



# REQUEST FOR PROPOSAL

## Commercial Janitorial Services

RFP Issued: March 12, 2025  
Responses Due: March 28, 2025 at 4:30pm

## Introduction and Background

Brock Community Health Centre has been serving residents of Brock Township and surrounding areas since 2007. We are dedicated to providing inclusive, multi-disciplinary healthcare that aims to improve and strengthen the lives of individuals, families and the community at large. Our comprehensive approach to healthcare includes access to primary care, diabetes education, geriatric assessment, physiotherapy, social work counselling, nutrition counselling, senior and youth programming, wellness programs, and more. Our new facility in Cannington (approximately 19,000 square ft.) will provide a vibrant, welcoming and accessible space for clients to access our programs. It will also offer space for allied health and social service agencies to bring their services to North Durham populations. For more information on Brock CHC and the services we provide, visit [www.brockchc.ca](http://www.brockchc.ca).

The purpose of this Request for Proposal (RFP) is to hire a vendor to provide Commercial Janitorial Services for Brock Community Health Centre's (Brock CHC) new facility located at 39 Cameron Street West in Cannington, Ontario. The successful company shall be required to enter into a contract that incorporates this RFP, including all of its exhibits and the proposal as may be modified by agreement of the parties.

## RFP Terms

The submission of a proposal indicates acceptance by the Bidder to all of the conditions contained in this RFP unless clearly and specifically noted in the proposal submitted and confirmed in the final agreement between the Purchaser and the Bidder. Any deviation from the RFP must be clearly identified in the written submission. Proposals are subject to an agreement being negotiated and executed.

The Bidder shall keep the Purchaser's data confidential and shall not disclose its content to any other party, other than to those employees or agents responsible for preparing a submission.

The Bidder hereby agrees that any information provided in this Proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal.

## Request for Proposal for Commercial Janitorial Services

Issue Date:	March 12, 2025
Optional Site Walkthrough:	March 25, 2025 at 10:00am Please RSVP to Sherry Macdonald ( <a href="mailto:smacdonald@brockchc.ca">smacdonald@brockchc.ca</a> ) with your interest in attending.
Closing Date and Time:	March 28, 2025 at 4:30pm
Anticipated Award Date:	April 1, 2025
Commencement of Services:	Anticipated April 14, 2025

Questions and clarifications should be addressed to: Sherry Macdonald at [smacdonald@brockchc.ca](mailto:smacdonald@brockchc.ca). Requests for clarification will be accepted by email only. Any changes/updates to the RFP will be communicated in writing in the form of an Addendum. Questions will be accepted until 3 days before closing date. All Addendum will be issued at least 3 days prior to the closing date.

## Reserved Rights of Purchaser

Purchaser is not responsible for any costs incurred by the Bidder in the preparation of their response to this RFP, including attendance at site visits or other activities associated with the RFP response. Purchaser reserves the right to request clarifications from Bidders regarding the submission. Clarifications are not an opportunity for the Bidder to change or improve their submission. Purchaser

reserves the right to negotiate the terms and conditions of the Agreement with the Bidder. Purchaser reserves the right to reject any or all bids or cancel the RFP without providing a reason.

### **Conflict of Interest/Unfair Advantage**

Except as identified in the RFP response, the Bidder certifies that no Conflict of Interest exists in relation to the scope of work to be undertaken as a result of this RFP. The Bidder acknowledges that a Conflict of Interest includes, but is not limited to, any situation or circumstance where, in relation to the performance of its obligations under the Agreement, the Bidder's other commitments, relationships or financial interests:

- i. could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or
- ii. could or could be seen to compromise, impair or be incompatible with the effective performance of its obligations under the Agreement.

The Bidder further certifies that there was no Unfair Advantage in the preparation of the RFP response. The Bidder acknowledges that an Unfair Advantage exists in relation to the RFP process where any conduct, direct or indirect, by a Bidder may result in gaining an unfair advantage over other Bidders, including but not limited to:

- i. possessing, or having access to, information in the preparation of its Proposal that is confidential to the Purchaser, and which is not available to other Bidders;
- ii. communicating with any person with a view to influencing, or being conferred preferred treatment in, the RFP process; or
- iii. engaging in conduct that compromises or could be seen to compromise the integrity of the RFP process and result in any unfairness.

Where, in their sole discretion, the Purchaser concludes that an Unfair Advantage and/or Conflict of Interest exists, they may, in addition to any other remedy available to them at law or in equity, disqualify the Bidder's Proposal, or terminate any Agreement awarded to the Bidder under the RFP.

### **Insurance**

The successful Bidder shall at its own expense obtain and maintain until the termination of the agreement reached as part of the RFP, and provide Brock CHC with evidence of:

1. Professional Liability insurance covering the work and services described in this RFP for an amount not less than two million dollars (\$2,000,000) per occurrence.
2. Comprehensive General Liability insurance on an occurrence basis for an amount not less than two million (\$2,000,000) dollars.
3. Crime Fidelity Insurance with a comprehensive (3D) Dishonesty, Disappearance and Destruction Blanket Position Policy in the amount of twenty-five thousand (\$25,000) dollars per employee.

The policies described above will not be cancelled or permitted to lapse unless the insurer notifies the Client in writing at least thirty days prior to the effective date of cancellation or expiry.

### **WSIB**

The successful bidder shall provide WSIB coverage for all workers on their payroll and provide Purchaser with satisfactory proof of coverage prior to the commencement of any work.

## **Bonding**

The successful Bidder will be required to submit documentation that all employees are bonded or bondable. The successful Bidder will also obtain and maintain Crime/Fidelity Coverage as outlined in the Insurance clause.

## **Selection of a Contractor**

Selection will be based on the following criteria:

1. Confidence in the Contractor with the RFP specifications.
2. Proposed cost.
3. Proven ability to provide high quality Janitorial Services and adequacy of client references.
4. Evidence that Bidder can demonstrate requirements above (e.g. Insurance, WSIB).

Interested Bidders must submit a copy of their response to this Request for Proposal no later than 4:30pm on March 28, 2025 via email to the following email address: [smacdonald@brockchc.ca](mailto:smacdonald@brockchc.ca). Proposals received after the date and time indicated will be rejected. Offers will remain firm and open for acceptance by Purchaser for 60 days from the closing date of the RFP. Award of the RFP is contingent on signing of an agreement by both parties.

## **Form of Contract**

The contract period shall become effective for a two year term on April 14, 2025 (approximate) and shall terminate on April 13, 2027 (approximate). Brock CHC at its discretion may extend the contract up to an additional three years, subject to performance review and acceptable pricing at the anniversary date of the Contract.

## **General Requirements and Scope of Work**

Please see Appendix A, B and C for a copy of the 39 Cameron Street W., Cannington Floor Plans.

Brock Community Health Centre (Brock CHC), based at 39 Cameron Street W., Cannington requires janitorial service weekday evenings to maintain operations. The site hours are Monday and Friday 8:00am to 5:00 pm and Tuesday, Wednesday Thursday 8:00am to 8:00pm. Service is required Monday to Friday with the exception of Statutory Holidays. Hours may fluctuate depending on service needs and external rental bookings.

- The duties shall be performed weekday evenings after hours of operation.
- The Contractor shall perform the duties, functions and all other work described in the Scope of work in a consistent and professional manner.
- The Contractor shall comply with the Ontario Health and Safety Act and other regulatory agency requirements.
- Contractor staff working on site must have full WHMIS Training.
- Contractor staff working on site must have AODA and Human Rights training.
- The Contractor must maintain an up to date MSDS binder for all chemicals used at the location.
- The Contractor shall be responsible for all damages caused by the Contractor's employees. In all instances where Brock CHC property or equipment are damaged by the Contractor's employees, the Contractor shall submit to Brock CHC's Finance Manager a full report of the facts and extent of such damage verbally within one hour and in writing within 24 hours of occurrence.

### Clinical Rooms

- Wastebaskets shall be emptied nightly and thoroughly cleaned inside and out as required. Refuse will be removed to a designated area for disposal.
- Restock hand soap, sanitizer and hand towels as required.
- Upholstered furniture shall be vacuumed as required.
- All surfaces of furniture and fixtures will be wiped/cleaned nightly with approved disinfectant, i.e. tops of desks, tables, filing cabinets, windowsills, etc.
- Telephones to be wiped/cleaned nightly with approved disinfectant.
- Finger marks/smudges will be removed from partition glass, walls and other painted surfaces as required.
- Any rooms with sinks and mirrors shall be cleaned the same as the cleaning standard performed in the washrooms.
- All floors will be swept and damp mopped nightly.

### Offices

- Wastebaskets shall be emptied nightly and thoroughly cleaned inside and out as required. Refuse will be removed to a designated area for disposal.
- Upholstered furniture shall be vacuumed as required.
- All surfaces of furniture and fixtures will be dusted weekly, i.e. tops of desks, tables, filing cabinets, windowsills, etc.
- Telephones to be wiped/cleaned nightly with approved disinfectant.
- Finger marks/smudges will be removed from partition glass, walls and other painted surfaces as required.
- All floors will be swept and damp mopped nightly.

### Meeting Rooms

- Wastebaskets shall be emptied nightly and thoroughly cleaned inside and out as required. Refuse will be removed to a designated area for disposal.
- Upholstered furniture shall be vacuumed as required.
- All tables and chairs to be cleaned and disinfected nightly.
- All surfaces of furniture and fixtures will be dusted weekly, i.e. desks, tables, filing cabinets, windowsills, etc.
- Telephones to be wiped/cleaned nightly with approved disinfectant.
- Finger marks/smudges will be removed from partition glass, walls and other painted surfaces as required.
- All floors will be swept and damp mopped nightly.

### Training Kitchen & Staff Kitchenette

- Wastebaskets shall be emptied nightly and thoroughly cleaned inside and out as required. Refuse will be removed to a designated area for disposal.
- Restock hand soap, sanitizer and hand towels as required.
- Sinks and counter tops shall be cleaned and disinfected nightly.
- All doors and glass will be spot cleaned and washed as required.
- Refrigerators, microwaves and ovens and surrounding wall areas will be cleaned as required.
- Chairs and tables will be cleaned and disinfected nightly.
- All floors will be swept and damp mopped nightly.

### Dental Operatories

All Dental Equipment including patient dental chairs will be cleaned by the dental staff and is not the responsibility of the Service provider. Other room cleaning to be performed as noted below.

- Wastebaskets shall be emptied nightly and thoroughly cleaned inside and out as required. Refuse will be removed to a designated area for disposal.
- Upholstered furniture shall be vacuumed as required.
- All surfaces of furniture and fixtures will be dusted weekly, i.e. tops of desks, tables, filing cabinets, windowsills, etc.
- Telephones to be wiped/cleaned nightly with approved disinfectant.
- Finger marks/smudges will be removed from partition glass, walls and other painted surfaces as required.
- Sinks and mirrors shall be cleaned the same as the cleaning standard performed in the washrooms.
- All floors will be swept and damp mopped nightly.

#### Entrances and Lobby Areas

- Wastebaskets shall be emptied nightly and thoroughly cleaned inside and out as required. Refuse will be removed to a designated area for disposal.
- Reception chairs to be cleaned and disinfected nightly.
- Upholstered furniture shall be vacuumed as required.
- All surfaces of furniture and fixtures will be dusted weekly, i.e. tops of desks, tables, filing cabinets, windowsills, etc.
- Telephones to be wiped/cleaned nightly with approved disinfectant.
- Finger marks/smudges will be removed from partition glass, walls and other painted surfaces as required.
- Door glass will be cleaned on both sides and metal wiped clean.
- Exterior wall glass to be cleaned (interior side only)
- All floors will be swept and damp mopped nightly.

#### Washrooms

- Remove garbage nightly.
- Clean mirrors nightly.
- Clean and disinfect nightly: washbasins, toilets seats, toilet bowls, toilet tanks, outsides of toilets, valves, and soap dispensers.
- Restock paper products nightly and hand soap as required.
- Floors are to be damp mopped nightly, using disinfectant or germicide cleaning solution.
- Floors to be stripped and waxed yearly.

#### Stairwells

- All stairwells to be swept and damp mopped nightly.
- All handrails and touchpoints to be disinfected nightly.
- All finger marks/smudges will be removed from the walls as required.
- All partition glass will be cleaned on both sides nightly.

#### Elevator

- The elevator is to be vacuumed nightly.
- Walls are to be cleaned as required with stainless steel cleaner.
- All elevator touchpoints to be disinfected daily.

#### All Building Areas

- All handrails, door entrances, door handles and touchpoints to be cleaned and disinfected nightly.
- Restock hallway hand sanitizers as required.

- Mats shall be cleaned and vacuumed as required.
- Glass in entrance doors and lights around doors shall be cleaned on both sides nightly.
- Clean or vacuum all window blinds as required.
- Clean all vents and grills as required.
- Wash soft brush, clean and wash all walls as required.
- Remove spots or spills from all areas immediately and report any issues to Brock CHC.
- High ledges, tops of partitions/desks, pipes and other high areas where dust collects shall be dusted as required.
- Notice boards, interior of fire extinguisher cabinets and display cases shall be kept clean at all times. to be cleaned as required with stainless steel cleaner.
- Heating elements and units, and ceiling air diffusers shall be kept clean of all marks and other soiling as required.
- Door hardware shall be polished as required using an appropriate solution.
- Cobwebs, insects, etc. shall be removed once a month or as required.
- Report any mechanical or electrical deficiencies to the Manager of Finance as soon as possible.

## **Supplies**

All paper supplies (toilet tissue and hand towels), hand soap, hand sanitizer, garbage bags, and cleaning supplies and chemicals shall be supplied by Brock CHC. When supplies are low, the Contractor shall advise the Finance Manager so supplies can be re-ordered. Contractor must remove and dispose all cleaning supplies surpluses in accordance with all applicable federal, provincial and municipal statutes, ordinances, codes and by-laws. All waste will be collected on a regular basis and transported to designated collection points with waste being disposed of according to site specifications such as open bins/compacting and all recycling material will be segregated into appropriate categories for collection.

## **Equipment**

Brock CHC will supply at its expense most cleaning equipment to perform the service requirements described herein. Examples include but are not limited to the following: vacuum cleaners, floor cleaners (burnishers/polishers), mops, buckets, brooms and brushes. All equipment used for the delivery of services will be CSA approved. Brock CHC will provide the Contractor with reasonable storage space for equipment and supplies. Any equipment malfunctions or failures shall be reported to the Manager of Finance within 24 hours of finding.

## **Cleaning Standards**

Clean refers to the element being free of gross matter, dust, cobwebs, lint, debris, finger marks, smudges, cleaning streaks, soap residue or spots, using applicable and appropriate cleaning chemicals or products. The quality standards for each cleaning element listed below are Brock CHC's minimum service level requirement outcomes. These standards are designed to meet the following needs:

- The primary focus must remain the protection of clients, staff and visitors;
- To help minimize outbreaks and spread of microbial infections;
- In addition to meeting identified standards for the Cleaning Elements, the Contractor is required to monitor and report on any facility conditions that affect the cleaning operation, present a safety hazard or are detrimental to the image of an aesthetically pleasing and safe environment.

## **Personnel**

Contractor shall employ fully qualified and trained personnel who are legally authorized to work in Canada. All personnel shall be trained and skilled in the work they will perform and in operating the

necessary equipment. In the event of a pandemic, proof of vaccination may be required by cleaning staff.

### **Identification**

Contractor personnel working on site must wear uniforms and/or company identification badges at all times while on Brock CHC property.

### **Education and Training**

Contractor personnel must review Brock CHC and Service Providers Health and Safety Rules prior to working in the community-based setting.

### **Background Checks**

A Police background check must be done on all Contractor personnel assigned to work at the site.

### **Reporting and Quality Auditing**

Contractor must participate in the Contractor Performance Reviews required by Brock CHC. Quality standards will be reviewed and may be modified by the Purchaser as often as necessary in order to keep abreast of new disease/infections, new technologies and changes in health care practices. This is intended to ensure the standards remain useful tools for the Contractor in keeping a safe, clean and healthy environment.

### **Pricing**

The Bidder must provide pricing for the described scope of Janitorial Services for 39 Cameron Street W., Cannington, Ontario. Cost must be 100% all inclusive.

### **Proposals should include the following:**

- Legal company name and full contact information
- A brief overview of the company, including size and years in service
- Proof of insurance (mandatory)
- Experience and references
- Evidence of capacity to execute scope of services
- Pricing

### **Award and Agreement**

The Bidder that fully meets the requirements and scores the highest based on the evaluation criteria will be recommended for award. Once the award is made, the report recommending such award including the total cost of the awarded project shall be a matter of public record.

A written agreement, prepared by Brock CHC, shall be executed by Brock CHC and the successful Contractor. The complete proposal package submitted by the successful Bidder, together with the entire Request for Proposal documents prepared by Brock CHC, shall form part of the Agreement.

Failure to execute the contract and to file satisfactory forms (insurance, WSIB, etc.) as required herein within 7 days of the offer of the award shall be just cause for the cancellation of the contract award.

**Detailed Submission Requirements:**

<b>Description</b>		<b>Weighting</b>																		
<u>Insurance</u> Bidder must provide Brock CHC with evidence of any and all insurance coverages as required in this RFP.		<b>Pass/Fail</b>																		
<u>Related Experience</u> Bidder will include relevant experience with this type and scope of janitorial services. Please provide a minimum of 3 relevant projects with references.		<b>15 points</b>																		
<u>Overall Methodology</u> <ul style="list-style-type: none"> <li>• Bidder provides clear evidence of being able to meet timing of Brock CHC's needs;</li> <li>• Bidder demonstrates ability to be responsive to Brock CHC service needs;</li> <li>• Bidder outlines equipment required to execute scope of work.</li> </ul>		<b>30 points</b>																		
<u>Financial Evaluation</u> Bidder must provide a 100% all inclusive lump sum yearly price. <table border="1"> <thead> <tr> <th>Bidder</th><th>Price</th><th>Pricing Score</th></tr> </thead> <tbody> <tr> <td>A – lowest price</td><td>Lowest price</td><td>55</td></tr> <tr> <td>B</td><td>10% higher than lowest</td><td>50 – 10% less than the maximum</td></tr> <tr> <td>C</td><td>25% higher than lowest</td><td>41 – 25% less than the maximum</td></tr> <tr> <td>D</td><td>50% higher than lowest</td><td>28 – 50% less than the maximum</td></tr> <tr> <td>E</td><td>100% higher than lowest</td><td>0 – 100% less than the maximum</td></tr> </tbody> </table>		Bidder	Price	Pricing Score	A – lowest price	Lowest price	55	B	10% higher than lowest	50 – 10% less than the maximum	C	25% higher than lowest	41 – 25% less than the maximum	D	50% higher than lowest	28 – 50% less than the maximum	E	100% higher than lowest	0 – 100% less than the maximum	<b>55 points</b>
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<u>Additional Potential Points</u> As a part of Brock CHC's commitment to supporting the local community and fostering economic growth, Brock CHC highly values the participation of local vendors in this procurement process. While all responsive and competitive bids will be considered, this RFP establishes a preference for local vendors who have a presence and operational capacity within the Brock Township and surrounding areas region, determined through: <ul style="list-style-type: none"> <li>• Demonstrated evidence of community involvement (i.e., supporting local causes, employed local workers, contribute to local economy)</li> </ul>		<b>Up to 10 additional points</b>																		

**Submission Requirements:**

One PDF proposal sent via email to [smacdonald@brockchc.ca](mailto:smacdonald@brockchc.ca). This should include a letter signed by an officer of the company in a position to legally bind the company to the statements contained herein. Proposal must be received before March 28, 2025 at 4:30pm. Submissions received after the noted due time will not be considered.

## Appendix A – First Floor





## Appendix C – Third Floor

