Renison University College
Office and Classroom Furniture
Request for Proposal, 2019

RFP #18-005

Issued: April 3, 2019

Electronic and Hard Copy Submissions of Technical Specifications
Due Closing Date: April 30, 2019

Samples Required: April 30, 2019

Contract Awarded: July 31, 2019
Contents of RFP # 18-005

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Renison University College Office and Classroom RFP

Renison University College is committed to a progressive organizational culture that promotes positive health practices for its employees. To ensure proactive measures are taken to prevent ergonomic-related injuries and reduce or eliminate any risks in the workplace, the College is requesting an RFP Submission from companies to provide ergonomic related office furniture to meet the needs arising from the newest addition. Office furnishings should be adaptive, flexible and financially responsive. Configurations of the systems furniture for the workstations and offices may vary depending on space size and location, but may generally consist of the same general components.

The College requires a vendor to provide office and classroom furniture that appeals to and reflects the culture of the institution. In addition to meeting the high standards of quality, durability, longevity, and maintenance at an acceptable price point, furniture should be expected to last for a minimum of 20 years.

The selected vendor should be able to provide a wide variety of services to the College from product planning, product delivery and installation and after sale support services. The vendors installation team should be factory trained and certified, including on-going warranty and maintenance programs so that the College furniture continues to function smoothly.

The Respondent(s) should have a wide variety of office and classroom furniture products and office furnishings for the College’s selection. The Respondent’s representative will need detailed industry knowledge to be able to provide professional guidance on product selection for several building types. The College will require mock-up of final furniture types selected.

Respondents’ Goods and Services should have the objective of achieving the College’s vision for the design, manufacture, delivery and installation of Goods and performance of related Services.

The overarching goal of every shortlisted OEM and/or authorized representative team members will be to leverage the approach requested within the RFP – point by point – employing the integrated teaming methodology to deliver the complex Goods and Services for the College’s requirements.
Section 1.0: PURPOSE AND CONTENT:

The objective of the RFP is to select the preferred proponent or preferred proponents who may be offered the opportunity to enter into an agreement(s). The work is to provide design, sales, installation and service of academic furniture.

The College anticipates that the RFP will allow proponents to provide input as follows:

a. Provide a comprehensive competitively solicited proposal offering furniture, fixtures, accessories and related services to the College;

b. Ability to convert conceptual floor plan layouts to plan3D format identifying key furniture elements of the proponent’s designs;

c. Plans outlining the proponent’s approach to items such as quality assurance, procurement management, communications, delivery and installation and environmental management;

d. Fully committed resources, capability and capacity to project(s); and

e. Committed budget pricing to project(s).

Samples of Goods are required for inspection and specification compliance testing in order for the College to determine if the item or items being offered is/are equivalent to and meets the minimum standards of quality acceptable to the College as indicated by the OEMs. It is anticipated that one workstation and one classroom mock-up may be required. If requested, such samples to be provided at no cost, and delivered to the address specified with the timeframe to be identified. Failure to submit samples as specified may be grounds for rejection of a proponent’s proposal.

Unless otherwise set forth in the solicitation, the sample of Goods furnished to be identical in all respects to the product or products being offered.
SECTION 2: INSTRUCTIONS TO BIDDERS

2.1 Proposals will be accepted up to and no later than 16:30:00 (Eastern Standard Time) on April 30, 2019. Complete in every respect, sealed in an envelope, which shall be clearly marked with the Proposal.

*Proposals received after the closing time and date will not be accepted.*

2.2 Proposals must be completed in accordance with the requirements of these Request for Proposal documents and no amendment or change to proposals will be accepted after the closing date and time.

2.3 Proposals shall be irrevocable for ninety (90) days following close of bidding and shall be retained by Renison.

2.4 Proposals shall be originally and irrevocably signed by an authorized representative of the bidder when submitted. Upon award (if any), the successful bidder will be required to supply proof satisfactory to the College of appropriate authorization to bind the bidder.

2.5 Questions regarding this Request for Proposal may be submitted in writing (via email only) on or before April 20, 2019, and must be directed to:

   Jim Robson  
   Director of Facilities  
   Renison University College  
   Waterloo ON N2L 3G4  
   (519) 497 6515  
   Email: rjrobson@uwaterloo.ca

Renison cannot guarantee responses to questions received after this time. Should any question be considered relevant to all bidders, Renison will provide both the question and the written answer to all known bidders in the form of an addendum. Bidders are solely responsible for ensuring that Renison has current contact information on file for the bidder.

2.6 No other representative of Renison is to be contacted regarding this Request for Proposal. Renison accepts no responsibility for, and the bidder agrees not to rely upon, any verbal or written statements or representations from any other person, whether or not employed by Renison.

2.7 In the event the bidder cannot comply with any term, condition, or requirement of this Request for Proposal, such non-compliance must be clearly noted on the bidder’s letterhead and submitted with the proposal. Bidders are cautioned that such non-compliance may result in disqualification of the bidder’s proposal, at the sole discretion of Renison. **No allowance will be made for un-noted non-compliance of any kind by a bidder.**
2.8 Renison University College will not consider more than one bid from a bidder under the same or different names.

2.9 Bidders are cautioned that proposals will be solely evaluated upon the disclosed evaluation criteria, and no linkage of offers to donations, scholarships or similar quid pro quo arrangements will be considered.

2.10 Pursuant to Section 6 of Ontario Regulation 429/07 (“Regulation”), The Accessibility Standard for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005, the successful bidder shall ensure that all of its officers, employees, agents, or others for whom it is at law responsible, receive training about the provision of the Goods and Services contemplated herein to persons with disabilities.

Bidders are encouraged to review Renison’s requirements with regard to accessibility, and to identify and offer recommendations / alternatives that serve to support accessibility for all.

2.11 The International Sale of Goods Act does not apply to this Request for Proposal, nor to any contract formed as a result of this Request for Proposal.

2.12 The laws of the Province of Ontario shall apply to this Request for Proposal and any contract formed as a result of this Request for Proposal, and the Courts of Ontario shall have exclusive jurisdiction over any contract formed as a result of this Request for Proposal.

2.13 Renison’s name, logo, crest, etc, shall not be used without the prior written consent of Renison.

2.14 Should a compliant bidder wish to debrief after the RFP has been awarded, they are welcome to make a formal request, in writing, to the person named in 2.5 within sixty (60) days of the award posting. Please be advised that the Renison University College considers each bid to be confidential, and will only discuss with each bidder their own bid’s strengths and weaknesses.

2.15 Renison supports environmentally positive initiatives. Our goals are to pursue sound life cycle choices whenever possible and to encourage our suppliers to strive towards not just environmentally progressive goods, but to aggressively pursue increasingly superior environmental and sustainable offerings. Renison will always consider environmentally superior product choices in our procurement decisions.

2.16 Except as expressly and specifically permitted in the Terms and Conditions of this Request for Proposal, bidders shall not have any claim for compensation of any kind whatsoever, as a result of participating in this Request for Proposal, and by offering a submission to this request, each bidder shall be deemed to have accepted and agreed that it has no claim.
SECTION 3: EVALUATION AND AWARD

3.1 Renison intends to award a contract to the bidder whose proposal offers the best value to Renison. However, Renison is under no obligation to award any contract in whole or in part and reserves the right at its sole discretion to cancel this Request for Proposal process at any time before or after closing without providing reasons for such cancellation. The highest scoring or any proposal may not necessarily be accepted.

3.2 All proposals will be evaluated upon the criteria listed in Section 3.9. Where references and/or past performance are listed, evaluation may include information provided by the proponent’s references and may also consider the proponent’s past performance on previous contracts with Renison or other institutions.

3.3 An award (if any) made by Renison shall be made in writing and shall be subject to the availability of funding at the time of award.

3.4 In the event of mathematical errors in extension of prices or other ambiguities, unit prices shall govern over total bid prices, and words shall govern over numbers.

3.5 To obtain the most advantageous offer for Renison, Renison reserves the right at its sole discretion:

   a) to waive irregularities and/or minor non-compliance by any bidder with the requirements of this Request for Proposal;
   b) to request clarification and/or further information from one or more bidders after closing without becoming obligated to offer the same opportunity to all bidders; bidders are advised however to submit a complete offer as their bid. It is Renison’s intent to solicit and accept best offers. Any waiver, clarification or negotiation will not be considered an opportunity for bidders to correct errors in their bids.
   c) to negotiate minor variances in scope and the corresponding price solution.

3.6 Renison shall not be responsible for any expenses or charges incurred by a bidder in preparing or submitting a proposal nor in providing any additional information considered necessary by Renison for evaluation of proposals.

3.7 All pricing must be made on a net basis and the currency must be specified. No prepayments shall be made unless the supplier agrees to provide one of the following at the supplier’s expense for the amount of the prepayment: an Advanced Payment Bond, an Irrevocable Standby Letter of Credit, or a Letter of Guarantee.

3.8 Renison reserves the right at its sole discretion to amend this Request for Proposal at any time prior to the close of bidding, and bidders are cautioned to ensure that they have received all addenda (if any) prior to submitting a bid. Should Renison issue any changes to this Request for Proposal, Renison will endeavour to notify all bidders to whom the Request for Proposal has been issued.
3.9 Evaluation criteria consist of the following items:

The Evaluation Team will not be limited to the criteria referred to within this document, and the Evaluation Team may consider other criteria that the team identifies as relevant during the evaluation process. The Evaluation Team may apply the evaluation criteria on a comparative basis, evaluating the Submissions by comparing one Respondent’s Submission to another Respondent’s Submission. Specific weightings are not assigned to the individual evaluation criteria. All criteria considered will be applied evenly and fairly to all Submissions.

| Rated Criteria/Technical: | • The extent to which the proposal supports the requirements in this RFP as per Section 1.0 and Section 6.0.  
|                          | • Credentials and capabilities to plan, execute, supply and install the potential volume of furniture products identified that demonstrate that your firm has the capacity and is in good standing to provide such |  
| Pricing:                | • Cost of proposed evaluation tool  
|                        | • Fees to guide project (see Section 6 for Project Requirements) |  
| Corporate Qualifications and References in a similar environment: | • Corporate qualifications, reputation and demonstrated track record to provide similar services;  
| | • Current references in a similar environment.  
| | • Technical experience, qualifications, and background in providing, installing and maintaining modular workstation systems and classroom furniture |  

3.10 In addition to any other provision of this RFP, the College may, in its absolute discretion, reject a Submission if the Respondent, or any officer or director of the Respondent submitting the Submission, is or has been engaged directly or indirectly in a legal action against the College, its elected or appointed officers, representatives or employees in relation to any matter.

In determining whether or not to reject a Submission under this section, the College will consider whether the litigation is likely to affect the Respondent’s ability to work with the College, its consultants and representatives and whether the College’s experience with the Respondent indicates that there is a risk the College will incur increased staff and legal costs in the administration of the Contract if it is awarded to the Respondent.
3.11 Shortlist
The Evaluation Team may develop an initial shortlists. The Team will designate staff to contact the bidder-supplied references and ask the references a prescribed set of questions, and any additional information that Renison determines at our sole discretion is pertinent. The College reserves the right, on invitation from the College or application to the College, to add additional parties to the Short-List after the closing date at the College’s sole discretion. The College also reserves the right to decline an interested party’s application to be considered for inclusion on the Short-List received after the closing date.
SECTION 4.0: AWARD OF CONTRACT

4.1 The contract to the successful bidder (if any) shall be subject to the terms of this Request for Proposal and the terms of Renison’s purchase order, together with those terms stated in the bidder’s proposal which are not in conflict with Renison’s terms, and which have been specifically accepted by Renison.

4.2 The successful bidder (if any) may not assign or subcontract any portion of the contract without the prior written consent of Renison.

4.3 The successful bidder (if any) shall indemnify the College, its Board of Governors, Students, Employees, Servants and/or Agents from all damage, damages, losses, costs, claims, demands, actions, suits, or proceedings which may arise directly or indirectly as a result of the negligent or wrongful acts or omissions of the successful bidder (if any), its Employees, Agents and/or Servants in the performance or purported performance of any of its obligations under the contract, whether or not such claims are initiated by third parties or arise between the parties.

4.4 The successful bidder (if any) shall carry at all times during the performance of the work commercial general liability insurance with a limit of not less than $2,000,000 inclusive per occurrence for bodily injury (including death) and damage to property including loss of use thereof. Such insurance shall at a minimum include coverage of broad form property damage, contractual liability, completed operations and product liability, and automobile liability (owned and non-owned), and such other types of insurance as would be carried by a prudent person performing such contract work and as Renison may from time to time require.

Renison shall be named as an additional insured without right of subrogation in all policies of insurance.

All such policies of insurance shall provide that the Insurers shall give at least thirty (30) days written notice to Renison prior to any cancellation, material changes, or amendments restricting coverage of any policy or policies.

The successful bidder (if any) shall provide a certificate of such insurance to Renison as a condition of receiving the award within five (5) days of notification of award or prior to commencing the work, whichever is sooner.

4.5 The successful bidder (if any) shall at all relevant times have a valid clearance certificate from the Workplace Safety and Insurance Board (WSIB) of Ontario, or in other districts, Employers Liability Insurance in the amount of not less than $2,000,000 in coverage, and shall submit either a current clearance from WSIB proving coverage, or a copy of the insurance policy, to Renison prior to the commencement of the work.
4.6 Renison and the successful bidder (if any) acknowledge and agree that they are independent contractors in a contract for goods and/or services and no employer/employee, partnership nor agency relationship is intended or created by their agreement.

The successful bidder (if any) shall be solely responsible for all matters relating to statutory deduction of all employment taxes, employment insurance, and Canada Pension, and for payment of Workplace Safety and Insurance Board of Ontario insurance premiums, leave, remuneration, discipline, and for all licenses and permits which are or may become required to perform the Work.

4.7 Notwithstanding the above, while at Renison, personnel of the successful bidder (if any) must observe all regulations and policies of Renison, including parking and traffic regulations. Vehicles shall be parked in areas, at the successful bidder’s expense, as directed by Renison’s Parking Administration.

4.8 In addition to any rights of termination at law or in equity, Renison shall have the right to terminate any contract formed with the successful bidder (if any) upon written notice to the successful bidder at any time.
SECTION 5: PROPOSED SCHEDULE

The College anticipates that this RFP will be administered in accordance with the following schedule.

<table>
<thead>
<tr>
<th>Selection Phase</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 3, 2019</td>
<td>RFP #18-005 posted on Merx</td>
</tr>
<tr>
<td>April 20, 2019</td>
<td>Deadline for questions with guaranteed response</td>
</tr>
<tr>
<td>April 30, 2019</td>
<td>RFP responses due from bidders</td>
</tr>
<tr>
<td>July 16, 2019</td>
<td>Final selection and award of contract</td>
</tr>
<tr>
<td>To be decided</td>
<td>Planning and implementation to begin</td>
</tr>
<tr>
<td>To be decided</td>
<td>Installation Completed</td>
</tr>
</tbody>
</table>

Occupancy of the newest addition will be achieved December 31, 2019. The College intends to award a contract(s) as a result of the RFP process to furnish and install all systems furniture, free standing office furniture, classroom room and specialty furniture that is to be purchased new for the addition.

The College intends to meet these dates but reserves the right to change any date at its sole discretion.
SECTION 6: REQUIREMENTS

SCOPE:

In addition to procurement, the College wishes to retain an OEM and/or authorized representative to provide some or all of the following services:

Project Planning:

(a) Work with the necessary parties within the College as required to identify all furnishings necessary to completely outfit each office and/or workspace area;

(b) Provide a room-by-room analysis to assess furniture, equipment and supply needs;

(c) Provide CAD and PDF layouts for office and other specialty areas as may be requested or required;

(d) Provide computer generated information as may be requested/required by the College for its records;

(e) Planning reports required by the College are to include:

- Products by Room, shows each item by description and vendor and its location by room;
- Product Summary, shows each item by description and vendor and the quantity of that item in the project; and
- Room Report, shows every room and each item by description.

Budgeting and Pricing:

Provide budget cost estimate for each individual item during the product selection process to ensure the project stays within budget. After budget evaluation and modifications, provide final quote for all products to include delivery and installation costs. During the budget process, all three reports listed in the planning stage are to be available with pricing shown along with the below two reports.

- Room Totals - shows the budget amount per room; and
- Final pricing is to be done in the form of a spreadsheet in order to allow for adjustments and changes of individual items.

All pricing of products shall include delivery, installation and trash removal from the project site in a timely manner. Final pricing should be presented in such a way as to allow for adjustments and changes to individual line items.
**Order Management:**

The College’s project manager is to be assisted by the local contractor’s authorized representative with colour selections of each product. A detailed colour report should be provided to the College by project that shows all colour/fabric selections for each product selected.

It is preferred that quantity and budget lists be detailed as ordered and packaged per room or workspace area. All of the items on that list are to be individually packaged, budgeted and labeled for the correct room or workspace area.

**Delivery:**

Exact delivery dates will be stated on the College’s purchase order at the time of the placement of an order.

Deliveries may be staggered to avoid too many products arriving at one time and also to coordinate staging areas within the building as necessary.

Near delivery time, provide product delivery information to the College’s project manager with updated shipping schedules including purchase order numbers and delivery times.

Beyond main floor deliveries – Installation prices should include labour for deliveries to the floors beyond main floor.

Vendor must coordinate all delivery dates with College’s project manager – Unscheduled shipments may be refused. Deliveries without installation crew onsite to unload may be refused.

**Installation, Punch-list and Inventory:**

Coordinate the unpacking, assembly, and installation of items in all spaces. Ensure all new items are assembled according to manufacturer’s instructions and set in place.

All prices will include delivery, installation and trash/package removal from the premises. All contractors must have onsite installers/personnel throughout their installation time period. Contractor personnel will be required to provide their own dollies and tools for unloading, moving and installation of products. Contractor’s installers/personnel will be required to check in daily with the College’s onsite representative and outline a schedule of work.
Installers will also be required to notify the College’s onsite representative of any freight damage and punch-list items (shortages, incorrect colours, etc.) in writing on the receiving document or punch-list form.

Trash/packaging must be removed immediately upon completion of areas of work and no less than daily. Installers may not use College dumpsters unless approved by College personnel. Installers may not pull off the job and leave trash or the College reserves the right to pay to have the trash removed and deduct the cost from the contractor’s invoice. Work areas need to be kept clean, picked up and free from food, drinks, etc. This scope of work includes complete assembly and installation of all office furniture, fixtures and equipment products and signed for by the College’s project manager or Director (as applicable).

The contractor is required to provide a list per room or workspace area of all items they are assembling and installing. The list will be from the room report for continuity with the binder contents and will be taped to the outside of the entry door for each room unless otherwise designated by College personnel. The College’s project manager will complete a walkthrough of all items of each vendor and sign off on the product per room list before the vendor is considered to be completed on the job.

Regular hours for delivery and installation will be observed from 8:30 a.m. to 4:30 p.m. unless otherwise approved by the College.

Documents:

Due to the size and scope of work on this project, the ability of a vendor to provide the College with project management documentation is critical. The successful Contractor(s) will supply an electronic and hard copy version of the following information to the College:

- Contact Personnel—local representatives and corporate office personnel;
- Shipping Detail – detailed report showing each manufacturer, the vendor’s purchase order to that manufacturer, freight carrier used and phone number of the carrier, projected ship date of each manufacturer to the site;
- Punch-list Form – to be filled out by the installer (if necessary) - a copy is given to the College’s project manager so they will have a record of punch-list items for later check off when completed;
- Product by Vendor – as detailed in planning stage; Product by Room - as detailed in planning stage; Room by Room – as detailed in planning stage;
- Colour Report – as detailed in order management stage;
- Receiving Documents – list of all items to be received on the project for check-off by installer that the items are received and verified by College’s project manager and/or furniture consultant; and
• Product Colour book – colour photos of each product (wherever possible) used on the project along with manufacturer and model # for easy cross reference to other reports.

FURNITURE STANDARDS

The College anticipates the following standards will be used in the provision of the Goods and performance of the Services, where practical.

(a) BIFMA, ANSI, and CGSB, performance standards, as applicable;

(b) Panels should meet or exceed ANSI/BIFMA X5.6 latest edition panel system test;

c) All electrical equipment supplied should be certified or approved for use in accordance with the Canadian Electrical Code, (latest edition), before delivery, by a certification organization accredited by the Standards Council of Canada;

d) Scientific Certification Systems (SCS) Indoor Advantage Certification (or approved equivalent);

e) Greenguard Indoor Air Quality Certified or approved equivalent;

(f) All composite wood should not contain any added urea-formaldehyde;

(g) All fabric flame retardants should not contain any adverse chemical compounds and should comply with applicable local flammability standards;

(h) Unique manufacturing and shipping practices;

(i) Recycled content; identifying both post and pre-consumer content;

(j) Use of regional materials;

(k) Use of rapidly renewable materials;

(l) Use of certified sustainable wood; and

(m) Commitment to non-obsolescence.
Delivery

(a) The OEM and/or authorized representative will be able to offer the following delivery methods;

(i) Inside Delivery – Products to be delivered by the authorized distributor/dealer inside as designated. Products may be unloaded and unboxed with no assembly required;

(ii) Installation – Products to be delivered, unloaded, and assembled according to furniture/space plan and to a move-in ready condition;

(b) Delivery of goods to be made to the location specified on the purchase order;

(c) It should be the responsibility of the OEM and/or authorized representative to offer the services required to deliver, unload, uncrate, and assemble and install items ordered from any product category offered;

(d) The OEM and/or authorized representative to be responsible for the removal of all packaging materials from the job site on a daily basis. Dumpster and trash receptacles that belong to the College should not be used;

(e) Under no circumstances will College personnel assist with unloading product;

(f) The College may elect to accept partial deliveries, however, final payment may not be made until all products have been received and accepted;

(g) The Contractor or its authorized dealer is responsible for storage of product(s) prior to the delivery and installation date as established on the purchase order;

(h) Emergency or rush deliveries requested by the College that require special shipping and handling charges may be at the College's expense, but only with prior written approval from the College. Emergency or rush shipping charges should be added to an invoice as a separate line item;

(i) In the event emergency or rush delivery is required as the result of an OEM or authorized representative’s error; all shipping and handling charges should be paid by the OEM and/or authorized representative; and,

(j) The acceptance of delivery with or without objection should not waive the right to claim damage for breach nor constitute a waiver of requirements for timely delivery or performance of any actions that should remain the obligation of the OEM and/or authorized representative. Unless otherwise stated in the contract, if delivery is delayed more than ten (10) calendar days beyond the delivery terms, the College may impose a penalty equal to 3% of total order cost per week (Monday through Friday business
week) for every week the delivery is delayed, assessed on the first day of each week. This penalty may be imposed at the discretion of the College, but does not preclude the College from compensation from the OEM and/or authorized representative for other expenses or penalties caused by the late delivery.

**Damage/Incorrect Product**

(a) Damaged or incorrect product will be reported to the OEM and/or authorized representative by the College within a reasonable time frame after the damage is noticed;

(b) The OEM and/or authorized representative will be responsible for pick-up and repair or replacement of all damaged goods within a reasonable time frame acceptable to the College;

(c) The OEM and/its authorized representative should bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the College;

(d) The OEM and/its authorized representative to be responsible for filing all claims for damage with carriers or other responsible parties in a timely manner;

(e) The OEM and/its authorized representative to be required to keep the College informed of the replacement process and delivery date for any and all replacement orders;

(f) The College will not be charged a re-stock fee for any returns due to a OEM and/or authorized representatives error; and

(g) In the event that the College does not accept product due to damages or shipment error as described above, the College will not pay additional shipping and handling charges for the shipment of replacement products.

**Product Manuals**

Upon request, an owner’s manual should be supplied for all procured products. Manuals may be available via the OEMs and/or authorized representative’s website. The manual should contain complete assembly and disassembly instructions including all necessary parts lists and diagrams.
OEM Contract Administrator

The OEM and/or authorized representative to provide a dedicated contract administrator to manage compliance with the scope and terms and conditions for any contract.

Customer Service

(a) The OEM and/or authorized representative should have one lead representative. Contact information should be kept current;

(b) Customer service representative(s) should be available by phone or email from 8AM to 5PM on Monday through Friday;

(c) Customer service representative should respond to inquiries within one business day;

(d) The OEM and/or authorized representative provide space planning services for the applicable categories;

(e) The OEM and/or authorized representative can provide installation and warranty repair services for the applicable categories;

(g) Describe any special programs that your company offers that will improve the College’s ability to access goods and services, such as ‘ship-from-stock’ availability, on-time delivery or other innovative strategies;

(i) Maintenance and Support Services: It is preferred that each OEM and/or authorized representative of FF&E have maintenance facilities and a maintenance support system available for servicing FF&E. If a third party is used to provide maintenance or warranty work, the OEM and/or authorized representative should include details of any such arrangement. It is preferred that factory trained technicians be available to cover maintenance and support service issues. It is preferred that maintenance service be initiated by next business day. Any maintenance facility should have sufficient parts inventory to provide quality service on units sold to the College; and

(j) Maintenance Plan(s): Describe any maintenance plan available beyond the one-year warranty.

INSTALLATION

The OEM and/or authorized representative will take precautions during the delivery and installation of any product not to damage the premises or the property of the City. Should damages occur as a result of delivery and installation operations, the OEM
and/or authorized representative is to be responsible for ensuring that the affected area/item(s) are returned/restored to the original condition, or the OEM and/or authorized representative is to make restitution, as agreed upon by the parties.

General:

(a) The OEM and/or authorized representative will be fully responsible for the assembly team and the supervision of the team;

(b) The OEM and/or authorized representative will be responsible for ordering any missing, damaged, or incorrect items upon discovery;

(c) The College is to incur no additional charges as a result of the OEM and/or authorized representative’s error;

(d) The College reserves the right to hire or make arrangements for additional cleaning personnel if the OEM and/or authorized representative is not able to properly clean and ready the site for occupation by the designated move in date; and

(e) The cost of additional cleaning is to be fully reimbursed by the OEM and/or authorized representative.

PLANNING AND DESIGN SERVICES

The Proponent may be requested to provide, if offering open office systems furniture, through their authorized representative, all necessary planning & design, reconfiguration, and layout services at a contracted hourly rate for the College. The contracted hourly rate for these services may be negotiated.

(a) Finishes including but not limited to fabric trim to be available electronically and incorporated in CAD drawings to aid in any planning process. The accuracy of all facility dimensions, obstructions, and attributes should be the responsibility of the OEM and/or authorized representative;

(b) The OEM and/or authorized representative to be responsible for overages, shortages or all other ordering errors resulting from orders based on the design work completed by the OEM and/or authorized representative. Approval of design work by the College does not constitute responsibility for the OEM and/or authorized representative design or ordering process;

(c) If the OEM and/or authorized representative is found to have designed and specified a new furniture installation which does not fit properly due to inaccurate floor plans, it is the OEM and/or authorized representative’s responsibility (financially and logistically)
to resolve the matter to the College’s satisfaction. No payment will be made until the issue is fully resolved and approved by the College’s project manager;

(d) The OEM and/or authorized representative may be requested to provide an installation plan showing in detail, the position of all new furniture products, wall heights, colours, types of panels, and power/voice/data outlets. The College’s project manager and Furniture Consultant may approve, in writing, the final plan;

(e) The OEM and/or authorized representative is responsible for all plans provided by them and their review for correct product application and stability. The OEM and/or authorized representative is responsible to notify the College’s project manager immediately of any deviations or inconsistencies with product capabilities, including unusual assembly requirements;

(f) The OEM and/or authorized representative is responsible for accurately specifying all necessary products including parts, components, connectors, fillers, trim pieces, and other items in the plan and on the component list. If parts are missing at assembly time, the OEM and/or authorized representative is responsible for the quick shipment (within 48 hours) of the missing parts; and

(g) Describe the capacity of your company to broaden and keep the goods and services offered current and ensure that latest equipment, standards and technology for office furniture are available.
SECTION 7: SUBMISSION FORMAT

Please include the following information in your proposal:

A cover letter introducing your company (expressing interest in); provide a summarization of the Goods and Services being proposed to meet the College’s needs and why it is the solution(s) the College should consider. The Respondent should also summarize their qualifications and experience in large-scale public sector implementations (demonstrate historical capacity to complete projects within the required timeframe) and how this experience indicates that the Respondent’s solution(s) is suitable for implementation and provide an executive summary of your proposal.

Manufacturer’s Representative: Factory authorized distributor, or a subsequently authorized dealership, fully qualified to install and service proposed systems of office furniture, fixtures and equipment (FF&E). Have performed at least two systems furniture installations of a size and value similar to or greater than that being contemplated in this project. Alternatively, should the Respondent or Respondents not have the requisite experience, Respondent or Respondents should describe their organizational and staff experience providing similar Goods and Services, as described in this RFP, in sufficient detail to demonstrate the ability to perform the requirements. Supplement the Submission with a letter from the manufacturer certifying that the manufacturer’s representative is a bona fide dealer for the specific categories of FF&E presented, and that the manufacturer’s representative is authorized to submit an offer on such FF&E, and which guarantees that should the manufacturer’s representative fail to satisfactorily fulfill any obligations established as a result of the award of contract, the OEM may either assume and discharge such obligations or provide for their competent assumption by one or more bona fide dealers for the balance of the contract period.

Describe in detail the process that your firm or your authorized representative utilizes to track and respond to issues and concerns from both your authorized dealers and the College.

PROJECT TEAM

Provide a description of the proposed project management team structure, including the proposed key team members, and describe the roles and responsibilities of all key team members identified.
PROJECT ORGANIZATION CHART

Provide a project organization chart, at the key individual level, showing the reporting relationships between, and authority of, the key individuals that will report them to indicate the proposed approach / management structure for the project.

PROJECT EXPERIENCE (REFERENCES)

The OEM and/or authorized representative should be a company specializing in commercial interior office systems and experience in working with government entities/public sector in producing furniture at a level consistent with the scope and requirements of this project. The College reserves the right to take such steps as it deems necessary to determine the qualifications and ability of any company to perform the proposed project(s);

The OEM should include a list of references providing insight into a OEMs general reputation along with the skills and qualifications necessary to diligently and properly perform the work in accordance with this RFP. References are to be from clients for whom you have provided similar work, both in size and scope, as outlined in this RFP. Please include names, titles, phone number and addresses. The College may contact some or all of the references provided in order to determine your company’s performance record. The College reserves the right to contact references other than those provided in the Submission and to use the information gained from them in the evaluation process; and

PRODUCT INFORMATION

Include the following product information (refer to Appendix B for additional technical specifications):

1. Systems Furniture and Components – Include manufacturer’s literature/brochures of systems furniture lines and accessories available from the Respondent;
2. Freestanding Furniture – Include manufacturer’s literature/brochures of all case goods, furniture and accessories available from the Respondent;
3. Seating – Include manufacturer’s literature/brochures of chairs and other seating available from the Respondent;
4. Filing, Metal Storage, Wooden Case Goods – Include manufacturer’s literature/brochures of filing systems, freestanding file cabinets and equipment and accessories available from the Respondent;
5. Support Services - Include optional design, installation, modular furniture reconfiguration and other services to provide customer support; and
6. Lighting, Accessories & Presentation Materials – Include manufacturer’s literature/brochures available from Respondent or from outsourced supplier(s).
N.B. Accessory options include, but not limited to, task and indirect lighting, monitor arms, pedestal and lateral files, presentation products, ergonomic accessories (i.e. arm supports,) storage cabinets for personal affects such as coats and backpacks, etc.

The College is seeking a product line(s) of office furniture which contains three (3) basic levels of quality.

The levels include (please complete Appendix C as part of the submission):

1. Premium/higher cost furniture;
2. Mid-quality furniture; and
3. Economy/lower cost furniture.

The Walter Fedy Partnership

1. Please confirm and demonstrate your ability to provide workstation and classroom concept drawings, providing information as to space utilization, maximize comfort and efficiency, as a minimum but not limited to the concept drawings provided by The Walter Fedy Partnership.

The College anticipates using these workstation and classroom concept drawings as guidance in preparation of brand specific workstation design.

2. Workplaces designed for occasional short-term use for the performance of a single task (e.g. work with laptop desk top, etc.). The workplace is designed for work lasting up to 30 minutes. (basic characteristics, not limited to - ability to connect laptop (data connection, power connection) copier, printer and scanner in close proximity individual lighting workplace that permits work both standing or sitting.

Respondent’s Product Compliance/Certification Information

Respondents should provide documentation and certifications that furniture product meets and complies with acoustical and CSA/UL ratings, and warranty and product certifications and others as applicable.

Respondent’s Performance Criteria

Information for systems furniture and accessories should include both monolithic and frame and tile product (generic term for panels), work-surfaces, shelves, etc.

Information for free standing furniture should include specialty furnishings for specialty areas. Information for seating should include executive, task/work, guest/side, reception/lounge, conference room, stackable, and stools. Information for desks and tables should include free standing desks, conference room tables, small office tables,
side tables, and dining tables. Information for filing, metal storage, and wooden case-goods at a minimum should include bookcases, wardrobes, cabinets, free standing and mobile pedestals, and wall mounted shelving.

Provide the specific location (page number) within the Submission where information can be verified.

Note all Submissions become the property of the College and will not be returned to the Respondent. All Submissions will be held in confidence by the College unless otherwise required by law.

TECHNICAL SUPPORT

(a) What training do you provide? Indicate any costs to the customer.

(b) What is the toll free number available for technical support?

(c) Provide a list of all authorized service providers or service centers offered in this RFP.

(d) Provide a list of authorized product distributors (provide name, address and phone number) for the resulting agreement. (If selling directly indicate "DIRECT SALES").

(e) Provide the return order authorization policies and procedures including notification for return authorizations.

OCCUPATIONAL HEALTH & SAFETY

(a) Attach a copy of your company’s formal, documented Occupational Health & Safety Program manual;

(b) Attach a current ‘Letter of Good Standing’ from your workers compensation board authority including supporting documentation verifying coverage for all working company officers, partners and directors;

(e) Provide details of site safety and compliance expectations, including how the information is communicated to all workers at the job site; or reference the specific information in your manual;

(f) Detail your worksite inspection process, or reference the specific information in your manual;

(g) Detail your safety meeting process, or reference the specific information in your manual;
(h) Describe the emergency response plan/procedures and communications on projects, or reference the specific information in your manual; and

(i) Describe your Workplace Hazardous Materials Information Systems (WHMIS) program, including how Material Safety Data Sheets for controlled products and potentially harmful substances are made available to all employees, or reference the specific information in your manual.
Appendix A

STATUTORY FORM OF DECLARATION

We certify that:

The party executing this document is authorized to sign this document.

The matters set forth in the Request for Proposal response are correct.

This Request for Proposal response is made without any connection, comparison of figures, or arrangement with or knowledge of, any other Corporation, Firm or Person making a Proposal for the same work.

No member of Renison is, will be, or has become interested, directly or indirectly, as a Contract in Party, Partner, Stockholder, Surety or otherwise in, or in the performance of the Contract, or in the supplies, work, or business to which it relates, or in any portion of the profits thereof, or in any of the money to be derived there from.

This Request for Proposal response will remain open for acceptance and the prices herein submitted will remain firm and unchanged for a period of 90 days after the closing date of the Request for Proposal and Renison may at any time within this period accept this proposal.

Legal Name of Organization: ____________________________________________

Representative Signature: ____________________________________________

____________________________________________
(print name, and, title)

Declared on this ______________ day of ______________2019.

Contact information:

Address  ____________________________________________

__________________________________________

Phone:  ____________________________________________

Fax:  ____________________________________________

Email:  ____________________________________________
Appendix B:

General Specifications

1. **SEATING CRITERIA**

   **General**

   (a) All products offered in response to this RFP should be standard catalogue items for which printed literature, specifications, and certified test results are available;

   It is preferred that all products offered in response to this section should meet ANSI/BIFMA X5.1-2002 General Purpose Office Chairs – Tests.

   (b) Seating should be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage; and

   (c) All product shipped should have an identification tag/sticker which should include the following information: manufacturer’s name, model number, and year built;

   **Evaluated Product Qualifications**

   (a) Describe your executive seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, full adjustability including tilt, height, pneumatic, seat and swivel, multiple styles of casters to include carpet and non-carpet, minimum five star base, armrests to be height and width adjustable and easily removed;

   (b) Describe your task/work seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, full adjustability including tilt, height, pneumatic, seat and swivel, multiple styles of casters to include carpet and non-carpet, minimum five star base, armrests to be height and width adjustable and easily removed;

   (c) Describe your guest/side seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), ergonomic, multiple styles of casters, bases, and armrest options;

   (d) Describe your stackable/foldable seating options including fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), removable cushions, ergonomic, multiple styles of casters and bases, armrest options, alignment devices, ganging, weight and maximum stack height, storage and transportation options; and
(e) Describe your work stool options including hard surface types and fabric grades, standard and up charge categories, chemical, soil and fade resistance, recycled content fabric (include recycled content type), type of casters, bases, back and arm and footrest options.

Provide the specific location (page number) within the Submission where information can be verified.
2. DESKS AND TABLES

General

It is preferred that all product offered in response to this section should meet ANSI/BIFMA X5.5-2008 Desks/Table Products – Tests.

(a) All products offered in response to this section should be standard catalogue items for which printed literature, specifications, and certified test results are available;

(b) Desk and tables should be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage;

(c) Provide standard trim for all exposed ends, junctions, corners or changes in height; and

(d) All product shipped should have an identification tag/sticker which should include the following information: manufacturer’s name, model number, and year built.

Evaluated Product Qualifications

(a) Describe your free standing desks including sizes, number of drawers, types of finishes and materials (i.e. wood, metal), privacy type panels, base and leg/foot options, locking/security, and drawer tracking/glides;

(b) Describe your conference room tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), bases, and cabling options for audio/visual/computer/electrical component equipment;

(c) Describe your small office or side tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), locking/security and bases;

(d) Describe your classroom tables including sizes (height/width/depth), types of finishes and materials (i.e. wood, metal), bases, mobility, fold ability, storage and transportation options, and cabling options for audio/visual/computer/electrical component equipment; and

Provide the specific location (page number) within the proposal where information can be verified.
3. FILING, METAL STORAGE, AND WOODEN CASE-GOODS (CRITERIA)

General

It is preferred that all product offered in response to this section should meet ANSI/BIFMA X5.9-2004 Storage Units – Tests.

(a) All products offered in response to this section should be standard catalogue items for which printed literature, specifications, and certified test results are available;

(b) Case -goods should be designed in a manner that allows assembly and disassembly to occur with minimal disruption, time, noise volume, and space usage; and

(c) All product shipped should have an identification tag/sticker which should include the following information: manufacturer’s name, model number, and year built.

Evaluated Product Qualifications

(a) Describe your filing cabinets, sizes, number of drawers, options for lateral, vertical, types of finishes and materials (i.e. wood, metal), ganging, locking/security, counterweights, and drawer tracking/glides;

(b) Describe your wardrobe/storage cabinet size (height/width/depth), number of shelves and options, types of finishes and materials (i.e. wood, metal), locking/security, and counterweights/ mountable options;

(c) Describe your bookcase(s) including size (height/width/depth), number of shelves and options, types of finishes and materials (i.e. wood, metal), locking/security, and counterweights/ mountable options; and

(d) Describe your pedestal files including size (height/width/depth), number of drawers, fabric grades, standard and up charge categories, soil and fade resistance, recycled content fabric (include recycled content type), mobility, type of casters, types of finishes and materials (i.e. wood, metal), locking/security.

Provide the specific location (page number) within the Submission where information can be verified.
Appendix C:

Office and Classroom Furniture Descriptor

<table>
<thead>
<tr>
<th>Price</th>
<th>Office</th>
<th>Meeting rooms</th>
<th>Classrooms</th>
<th>Patio</th>
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<td>307</td>
<td>306</td>
<td>303</td>
<td>Flexible seating</td>
</tr>
<tr>
<td></td>
<td>308</td>
<td>Seating area</td>
<td>302</td>
<td>End tables</td>
</tr>
<tr>
<td></td>
<td>309</td>
<td>Corridor: two</td>
<td></td>
<td>other</td>
</tr>
<tr>
<td></td>
<td>310</td>
<td>loveseats</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>312 (six open desks)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Inventory contents and total cost of individual offices, meeting rooms, and patio by room number on this sheet.