

## EVALUATION PROCESS

### 1. Proposal Evaluation Process and Criteria

#### 1. General information

- a) This section describes the process NRC will use to evaluate the proposals and determine the successful Contractor.
- b) The evaluation process will have three (3) phases, as described below. Contractors are required to submit the following **PDF packages**:
  - Mandatory Requirements
  - Management/Technical Proposal
  - Financial Proposal

**NO FINANCIAL INFORMATION WHATSOEVER SHALL BE INCLUDED WITH THE MANAGEMENT/TECHNICAL PROPOSAL. THE FINANCIAL PROPOSAL SHALL BE A SEPARATE PDF ATTACHEMENT.**

- c) The Management/Technical Proposal shall be submitted on 8½ x 11 inch single sided paper, minimum font size of 12 points. Unnecessarily elaborate brochures or other presentations, beyond which is sufficient to present a complete and effective proposal are not desired. All information and materials submitted should be relevant to each section and the requirements.

Proposals shall be structured such that each section and area of the proposal is complete and stands alone. The use of cross-referencing within each section to satisfy formal requirements is not acceptable and may render the Proposal non-compliant. Evaluators will only look at information offered under the applicable section to make their assessment.

#### 2. Evaluation Method

NRC will evaluate the proposals based on a weighted percentage system in accordance with the following guidelines:

<b>Management Proposal</b>	<b>25 percent</b>
<b>Technical Proposal</b>	<b>45 percent</b>
<b>Pricing Schedules</b>	<b><u>30 percent</u></b>
<b>Total Score</b>	<b>100 percent</b>

The Proponent receiving the highest total score determining that their proposals offer the best overall value to NRC will be recommended to be approached in order to finalize the details of a contractual agreement for the provision of the required services requested in the RFP. In the event of a tie, the Proponent submitting the lower price for the services will be selected.

#### 3. Types of Evaluation Selection Criteria

For the purposes of this RFP, there are two types of evaluation criteria: "Mandatory and Rated". Failure to meet ALL Mandatory Criteria (MC) will result in the Proposal being

non-compliant and will not be considered further in the Management and Technical Evaluation phase (MR and TR, rated criteria). Once the Mandatory Criteria has been met, the Proposal will be evaluated against the Rated Criteria. Proponent's proposal must score a minimum of 75% of the total points allowed for the "Rated Requirements" for their proposal to be considered further.

Only those proposals that meet all Mandatory Requirements and meet or exceed the minimum total scoring of 75% of the points for the "Rated Requirements" (MR and TR) will then have their financial proposal evaluated.

## **2. Management/Technical Proposal**

### **1. General**

The Management/Technical Proposal shall contain the following elements:

- Title Page
- Table of Contents
- Introduction
- Corporate Background
- Understanding of the Requirements
- Previous Experience on similar work
- Contractor's Senior Team
- Draft Contract Management Plan encompassing the following:
  - Contract Management Plan
  - Site Organization Plan
  - Human Resources Plan
  - Material and Equipment Plan
  - Quality Management Plan
  - Health and Safety Plan
  - Communications Plan
  - Transition Plan
- Appendices
  - Appendix 1 - A completed and signed Request for Proposal form
  - Appendix 2 - Corporate literature
  - Appendix 3 - Resumes and certification requirements

### **2. Description of Proposal Elements**

#### **1. Corporate Background**

- Provide a corporate and strategic organization chart.
- Provide the corporate background and general company description for the prime contractor and all proposed subcontractors. This should illustrate the capability and capacity of the company to successfully undertake the Contract requirements. If the Contractor wishes to include corporate brochures and other supporting documentation with their proposal, then they shall be attached as Appendix .
- Indicate what priority this Contract holds in the corporate business plan and why it is

2. Understanding of the Requirements

- Identify and describe the goals and objectives of the RFP as you understand them. Given the requirements as defined in the RFP, identify and describe some of the issues, challenges and opportunities related to this Service Contract.
- Discuss the key success factors that should be considered in order to address these issues, challenges and opportunities.
- Provide a list of parameters and assumptions that should be considered in the implementation of the Contract.

3. Previous Experience on Similar Work

- Demonstrate experience on contracts of a similar scope by listing at least three previous similar contracts/assignments undertaken within the last five years that are relevant to this requirement. Must demonstrate in having a minimum of five (5) years recent experience in providing janitorial services to large institutional and/or commercial sites with numerous, multi purpose facilities and laboratories of various size which handle hazardous materials and have class 100 and class 1000 clean room facilities.
- Complete the following Table – Relevant Contract Information to provide basic information for each relevant contract/assignment proposed. For each contract listed in the Table, provide in a narrative format, a brief description of the contract objectives and its approach and methodology and the relevance of this experience to the requirements outlined in this RFP.
- Demonstrate that the contracts offered as examples are linked to as many of the key personnel proposed as part of the Contractor’s Senior Team. Contractors must describe the nature of the contributions of the proposed personnel.
- Describe the stability of the workforce on these projects. What was the turnover rate of personnel on these projects?

Table – Relevant Contract Information

Contract Name	Client	Client’s Point of Contact	Client’s Tel. No. and E-mail address	Proposed Resources Who Worked on the Contract	Contract Value	Start/ End Dates

- A minimum of three contracts of similar scope and nature shall be described. However, Contractors may describe as many previous contracts as they feel is necessary in order to adequately describe the experience and qualifications of the Contractor and of the proposed team. References may be contacted.

#### 4. Contractor's Senior Team

- Demonstrate competence, experience, education, qualifications and the ability of the proposed team members to fulfill the requirements of the RFP.
- Provide an organization chart of the team illustrating the individual team members and the relationship among the prime contractor and any strategic partners or subcontractors.
- Identify on the chart the senior member of the Contractor's team who will act as an on-site point of contact.
- Identify a Program Manager who has the relevant experience in projects of similar size, scope and complexity to meet the requirements as described in the RFP.
- Identify all key on-site supervisory personnel reporting directly to the Program Manager including a back-up for the position of Program Manager. Identification of 3 On-Site supervisors and their certification.

**NOTE:** Listing experience without providing any supporting data describing where and how such experience was obtained, or without a contact point for verification, may result in disqualification of the experience for evaluation purposes.

#### 5. Draft Contract Management Plan

- Elaborate in detail the specific methodologies, processes, procedures, materials and equipment to explain how the services in the RFP will be provided.
- The Contract Management Plan shall address but not be limited to the following:
  - Managing the overall contract
  - Creation of a master schedule
  - Inspection, internal controls and audits
  - Administrative processes including record keeping and invoices

#### 6. Draft Site Organization Plan

- Identify the site organization structure including lines of authority and managerial responsibility and accountability for the delivery of all contracted services. Identify the linkage to the corporate and strategic organization and the interrelationship with the Client management structure.
- Identify the Program Manager on the chart and identify the back-up Program Manager as well as the names and functions of each subordinate On-Site Supervisor.

7. Draft Human Resources Plan

- Provide a description of the Contractor's Human Resources Plan and labor practices and policies to include, but not limited to the following:
  - Scope and depth of human resources and labor relations departments
  - Training and resources (manuals, videos, etc.)
  - Pay equity
  - Employment equity
  - Harassment in the workplace
  - Racism and human rights
  - Labor management issues including any Collective Agreement expiry dates
- Provide a complete Staffing Plan with their proposal showing the number of hours allocated for each day, for each building, to provide all specified services. This Staffing Plan shall commensurate with the level of service outlined in the RFP. Also to be included in the plan is the allocation of supervisory coverage. The plan shall also address the following elements:
  - Identify how the Contractor proposes to structure the work team for each specific service site and building
  - Address the necessary training that will be required
  - Describe the plan for replacement of personnel.

8. Draft Material and Equipment Plan

- Provide details of the suppliers/vendors they intend to use.
- Elaborate in detail the type of materials or products and the equipment to be utilized to carry out the requirements identified in the RFP including but not limited to the following:
  - Type of materials and products that will be available for this Contract. Preference will be given to quality materials or products that meet the environmentally friendly criteria, "Green Cleaning".
  - Type and quantity of equipment to be available for this Contract.
  - A complete listing of mechanical equipment, including specifications that will be available to carry out the services.

9. Draft Quality Management Plan

- Elaborate in detail the systems and procedures that will be employed to consistently deliver high quality and services. Provide details of the corporate standards for financial and quality control.
- Identify the methods to be used by the Contractor to train his staff to ensure quality delivery service; and to survey and monitor customer satisfaction and ensure accountability. Survey formats, response standards and an action plan to resolve contentious issues regarding the quality of services should be included.

10. Draft Health and Safety Plan

- Elaborate in detail the Contractor's Health and Safety Plan for its functions as it conforms to applicable legislative standards and policies including, but not limited to the following:
  - Spill management
  - Safe workplace training
  - Specialized training of specific employee
    - ie. Clean rooms, hazardous equipment

- WHMIS training
- Recognized Building Cleaning Programs
- Use personal protective equipment
- Describe in detail the Health and Safety Program or practices currently in place, including training and monitoring of staff performance.

11. Draft Communication Plan

- Detail how the Communication Plan will address how the Contractor will report progress, coordinate deliverables, resolve problems and issues and interface/liaise with the NRC Project Authority. The RFP describes regular reporting requirements in forms of reports and meetings. The Contractor is to describe how these significant reporting requirements will be managed.
- Describe in detail the Contractor's plan to respond to emergency clean-ups during normal working conditions and after hours.

12. Draft Transition Plan

- Describe the methodology to transfer the contract duties to a subsequent contractor. The plan should include, but not limited to the following:
  - Contractor's major mobilization activities
  - Personnel, equipment and materials
  - Site familiarization and training for new staff
  - Co-ordination activities with the NRC Project Authority

## Proposal Evaluation

1. Mandatory Criteria (MC)  
To be compliant and to be considered further in the evaluation, Contractors **must** meet the following Mandatory Criteria:

Reference	Description	Achieved?	Cross Reference To Proposal
MC1	<b>Security Requirement</b> The Bidder must hold a valid Designated Organization Screening (DOS) certification at bid closing.	Yes/No	
MC2	<b>Certifications:</b> Certifications must be properly completed and submitted with the proposal. Certifications required are:  a. Submission of Bid Financial Security b. Proof of maximum insurance coverage currently carried as: 1. Comprehensive General Liability Insurance	Yes/No	
MC3	<b>Site Visit/Inspection Tour:</b> It is mandatory that the Contractor or a representative of the Contractor visit the site and examine the scope of work required and the existing conditions. Proof of attendance form to be signed at the Site Visit and briefing session.	Yes/No	

## 2. Evaluation of Management Proposal (MR)

The following criteria apply to the Management Proposal. The description of the criteria below is provided to illustrate some of the factors that will be used to evaluate the criteria.

REF. #	Evaluation Criteria	Maximum Points Awarded
MR1	<b>Corporate Background:</b> Has an adequate description of the corporate background been provided that is focused on the requirement of this contract? Has the firm had experience in a laboratory environment? Is ownership or corporate control clear? Does the firm have an Ottawa presence?	15
MR2	<b>Understanding the Requirements:</b> Does the contractor have the relevant experience on similar work? How well has the Contractor demonstrated a comprehensive knowledge of all aspects of the work specified and the experience outlined in the RFP? Does the proposal leave issues not or incompletely addressed, such that it is unclear as to how and with what resources the Contractor intends to deliver the service/work in question?  Is the Contractor cognizant of the full extent of the tasks called up in the RFP? If a consortium or sub-contracting approach is proposed, what specific services, functions or activities are affected?	25

MR3	<p><b>Contractor previous Experience on Similar Work:</b> The Contractor should demonstrate that the contracts they have performed in the past are of similar scope and nature. The greater the relevant experience, the more points the contractors will receive. Relevant experience will be assessed against factors such as size, complexity and nature of work.</p> <p>The Contractor should demonstrate that he has had a minimum of five (5) years <u>recent</u> experience in providing janitorial services to large institutional and/or commercial sites with numerous multi- purpose facilities of various sizes as well as having experience in maintaining large laboratory facilities which handle hazardous materials and have class 100 and class 1000 clean room facilities.</p> <p>Submission of 3 references clearly demonstrating the management of cleaning operations described within the RFP.</p>	25
MR4	<p><b>Contractor's Management Team:</b> What are the qualifications of the proposed Proponent's Management Team for managing a contract of this size and magnitude? How much experience does the proposed Project Director and Project Manager have in managing contracts of a similar scope and what was their direct involvement?</p> <p>Did the Proponent clearly describe in detail the structure of the Project Team, the relationship to the Proponent's company, sub-contractors and the relationship to NRC.</p>	10
MR5	<p><b>Contract Management Plan:</b> How well does the Contract Management Plan address the overall requirements identified in the RFP? A key objective of the proposal evaluation process will be to assess whether the proposals are transferable into a comprehensive manageable contract capable of delivering all required services in a professional, effective and economical manner.</p> <p>The Contract Management Plan must address the corporate structure, the manner in which the on-site Management Team will be supported such as technical resources, senior management and administration. As well, the Proposal should address the manner of mobilizing corporate resources to deal with troubleshooting or emergencies and what support or involvement will be provided in the ramp-up of this Contract.</p> <p>The Proposal should address in detail the methodologies for planning, controlling and reporting on services delivered. As well, describe the administration process controls for inspections, financial controls and audits which will be critical success factors for NRC.</p>	25
	<p><b>Total points for Management Proposal:</b></p> <p>Minimum passing points: (75%)</p>	100 (75)

### 3. Evaluation of the Technical Proposal (TR)

The following description of criteria below illustrates some of the factors that will be applied to evaluate the criteria applied to the Technical Proposal.

Ref#	Evaluation Criteria	Max. Points
TR1	<p><b>Site Organization Plan:</b> The Site Organization Plan should address proposed positions, number of staffing, identify if the proposed staff will be on-site or off-site in the form of an organization chart to show the relationships between the Corporate Management, the Project Director, Project Manager(s), Site-Supervisor(s) and sub-contractors. The Proposal should provide a description of the roles,</p>	15

	<p>responsibilities and authority of key personnel regarding decision making, reporting and control framework. As well, describe the roles and terms of reference of key personnel.</p> <p>Address types, methods and frequency of training programs such as technical, health and safety, customer service and possible other related issues to the management and operations for the delivery of services identified in the RFP.</p>	
TR2	<p><b>Human Resources Plan:</b> Does the Human Resources Plan provide a comprehensive overview of the Contractor's policies regarding all aspects of labor law and social issues in the workplace? Is the training program thorough and are adequate resources provided? What is the turnover rate of employees and how is it managed? How well do they replace personnel?</p> <p>Does the Staffing Plan fully identify key managerial and supervisory staff and describe all necessary training of contractor employees? Does the Contractor present a succession plan for key managerial and supervisory personnel as well as for the replacement of other personnel? How does the Contractor plan on structuring the work at each site?</p> <p>Does the staffing plan indicate the number of man hours allocated for each day, for each building to provide all specified services?</p> <p>Are Sub-Contractors identified in the proposal? If so, who are they, what will be their duties and responsibilities and how will they be managed? How close is their business relationship?</p>	25
TR3	<p><b>Material and Equipment Plan:</b> Has a comprehensive listing of the materials, products and equipment, including name and/or manufacturer been submitted? Preference will be given to materials and products that meet the "environmentally friendly" criteria. Has a listing of all mechanical equipment including specifications and quantities listed by site been submitted?</p>	25
TR4	<p><b>Quality Management Plan:</b> How does the Contractor intend to ensure the highest quality possible for work activities and deliverables described in the RFP? What financial and quality control audit programs will be in place? What customer/user satisfaction assurance and complaint rectification process will be in effect?</p>	10
TR5	<p><b>Health and Safety Plan:</b> Does the Proponent have a comprehensive Health and Safety policy and if so, what related information does it contain? Is adequate staff training planned and is it a corporate priority?</p> <p>Describe how workers are notified of job-specific hazards?</p> <p>Describe how sub-contractors' workers are incorporated into your health and safety training and other programs.</p> <p>Describe other programs, activities or information that you believe demonstrates that your company carries out its projects safely and in accordance with all health and safety requirements. What processes or procedures are proposed to identify risk areas and to mitigate their implications to NRC.</p>	15
TR6	<p><b>Communications Plan:</b> How will the Contractor report progress, coordinate deliverables, resolve problems and issues and communicate in general with NRC? Will Key Personnel be available 24/7?</p>	5
TR7	<p><b>Transition Plan:</b> Has the Contractor submitted a comprehensive Transition Plan that details the major milestones, mobilization activities, site familiarization and handover schedules/activities between the present Contractor, as well as coordination requirements with NRC.</p>	5
	<p><b>Total Points for Technical Proposal:</b></p> <p>Minimum Passing Points: (75%)</p>	<p>100</p> <p>(75)</p>