed Shipments - Emergency Request Process - Warranty Claim Process and Warranty Period and Coverage - Back Order Process - Returns and Refunds Process and Policy - List of Reports - Availability of on-line and/or Client Specific Catalogue 	20	N/A
C. Corporate Sustainability	<ul style="list-style-type: none"> - Quality, availability and variety of green products that support UVic sustainability goals - Recycling of Shipping Containers and Packaging - Sustainable Practices - Compliance with Environment Management Act/BC Recycling Regulation 	20	N/A
D. Costs and Benefits	<ul style="list-style-type: none"> - Costs - Pricing for Non-Specified Items - Business Volume Royalty - Subsequent Years Pricing Factors - Other Benefits 	40	N/A
TOTALS		100	

A. Corporate Capability and Capacity

Criterion

The evaluation team will be assessing the Proponent’s corporate capability and capacity to provide the requested products. In the particular, the evaluation team will be considering the Proponent’s company background, financial stability, its capacity, and its experience in providing the specified requirements to institutional organizations. Higher scoring shall be given to Proponents with five (5) or more years of providing the requested products and with local representation. Higher scoring will also be given to Proponents with relevant experience and references from similar sized institutional organizations. The designated account manager and the proposed back-up should have a minimum of 2 years handling the requested products.

Proposal Submission Requirements

To assist the evaluation team's assessment of each Proponent's capability and capacity, Proposals are to provide the following information:

1. Corporate Profile which includes:
 - a) Published company profile and statement on any other name(s) Proponent is, or has been, doing business under;
 - b) Two (2) most recent annual reports, audited financial statements or unaudited financial statements accompanied by a statutory declaration signed by an authorized official;
 - c) Number of years providing the requested products;
 - d) Office/warehouse locations and , if applicable, services provided and hours of operations at each location in the Greater Victoria area;
 - e) Total capacity of all warehouse facilities, and if applicable, the capacity of warehouse facilities in the Greater Victoria area;
2. Description of your experience providing the requested products to Universities, schools, or other institutional organizations. Using the Proponents References Form (Appendix E), provide three (3) references for similar requirements including the start and end dates of when the products were provided and whether the products were provided under contract or on an ad hoc basis; and
3. Description of the proposed designated account manager and the designated back-up including their qualifications and number of years experience.

B. Business Processes and Reports

Criterion

For this criterion, the evaluation team will be considering the Proponent's processes for training UVic personnel as well as delivery within 2 business days, for quality control, communications, emergency requests, warranty claim, back orders, returns and refunds. Consideration will also be given for report availability and quality of client activity report and the ability to provide on-line ordering and/or client specific catalogue.

Proposal Submission Requirements

Proponents are to provide a:

1. Description of the on-line ordering system and/or client specific catalogue.
2. Description of training for UVic personnel
3. Description of the quality control procedure used to ensure customer satisfaction and to maintain delivery schedules;
4. Description of their process for communicating delays in shipping/delivery due to unforeseen circumstances;
5. Description on how requests for outside the regular hours of operations are handled. The process should provide contact information and the call out rate, if applicable;
6. Description of their damage claim process;
7. Description of their warranty claim process and the warranty period and coverage for the requested products and/or services;
8. Description of their return and refund process and policy;
9. Description of how back orders are processed;
10. Description of their process for resolving conflicts. Indicate whether this conflict resolution process has been previously tested and if tested, describe the circumstances this process was tested in;
11. List all reports available to clients. Provide a sample of your client activity report; and

C. Corporate Sustainability

Criterion

In evaluating this criterion, the evaluation team will be taking into consideration the Proponent's quality, availability and variety of green products that support UVic sustainability goals, provision for recycling and removing packaging and debris, sustainable practices and compliance with the *Environmental Management Act* – British Columbia Recycling Regulation.

Proposal Submission Requirements

Proponents are to state how they plan to provide green product and the process for introducing new items as well as to process used to recycle shipping containers and packaging. Proponents are to also indicate all items eligible for recycling and state credits available towards new item purchase of like kind. Proposals should include any pertinent information in reference to any sustainable practices of the Proponent. Lastly, Proponents are to specify on how they intend on carrying out compliance requirements for where levies are applied for recycling of identified product categories under the *Environmental Management Act* or British Columbia Recycling Regulation.

D. Costs and Benefits

Criterion

In evaluating this criterion, the evaluation team will be taking into consideration the costs for the products identified in Annex A.

The lowest costs will be awarded the highest number of points. The other Proposals will be assigned point based on the dollar value of their relationship to the lowest cost proposed. Their score will equal the lowest cost divided by the proposed costs, times the allocated points for price.

$$\text{Points Awarded} = (\text{Lowest Cost} / \text{Proposed Cost}) * \text{Maximum Points Available}$$

The evaluation team will also assess:

1. the discount structure / pricing formula used for products not listed in Annex A;
2. the Proponent's proposed business volume royalty;
3. the factors a Proponent will use in calculating their pricing for subsequent year; and
4. other benefits being offered, such as early payment incentives, employee/student discount program, etc..

Higher scoring shall be given to Proponents who proposes:

1. the same discount structure/pricing formula for products not specified on Annex A;
2. a royalty that is attainable and advantageous to the University;
3. proposes using CPI for Victoria percentage change from previous year in determining pricing for the subsequent year; and
4. other benefits that are advantageous to the University.

Proposal Submission Requirements

Proponents are to provide their firm fixed pricing for the specified products using Annex A. Pricing is to be F.O.B UVic and HST extra. The successful Proponent(s) may be required to price the products listed in Annex B using the same discount structure/pricing formula used in pricing items in Annex A. Proponents are to also provide a list of the janitorial and green supplier manufacturers that they have access to through their distribution network. Also, they are to provide the catalogue number, date, and the discount structure / pricing formula used in pricing Annex A. If different, Proponents are to state their discount structure / pricing formula for products and/or services not listed in Annex A or Annex B. Proponents are to include copies of the Proponent's or the manufacturers' price list/catalogues the discount structure/pricing formulas will be applied on for the contract term in their Proposal.