



The Children's Aid Society
La Société de l'aide à l'enfance

of the United Counties of | des comtés unis de
Stormont, Dundas & Glengarry

Request for Quotation # Cleaning RFQ CWCAS 1
Cleaning Services
October 18th, 2024

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1.0 OVERVIEW

1.1 Purpose

The Children's Aid Society of SD&G (the "Agency") is seeking competitive proposals from qualified individuals/companies to provide efficient and consistent janitorial cleaning services at the Agency premises.

The term of the contract will be 36 months commencing on January 6th, 2025, and terminating on January 1st, 2028. This contract may be extended at the discretion of the Agency for an additional 12-month term (total of 48 months).

1.2 Agency Background

The Children's Aid Society of SD&G is a not-for-profit charitable organization that provides child welfare services to the United Counties of Stormont, Dundas and Glengarry. These services are mandated under the Child & Family Services Act of the Province of Ontario.

The fiscal operating budget of the Society is funded 100% by the Ministry of Children & Youth Services, a sub Society of the Ministry of Children, Community and Social Services. The Society is eligible for discounts afforded to the Government or pricing under Ontario's Proposer of Record (VOR) arrangements.

The Society employs approximately 150 employees at one location, 150 Boundary Road, Cornwall.

1.3 Code of Ethics

The Code of Ethics goal is to ensure an ethical, professional and accountable supply chain as per the Ontario Broader Public Sector (BPS) Supply Chain directives.

1. Personal Integrity and Professionalism

Individuals involved with Supply Chain Activities must act, and be seen to act, with integrity and professionalism. Honesty, care and due diligence must be integral to all Supply Chain Activities within and between BPS organizations, suppliers and other stakeholders. Respect must be demonstrated for each other and for the environment. Confidential information must be safeguarded. Participants must not engage in any activity that may create, or appear to create, a conflict of interest, such as accepting gifts or favors, providing preferential treatment, or publicly endorsing suppliers or products.

2. Accountability and Transparency

Supply Chain Activities must be open and accountable. In particular, contracting and purchasing activities must be fair, transparent and conducted with a view to obtaining the best value for public money. All participants must ensure that public sector resources are used in a responsible, efficient and effective manner.

3. Compliance and Continuous Improvement

Individuals involved with purchasing or other Supply Chain Activities must comply with this Code of Ethics and the laws of Canada and Ontario. Individuals should continuously work to improve supply chain policies and procedures, to improve their supply chain knowledge and skill levels, and to share leading practices.

2.0 SCOPE OF WORK

2.1.1 Specifications

- i. The Agency shall provide all equipment, cleaning supplies and products necessary to provide efficient and consistent janitorial service at the Agency premises.
- ii. Cleaning shall be carried out in the evening, between the hours of 4:00 pm and 8:00 pm inclusive, five (5) nights per week Monday to Friday inclusive.
- iii. In addition to regular cleaning tasks, we may require quotes for specific annual or one-time services.

2.1.2 Security

The Agency requires all employees and Service Providers to respect the confidential nature of our work.

The Agency requires that all contractors entering the facility be fully vaccinated against Covid 19.

The Agency requires that all persons providing cleaning services provide evidence of Criminal Record Check (at their own expense), sign a confidentiality agreement and submit to an internal records check, prior to Contract award.

Proponents should explain as part of their proposal what procedures they require for regular updates to record checks and other employee requirements.

As new staff is added, required police checks and internal record checks must be submitted prior to staff entering the premises.

The Agency reserves the right to disallow any persons to work on the noted premises. This will be solely at the discretion of the Agency and the Agency will not bear any costs associated with individual employees of the Proponent.

Prior to Contract award the successful Bidder will be required to provide:

- (1) A list of all staff who will be on the premises, including full name and date of birth
- (2) A signed release to allow the Agency to perform an internal records check
- (3) Evidence of a recent Criminal Record Check for all staff who will be on the premises
- (4) Signed confidentiality agreements for all staff who will be on the premises

2.1.3 Change in the Work

The Agency may, without invalidating the Contract, direct the successful Bidder to make changes to the work to reflect building requirements or other changes. When a change causes an increase or decrease in the work, the Contract price shall be increased or decreased by an amount to be agreed upon between the Agency and the Bidder. All such changes shall be in writing and approved by the Agency.

3.0 SCHEDULE OF EVENTS

The following progressive steps represent the process which The Children's Aid Society of SD&G will apply.

Schedule	Dates
Multiple Invitations	October 18, 2024
Submission of Quotations Closing Date	November 29, 2024
Evaluation of Quotations and selection	Week of December 2 – 6, 2024
Confirmation of selection by Society	December 6, 2024
Start Date	January 6, 2025

The Children's Aid Society of SD&G reserves the right to alter any date in this timetable for this planned quotation call.

Any Proposers responding to this RFQ do so at their own risk. No cost for the request for Quotation or receiving of Quotation will be incurred by The Children's Aid Society of SD&G.

Proposers must provide a detailed and comprehensive cost breakdown for the implementation of the options as described in this RFQ.

The information contained in this RFQ is supplied solely as a guideline for Proposers and is not guaranteed or warranted by the Children's Aid Society of SD&G be accurate, nor is it necessarily comprehensive or exhaustive.

Each Proposer is responsible to review and understand the terms and conditions of this RFQ, and the Scope of Services being requested. The Children's Aid Society of SD&G not be responsible for any loss, damage or expense incurred by a Proposer as a result of any inaccuracy or incompleteness in this RFQ, or as a result of any misunderstanding or misinterpretation of the terms of this RFQ on the part of the Proposer.

Further, the Children's Aid Society of SD&G is not liable for any costs incurred in the preparation of the Quotations.

4.0 GENERAL TERMS AND CONDITIONS

4.1 Closing Time and Date

Quotations must be returned in PDF format by email, or hand delivered, clearly marked "Cleaning Services CWCAS 2024 RFQ" on or before 10:00 a.m., November 29, 2024.

The Quotations should be addressed to:

Dave Bruce
IT & Facilities Manager
150 Boundary Road
Cornwall, Ontario K6H 6J5
dave.bruce@cwcas.ca

4.2 Required Proposal Elements

The proposal shall include:

1. About your company: What specific attributes and experience does your company possess to handle our needs? Please include:
 - i. Number of years in business
 - ii. Total number of employees
 - iii. Number of service staff that will be working at our facility and anticipated hours of daily work
 - iv. Relevant experience
 - v. Company procedures for regular updates to record checks and other employee requirements.
 - vi. List of equipment needed to complete required cleaning duties.
2. Address of company including primary contact.
3. References: Provide reference contacts for three clients that your company has provided services to since January 1, 2023. The references must be, at minimum, equal in size, complexity and service requirements to this tender.
4. A copy of your current Workplace Safety and Insurance Board Certificate.
5. A copy of General Liability Insurance Coverage with a limit of not less than \$5,000,000. Upon award, the successful Bidder must maintain coverage stated above throughout the contract period.
6. Price for the service.
7. Statement that discloses any actual or potential conflict of interest.

4.3 Method of Award

Final selection and award will be determined by date in section 3 – “SCHEDULE OF EVENTS”.

4.4 Rejection of Quotation

Children’s Aid Society of SD&G reserves the right to reject any and all Quotations for any reason. The lowest quotation may not necessarily be accepted. The Proposer acknowledges Children’s Aid Society of SD&G’s rights under this clause and absolutely waives any right of action against the CHILDREN’S AID SOCIETY OF SD&G’s failure to accept its Quotation whether such right of action arises in contract, negligence, bad faith or any other cause of action. The acceptance of any Quotation is subject to funds being legally available to complete this transaction and/or approval by the Children’s Aid Society of SD&G’s Board of Directors.

4.5 Proposer's Representation

Each proposer by signing and submitting an offer, represents that he/she has read and understands the specification documents, and the offer has been made in accordance therewith.

4.6 Default / Termination

The Society may, by Notice of Default to the successful Proposer, immediately terminate in whole or in part of the contract if the Proposer fails to perform the services required. In the event the Society does terminate the contract in whole or in part as specified above, the Society may purchase services so terminated and the Proposer shall be liable to the Society for any excess costs for such services and for reasonable liquidated damages.

The Society (at its sole discretion) may immediately terminate any contract awarded through this RFQ process if there is a major violation of agreed conditions or where the Proposer has taken an action against the Society.

5.0 EVALUATION CRITERIA

To help identify all relevant costs, and to aid in the evaluation process, you must complete a pricing schedule summary. Narratives and detailed descriptions of the services to be provided can be explained elsewhere in your Quotation.

The award of a contract resulting from this Request for Quotation shall be based on the best value (not necessarily best price), received in accordance with the following evaluation criteria:

Evaluation Criteria	Pass/Fail
Mandatory Criteria	
Proposal received on time in electronic (PDF) format	Pass/Fail
Conflict of Interest disclosures – Appendix B	Pass/Fail
Rated Criteria	
Proponent Experience and qualifications	25 points
References	25 points
Organizational capacity	15 points
Pricing – overall fee	35 points
Total	100 points

The signed quotation shall be considered an offer on the part of the proposer. Such offer shall be deemed accepted upon issuance by the Children’s Aid Society of SD&G of purchase orders, contract award notifications, or other contract documents appropriate to the work.

No offer shall be withdrawn for a period of ninety (90) calendar days after the time and date established for receiving offers, and each proposer agrees in submitting an offer.

In case of a discrepancy between the unit prices and their extensions, the unit prices shall govern.

The best and final offer should be given with your submitted Quotation.

6.0 PRICING SCHEDULE

Pricing submitted to be (i) In Canadian dollars (ii) Inclusive of duty, where applicable (iii) FOB designation (delivery charges included where applicable). All applicable taxes MUST be shown separate.

LEGAL NAME OF PROPOSER

Detail the price before HST in respect of each particular deliverable to be provided, which amount is fixed and not subject to change unless otherwise agreed in advance and confirmed in a Change Order. Price remains valid for 60 days.

- (1) I/We declare that no person, firm or corporation other than the submitter has any interest in this Quotation or in the proposed contract for which this Quotation is made and to which it relates.
- (2) I/We further declare that this Quotation is made without any connection, knowledge, comparison of figures or arrangement with any other person or persons making a Quotation for the same work and is in all respects fair and without collusion or fraud.
- (3) I/We further declare that no member of The Children’s Aid Society of SD&G is, shall be, or shall become interested, directly or indirectly, as a contracting party, partner, stockholder, surety or otherwise in or in the performance of the work, or in any portion of the profits thereof, or any such supplies to be used therein, or in any of the monies to be derived therefrom.
- (4) I/We further declare that the several proposed matters stated in this Quotation are in all respects true.
- (5) The undersigned have carefully read the Specifications, General and Conditions of this Request for Quotation and otherwise satisfied ourselves as to the conditions under which the goods are to be provided and do hereby propose to enter into contract with The Children’s Aid Society of SD&G for the supply of the goods according to the Quotation.
- (6) Acceptance of this Quotation shall be considered a binding contract upon both parties.

DATED AT

THIS _____ DAY OF _____ 2024.

Name

Address

Telephone

Authorized Official & Title

Signature

Appendix A – Performance and Cleaning Standards

150 Boundary Road	
Daily	2 times per week
<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Refill all dispensers (soap, paper towel and toilet paper) ○ Empty trash ○ Clean and sanitize all restroom fixtures including mirrors <p><u>Kitchen Areas:</u></p> <ul style="list-style-type: none"> ○ Wipe down and sanitize counters and sink area ○ Wipe all tables and counters ○ Empty all garbage <p><u>Visit Room and Reception:</u></p> <ul style="list-style-type: none"> ○ Empty all trash containers ○ Sweep and mop tile floor areas ○ Spot clean walls, light switches doors ○ Vacuum carpet as required ○ Vacuum couches and wipe down ○ Wipe tables <p><u>Entrance:</u></p> <ul style="list-style-type: none"> ○ Vacuum all walk off mats ○ Spot clean walls ○ Clean glass doors ○ Mop floors 	<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Sweep and damp mop floors with germicidal cleaner ○ Spot clean walls, light switches, doors and baseboards <p><u>Kitchen Areas:</u></p> <ul style="list-style-type: none"> ○ Wipe down and sanitize counters and sink area ○ Sweep and wash floor weekly ○ Spot clean walls, light switches, doors ○ Wipe down appliances ○ Wipe down chairs <p><u>Offices and Workstations:</u></p> <ul style="list-style-type: none"> ○ Empty all trash containers ○ Vacuum all carpeted areas (weekly) ○ Empty blue boxes <p><u>Common Used Areas:</u></p> <ul style="list-style-type: none"> ○ Sweep and mop tile floor areas weekly ○ Spot clean walls, light switches doors and baseboards ○ Empty blue boxes ○ Vacuum carpet weekly ○ Vacuum couches and wipe down ○ Wipe tables ○ Vacuum all walk off mats <p><u>Meeting Rooms:</u></p> <ul style="list-style-type: none"> ○ Tables to be wiped ○ Carpet area to be vacuumed ○ Counter and sink areas to be wiped down

- 1 Materials & Equipment
 - a) All materials and equipment required for the performance of this Contract shall be supplied by The Agency including all cleaning materials.
 - b) All cleaning machinery and equipment shall be of commercial quality and shall be maintained at the highest standard of appearance and efficiency.
 - c) The Agency will provide storage space on the premises. The Contractor shall clean all areas, storage places, slop sinks, etc.
 - d) Any materials stored at the Agency premises will be labeled clearly in compliance with W.H.M.I.S. legislation and the Agency shall provide Material Safety Data Sheets for any chemicals used at the premises.

- 2 Cleaning Supplies and Chemicals
 - a. All cleaning supplies and chemical must be applied only to the surfaces for which they are authorized by the manufacturer of such product and must comply with the latest Canadian Standards Association specifications.

- 3 Trash and Recycling
 - a. Trash and recyclable items in common areas are to be removed to the designated collection area as required.

- 4 Responsibility for Damage to the Building and Contents
 - a. It is the responsibility of the Contractor to ensure that all products are compatible with the surfaces on which they are employed. Any damage resulting from the use or misuse of such agents or materials shall be assessed against the Contractor.
 - b. The Contractor shall provide and maintain adequate and suitable means to save the building and its contents from injury, dust and defacement during the process of the work by using cloths, painter cloths, tarpaulins or other approved protection wherever necessary or directed.
 - c. Flammable cleaning materials and all containers in which they are carried or stored shall be used only when essential, subject to the approval of the Property Manager, and shall be removed from Agency premises at the end of each day and or shift.
 - d. The Contractor shall maintain adequate barricades, warning signs, out of order signs and all reasonable protection when required.
 - e. All electrical equipment which must be used by the Contractor shall be safe to use, properly grounded, CSA approved and be of no hindrance to the building electrical system or equipment.

- 5 Communication
 - a. The Contractor's employees shall carry proper identification when entering and working inside Agency premises.

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- b. A communications book will be maintained in a location accessible to both the Agency and the Contractor at the premises for daily communications concerning matters of interest or areas to be addressed by the Contractor. Contractor personnel are to note any irregularities noticed during servicing, such as defective plumbing, doors unlocked, burned out lights, etc.

 - 6 Access to Premises
 - a. The Contractor shall be responsible for the security of the premises upon entering and leaving the premises. The Contractor shall ensure that all entrance/exit doors are closed and locked and all lights are turned off before vacating the premises and that alarms are set, unless otherwise directed by Agency staff.

 - 7 Statutory Holidays and Snow Days
 - a. For the purpose of this contract, designated holidays are defined as: New Years Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, December 24, Christmas Day, Boxing Day and December 31. No cleaning services will be required on designated holidays. If these holidays fall on a weekend, they will be taken during the week. The dates will be communicated to the Contractor.

 - 8 Work not included
 - a. Boilers, electrical, server and mechanical rooms
 - b. Snow removal from sidewalks, parking areas and driveways
 - c. Computers, papers or personal items on desks, files, and sills shall not be disturbed by cleaning staff

 - 9 Work Performance
 - a. Work shall be completed to the satisfaction of the Property Manager or designate.
 - b. At the request of the Property Manager, the Contractor shall be available to inspect the premises with the Property Manager to discuss any issues or concerns.
 - c. If at any time during the term of the contract, in the opinion of the Property Manager, the service being provided is not considered to be satisfactory, the Agency will meet with the Contractor to discuss the issues. The Contractor will have 30 days to correct/improve the service they are providing at the discretion of the Property Manager. If at which time the work remains unsatisfactory, the Agency may, at their discretion, terminate the contract at no cost beyond the termination date.

The following descriptions of cleaning standards are applied to all items after routine cleaning.

Item	Standards
Baseboards/Window Sills	Will be free of dust, debris and soiling.
Door & handle/knob/plate	Will be free of dust, grease, dirt and scuff marks.
Water coolers	Will be free of dust, soiling and stains. Fixtures will be free of dust, soiling and stains.
Electric switch plates	Will be free of dust, soiling and stains.
Floor/carpets	Will be free of dust and debris. Spills should be spot cleaned.
Floor/tile	Will be free of dust, debris and spills. Stains will be schedule to be scrubbed or striped and finished as needed.
Glass (inside)	Will be free of dust, smudges and adhesives.
Ledges and railings	Will be free of dust, smudges and soil.
Microwaves	Will be free of dust, food crumbs, grease and stains.
Mirrors	Will be free of dust, smudges, marks and liquids.
Oven/stoves	Will be free of dust, food, grease and soiling.
Paper towel dispensers	Will be free of dust, soiling and stains. Dispenser will be refilled daily and extras put on bathroom counter.
Picture frames	Will be free of dust and debris.
Refrigerators	Will be free of dust, soiling and stains
Waste containers	Will be free of soiling. Clean liners will be placed in the container a minimum of weekly. Containers will be free of odors.
Shelves	Will be free of dust, debris, smudges and wipe marks.
Shower stalls	Will be free of dust, soiling, soap scum and stains. Fixtures will be free of dust, soiling, soap scum and stains.
Sinks/basins/fixtures/ piping	Will be free of dust, soiling, stains and soap scum. Drainpipes will be free of dust, soiling and soap scum. Leaking fixtures will be reported for repair.
Soap dispensers	Will be free of dust, soiling, stains and soap scum. Soap will be replaced when empty or low.
Stairwells	Will be free of dust, debris and spills.
Tables	Will be free of dust, smudges, soiling and stains. Broken and loose legs will be reported for repair and/or replacement.
Televisions/monitors	Will be free of dust and smudges.
Toilets/fixtures	Will be free of dust, soiling and stains. Fixtures will be free of dust, soiling and stains. Leaking fixtures will be reported for repair and/or replacement.
Vents and grills	Will be free of dust and spider webs.
Walls (painted)	Will be free of dust, soiling, marks and spider webs.