

APPENDIX C – RFP SPECIFICATIONS

1 BACKGROUND

Canada Mortgage and Housing Corporation (CMHC) requires a Vendor to provide snow clearing, snow removal, and salting services for the Granville Island site. Granville Island is a high visibility and high traffic site with a complex road and pathway system, including one-way streets, loading zones, parking lots, pedestrian walkways, bike paths, maintenance yards, and public spaces. The surface profile of the areas to be cleared include stone pavers, asphalt, concrete, and wooden surfaces.

Businesses hours on Granville Island vary from 8 am to 1 am, 7 days a week. Staff and the general public access Granville Island at all times of the day and there is no period when the island is closed to public access. Generally, traffic begins to lessen after 7 pm, when the Public Market closes; however, there is still significant nighttime activity from the many restaurants, theatres, and the occasional festival on Granville Island. The Granville Island Hotel, located on the eastern edge of the island, is open 24 hours a day.

2 WORK LOCATION

The work will be performed at Granville Island, Vancouver, BC and includes all streets, parking lots, walking paths per Appendix E – Maps: Granville Island Snow Removal Plan. The Vendor will also provide the Services to building entrances, accessibility ramps, exterior elevator access points, and wheelchair access points to the following:

- Public Market (Bldg. 2-7)
- Net Loft (Bldgs. 39-41)
- Building 36
- Maintenance Shop (including yard) (Bldg. 59)
- Performance Works (Bldg. 70)
- Waterfront Theatre (Bldg. 93)
- Festival House (Bldg. 89)
- Railspur Alley Studios (Bldg. 33)
- Old Bridge Studios (Bldgs. 33, 34, 58, 59)
- Building 35, 36, 38, 62, 69, 72, 78, 91
- Former ECUAD North Building (Bldgs. 19-22)
- CMHC Public Market Docks (including ramps to docks)
- Sea Village Boardwalk, Stairs, and Ramp
- Waste Collection Areas

The building numbers provided correspond to Appendix “E” – Maps: Granville Island Building Numbers. In general, the Vendor will clear pedestrian walkways along main streets as indicated.

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Areas Excluded in the Services

The Vendor is not responsible to provide the Services to the following pedestrian pathways and work yards:

- Maritime Market and Marina
- Boatyard
- Foreshore Properties
- Granville Island Hotel
- Pelican Bay Marina
- Ocean Concrete
- Kid's Market
- False Creek Community Centre
- Creekhouse
- Arts Club Theatre – Granville Island Stage
- Tennis Courts
- Granville Island Waterpark
- Bridges Restaurant
- Sea Village Docks
- Maintenance Docks for False Creek Ferries and Aquabus
- Pier 32

Tenants are responsible for their own entryways except where noted above.

CMHC reserves the right to amend the Services and locations as necessary upon notice to the Vendor.

3 THE DELIVERABLES

The Vendor will completely clear all snow, slush, and ice from the Streets, Parking Lots, and Walking Paths indicated in Appendix "E" Maps – Granville Island Snow Removal Plan (herein referred to as "Snow Removal") and to building entrances, accessibility ramps, exterior elevator access points, and wheelchair access points indicated in Appendix "E" Maps – Granville Island Building Numbers. The Vendor will provide and apply environmentally friendly ice melt, salt and/or mixture to pedestrian areas, roads, and bike paths (herein referred to as "Salting"), collectively referred to as the "Services".

The Vendor will provide and maintain safe passage for pedestrian and vehicular traffic, always keeping areas free of snow and ice.

The Services along Anderson Street (roadway and walking path) will commence and include the most southern crosswalk at the Seawall.

a) Snow Clearing Procedures

The Vendor will provide all labour, materials, and equipment necessary for Snow Removal and Salting Services. The Vendor will remain on 24-hour standby and automatically respond, by providing Snow

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Removal services when snowfall accumulations exceed 2.0 cm and Salting services when temperatures are below zero or with any signs of ice on Granville Island. The Vendor is expected to monitor the weather situation and inspect the site as necessary whenever the temperature drops below zero. Alternatively, the Vendor will respond as requested and directed by designated CMHC staff.

Response Time: The Vendor will respond and be on site with sufficient crews within one (1) hour of 2.0 cm of snow, or below zero temperatures, or receipt of a phone call from CMHC.

1. When the Services are conducted overnight, they will be completed by 7 am on weekdays and 8 am on weekends.
2. Should snowfall be continuous throughout the day, the Vendor will provide the crews and equipment necessary to continuously clear snow in priority areas (see d) Priority Areas).
3. The Vendor is responsible to provide and display signage warning of hazardous conditions at the entrance to Granville Island until the hazardous conditions are resolved.
4. It is the responsibility of the Vendor to visit the site and assess hazardous conditions.
5. The Vendor will provide flag persons as necessary for traffic control during snow clearing and hauling operations.
6. Prior to the winter season, the Vendor will confirm, with designated CMHC staff, the designated snow piling locations. Should the volume of snow exceed the capacity for the designated location, the Vendor will obtain pre-approval from designated CMHC staff to haul snow off site.
7. CMHC Staff may direct the Vendor to haul snow off Granville Island at any time.
8. Snow must be piled and managed in a safe manner to avoid interfering with pedestrians and vehicles. Note that Granville Island is considered a "pedestrian zone" and care must be paid to pedestrians in all areas of the island.
9. Snow must not be piled over catch basins, drains, and culverts; additionally, all catch basins must be kept clear of snow and ice. Snow must not be piled in a way that blocks roadways, drive aisles, utilities, access cages, entries, and pathways.
10. All roads on Granville Island are one way for vehicles. Any plowing of snow against the flow of traffic will require flagging crews.
11. It is the responsibility of the Vendor to maintain adequate levels of ice melt, salt, fuel, equipment, and other supplies necessary for the performance of the Services.

b) Equipment

The following is a list of approved equipment for use on Granville Island:

- Plow Trucks, Salting Trucks, and Tool Trucks
- Bobcats
- ATVs with plows
- Skid Steer & Pusher
- Backhoes
- Loaders/Excavators (for transfer of snow piles for hauling)
- Tandem dump trucks
- Other equipment as approved by designated CMHC staff.

Use of tracked or wheeled vehicles on any pedestrian pathways or bike paths must be conducted with the utmost care for pedestrians and cyclists. Such equipment must be clearly marked and visible. Signage or flaggers must be used where appropriate.

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At the conclusion of each Service, the Vendor will remove all equipment, supplies, signage, and tools used in the provision of the Services, except where it has been agreed with designated CMHC staff that items may be stored on site in specific locations and quantities. No fuel of any type may be stored in any location on Granville Island.

The Vendor will not leave any equipment idling and/or unattended for any length of time under any circumstance. The Vendor will adhere to the City of Vancouver Street & Traffic Bylaw #2849.

c) Damage to Property

The Vendor will take care not to damage property belonging to CMHC, tenants, and the public on Granville Island; this includes buildings, equipment, landscape, vehicles, and decorative items. Any damage to property which results from negligence during the performance of the Services will be the responsibility of the Vendor. Rectification of damage will be the responsibility of the Vendor and will be at no cost to CMHC. Acquisition of appropriate insurance coverage is the responsibility of the Vendor; please reference Article 4.8 of Section 6 Draft Agreement of the RFP.

It is the responsibility of the Vendor to review the site in advance of the provision of Services to note any parking wheel stops, curbs, landscaping, flower barrels, benches, fixed structures, etc. that may be damaged in the provision of the Services.

Steel cutting edges are not permitted on plows on Granville Island as they may damage the stone pavers which make up a large portion of the roads and paved surfaces on Granville Island.

d) Priority Areas

Granville Island is to be the first and highest level of priority for the Vendor. Within Granville Island itself, **all main vehicle roads (Johnston St, Anderson St, Duranleau St, Cartwright St, and Old Bridge St.) are first priority**, then the following priority list will apply:

1. Public Market
2. Net Loft
3. Railspur Alley
4. Festival House
5. West Parking Lot
6. Lot 73
7. Bridges Parking Lot
8. Old Bridge Parking Lot
9. All other buildings
10. All other parking lots and stalls

Refer to Appendix "E" – Maps: Granville Island Snow Removal Plan.

CMHC reserves the right to alter the priority list at any time.

e) Reporting

Within 48 hours of providing the Services, the Vendor will submit to the designated CMHC staff a Report detailing the Services provided including time-in and time-out of crews, the location serviced,

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labour/equipment hours assigned to site, type of labour/equipment assigned to site, any removal of snow for disposal, and the amount of salt/ice melt applied. A copy of the report should be submitted with the Vendor's invoice.

Reporting will be included in the cost of the Services; no fee will be charged by the Vendor for providing the reports to CMHC.

4 TRAVEL

No travel is required in the course of the contract and no compensation will be awarded to the Vendor for any travel cost incurred.

5 SECURITY

Employees of the Vendor and, if applicable, subcontractors may be required to undergo a criminal record check and/or hold a valid personnel security screening at the level of **RELIABILITY** prior to commencement of any work under the Agreement and must provide the results of the check to CMHC's corporate security department. CMHC reserves the right to disallow any person to carry out work under the Agreement on the basis of the results of the criminal records check/security clearance. Each of the Vendor's proposed staff or subcontractors, who do not hold a valid clearance, will be required to complete a "Security Clearance Form" (67934) upon request from CMHC.

6 CMHC DATA

N/A

7 MATERIAL DISCLOSURES

N/A

8 MANDATORY SUBMISSION REQUIREMENTS

SUBMISSION FORM (APPENDIX A)

Each proposal must include a Submission Form (Appendix A) completed and signed by an authorized representative of the proponent.

PRICING FORM (APPENDIX B)

Each proposal must include a Pricing Form (Appendix B) completed according to the instructions contained in the form.

OTHER MANDATORY SUBMISSION REQUIREMENTS

N/A

9 MANDATORY TECHNICAL REQUIREMENTS

N/A

10 PRE-CONDITIONS OF AWARD

Proof of Insurance: Prior to contract execution, as a pre-condition of award, the successful proponent shall provide proof of the insurance coverage stipulated in Article XIII. Insurance Obligations of Appendix D Form of Agreement.

Reference Checks: CMHC may approach any Reference provided by the proponent for information relating to the quality of work provided by the proponent. Should CMHC determine, at its sole discretion,

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any information in the provided references to be false or inaccurate, or if the contact provided in the reference provides negative feedback regarding the proponent and its conduct on projects, the proponent may be disqualified from the evaluation process. Contracts named in References must be relevant to the Statement of Work.

11 RATED CRITERIA

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP.

Rated Criteria Category	Weighting (%)
R.1 Experience and Qualifications of the organization	40%
R.2 Response to Statement of Work	15%
R.3 Project Management Plan	15%
Stage III - Pricing (See Appendix B for details)	30%
Total	100%

Submission requirements (proposal content) for each rated criteria category

Each proponent should provide the following in its proposal in the same order as listed below.

R. 1 EXPERIENCE AND QUALIFICATIONS OF THE ORGANIZATION:

- R.1.1 Provide a description of your firm, its organization, number of full-time employees and service specializations/trades provided by staff. Include a description of any primary recurring sub-contractor(s) and which portions of the project they will be responsible for.
- R.1.2 Provide proof of a minimum of five years' experience performing Snow Removal and Salting Services in a commercial or public sector setting.
- R.1.3 Provide proof of experience working in a public environment and with commercial tenants.
- R.1.4 Provide references for a minimum of three contracts of a similar size and scope which the proponent currently holds or has held over the past five (5) years. For each contract, the following information must be provided: company name and address; contact person name, email, and phone number and a brief description of the services provided. Contracts named in References must be relevant to the Statement of Work. Please do not list CMHC Granville Island as a reference if applicable.
- R.1.5 Indicate whether you have a supplier diversity program in place.
- R.1.6 Indicate whether your organization considers itself a diverse supplier. A diverse supplier is defined as an organization that is owned and controlled by at least 51% of individual(s) who are considered: women, indigenous people, LGBTQ2+, persons with disabilities and visible minorities. If so, indicate whether your organization is a certified diverse supplier and provide certification details.

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R. 2 RESPONSE TO STATEMENT OF WORK:

In this section, the proponent should provide detailed information relative to the specifications listed in Appendix C RFP Specifications.

- R.2.1 Provide a detailed description of the services you will provide to meet CMHC's needs as detailed in this RFP. Should additional value-added services be offered, these may be included as a separate section.
- R.2.2 Provide a description of the machinery to be utilized in the provision of the Services and how they would be deployed to Granville Island.
- R.2.3 Provide a description of the type of ice melt or salt mixture to be used on Granville Island. If different between zones (i.e., roadways and pathways) please differentiate.

R. 3 PROJECT MANAGEMENT PLAN:

The proponent should describe its management plan to manage service levels, staffing levels, and response times to Granville Island including:

- R.3.1 Project Management Approach. The proponent should describe its management approach and the organizational structure, including how the proponent will organize staff and sub-contractors.
 - Explain how staffing levels will respond to changing conditions on Granville Island.
 - Explain how staff will respond automatically to snowfall levels or requests for service as per the Statement of Work.
- R.3.2 Quality Control. The proponent should describe its approach to quality control including:
 - Response mechanisms in the case of errors, omissions, deficiencies, delays, etc. as outlined in the Scope of Work
 - Strategies to minimize unnecessary re-work, waste, delays, and administration.
- R.3.3 Reporting to CMHC. The proponent should describe how it will manage and report issues, complaints, and solutions; include details of written, oral, and electronic reporting methods. Include an example of a post-service report in your submission.
- R.3.4 Office Locations and Interface with CMHC: describe where project personnel are based and how they would be able to respond within the response time to deficiencies and safety issues.
 - Include interface mechanisms with CMHC (e.g., how would CMHC staff reach you in an emergency)

12 REFERENCES

CMHC may contact the references provided under R.1 above as per Section 3.1.4 References and Past Performance of the RFP document, and/or as per section 10 Pre-conditions of Award above.