### QU 2020-001

REQUEST FOR QUOTATION
CARPENTRY SERVICES
VARIOUS SITES
SAULT STE. MARIE, ONTARIO

**SEPTEMBER 2023** 

September 15, 2023

SUBJECT: REQUEST FOR QUOTATION

QU 2020-001

**CARPENTRY SERVICES** 

**VARIOUS SITES** 

SAULT STE. MARIE, ONTARIO

The Sault Ste. Marie Housing Corporation invites sealed tenders for **CARPENTRY SERVICES** at the locations listed in the enclosed documents.

In order to be considered, all tenders must be received by the *Sault Ste. Marie Housing Corporation*, 180 Brock Street, Sault Ste. Marie, ON P6A 3B7, no later than <u>Thursday, September 28, 2023</u> at 2:00 P.M.

Please note that this is a <u>Request for Quotation</u>, therefore tenders will not be opened publicly. The quotations will be reviewed by the committee and once a decision is made, all bidders will be notified which Contractor has been awarded the Contract.

Please complete the tender and other related forms as applicable and return in the envelope provided.

The Contract shall be for a period of **one (1) year and six (6) months** beginning upon award and ending **March 31, 2025**.

The lowest or any tender will not necessarily be accepted.

Yours truly,

Jeff Barban,

**Director of Housing Services** 

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#### 1. GENERAL DESCRIPTION OF WORK

- .1 All Contractors submitting a quote shall take the following into consideration:
  - Insurance: The Contractor will keep in force for the duration of the contract, Public Liability and Property Damage Insurance in an amount not less than \$5,000,000.00 without limiting the foregoing such insurance coverage shall include Comprehensive General Liability; Contractual Liability, Personal Injury, Contingent Liability with respect to Sub-Contractors. Details of the Insurance Policy must be included on the Quotation Form and the successful Contractor must provide a copy of the certificate prior to commencement of the work.
  - .2 The bidder shall obtain at his own expense all licences or permits required by law, statute or regulation made there under.
  - .3 <u>WSIB</u>: The contractor shall produce a valid WSIB Certificate of Clearance Form at the commencement of the contract and updated copies as renewed.
  - .4 <u>Standardized Safety Orientation Course</u>: All Contractors and Subcontractors employees who work in a corporate workplace and/or job-site are required to have a valid identification card that confirms the worker has attended a safety course such as:
    - The "Standardized Safety Orientation Course" administrated by the Sault Safe Communities Partnership.
    - "Construction Health and Safety Orientation Program" administrated by the *Sault Ste. Marie Construction Association* or an equivalent as determined by the *Sault Ste. Marie Housing Corporation*.
  - .5 <u>Definitions</u>: "Owner" means Sault Ste. Marie Housing Corporation (SSMHC).
  - .6 Address inquiries to Jash Rosauro, Infrastructure & Asset Manager (705) 989-2286.

**END OF SECTION** 

#### 1. **SCOPE OF WORK**

- .1 Provide all labour, material, equipment and transportation necessary to provide **CARPENTRY SERVICES** on a rotational basis for various sites in Sault Ste. Marie (Appendix "A").
- .2 SSMHC will notify the contractor that work is required at a given location and the description of work to be done. The Corporation will issue a work order (W.O.) number and send a copy of the work order for action to the Contractor. SSMHC will determine if this work is either NORMAL WORK or EMERGENCY WORK. If it is determined to be EMERGENCY WORK, the Contractor will be notified immediately of the work required by telephone, fax or email.

#### 2. Normal Work

.1 This work shall be carried out during normal working hours only and shall be completed within 2 weeks of notification. If the work cannot be completed within this time period, the Contractor will advise *SSMHC* and *SSMHC* may approve an extended completion time. In no event shall work be performed at **OVERTIME RATES** without prior authorization of the Corporation.

### 3. **Emergency Work**

.1 Emergency work will be determined by the *SSMHC*. This will be performed immediately and continuously until completion and will be started within <u>two</u> (2) hours of receipt of notification from *SSMHC*. The *SSMHC* will authorize the rate for after-hours, weekends and statutory holidays if required for part or all of such work at the time of notification.

### 4. Payment

- .1 At the completion of the work, the Contractor shall submit invoices to the SSMHC office within thirty (30) days. Failure to do so may result in the Contractor not being issued any new work until the invoices are caught up.
- All invoices must show the work order number and be in detail. <a href="Material"><u>Material</u></a> and Labour costs must be separated and shown to itemize material cost per item and amount of time included for labour with the labour rate shown. If requested by the Owner, the Contractor <u>must</u> provide a further breakdown of costs to justify the invoice before payment is processed.

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- .3 Upon receipt, verification and approval of said invoice by the Corporation, a cheque authorizing payment will be issued against the invoices submitted. The Contractor will give SSMHC the right to consolidate work orders under a single cheque, but at no time will this consolidating period exceed thirty (30) days.
- If upon receipt and verification of said invoice, SSMHC is not in .4 agreement, the invoice will be returned to the Contractor for reconsideration in accordance with comments submitted by the SSMHC.

#### 5. **Specifications**

- .1 All work shall conform to Federal, Provincial and Municipal Laws and Regulations. The Contractor shall provide and pay for all necessary permits, fees and inspections.
- .2 All work will be performed in accordance with the best standard practice. Only qualified tradesmen and apprentices will be employed to produce a first class job.
- .3 As per the Ontario College of Trades and Apprenticeship Act, 2009 (OCTAA), Part II, Section 2: No individual shall engage in the practice of a compulsory trade or hold himself or herself out as able to do so unless the individual holds a certificate of qualification in that trade that is not suspended or unless the individual is an apprentice in that trade and is working pursuant to a registered training agreement that is not suspended. 2009, c. 22, s. 2.
- .4 The Contractor will be responsible for repairing to existing or better condition all damage that may be caused by movement of ladders, equipment or materials during execution of the work.

#### 6. **Storage**

- .1 Materials shall be stored, covered and protected at all times. **SSMHC will not provide storage space for materials**. The Contractor shall conform to regulations of Authorities having jurisdiction.
- .2 The Contractor shall be responsible for all materials and equipment being used on site and for safeguard of such in case of damage to SSMHC property.

#### 7. Clean-up

- .1 The Contractor shall be responsible for removing and disposing of all debris resulting from their work whether the unit is occupied or vacant. Contractors are not to assume that their debris will be cleaned up by a cleaning Contractor or SSMHC staff.
- .2 Garbage bins on our property are meant for tenant use **only**. Contractors using these bins may not only result in additional pickups required; it could also prevent tenants from disposing of their garbage properly if the bins are overfilled.

#### 8. **General Instruction and Conditions of Contract**

- .1 The Contractor shall furnish all labour, materials, equipment, transportation and any other incidentals required to provide **CARPENTRY SERVICES** on an "as and when required" basis.
- .2 The work will include general carpentry services in various housing units and apartment complexes, with the possibility of emergency call-outs for break-ins, fires, etc.
- .3 This Contract shall commence immediately upon the Contractor being notified in writing to do so by the Owner and shall be for a period of **one** (1) year and six (6) months beginning upon award and ending <u>March 31</u>, 2025.
- .4 Contracts will be awarded to Contractors who have returned a signed Submission Form and who satisfy the *SSMHC* requirements that they have the experience and ability to accomplish the service required. The *SSMHC* will select **two** (2) qualified Contractors for this rotational Contract.
- .5 It is understood that any one or more Contractors may be utilized for maintenance in the same area and such other areas as may be added from time to time during the term of the contract. In emergency situations, if neither one of the two Contractors can attend to the problem in a reasonable time, the Owner reserves the right to issue work to any qualified Contractor.

- All work performed by the Contractor shall be completed to the satisfaction of the SSMHC. Failure to provide and maintain a standard of service and workmanship acceptable to the SSMHC will result in the Contractor receiving no further allocation of work immediately following the period in which the unsatisfactory work was carried out and render the Contractor, at the discretion of the SSMHC to remove from the prequalified list. Expenses incurred by the SSMHC will be taken from outstanding accounts.
- .7 All work in vacant units **must** be completed to ensure new tenant occupancy on the first day of the following month.
- .8 <u>Warranty</u>: The final payment for any individual unit does not relieve the Contractor from the responsibility for faulty materials or workmanship which appear within a period of <u>ninety</u> (90) days from the date of final completion of the work. Any defects shall be remedied at the Contractor's expense.
- .9 The Contractor shall submit evidence of compliance with all the requirements of the *Workplace Safety and Insurance Act*. It is the Contractor's responsibility to submit a current WSIB Clearance Certificate every 90 days.
- .10 The Contractor will indemnify and save harmless the SSMHC and its officers and agents from all claims relating to labour and materials furnished for the work and from and against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomsoever made, brought or prosecuted in any manner based upon, arising out of, related to, occasioned by or attributable to the activities of the Contractor in executing the work under the contract or to an infringement or an alleged infringement by the contract of a patent of invention.
- All work, materials and products, method and timing of installation, manufacture, formulation or construction which is proposed in this submission will comply with the specification attached and will not be changed without the written consent of the SSMHC. Failure of any work material, product or method of timing to meet the specification shall be sufficient reason for the SSMHC to order suspension of all work until it is satisfactorily proved by the Contractor that the specifications are being complied with. If satisfactory proof is not established within seven (7) days, the SSMHC reserves the right to immediately terminate this contract by notice in writing forwarded by prepaid registered post to the last known address of the Contractor. Further, the Contractor hereby agrees to Indemnify the SSMHC against any and all cost & expenses which may be incurred by reason of the Contractor using materials and/or methods of application not in accordance with the specifications.

- .12 Where applicable, inspection certificates from Federal, Provincial or Municipal Authority responsible for the issuance of same and the Contractor agrees to obtain and deliver such certification to the SSMHC before receiving final payment.
- .13 This contract may not be assigned or sublet without the written consent of the SSMHC
- .14 The Contractor shall provide all necessary permits, licenses, etc. All work shall conform to all Federal, Provincial or Municipal laws and regulations.
- .15 The Contractor shall furnish all labour, materials, equipment, transportation, storage of tools, trucks and any other incidentals required.
- The existing sanitary services, where provided may be used by the .16 Contractor and his personnel.
- .17 The Contractor shall be solely responsible for loss or damage of materials or equipment for any materials delivered from whatever source.
- .18 The SSMHC reserves the right to offer a position on the standing rotation based on the contractors qualifications (see Appendix "B"). This Appendix must be completed and submitted with the Submission Form by all Contractors.
- .19 A bidder must be prepared, if requested, to present evidence of experience, ability, service facilities, tools etc., necessary to meet satisfactorily the requirements set forth or implied in the tender. The above will also be considered in awarding of this contract.
- .20 The SSMHC reserves the right to cancel this contract at any time without incurring or being liable for any costs, fees, charges of any kind.
- .21 The Owner reserves the right to create a list of standardized products/materials for use on SSMHC units. This list may be updated/changed throughout the duration of the 5 year Contract. The Owner also reserves the right to purchase and stock these standardized products to be made available for installation by the Contractor.

#### 9. Weekly Rotation

- .1 The rotation will be for <u>seven</u> (7) days on a **24 hours/day** basis. A weekly rotation schedule will be set at the beginning of the Contract. The rotation will ensure that all Contractors on the rotation have an equal
  - opportunity to receive calls for maintenance work. *SSMHC* reserves the right to issue work outside the set rotation schedule when it serves the best interest of the *SSMHC*.
- .2 The SSMHC makes every effort to accommodate Contractor's need in determining this rotation, however, once the rotation is established, it is assumed that the Contractors are familiar with the schedule and that they will be available to take calls when their rotation comes up. It is not the job of the SSMHC staff to remind Contractors that their turn on the rotation is coming up, nor will SSMHC staff find replacement Contractors when an emergency arises which precludes a Contractor from fulfilling the on-call obligations. In the event that such an emergency arises, it is a requirement of this Contract that the Contractor find a replacement for that rotation position from the list of qualified contractors that form the rotation.
- .3 The SSMHC reserves the right to issue work outside the set rotation schedule when it serves the best interest of the SSMHC. The SSMHC makes no guarantees to the amount of work requested per year.

#### 10. <u>Labour Rates</u>

.1 Labour shall be calculated on the actual time spent on the project.

#### 11. **Award / Cancellation**

- .1 The Owner has the unqualified right to accept or reject any Submission and waive the formalities in any Quotation documents as the interest of the Owner may require; without giving any reasons for any such action. Contractors returning a signed submission form will be **considered** for a position on the maintenance rotation.
- .2 The SSMHC will select a qualified Contractor and the unsuccessful bidders will be put on a list and called as required in the future. The SSMHC reserves the right to offer a position on the standing rotation based on the contractors qualifications (see Appendix "B"). This Appendix must be completed and submitted with the submission form by all Contractors.

- .3 Contract shall commence immediately upon the contractor being notified in writing to do so by the Owner and shall be for a period of <u>one (1)</u> year and six (6) months. A bidder must be prepared, if requested, to present evidence of experience, ability, service facilities, tools etc., necessary to meet satisfactorily the requirements set forth or implied in the tender. The above will also be considered in awarding of this contract. Only qualified tradesmen and apprentices will be employed. All work will conform to <u>Federal</u>, <u>Provincial</u> and <u>Municipal</u> Laws and regulations.
- .4 The SSMHC reserves the right to cancel this contract at any time without incurring or being liable for any costs, fees, charges or surcharges of any kind.

#### 12. Contractor Information Criteria - An Explanation

- .1 Assessment of contractors will consider a number of factors such as:
  - .1 How long has the company been in operation.
  - .2 How many years of continuous service with the *SSMHC* does the company have.
  - .3 Does the Contractor have a good record of past service both with the *SSMHC* and with other clients.
  - .4 What physical resources does the Contractor have available (<u>ex</u>: vehicles, tools, equipment, etc.)
  - .5 How many field and office staff does the Contractor have available and what are their positions.
  - .6 What office systems does the Contractor have in place (<u>ex</u>: computerized accounting, etc.)
  - .7 What communication systems does the Contractor have (<u>ex</u>: phone, fax, mobile phone, pager, email, etc.)
- .2 None of the above are firm requirements in of themselves. For example, it is not the intent of the *SSMHC* to disqualify any Contractor because they do not have permanent full-time office staff, or because they do not use a computerized bookkeeping system. The above criteria are simply factors that will be given consideration. Each area will be ranked according to weighting indicating the relative importance of that particular item to the *SSMHC*.

# 13. **Communication**

- .1 Contractors are required to have some form of immediate communications (ex: pager, mobile telephone, etc.) while on-call.
- .2 Contractors are to respond within a reasonable time frame. However, in an emergency situation, they must respond immediately.

### 14. Schedule

.1 The successful Contractor shall be available <u>seven</u> (7) days/week. The *SSMHC* makes no guarantees to the amount of work requested per year.

**END OF SECTION** 

Mr. Jeff Barban Sault Ste. Marie Housing Corporation 180 Brock Street Sault Ste. Marie, ON P6A 3B7

RE: QU 2020-001

REQUEST FOR QUOTATION - CARPENTRY SERVICES

**LOCATION: VARIOUS SITES** 

**SAULT STE. MARIE, ONTARIO** 

**TENDER CLOSING: THURSDAY, SEPTEMBER 28, 2023** 

@ 2:00 P.M. LOCAL TIME

Having carefully examined the Contract Documents and visited the site and examined all conditions:

- 1) I /We attach the material and information as required in the Bid Documents and agree to provide **CARPENTRY SERVICES** at various sites (see <u>Appendix "A"</u>) owned by the *Sault Ste. Marie Housing Corporation* at the following rates.
  - a) Hourly Rate during regular working hours: \$ \_\_\_\_\_
  - b) Hourly Rate for after-hours calls: \$ \_\_\_\_\_
- 2) I/We agree to comply in all respects with the requirements set out in the Bid Documents including ADDENDA Nos. to . (If no addenda have been received, indicate "NIL" in the spaces provided.)
- 3) I/We agree to commence this work immediately upon being notified in writing to do so by the Owner and that service work will be on a continuous basis to **March** 31, 2025.
- 4) I agree to provide proof that all employees of the Contractor working within *SSMHC* properties are bondable.
- 5) This Contract will be for a period of one (1) year and six (6) months.

SIGNED AND SEALED THIS	DAY OF	, 20
*CONTRACTOR:		
AUTHORIZED SIGNING OFFICER:		
TITLE:		
SIGNATURE:		
ADDRESS:		
CITY:	POSTAL CODE:	
TELEPHONE:	FAX:	
WITNESS:	(Must b	oe witnessed if no seal)
NOTE: BIDDERS ARE ADVISED THA BE CAUSE FOR DISQUALIFIC		ETE THIS FORM WILL

\*Affix Corporate Seal.

### **LIST OF ADDRESSES**

<u>ADDRESS</u>	NUMBER OF UNITS
Adrian Drive: 66-92	26
588 Albert Street West	42
Chapple/Albion: 73-93 & 73A-93A Chapple/9-41 & 9A-43A Albion	55
615 Bay Street	133
Boston Avenue: 21-50	30
Hamilton Heights: 179-211 Brien/96-121 Campbell/96-121 Crawford/44-104 Cunningham/ 43-104 Smale/96-121 Weldon	100
Brien/Poplar/McNabb: 219-243 Brien/227-253 Poplar/237-271 McNabb	39
Shannon/Capp: 547-565 Shannon/52-74 Capp	24
53 Chapple Avenue	30
55 Chapple Avenue	68
101 Chapple Avenue	61
St. Basil's/Durban: 29-41 St. Basil's Drive/11-15 Durban Road	10
Sydenham Road: 415-435	6
Second Line West: 676 #1-12/696 #1-8/702 #1-12/710 #1-10/714 #1-12	54
345 St. George's Avenue	61
Murphy Street: 15, 22, 68, 77, 84 & 133	6
Willowdale: 52, 89, 104	3
112 River Road	1
123 & 131 Willoughby Street	8
137 East Street	13
49 St. Mary's	102
39 Chapples Ave	12

QU 2020-001	REQUEST FOR QUOTATION APPENDIX "A"	CARPENTRY SERVICES PAGE 2
<u>ADDRESS</u>		NUMBER OF UNITS
235 Wellington		9
159 Gibbs St.		8
46 Wellington Stre	eet East	4
393 Dovercourt		25
540 Albert		1
721 Wellington Ea	<u>ist</u>	1
124 Dennis		1
136 Pilgrim		1
90 Chapple Avenu	u <u>e</u>	1
668 / 672 Second	Line West	1

# **CONTRACTOR INFORMATION**

Company Information		
Name:		
Mailing Address:		<del>,</del>
City:		
Phone:	Fax:	<del>,</del>
Emergency Contact Name/Phone:		<del>,</del>
Email:		<del> </del>
Website:		
Contact Name/Title:		
Type: ☐ Corporation ☐ Partnership ☐ Sole Proprietorship  Trade Certification/Licensing		
Work History		
Years in business:		
Years of service with SSMHC:		

# **Communications**

Office	e Facilities (check all that apply):
	Dedicated business phone line Dedicated business fax line Answering service Email
<u>Field</u>	Staff:
	Pagers Cellular phones Radio-equipped vehicles
Resp	oonse Time
Durin	ng regular hours:
After	hours:
<u>Admi</u>	<u>inistration</u>
Book	keeping/Accounting is done:
	In-house (manual system) In-house (computerized system) By an external bookkeeping or accounting firm

# **Physical Resources**

**Specialized Equipment Available:** 

<u>Type</u>	<u>Description</u>

### Vehicles Available:

<u>Type</u>	<u>Description</u>

# Human Resources

# Field Staff:

<u>Name</u>	<u>Position</u>	<u>Duties</u>	Full Time or Part Time

### Office Staff:

<u>Name</u>	<u>Position</u>	<u>Duties</u>	Full Time or Part Time

# References:

Client Name (Company or Individual)	Contact Name	<u>Telephone</u>

### **CONVICTIONS**

Have you been convicted under the Occupational Health and Safety Act or the Canada		
Labour Code Part II in the last five (5) years?	☐ Yes	$\square$ No
If yes, how many and describe?		

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# **HEALTH AND SAFETY MANAGEMENT**

Contact information for person	on responsible for Health and	Safety:	
Name:			
Title:			
Phone:	<u>Fax</u>	:	
Is this a full-time Health and	Safety Professional?		□ Yes □ No
HEALTH AND SAFETY	, -		
Do you have a Joint Health a	program in place to implement of the Table of Contents of you	our Health and Safety Prograr ) in place? gs?	□ Yes □ No □ Yes □ No m. □ Attached □ Yes □ No □ Yes □ No
Do you have a Health and Sa Do you hold safety meetings If ye	ngs?		
If yes, how often?  Do you maintain records of these meetings?  Do you conduct workplace safety inspections?  If yes, how often?			
TRAINING PROGRAMS	<u>S</u>		
Does your company have an If yes, please indicate when the state of th		ogram? ms (list others in space provid	□ Yes □ No ded):
☐ Accident Investigation	☐ Emergency Procedures	□ Ladders	☐ Respirator
☐ Regulations for Industrial Establishments	□ Excavation, Trenching, Digging	☐ Regulations for Construction Projects	□ Fall Arrest/ Restraint/Rescue
☐ Designated Substances	☐ Personal Protective Equipment	☐ Occupational Health & Safety Act	□ Trans Dangerous Goods
☐ Confined Spaces	☐ Scaffolding	☐ Explosive Fasten Tools	☐ Traffic Control
☐ Cranes/Housing	☐ Fire Extinguisher	☐ Power Line Awareness	☐ Signs/Barricades
☐ Cutting and Welding	☐ First Aid/CPR	☐ Propane Handling	
☐ Chainsaw	☐ Forklift	☐ Lockout/Tagout	☐ Rescue
☐ Flevated Work Platforms	☐ Fuel Dispensing	☐ Workplace Inspections	□ Ashestos

OU 2020-001 REQUEST FOR QUOTATION **CARPENTRY SERVICES APPENDIX "C"** PAGE 5 □ Plumbing Safety ☐ Housekeeping ☐ Other (please specify) Do you have a safety training program for lead hands or supervisors? ☐ Yes ☐ No If yes, does your training program include formal instruction in the following: ☐ Fire Protection and ☐ Occupational Health & ☐ Safe Work Practices □ Toolbox/Tailgate Safety Act/Regulations Meetings Prevention ☐ Emergency Procedures ☐ New Worker Orientation ☐ Safety Supervision ☐ Site Supervision ☐ First Aid Procedures ☐ Accident Investigation ☐ Other (please specify) PERSONAL PROTECTIVE EQUIPMENT  $\square$  Yes  $\square$  No Head Protection Eve and Face Protection ☐ Yes ☐ No Skin Protection ☐ Yes ☐ No Hand Protection ☐ Yes ☐ No ☐ Yes ☐ No Foot Protection ☐ Yes ☐ No Respiratory Protection Arc Flash Resistant Apparel ☐ Yes ☐ No Fall Protection ☐ Yes ☐ No Personal Flotation Devices ☐ Yes ☐ No ☐ Yes ☐ No Hi Visibility Clothing Other: \_\_\_\_\_ ☐ Yes ☐ No Hearing Protection **WORKSITE SAFETY EQUIPMENT** Indicate the equipment that will be provided to enable the job to be performed safely: Guardrails ☐ Yes ☐ No **Lockout Devices** ☐ Yes ☐ No Access/Egress Equipment ☐ Yes ☐ No ☐ Yes ☐ No Signage Barricades ☐ Yes ☐ No **Elevated Platforms** ☐ Yes ☐ No Other: With respect to P.P.E. and worksite safety equipment, is there a regular maintenance and inspection program in place, including onsite inspection prior to use? ☐ Yes ☐ No OTHER EQUIPMENT Do you conduct circle check inspections of large motorized equipment? ☐ Yes ☐ No Do you conduct monthly inspections of all motorized equipment? ☐ Yes ☐ No Do you conduct routine maintenance on all equipment? ☐ Yes ☐ No Are operational manuals available on the job site, or on the equipment, for all motorized equipment over 10 h.p.? ☐ Yes ☐ No Do you have all large motorized equipment, such as cranes or forklifts certified

☐ Yes ☐ No

on an annual basis?

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	APPENDIX "C"	PAGE 6
SUBCONTRAC	TORS	

Do you use subcontractors?		□ Yes	□ No
If yes, complete the following:			
Do you use health and safety criteria in selecti	on of subcontractors?	☐ Yes	$\square$ No
Do you evaluate the ability of subcontractors to	comply with applicable health		
and safety laws as part of your selection proce	ss?	☐ Yes	$\square$ No
Do you require your subcontractors to have a	written health and safety program?	☐ Yes	$\square$ No
Do you include subcontractors in the following	: Health and Safety Orientation?	☐ Yes	$\square$ No
	Health and Safety Meetings?	□ Yes	□ No
	Health and Safety Inspections?	□ Yes	□ No

### **ACCESSIBLE CUSTOMER SERVICE STANDARD**

### 1. **Purpose and Application**

- .1 The Accessible Customer Service Regulation 429/07 establishes accessibility standards for customer service and it applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario. O. Reg. 429/07, s. 1 (1).
- .2 The Accessibility Standards for Customer Service apply to the designated public sector organizations on and after <u>January 1, 2010</u> and to other providers of goods or services on and after January 1, 2012. O. Reg. 429/07, s. 2.

### 2. **Compliance**

.1 Successful bidders are to declare that they have covered the following components:

A review of the Accessibility for Ontarians with Disabilities Act, 2005. Requirements of the Accessible Customer Service Standard, Regulation	□ Yes	□ No
429/07 including Schedule 1 and Schedule 2.	□ Yes	□No
How to interact and communicate with persons with various types of disabilities.	□ Yes	□ No
How to interact with persons with disabilities who use an assistive		
device or require the assistance of a guide dog or other service animal	□ Yes	□ Na
or the assistance of a support person.  How to use equipment or devices available on the provider's premises	□ res	
or otherwise provided by the provider that may help with the provision of		
goods or services to a person with a disability.	□ Yes	□ No
What to do if a person with a particular type of disability is having difficulty		
accessing the provider's goods or services.	□ Yes	$\square$ No
A review of the Corporation of the City of Sault Ste. Marie Accessible		
<u>Customer Service Policies and Procedures</u> .	☐ Yes	$\square$ No
Do you certify that you have read, understand and comply with the		
Accessible Customer Service Standard, Regulation 429/07?	☐ Yes	$\square$ No
Have you completed the Accessible Customer Service training?	☐ Yes	$\square$ No
Do you have a written copy of your Accessible Customer Service training		
package used to train your staff and subcontractors? If yes, include a copy.	☐ Yes	$\square$ No
Do you certify that all employees sent to work at our units have completed		
the Accessible Customer Service training.	☐ Yes	$\square$ No
Please indicate the number of employees that have completed the		
Accessible Customer Service Training.		
Do you certify that any subcontractors that you may use have also		
completed the Accessible Customer Service training?	☐ Yes	$\square$ No
Please indicate the number of subcontractors that have completed the		
Accessible Customer Service Training.		

# **GENERAL SAFETY AWARENESS**

Have your supervisors and workers attended a general safety awareness program presented by any of the following organizations?

ORGANIZATION	SUPERVISORS		WORKERS	
Sault Safe Communities Partnership – Standard Safety Orientation	□Yes □No	How many:	□Yes □No	How many:
Sault Ste. Marie Construction Association - Construction Health and Safety Orientation Program	□ Yes □ No	How many:	□ Yes □ No	How many:
ESSAR Steel	□ Yes □ No	How many:	□ Yes □ No	How many:
Ontario Lottery (OLG)	□ Yes □ No	How many:	□ Yes □ No	How many:
GP Flakeboard	□ Yes □ No	How many:	□ Yes □ No	How many:
PUC Inc.	□ Yes □ No	How many:	□ Yes □ No	How many:
Brookfield Power	□ Yes □ No	How many:	□ Yes □ No	How many:
NORCAT	□ Yes □ No	How many:	□ Yes □ No	How many:

### **CONTRACTOR RESPONSIBILITIES**

In order to be awarded a Service Contract with the *Sault Ste. Marie Housing Corporation*, the Contractor must agree to the following (check boxes to confirm):

	Acknowledges all work is to be done in compliance with the <u>Occupational Health and Safety Act</u> and its applicable regulations and assumes responsibility for the health and safety of the
	Contractor's workers and any subcontractors ensuring worker compliance.
	Will communicate hazards to anyone who may be affected and ensure that appropriate measures
	are taken to effectively control or eliminate the hazards.
	Will immediately report to the assigned Department Contract Administrator any unknown hazards
	that are found during the Contract.
	Understand that written documentation (e.g. Traffic Protection Plan, Safety Program, notes,
	records, inspections, meetings, etc.) on all health and safety issues must be available upon
	request to the Sault Ste. Marie Housing Corporation and/or Ministry of Labour Inspector.
	Will not retain anyone as a subcontractor to perform any part of its services without the prior
	written consent of the Sault Ste. Marie Housing Corporation.
	Will ensure that all workers are bondable, adequately trained and competent to perform the duties
	for which they have been assigned.
	Will ensure that all Contractor or any subcontractor workers have attended an approved safety
	orientation awareness course.
	Will provide a list to the Capital Works Coordinator of all Contractor and any subcontractor workers
_	(if applicable) who will work at a City workplace and/or job site.
	Will provide Material Safety Data Sheets (MSDS) for all controlled products brought in to the
	workplace and first aid requirements for all Contractor and any subcontractor workers.
	Keeps in full force, during any time the Contractor is providing services to the Sault Ste. Marie
	Housing Corporation, property damage and public liability insurance of not less than \$5,000,000
	per occurrence at the Contractor's sole expense. A certificate showing the same must be provided to the Sault Ste. Marie Housing Corporation.
	Understands that any health and safety violation by the Contractor's or subcontractor workers may
	be considered a breach of Contract resulting in possible termination or suspension of the Contract
	and/or any other actions deemed appropriate at the discretion of the Sault Ste. Marie Housing
	Corporation.
	Understands that the Sault Ste. Marie Housing Corporation may inspect the job site and direct the
	Contractor regarding design, timelines or quality.
	Understands that the Sault Ste. Marie Housing Corporation may randomly inspect health and
	safety activities as part of its due diligence.
	Understands that any penalties, sanctions or additional costs levied against the Prime Contractor
	will be the responsibility of the Prime Contractor.
	Will provide detailed invoices showing a breakdown of labour and material costs.
	Assumes responsibility for removing and disposing of all debris resulting from their work.
	Will provide a warranty for all work performed for a period of ninety (90) days.
	Will submit evidence of compliance with the requirements of the Workplace Safety and Insurance
	Act and provide current WSIB Clearance Certificates every ninety (90) days.
	Understands the Owner reserves the right to create a standardized list of products/materials for
	use on Sault Ste. Marie Housing Corporation units and reserves the right to purchase and stock
	these products to be made available for installation by the Contractor

### **CONTRACTOR DECLARATION**

The undersigned hereby acknowledges and represents that the information set out in this quotation is accurate as of the date of signing. The undersigned agrees to notify the *Sault Ste. Marie Housing Corporation* of any changes that may affect this document. Failure to do so could result in the cancellation of the Contract.

SIGNED AND SEALED THIS	DAY OF	, 20	
Company Name			
Registered Signing Authority for the Company	Title		
Signature	 Date		

The information collected will be used by the *Sault Ste. Marie Housing Corporation* solely for the purpose of evaluating submitted quotations as required to conduct business for the *Sault Ste. Marie Housing Corporation*. Questions should be directed to Jash Rosauro, Infrastructure and Asset Manager at **(705)** 989-2286.