



Cleaning Services Request for Proposal

RFP Reference 1-2018

Issue Date: February 2 2018

Closing Date: April 6 2018

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1.0 Introduction

1.1 *Proposal Invitation Summary*

Brant Family and Children's Services (the "Agency") is seeking competitive proposals from qualified individuals/companies to provide efficient and consistent janitorial cleaning services at the Agency premises.

1.2 *Organizational Profile*

The Agency is a not-for-profit organization that provides protection, prevention and counselling services to children and families in Brantford, Brant, Six Nations and New Credit as mandated under Section 15 of the *Child and Family Services Act* (CFSA). The Agency is funded by the Ministry of Children and Youth Services and is governed by a volunteer Board of Directors who represent the interests of the communities we serve. The Agency is a registered charity under the Income Tax Act.

For more information visit www.brantfacs.ca

1.3 *Scope/Services Required*

The contractor shall provide all labor, equipment, cleaning supplies and products necessary to provide efficient and consistent janitorial service at the Agency premises.

The agency has multiple locations throughout the city which will be toured at the site meeting.

Appendix C provides a detailed Scope of Work with specific cleaning specifications and frequencies at each location. This Appendix may be modified from time to time by the Agency (see section 2.2 Change in the Work).

Cleaning shall be carried out in the evening, between the hours of 5:00 pm and 12:00 am inclusive, five (5) nights per week Monday to Friday inclusive.

In addition to regular cleaning tasks, we may require quotes for specific annual or one-time services.

2.0 Requirements

2.1 Security

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

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
- (4) Signed confidentiality agreements

2.2 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.

2.3 *Performance Standards and Other Requirements*

Cleaning standards are outlined in Appendix D.

- 1) Materials & Equipment
 - a) All materials and equipment required for the performance of this Contract shall be supplied by the Contractor including all cleaning materials.
 - b) All cleaning machinery and equipment shall be commercial quality and shall be maintained at the highest standard of appearance and efficiency.
 - c) The Agency will provide storage space in 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 be provided with 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.
 - b) The Agency shall provide the following supplies: Toilet tissue, hand towels, hand soaps for washrooms, garbage bags and other consumable products and will provide the Contractor access to these supplies as required for replenishment.
- 3) Trash and Recycling
 - a) Trash and recyclable items in common areas are to be removed to the designated collection area as required.
 - b) Recycling bins in offices and at staff desks are not to be emptied.
- 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 providing and 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 provide and 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.
 - 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 Year's 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 day. 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.

2.4 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 to be used 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, 2016. 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 \$2,000,000 and must show Brant FACS as an Additional Insured. Upon award, successful Bidder must maintain coverage stated above throughout the contract period.
6. Completed Appendix A – Price for the service.
7. Completed Appendix B - A statement that discloses any actual or potential conflict of interest.

In its Proposal, each Proponent must disclose any actual or potential conflict of interest that might compromise the performance of the Services. If such a conflict of interest does exist, the Agency may, at its sole discretion, refuse to consider the proposal and disqualify the Proponent from the bidding process. The Proponent must also disclose whether it is aware of any Agency employee or Board member having a financial interest in the respondent and the nature of that interest. The Agency reserves the right to solely determine whether any situation or circumstance constitutes a conflict of interest. (Appendix B)

The proposal must be legible and be accompanied by Appendix A, signed by a senior officer of the Proponent, which states that the Proposal, including all prices therein constitute a firm offer open for acceptance for 90 days from delivery.

2.5 *Contract Duration and Price*

- a) The term of the contract will be 36 months commencing on July 1, 2018 and terminating on June 30 20, 2021 This contract may be extended at the discretion of the Agency for an additional 12 month term (total of 48 months).
- b) The Agency reserves the right to determine, in its sole and unfettered discretion, non-performance of the Contract, including the level of quality of services provided and further reserves the right to cancel any or the entire Contract if the Contractor fails to correct deficiencies upon 30 days written notice. The Agency decision in this regard shall be final.
- c) Prices must be quoted in Canadian dollars. Harmonized Sales Tax (HST) and any other applicable taxes must be separately identified and included in the price information provided.
- d) The Agency is obliged to comply with Provisions of the Broader Public Sector Expense and Broader Public Sector Procurement Directives. The Expenses Directive stipulates: "In no circumstances can hospitality, incidental or food expenses be considered allowable expenses for consultants and contractors." Proponents are to respect this requirement in preparing their proposal.
- e) Prices quoted by the proponent shall be all inclusive and shall include all labour and materials, travel and carriage costs, insurance costs and all other overhead including but not limited to any fees or other charges required by law.
- f) A proposal that includes conditional, optional, contingent or variable rates that are not expressly requested in the Pricing Table may be disqualified.
- g) Appendix A - Form of Offer must be used for the purpose of providing pricing information and must be return with the proposal. The "Total Annual Fee" shall be a total price for the purposes of the contract and may not be exceeded without prior written consent of the Executive Director of the Agency.

3.0 Proposal Procedure

3.1 Agency Contact

Any enquiries concerning this RFP should be directed to:

Debbie Coombe
Accounting Manager
Email: Debbie.coombe@brantfacs.ca
Telephone: 519-753-8681 ext. 225

Enquiries must be confirmed in writing, by email, no later than the deadline in 3.3.

3.2 Submission

The Proponent shall submit an electronic version of the proposal and all supporting documentation in Microsoft Word compatible format or PDF. Proposals are due on or before **4:30 pm local time on April 6th 2018.**

Proposals should be sent to the Agency representative:

Debbie Coombe
Accounting Manager
Brant Family and Children's Services
P.O. Box 774 70 Chatham Street
Brantford ON N3T 5R7
Via email at: Debbie.coombe@brantfacs.ca

Proponents should call Debbie Coombe at 519-753-8681 ext. 225 to confirm receipt of electronic proposal package prior to the submission deadline.

Proposals received after the closing time will not be accepted. Proponents who need to withdraw or amend their proposal should do so before the closing date.

The proponent shall not modify or withdraw its proposal without Agency consent for a period of ninety (90) days after the closing date.

3.3 Proposal Timeline

The RFP timeline is as follows:

Date of issue	February 2, 2018
Mandatory Pre registration for site visit	February 16 2018 4 pm
Mandatory site visit	February 24 2018 10 am
Deadline for questions, clarifications	March 2 2018 12 pm
Deadline for issuing Addenda	March 9, 2018 4 pm
Closing date of proposal	April 6 2018 4:30 pm
Proponent selected and notified:	April 27 2018
Contract start date:	July 1 2018

Proposals will only be accepted from Proponents who attend and sign in at the mandatory site meeting. The mandatory site visit will be cancelled if no less than three proponents have preregistered. Proponents can preregister by contacting the agency contact listed in section 3.1. The meeting will be held at 70 Chatham Street Brantford, Ontario. Proponents, by attending this meeting, shall satisfy themselves as to all requirements related to this project.

The RFP timeline is tentative and the Agency reserves the right to extend or amend this schedule at its sole discretion at any time.

3.4 Amendments

- a) The Agency reserves the right to amend this RFP document through written addendum, up to two (2) business days prior to closing time.
- b) Each Proponent is responsible for verifying, before delivering its Proposal to the Agency, that it has received all addenda which have been issued. All addenda form an integral part of the RFP.
- c) Any information given orally by the Agency representative, by telephone or otherwise, not confirmed in writing, will not be binding on the Agency.
- d) Each Proponent should carefully review in detail the entire contents of this RFP. It is the Proponent's responsibility to ensure that it has all the necessary information concerning the intent of this RFP and the requirements of the Agency. On review, if any errors, omissions or ambiguities are discovered in the contents of the RFP, these should be submitted to the Agency representative for clarification.

3.5 *Evaluation of Proposals*

Proposals will be assessed on the following:

1. Proposed Proponent's experience, understanding and expertise in relevant work;
2. Quality of the proposal;
3. Expected ability to deliver services that meet Agency standards;
4. Contract price.

The award shall be made to the Proponent whose proposal is deemed to be in the best interests of the Agency.

Submitted proposals do not in any way constitute a binding agreement between the Agency and any Proponent. The Agency shall not be obligated in any manner to any Proponent, unless and until a written contract has been duly executed between the Agency and the successful Proponent.

Any Proposal submitted which does not comply with the provisions and requirements of this RFP, is incomplete, ambiguous, or which contains errors, alterations or irregularities of any kind ("Error") may be rejected and disqualified at the discretion of the Agency. The Agency reserves the right in its sole discretion to waive any Error and proceed to consider the Proposal involved for award notwithstanding any such Error or Errors. The Agency reserves the right to reject any and all proposals.

Where no satisfactory proposal is received, the Agency reserves the right to cancel this RFP process, request re-bids, or negotiate a contract for the whole or any part of the provision of the required service as outlined in this RFP.

3.6 *Evaluation Criteria*

The Agency will evaluate submitted proposals on the basis of overall business value criteria and they will be scored using the criteria below.

Evaluation Criteria		Pass/Fail
Mandatory Criteria		
1.	Proposal received on time in electronic (PDF) format	Pass/Fail
2.	Conflict of Interest disclosures – Appendix B	Pass/Fail
Rated Criteria		
4.	Proponent Experience and qualifications	25 points
5.	References	25 points

6.	Organizational capacity	15 points
7.	Pricing – overall fee	35 points

Total	100 points
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Bids not satisfying the mandatory criteria will be disqualified. The highest scoring Proponent will be selected to be awarded the contract. Tie scores will be broken using a coin toss.

Pricing will be scored based on a relative pricing formula using the rates provided. Each proponent will receive a percentage of the possible points allocated to price by dividing that proponent's price into the lowest bid. For example, if the lowest bid price is \$500.00, that proponent receives 100% of the possible points ($500/500=100\%$), a proponent who bids \$750.00 receives 67% of the possible points ($500/750=67\%$) and a proponent who bids \$1000.00 receives 50% of the possible points ($500/1000=50\%$).

3.7 Post Evaluation Process

- a) Notice of selection will be in writing in the form of an award letter.
- b) The successful Proponent shall execute an Agreement within 5 calendar days of notice of selection. If a selected proponent fails to execute the Agreement within five calendar days of notice of selection the Agency may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that proponent and proceed with the selection of another provider. This provision is solely to the benefit of the Agency and may be waived at its sole discretion.
- c) A Proponent who receives and accepts an award will consent to the publication by the Agency of its name as the successful Proponent.
- d) All unsuccessful proponents will be notified by the Agency in writing of the outcome of the procurement process, including the name of the successful proponent.
- e) A Proponent who did not receive an award letter may request a debriefing after receipt of a notification of award. All requests must be in writing to the Agency representative and must be made within 30 days of notification of the award. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.
- f) An unsuccessful proponent may dispute the process as not being open and fair, by lodging a written complaint with the Director of Administration within 72 hours of being notified of the results. The complaint must contain specifics of the violation of open and fair practices.

4.0 Terms and Conditions

4.1 *Contract Award*

- a) Issuance of this RFP does not obligate the Agency to accept one or any of the Proposals received and the Agency reserves the right to reject any or all of the Proposals submitted in response to this RFP, without reason or cause. This RFP is not a contract, nor an order, nor an offer to buy. The Agency is under no obligation of any nature whatsoever including any obligations in contract or tort (including negligence) to the parties receiving or responding to this RFP. By submitting a proposal to provide any services to the Agency the Proponent waives and releases any claims it has or may hereafter have against the Agency or any affiliate of the Agency or any of their affiliates, officers, employees or agents which arise from or which relates to this RFP or the selection of any Proponent. Neither the lowest-priced Proposal nor any Proposal need be accepted.
- b) The RFP and Proponent's Proposal will be contract documents and will be referenced in the final Agreement which will set out the overall conditions and relationship between the Proponent and the Agency.
- c) The Agency reserves the right to cancel this RFP, in whole or in part, at any time prior to or after making an award, for any reason or no reason, without liability to any Proponent.
- d) The Agency will not reimburse, nor be responsible for reimbursing, any Proponent for any cost or expense of any kind whatsoever incurred in the preparation or submission of any Proposal in response to this RFP, or incurred in any evaluations or inspections requested by the Agency in accordance with the terms of this RFP.
- e) The Agency has the right to demand and inspect the Proponent's contract of insurance.

4.2 *Confidentiality*

Any and all information relating to the Agency, which is made known to the Proponent, its agents or employees in the course of providing service to the Agency, shall remain confidential to all parties. The RFP process in its entirety shall also remain confidential to all parties. The Proponent, its agents and employees shall abide by all applicable Provincial and Federal laws and regulations concerning the handling and disclosure of private and confidential information.

4.3 *Indemnification*

- a) The Proponent shall hold the Agency, its Board of Directors and employees harmless and shall indemnify any and all awards and costs related to any claim or action brought against any of them for property damage, bodily injury, death or other causes, as a result of responding to this RFP or a service provided to the Agency by the Proponent. The Proponent is responsible for ensuring that it has proper and adequate insurance to cover all services provided to the Agency and all claims or action that may be brought against the Agency, its Board of Directors and employees, as a result of a service provided to the Agency by the Proponent.
- b) The Agency shall have no liability in contract, tort (including negligence) or under any other theory for any inaccurate or incomplete information provided to the Proponent.

4.4 *Ownership*

All data, documentation, information, notes, completed questionnaires, reports, analyses, intellectual property or other material produced for or in conjunction with, created as a result of, or otherwise associated with Agency and the services to be provided under this RFP and the contract made hereafter, shall remain the property of the Agency.

4.5 *Assignment*

The Proponent shall not assign or transfer all or any part of its rights or obligations under this agreement without the prior written consent of the Agency.

4.6 *Governing Law*

This Agreement shall be governed and construed in accordance with the laws of the Province of Ontario.

Appendix A – Form of Offer

I/we the undersigned agree to supply and deliver the services as per the RFP #1-2018 for the price stated below to Brant Family and Children's Services.

Pricing Table:

Contract	Fee per month	Annual Fee
Year 1: July 1 2018 – June 30 2019		
Year 2: July 1 2019 – June 30 2020		
Year 3: July 1 2020 – June 30 2021		
Total		
HST		
Total 3 year Price		
Additional Hourly Rate for Services out of Scope		

The Proposal, including all prices therein constitute a firm offer open for acceptance for 90 days from delivery of the Proposal document.

Statement by Bidder:

I/we have read and understand all the terms and conditions of this RFP.

I/we understand that if our proposal is successful, all requirements of the successful Proponent as outlined in this RFP will be completed by the time and in the format required.

I/we agree to the publication of the successful proponent's name and award.

We hereby certify that the information given in this Proposal is correct and that if it is accepted, we will supply the services as described for the price quoted herein.

Received from	
Proponent Name:	
Authorized Representative:	
Title:	
Date:	
Signature:	

Appendix B – Declaration of No Conflict of Interest

- a) Each Proponent shall declare to Brant Family and Children's Services ("BFACS") as part of their quotation any situation that may be either a conflict of interest or a potential or perceived conflict of interest with the contractual obligations of this Request for Proposal. Conflict of interest is defined to include situations or circumstances that could (a) give a Proponent an unfair advantage during a procurement process; or (b) compromise the ability of a Proponent to perform its contractual obligations. The BFACS reserves the right to solely determine whether any situation or circumstance constitutes a conflict of interest.
 - b) No board member of BFACS and no officer or staff member of the BFACS is, will be, or shall become interested, directly or indirectly, as a contracting party, partner, stockholder, surety or otherwise in the performance of any contract resulting from this solicitation or in the supplies, work or business in connection with any such contract or in any portion thereof, or in any monies to be derived therefrom.
 - c) The BFACS reserves the right to: (a) disqualify prospective Proponents from a procurement process due to conflict of interest; and (b) prescribe the manner in which a Proponent should resolve a conflict of interest.
 - d) The successful Proponent is required to avoid any conflict of interest during the performance of their contractual obligations for the BFACS, and to disclose any actual or potential conflict of interest arising during the performance of a contract.
 - e) The BFACS is allowed to terminate a contract where (a) a Proponent fails to disclose any actual or potential conflict of interest or fails to resolve its conflict of interest as directed by the BFACS, or (b) a conflict of interest cannot be resolved.
- ☐ I declare that the undersigned Proponent does not have any conflict of interests as noted above.

OR

- ☐ Potential conflicts of interest are noted below:

Company Name

Authorized Representative Name

Signature

Title

Date

Appendix C – Scope of Work

The scope of work for the contract is highlighted below inclusive of cleaning tasks, frequencies and cleaning standards.

Tasks & Frequencies

66 Chatham Street	
Daily	2 times per week – Tuesday & Thursday
<p><u>Washroom:</u></p> <ul style="list-style-type: none"> ○ Refill all dispensers (soap, paper towel and toilet paper) ○ Empty trash and wrapper boxes ○ 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 weekly, or as required 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) <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>Stairways and Hallways:</u></p> <ul style="list-style-type: none"> ○ Sweep and mop all floors ○ Spot clean walls as required

66 Chatham Street	
Daily	2 times per week – Tuesday & Thursday
	<p><u>Meeting Rooms:</u></p> <ul style="list-style-type: none"> ○ Tables to be wiped ○ Carpet area to be vacuumed as required ○ Counter and sink areas to be wiped down <p><u>Exterior of Building:</u></p> <ul style="list-style-type: none"> ○ Garbage picked up around buildings ○ Smoking area to be cleaned

70,80 Chatham Street	
Daily	2 times per week – Tuesday & Thursday
	<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Sweep and damp mop floors weekly, or as required 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) <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

70,80 Chatham Street	
Daily	2 times per week – Tuesday & Thursday
	<ul style="list-style-type: none"> ○ Wipe tables ○ Vacuum all walk off mats <p><u>Stairways and Hallways:</u></p> <ul style="list-style-type: none"> ○ Sweep and mop all floors ○ Spot clean walls as required <p><u>Meeting Rooms:</u></p> <ul style="list-style-type: none"> ○ Tables to be wiped ○ Carpet area to be vacuumed as required ○ Counter and sink areas to be wiped down <p><u>Exterior of Building:</u></p> <ul style="list-style-type: none"> ○ Garbage picked up around buildings ○ Smoking area to be cleaned

109 George Street	
	2 times per week – Tuesday & Thursday
	<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 Area:</u></p> <ul style="list-style-type: none"> ○ Wipe all tables ○ Wipe down and sanitize counters and sink area ○ Sweep and wash floor ○ Empty all garbage ○ Wipe down appliances ○ Spot clean walls, light switches, doors and cupboards <p><u>Office and Workstations:</u></p> <ul style="list-style-type: none"> ○ Sweep and wash floors weekly or as required ○ Spot clean walls as required ○ Empty trash ○ Stairways and walk off mats <p><u>Living Room and Dining Area:</u></p> <ul style="list-style-type: none"> ○ Spot clean walls, light switches, doors ○ Clean wood floors/sweep and mop ○ Spot clean walls as required ○ Spot clean windows as required ○ Wipe tables

Legal - 111 George Street	
Daily	2 times per week – Tuesday & Thursday
	<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Sweep and damp mop floors with germicidal cleaner weekly or as required ○ Spot clean walls, light switches doors and baseboards <p><u>Kitchen Area:</u></p> <ul style="list-style-type: none"> ○ Wipe down and sanitize counters and sink area ○ Sweep and wash floor weekly or as required ○ Empty all garbage ○ Spot clean walls, light switches, doors ○ Wipe appliances <p><u>Office Areas:</u></p> <ul style="list-style-type: none"> ○ Vacuum once per week ○ Spot clean walls as required ○ Empty trash

108 – 112 George Street Lower	
Daily	2 times per week – Tuesday & Thursday
	<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Sweep and damp mop floors with germicidal cleaner weekly or as required ○ Spot clean walls, light switches doors and baseboards <p><u>Office and Workstations:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls as required ○ Empty trash ○ Vacuum furniture ○ Wipe down furniture ○ Wipe down tables

108 – 112 George Street Upper	
	2 times per week – Tuesday & Thursday
	<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Clean and sanitize all restroom fixtures ○ Sweep and damp mop floors with germicidal cleaner weekly or as required ○ Spot clean walls, light switches doors and baseboards <p><u>Kitchen Area:</u></p> <ul style="list-style-type: none"> ○ Wipe down and sanitize counters and sink area ○ Sweep and wash floor weekly or as required ○ Empty all garbage ○ Wipe down appliances ○ Spot clean walls, light switches, doors <p><u>Office Areas:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls a required ○ Empty trash <p><u>Stairwells:</u></p> <ul style="list-style-type: none"> ○ Sweep and mop weekly or as required

Northland Gardens – 56 Memorial Drive Unit 11	
Daily	2 times per week – Tuesday & Thursday
	<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 Area:</u></p> <ul style="list-style-type: none"> ○ Wipe tables and chairs ○ Wipe down and sanitize counters and sink area and cupboards ○ Sweep and wash floor ○ Empty all garbage ○ Wipe down appliances ○ Spot clean walls, light switches, doors <p><u>Office Areas:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls a required ○ Empty trash <p><u>Basement:</u></p> <ul style="list-style-type: none"> ○ Wipe down furniture and tables ○ Vacuum carpets weekly or as required ○ Empty garbage <p><u>Common Area:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpets weekly or as required ○ Wipe down furniture ○ Empty garbage

New Beginnings – 356 Darling Street Unit 17	
Daily	2 times per week – Tuesday & Thursday
	<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 Area:</u></p> <ul style="list-style-type: none"> ○ Wipe all tables and chairs ○ Wipe down and sanitize counters and sink area, cupboards ○ Sweep and wash floor ○ Empty all garbage ○ Wipe down appliances ○ Spot clean walls, light switches, doors <p><u>Office Areas:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls a required ○ Empty trash <p><u>Basement Area:</u></p> <ul style="list-style-type: none"> ○ Wipe all tables ○ Wipe down and sanitize counters and sink area and cupboards ○ Sweep and wash floor ○ Spot clean walls, light switches, doors ○ Empty all garbage ○ Wipe down appliances <p><u>Common Area:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpets weekly or as required ○ Wipe down furniture ○ Empty garbage

Stepping Stones – 50 Pontiac Street	
Daily	2 times per week – Tuesday & Thursday
	<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 Area:</u></p> <ul style="list-style-type: none"> ○ Wipe all tables and chairs ○ Wipe down and sanitize counters and sink area ○ Sweep and wash floor ○ Empty all garbage ○ Wipe down appliances ○ Spot clean walls, light switches, doors <p><u>Office Areas:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls a required ○ Empty trash <p><u>Basement:</u></p> <ul style="list-style-type: none"> ○ Wipe down furniture and tables ○ Vacuum carpets ○ Empty garbage ○ Wipe down appliances <p><u>Common Area:</u></p> <ul style="list-style-type: none"> ○ Vacuum carpets weekly or as required ○ Wipe down furniture ○ Empty garbage

Slovak Supervised Access Unit – 144 Fifth Ave	
Daily	2 times per week – Tuesday & Thursday
	<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 Area:</u></p> <ul style="list-style-type: none"> ○ Wipe down cupboard doors ○ Wipe down and sanitize counters and sink area ○ Sweep and wash floors to include the pantry ○ Spot clean walls, light switches, doors and baseboards ○ Wipe down exterior of fridge ○ Wipe down of stove <p><u>Visitation Area:</u></p> <ul style="list-style-type: none"> ○ Empty all trash containers ○ Dust all areas ○ Vacuum all carpeted areas ○ Sweep and mop tile floor areas ○ Spot clean walls, light switches, doors and baseboards ○ Dust window ledges and frames ○ Remove any beverage spills and stains ○ Wipe and sanitize tables

Slovak Village Unit 102 – 144 Fifth Ave	
Daily	2 times per week – Tuesday & Thursday
	<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

Slovak Village Unit 102 – 144 Fifth Ave	
Daily	2 times per week – Tuesday & Thursday
	<p><u>Kitchen Area:</u></p> <ul style="list-style-type: none"> ○ Wipe down cupboard doors ○ Wipe down and sanitize counters and sink area ○ Empty all garbage ○ Wipe down appliances ○ Sweep and wash floors to include the pantry ○ Spot clean walls, light switches, doors and baseboards ○ Wipe down exterior of fridge <p><u>Office Areas:</u></p> <ul style="list-style-type: none"> ○ Vacuum walk off mats ○ Spot clean walls

Grey Street – 446 Grey Street Units 101, 102, 105	
Daily	2 times per week – Tuesday & Thursday
	<p><u>Washrooms:</u></p> <ul style="list-style-type: none"> ○ Sweep and damp mop floors with germicidal cleaner weekly or as required ○ Spot clean walls, light switches doors and baseboards <p><u>Kitchen Area:</u></p> <ul style="list-style-type: none"> ○ Wipe all tables and chairs ○ Wipe down and sanitize counters and sink area ○ Empty all garbage ○ Wipe down appliances ○ Spot clean walls, light switches, doors and baseboards ○ Sweep and wash floor

Grey Street – 446 Grey Street Units 101, 102, 105	
Daily	2 times per week – Tuesday & Thursday
	<u>Reception Area:</u> <ul style="list-style-type: none"> ○ Vacuum all carpet areas weekly or as required ○ Spot clean walls, light switches and doors ○ Clean windows at entrance doors ○ Empty trash <u>Office Areas:</u> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls

Family Resource Centre – 14 Henry Street	
Daily	2 times per week – Tuesday & Thursday
<u>Washrooms:</u> <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 <u>Kitchen Area:</u> <ul style="list-style-type: none"> ○ Wipe all tables ○ Wipe down and sanitize counters and sink area ○ Empty all garbage ○ Wipe down appliances <u>Reception Area:</u> <ul style="list-style-type: none"> ○ Empty trash containers ○ Empty blue boxes <u>Life Skills Room:</u> <ul style="list-style-type: none"> ○ Wipe table ○ Clean Kitchen ○ Spot Clean walls, switches and doors ○ Empty garbage 	<u>Washrooms:</u> <ul style="list-style-type: none"> ○ Sweep and damp mop floors with germicidal cleaner ○ Spot clean walls, light switches doors and baseboards <u>Kitchen Area:</u> <ul style="list-style-type: none"> ○ Sweep and wash floors ○ Spot clean walls, light switches, doors and baseboards ○ Wipe down exterior of fridges stoves and cupboards <u>Reception Area:</u> <ul style="list-style-type: none"> ○ sweep and mop tile floor areas ○ Spot clean walls, light switches, doors ○ Windows will be spot cleaned <u>Life Skills Room:</u> <ul style="list-style-type: none"> ○ Sweep and wash floor ○ Clean kitchen ○ Vacuum couches ○ Spot clean walls, switches and doors

Family Resource Centre – 14 Henry Street	
Daily	2 times per week – Tuesday & Thursday
<u>Visit Rooms:</u> <ul style="list-style-type: none"> ○ Sweep and mop floors with germicidal soap daily or as required ○ Vacuum carpeted areas daily or as required ○ Spot clean walls, switches and doors ○ Wipe tables as required daily <u>Entrance and Stairways:</u> <ul style="list-style-type: none"> ○ Clean glass doors daily <u>Nursery and Play Area:</u> <ul style="list-style-type: none"> ○ Tables and chairs to be wiped daily ○ Empty all garbage ○ Wash all tile floors ○ Vacuum carpet ○ Clean glass doors ○ Clean kitchen area <u>Auditorium:</u> <ul style="list-style-type: none"> ○ Empty garbage ○ Wipe tables ○ Sweep Floors 	<u>Entrance and Hallways:</u> <ul style="list-style-type: none"> ○ Vacuum all walk off mats as needed ○ Sweep and mop all floors ○ Spot clean walls <u>Office Areas:</u> <ul style="list-style-type: none"> ○ Vacuum carpet weekly or as required ○ Spot clean walls, lights witches, doors ○ Empty garbage <u>Meeting Rooms and Interview Rooms:</u> <ul style="list-style-type: none"> ○ Tables and chairs to be wiped ○ Carpet area to be vacuumed weekly or as required ○ Counter and sink areas to be wiped down <u>Auditorium:</u> <ul style="list-style-type: none"> ○ Wash floor

On a daily basis all lights should be shut off, coffee makers turned off (if left on) and any other steps necessary to secure the building for overnight vacancy.

Appendix D – Cleaning Standards

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 scheduled 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, and 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 in common areas
Refrigerators	Will be free of dust, soiling and stains
Waste containers / including blue boxes	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, in common areas
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 in common areas.
Walls (painted)	Will be free of dust, soiling, marks and spider webs in common areas.