

Mandatory and Point-Rated Evaluation Criteria
Sol. No. 23137-104715/A

1	MANDATORY CRITERIA AT SOLICITATION CLOSING	YES	NO	
a)	Experience: in the field of Janitorial Services for a facility of similar size.			
2	TECHNICAL EVALUATION CRITERIA Bids will be evaluated on the basis of the following criteria. Bidders are advised to address each area in sufficient depth to show clearly how effectively the work could be done. Bids, which do not give sufficient information, will be considered non-responsive. It is recommended that bids be submitted following the format below (numbering / headings). The technical bid should include, but not necessarily be limited to, the following points.	WEIGHT	RATING MAXIMUM 10	TOTAL POINTS (WEIGHT x RATING)
2.1	ORGANIZATION AND MANAGEMENT		To Be Completed by Federal Government Evaluation Team	
a)	Performance of Work: Describe how the Bidder will perform all services as specified in the Statement of Work (Annex A); provide an outline of how the services will be managed.	5		
b)	Bidder's Overall Organization: An organization chart for the Bidder; Key personnel position/title(s) and length of time in the current position; briefly outline roles and responsibilities.	3		
c)	Team assigned to the Contract: List staff that would be assigned to carry out the Work under this Contract. The number of personnel should be broken down to reflect the number of supervisors/cleaners, day cleaners, evening cleaners and weekend cleaners. Describe the capacity to provide additional resources, if and when needed.	5		
d)	Resolution of resource /personnel problems: Describe the approach to resolve issues related to quality of service due to poor performance, absenteeism, or other reasons.	4		
e)	Equipment List: Demonstrate ability to supply all equipment required to carry out the work. Provide a list of equipment, including the specifications / technical description, and quantity (number) for each type of equipment. Examples of equipment: vacuums; carpet extractors; floor machines, etc.	4		
f)	Materials and Product List: Demonstrate ability to supply adequate supplies to carry out the work. List the materials and products that the Bidder intends to use to carry out the services, including the brand name and/or manufacturer. Indicate if they are environmentally friendly and specify what "green" standards are met.	4		
(60%)	Maximum: 250 points Minimum Acceptable Score: 150 points	25		

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2.2	HEALTH & SAFETY	WEIGHT	RATING MAXIMUM 10	TOTAL POINTS (WEIGHT x RATING)
a)	Health & Safety Practices: Describe the type of training provided to Bidder personnel and the performance monitoring in place to maintain a healthy and safe working environment concerning equipment, work habits and procedures. Address accident prevention, fire hazards and fire prevention, adhering to National and/or Provincial codes and/or methods prescribed by the authorities having jurisdiction, and protective clothing and equipment.	10		
b)	Health & Safety Training: Provide a list of Bidder personnel and the type of training they have completed. e.g. Health and Safety, WHMIS, First Aid, other (provide details).	5		
c)	Emergency Cleanups: Provide a detailed plan for response to emergency cleanups.	5		
(70%)	Maximum: 200 Points Minimum Acceptable Score: 140 Points	20		
2.3	QUALITY ASSURANCE	WEIGHT	RATING MAXIMUM 10	TOTAL POINTS (WEIGHT x RATING)
a)	Quality Assurance Program: Demonstrate that quality standards described in Annex B will be met by describing the method of maintaining and improving the quality of service. Demonstrate commitment to a quality organization by describing in detail the Quality Assurance Program currently in place, including employee involvement.	8		
b)	Quality Service Training: Describe internal training given to Bidder personnel to ensure delivery of quality service. List and describe any related courses attended outside the organization.	6		
c)	Resolution of Problems: Describe how issues affecting quality of service due to poor performance, absenteeism, and/or other reasons would be resolved.	6		
(70%)	Maximum: 200 Points Minimum Acceptable Score: 140 Points	20		
2.4	CONTRACTOR'S EXPERIENCE & PAST PERFORMANCE	WEIGHT	RATING MAXIMUM 10	TOTAL POINTS (WEIGHT x RATING)
	Demonstrate the ability to successfully carry out and manage the responsibilities in the Statement of Work; provide evidence that the Bidder has a good track record, has experience in janitorial services, and has proven past performance in this field of work. The Bidder should provide but not be limited to the following information:			

Deleted:

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a)	Industry Experience: Number of years of experience in the janitorial service industry and on facilities of a comparable size / scope.	5		
b)	<p>Project References:</p> <p>The Bidder's experience and past performance will be assessed based on a minimum of two (2) contracts performed for at least six (6) consecutive months within the past three (3) years. References may be a combination of Federal Government contracts and/or other industry contracts.</p> <p>The Bidder's experience, past performance and ability to provide services comparable in size, scope, and complexity to those described will be assessed from references and the project descriptions. The references must be verifiable and current contact information must be provided.</p> <p>If the Bidder currently holds a contract for janitorial services with the Federal Government in the Western Region (AB, SK, MB, NT), the Bidders will be evaluated on that contract plus one other reference. OR, if the Bidder does not have past experience with the Federal Government, then reference checks will be made from two (2) other industry contract references provided.</p> <p>For each reference provided, the Bidder should provide the following information:</p> <ul style="list-style-type: none"> • Name of client organization or company • Name, title, telephone number and facsimile number of contact • Description of project/contract • Approximate size in square meters of the cleanable area of the project/contract • Location of the project/contract • Value of the project/contract • Performance period of the project/contract 			
	i) Reference #1	10		
	ii) Reference #2	10		
(60%)	Maximum: 250 Points Minimum Acceptable Score:150 Points	25		
2.5	SUPERVISOR (S) EXPERTISE & EXPERIENCE	WEIGHT	RATING MAXIMUM 10	TOTAL POINTS (WEIGHT x RATING)
a)	Supervisor's Experience: Describe the qualifications, training and experience that the Bidder looks for when assigning and/or hiring a supervisor.	10		

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b)	Supervisor's Performance: State how performance problem(s) would be identified. What factors would indicate that the on-site Supervisor is not performing his/her duties adequately. State what the Bidder would do to remedy the situation. Include a contingency plan to be followed in the event that the performance of senior personnel falls below the quality standards.	15		
(70%)	Maximum: 250 Points Minimum Acceptable Score: 175 Points	25		
	TOTAL WEIGHTING FACTOR	115		
	MAXIMUM TOTAL POINTS AVAILABLE		1150	
	MINIMUM ACCEPTABLE TOTAL SCORE (60%)			690
	BIDDERS TOTAL TECHNICAL SCORE :			