



Request for Proposal

Project Title: Janitorial Services

Request # TMW-09

Activity	Date
Initial Release	2025-12-05
Bids Due	2025-12-18
Bids Opened	2025-12-19
Bids Presented to Council	2026-01-12

Municipality of Markstay-Warren

21 Main Street, South

P.O. Box 79

Markstay, ON, P0M 2G0

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2 CONFIDENTIALITY STATEMENT

This document and any attachments thereto, regardless of form or medium, is intended only for use by the addressee(s) and may contain legally privileged and/or confidential, copyrighted, trademarked, patented, or otherwise restricted information viewable by the intended recipient only. If you are not the intended recipient of this document, please respond to the originator of this message and permanently dispose of any copies and attachments.

3 SUBMISSION DEADLINES AND METHODS

All submissions for responding to this Request must be submitted to our office, as stated below, no later than:

Submissions are accepted no later than – **Thursday, 18 December, 2025, at 4pm Local Time**

The use of mail to deliver a tender will be at the respondent's risk.

Submissions sent in electronic format will be accepted through email at info@markstay-warren.ca

Tenders Delivered in Person or By mail must be submitted in a sealed envelope and shall be clearly marked with the following:

- ☐ The Name and Address of the Respondent
- ☐ The Request Number
- ☐ The Project Title

Administration staff will affix on the sealed envelope:

- ☐ Date and time of receipt

Tenders Delivered Electronically must be submitted using a neutral format (i.e. PDF, Scanned image files such as .jpg) The body of the e-mail must include the following:

- ☐ The Name and Address of the Respondent
- ☐ The Request Number
- ☐ The Project Title

Administration staff will affix on the sealed envelope:

- ☐ Date and time of receipt

Staff will reply with a message indicating the response has been received.

4 SUBMISSION QUESTIONS AND CLARIFICATIONS

You may contact the following Lead Person: Marc Serré, if you have any questions or require clarification on any topics covered in this Request for Proposal.

Any revisions to the proposal or questions which may give any proponent an advantage in the bidding process will be posted on the web site on the bid page.

5 SUBMISSION DELIVERY ADDRESS,

The delivery address to be used for all submissions is:

Municipality of Markstay-Warren
21 Main Street, South
P.O. Box 79
Markstay, ON, P0M 2G0
Tel: 705-853-4536
Fax: 705-853-4964

6 SUBMISSION OPENING

Submissions will be opened and recorded on **Friday, 19 December 2025 at 10:00 am** at the Municipal Office. Staff will review the proposal, and the successful candidate will be presented at the Special Council Meeting on **Monday, 12 January, 2026**

7 AMENDMENT AND WITHDRAWAL OF SUBMISSION

Requests for withdrawal of submission shall be allowed if the Request is made before the closing time for the contract to which it applies. Requests shall be directed to the Lead Person by letter or in person, by a Senior Official of the company, with a signed withdrawal confirming the details. Telephone requests shall not be considered. The withdrawal of a tender does not disqualify a bidder from submitting another tender on the same contract.

8 ADDENDUMS

The Municipality may, at its discretion, amend or supplement the documents for this Request by addendum at any time before the closing date for receipt of Proposals. Changes to the requested documents shall be made by ADDENDUM ONLY. Such changes made by addendum shall be supplementary to and an integral part of the Request. All addenda must be signed and included in the final submission acknowledging all addenda issued by the Municipality. While the Municipality will endeavor to notify prospective Proponents of the issuance of an addendum, the Municipality assumes no liability for the notification, and it is the responsibility of each Proponent monitor and determines whether any addenda has been issued by the Municipality.

9 SCOPE OF WORK

9.1 INTRODUCTION

The Municipality of Markstay-Warren invites qualified vendors to submit tenders for the Municipal Janitorial Services.

9.2 CONFIDENTIALITY

Our organization is committed to maintaining the highest standards of confidentiality and professionalism. During the performance of Janitorial Services, you may be present in areas where sensitive, personal, or financial information is accessible. You will not read, copy, share, or discuss any documents, files, conversations, or materials observed while on site. All information encountered in any and all locations-whether verbal, written, or electronic-shall remain strictly confidential. Any breach of confidentiality will result in termination of services.

9.3 JANITORIAL SCOPE OF WORK FOR THE MUNICIPAL OFFICE AT 21 MAIN STREET SOUTH, MARKSTAY

The Contractor is responsible for the proper care of the building contents and the performance of all duties, which pertain to good housekeeping.

9.3.1 Cleaning

Cleaning operations shall be performed after business hours and at a time to be determined with the Municipal Clerk. Some operations will require to be performed on weekends.

9.3.1.1 *Daily Operations (two days a week)*

- a. Dust desks when free of business papers
- b. Dust mop, sweep or damp mop floors and carpet protectors
- c. Clean mats, entrances and exits
- d. Clean and sanitize washrooms
- e. Wash lunchroom table, counters and appliances
- f. Clean tables and desks in Council Chambers as needed
- g. Spot Clean any noticeable smudges on wall and doors
- h. Polish front counter and all related equipment on the front counter

9.3.1.2 *Weekly Operations*

- a. Clean office chair legs (or as needed)
- b. Clean toilet bowls using appropriate bowl cleaner
- c. Sweep walkway in front of and alongside of building
- d. Summer to fall – remove all bug debris from brick wall surrounding front door, windows and light fixtures as required

9.3.1.3 Monthly Operations

- a. Dust walls and light fixtures
- b. Dust ledges above doorways and windows
- c. Dust pictures, wall clocks
- d. Wipe down all office equipment including but not limited to photocopiers, printers, computer towers and peripherals, all equipment on desks, behind pictures on desks or any accessible surface here desks are not touched on a daily basis etc.
- e. Wipe baseboard heaters
- f. Wipe window ledges (or as needed due to bugs)
- g. Polish front and sides of filing cabinets
- h. Wash waste receptacles (or as needed)
- i. Spot clean Office Refrigerator and Microwave

9.3.1.4 Annual Operations

- a. Wash walls and ceilings
- b. Remove and wash exhaust fan covers as well as vacuum inside exhaust fans located in washrooms
- c. Remove and clean lower windows and wash window tracks
- d. Wash all permanent windows inside and out or as needed
- e. Wax floors in all offices, front area, hallway, council chamber and both washrooms.
- f. Thorough cleaning office refrigerator.

9.3.1.5 As Required

- a. Council Chambers is to be completely cleaned after meetings including dusting moping, sweeping or damp mopping floors and vacuuming entrance carpet, wash all desks and tables, wash dishes or utensils, wipe any chair or wall smudges in need of cleaning
- b. Wash light fixtures to ensure high light output

9.3.1.6 Any other janitorial services required

9.4 JANITORIAL SCOPE OF WORK FOR THE MULTI-USE FACILITY INCLUDING ALL RENTED SPACES AT 39 LAFONTAINE ST, WARREN

This Scope of Work is designed to represent the recommended frequency of services anticipated, but are subject to specific site and weather conditions, with the fundamental criterion being that there be no visible soil on the Premises at the commencement of Normal Business Hours. It is intended to include **ALL** rented spaces within the Multi-Use facility.

The Contractor is responsible for the proper care of the building contents and the performance of all duties, which pertain to good housekeeping.

9.4.1 Cleaning Frequency Requirements

Cleaning operations shall be performed after business hours and at a time to be determined by the Municipal Clerk.

NOTE: The UNIV Health Clinic Unit requires Janitorial Services four (4) days a week and some operations will require to be performed on weekends. The Sudbury East Planning Board Office requires janitorial services one (1) day per week.

9.4.2 ENTRANCES, MAIN LOBBY AND HALLWAYS

9.4.2.1 NIGHTLY SERVICES

- a) Non-carpeted flooring will be swept using a dust-preventative method, washed and spray-buffed.
- b) Matting will be thoroughly vacuumed.
- c) All lobby carpets will be vacuumed and spot cleaned.
- d) All entrance glass will be cleaned on both sides.
- e) All metal door frames will be wiped clean.
- f) All finger marks and smudges will be removed from walls, tabletops, reception desks, directory boards, and interior glazing.
- g) All horizontal surfaces such as furniture, ledges, heating apparatus, and similar surfaces will be wiped.
- h) All waste receptacles will be emptied and cleaned.
- i) Furniture will be brushed or spot wiped as appropriate.

9.4.2.2 PERIODIC SERVICES

- a) Non-carpeted flooring will be stripped and refinished once each year, with such service recorded by the Landlord or its representative.
- b) All floor grilles in entrances will be lifted and the recess thoroughly cleaned weekly.
- c) All fabric furniture will be vacuumed weekly.
- d) Carpeted flooring will be professionally steam cleaned once each year.
- e) All windows will be washed inside and outside twice per year.
- f) High dusting of door frames, ledges, and similar surfaces, will be performed every two weeks.

9.4.3 WASHROOMS

9.4.3.1 NIGHTLY SERVICES

- a) Floors will be swept, washed, and rinsed using a germicidal agent.
- b) All basins, toilet bowls, and urinals will be washed and disinfected.
- c) Both sides of all toilet seats will be washed and disinfected.
- d) Paper towel and sanitary disposal receptacles will be emptied and cleaned.
- e) All mirrors, counters, shelves, and exposed plumbing will be cleaned and polished.

9.4.3.2 PERIODIC SERVICES

- a) Partitions and tile walls will be washed twice per year.
- b) Floors will be machine-scrubbed monthly.

- c) Lights and grilles will be cleaned monthly.
- d) Partitions, tile walls, and dispensers will be damp wiped with a germicidal agent weekly.

9.4.4 COFFEE STATIONS AND KITCHENS

9.4.4.1 NIGHTLY SERVICES

- a) Sinks and counter tops will be cleaned with a germicidal agent and polished.
- b) Finger marks and smudges will be removed from doors, walls, and cupboards.
- c) The exterior of appliances will be wiped clean.
- d) Tabletops, and chairs, will be wiped clean.
- e) All waste receptacles will be emptied and cleaned. The exterior of waste receptacles will be cleaned and liners replaced.
- f) Non-carpeted floors will be swept and damp mopped.
- g) Carpeted floors will be thoroughly vacuumed and spot-cleaned, spots being defined as a maximum of three inches in diameter.

9.4.4.2 PERIODIC SERVICES

- a) Bases of tables will be wiped clean weekly.
- b) Dusting of horizontal surfaces beyond six feet in height will be performed monthly.
- c) Fabric furniture will be vacuumed monthly.
- d) Non-carpeted floors will be spray-buffed weekly, stripped and refinished once each year.
- e) Carpeted flooring will be professionally steam cleaned once each year.

9.4.5 OFFICE AREAS

9.4.5.1 NIGHTLY SERVICES

- a) All non-carpeted flooring will be swept using a dust-preventative method; spillages will be removed.
- b) All carpeting will be vacuumed in traffic lanes, meaning the area of movement by an employee to and from his/her desk, and litter will be picked up in any other area.
- c) All wastepaper receptacles will be emptied, with liners replaced as necessary and if applicable.
- d) All furniture, window ledges, and workstation partitions will be dusted to the level of five feet.
- e) Finger marks and smudges will be removed from walls, glazing, and file cabinets.
- f) Telephones will be dusted.
- g) All entrance doors will be locked during and after housekeeping service.

9.4.5.2 PERIODIC SERVICES

- a) Non-carpeted floors will be spray-buffed weekly, stripped and refinished once each year.
- b) Carpeted floors will be thoroughly vacuumed weekly: wall-to-wall, corners and edges, desk wells, and shall be spot-cleaned weekly, spots defined as having a maximum diameter of three inches.
- c) Vertical surfaces, such as sides of desks, tables, filing cabinets, and equipment will be hand dusted weekly.

- d) Wall hangings (except artwork), tops of doors, high ledges and cabinets, exit signs, wall clocks and similar items will be dusted once per month.
- e) All fabric chairs will be whisked or vacuumed monthly.
- f) Telephones will be wiped clean monthly with a germicidal agent.
- g) All kick plates, push plates, and similar metal will be cleaned weekly.
- h) All waste receptacles will be washed monthly.
- i) Blinds/drapes will be dusted/vacuumed twice annually, as appropriate.
- j) Window ledges will be damp-wiped weekly.
- k) Wax, scuff marks, or dust will be removed from baseboards weekly.
- l) Interior glazing will be washed, on both sides, twice each year.
- m) Recycling receptacles will be emptied and relined as required.
- n) Carpeted flooring will be professionally steam cleaned once each year.

9.4.6 RECEIVING AREAS

9.4.6.1 NIGHTLY SERVICES

- a) Litter will be picked up and waste removed.
- b) Flooring will be swept and damp mopped.

9.4.6.2 PERIODIC SERVICES

- a) Flooring will be thoroughly washed weekly.

9.4.7 TRAUMA AND EXAMINATION ROOMS (UNIVI)

9.4.7.1 NIGHTLY SERVICES

- a) Floors will be swept, washed, and rinsed using a germicidal agent.
- b) All basins will be washed and disinfected.
- c) All examination tables and chairs will be washed and disinfected.
- d) Paper towel and sanitary disposal receptacles will be emptied and cleaned.
- e) All mirrors, counters, shelves, and exposed plumbing will be cleaned and polished.
- f) Floors will be machine-scrubbed daily.

9.4.7.2 PERIODIC SERVICES

- a) Partitions and tile walls will be washed twice per year.
- b) Lights and grilles will be cleaned monthly.
- c) Partitions, tile walls, and dispensers will be damp wiped with a germicidal agent weekly.

9.4.8 JANITORIAL ROOMS AND FACILITIES

These facilities (including their doors, frames, kick and push plates, handles, knobs, floors, ceiling grilles, shelving, vertical and horizontal surfaces, baseboards, light fixtures) must be maintained to reflect the same standards established in the Building for comparable areas. Janitorial contractor's materials and equipment must be stored in an orderly and neat fashion, and no accumulation of dirty rags or other debris will be permitted. Janitorial contractors

must comply with WHMIS Legislation and ensure all cleaning supplies are clearly identified and that MSDS information is available on the premises.

10 MUNICIPALITY SUPPLIED CLEANING PRODUCTS

- Garbage Bags
- Paper Towel
- Toilet Paper
- Hand Soap
- Wax
- Wax Removal Solution

NOTE: Municipality does not supply toilet bowl cleaner or any other cleaning products.

11 CONTRACTOR EQUIPMENT REQUIRED

The successful bidder shall supply their own equipment necessary to perform all janitorial and cleaning services outlined in the request for proposal. This includes, but is not limited to:

- Vacuum cleaner
- Broom
- Mops buckets and wringers
- Cleaning cloths, dusters, and tools

NOTE: Municipality does supply Scrubber/Buffering machine.

12 ASSUMPTIONS AND CONSTRAINTS

The Municipality will not be held liable for any errors or omissions in any part of this Request. The information contained herein is supplied solely as a guideline for responding Proponents. The information is not guaranteed or warranted to be accurate by the Municipality, nor is it necessarily comprehensive or exhaustive. Nothing in the Request is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the Request. Should the Municipality be contacted, no oral explanation or interpretation will modify any of the requirements or provisions of the proposal documents.

The successful Proponent will provide continuous and adequate protection of all work from damage and will protect the Municipality's property from injury or damage arising from or in connection with this work. The successful Proponent will make good any such damage or injury.

The successful Proponent will employ only orderly, competent and skillful employees to ensure that the services are carried out in a confidential and respectable manner.

The successful Proponent will ensure all services and products provided in respect to this proposal are in accordance with, and under authorization of all applicable authorities, municipal, provincial and/or federal legislation.

The successful Proponent will, throughout the term of the contract, obtain and maintain in force a General Liability Insurance of not less than \$2,000,000 (per occurrence) inclusive, to indemnify and hold harmless the Municipality of Markstay-Warren against any liability for property damage or personal injury, including death which may arise from the Proponent's operations under this contract; and/or The successful Proponent will be required to provide Professional Liability Insurance coverage in the amount of not less than \$2,000,000.00 per occurrence.

The successful Proponent and its employees may have access to information confidential to the Municipality. This information may include, but is not limited to, terms of this agreement, business methods and systems, contractual terms, pricing, personal information, etc. subject to disclosure by force of law, the successful Proponent agrees that it and its employees who have access to this information will not either during the term of the agreement or at any time thereafter reveal to any third party any of this confidential information or use in any way, whether on the successful Proponent's behalf or on behalf of any third party, any such information

The information, reports, documentation, plans, etc. that are a product of this award by the successful Proponent, will become the exclusive property of the Municipality of Markstay-Warren.

13 TERMS AND CONDITIONS

13.1 RELATING TO THE SUCCESSFUL CANDIDATES:

- **Contract** - The successful Proponent may, within ten (10) days after being advised that they are the successful Proponent, execute a contract in duplicate to the Municipality.
- **Contract Term** – The initial term of this contract shall be one (1) year from the date of award. The Municipality reserves the right, at its sole discretion, to extend the contract for up to two (2) additional one (1) year terms under the same terms, conditions, pricing, subject to satisfactory performance and mutual agreement between the parties.
- **Police Record Check Requirements** – The contractor shall ensure that all employees assigned to municipal facilities have a valid and current police record check (including the vulnerable sector check, if required). Proof of compliance must be provided to the municipality prior to the commencement of work and upon request through the contract term. The individuals who do not meet this requirement shall not be permitted to perform services under this contract.
- **Notice of Acceptance** - Notice of acceptance may be made by email, fax or telephone, with written confirmation of same to follow, to the successful Proponent at the number given by the Proponent.
- **Payment** - Shall be made upon receipt of invoice following the receipt of the product (net 60 days) with completion of the work to the satisfaction of the Municipality.
- **Price** - The Proponent shall abide by the total price stated in the submission document. No further payments beyond the contract amount will be made for any additional services required to provide a satisfactory deliverable. If additional requirements are requested by the Municipality beyond the original scope of work described in this

Request, the cost of these services would be negotiated between the Municipality and the company that has been selected to perform the work. Any additional work will only be undertaken based on a request in writing from the Municipality of Markstay-Warren.

- **Change Orders** – Change orders may be issued on the contract as negotiated between the Municipality and the proponent. Change orders can be used to request additional services or to allow for modifications for unforeseen circumstances. The unit rates shall be those agreed to through the financial proposal.
- **Termination** - The Municipality reserves the right to immediately terminate the contract for sufficient cause, including but not limited to such items as non-performance, late deliveries, inferior quality, pricing problems, unprofessional behaviour as outline in our contractor code of conduct, etc.
- **Public Record** - Any personal information required on the proposal form is received under the authority of the Municipality. This information will be an integral component of the quote submission. All written proposals received by the Municipality become a public record; once a proposal is accepted by the Municipality, and a contract is signed, all information contained in it is available to the public including personal information.
- **Conflict of Interest** - Proponents shall immediately disclose to the official point of contact any potential or real conflict of interest whether direct or indirect in nature as it may relate to the Municipality, its elected officials, officers, employees and/or the present Bid Solicitation. Where, in the Municipality's opinion, a significant conflict of interest is found to exist and cannot be sufficiently mitigated, the Municipality reserves the right to disqualify the Proponent from participating in the Bid Solicitation.

14 SELECTION CRITERIA

A combination of quality, experience and price will determine a successful firm. The following Rubric will be used to score submissions

The quality of the proposed service	30 pts
The timing of the service	30 pts
Any additional features or advantages uniquely proposed by the Proponent which the Municipality has not identified in the service deliverables or description	10 pts
The Proponent's financial proposal	30 pts

The Municipality of Markstay-Warren is not obligated to award the service contract to the lowest or any firm. The Municipality reserves the right to reject any or all proposals and to waive formalities as the interests of the Municipality may require without stating reasons. The Municipality will not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Proponent by reason of the acceptance or the non-acceptance by

the Municipality of any proposal or by reason of any delay in the acceptance of a proposal as well Any expenses incurred by the Proponent in the preparation of the proposal submission are entirely the responsibility of the Proponent and will not be charged to the Municipality.

15 REQUIRED DOCUMENTATION WITH BID SUBMISSION

As part of the bid submission, the contractor must supply the following documentation where it applies to the work they are completing:

15.1 FOR ALL PROPOSALS

- ☐ Signed copy of: **14 Declaration p-14**
- ☐ Completed copy of: **15 Bid Form - p15** (multiple bid forms may be submitted if multiple options are being presented)
 - **Provincial and Federal Taxes (H.S.T.)** - Tenders shall include applicable H.S.T. taxes. This tax shall be shown separate from the unit price. The Proponent shall include with the executed documents, at the time of submission, on company letterhead, notification to the Municipality of their H.S.T. Registration Number (if any)
- ☐ **Other** - Proponents may include any additional information regarding their firm and/or services that may prove beneficial to the evaluation of the proposal. These would be provided in the form of appendices.

15.2 FOR ALL WORK PERFORMED BY PROFESSIONALS LICENSED UNDER A REGULATED TRADE OR PROFESSIONAL ORGANIZATION

- ☐ Organization's license number, identification of a copy of their license
- ☐ The licenses or license numbers of key individuals taking responsibility for the project
- ☐ For technical teams: The organizational structure and CV of team members

15.3 FOR ALL SERVICE WORK PERFORMED ON MUNICIPAL PROPERTY

- WSIB Coverage
 - ☐ Proof of active workers compensation in good standing OR
 - ☐ For individual contractors: a completed copy of the 'Determining worker/independent operator status questionnaire through WSIB which can be found at:
<https://www.wsib.ca/en/forms/determining-worker-independent-operator-status>
- Insurance
 - ☐ Proof of \$2,000,000 liability insurance

16 DECLARATION

Company:		
Name:		
Address:		
Phone	Fax	E-Mail

The Respondent declares:

- No person, firm or Municipality other than the Respondent, has any interest in this proposal or in the proposed services for this proposal;
- This proposal is made without any connection, comparison of figures or arrangements with or knowledge of any other Municipality, firm or person making a proposal for the same service and is in all respect fair and without collusion or fraud;
- No member of the staff of the Municipality of Markstay-Warren is, or will become interested directly or indirectly.
- The content and requirements of this proposal document have been read and understood.
- The prices set forth in this Quote Form include full compensation to furnish all labour, equipment, materials and supplies and transportation necessary or incidental to completing the work in strict accordance with said documents.
- All prices are quoted in Canadian funds.
- **All or any proposals not necessarily accepted.**

Signed at _____ this ____ day of _____ 2025.

Print - Witness

Print - Respondent

Title - Respondent

Signature - Witness

Date

Signature Respondent

Date

17 BID FORM

If proposing pricing for multiple service options, please supply **one** bid form for **each** service option. Pricing must identify all itemized costs which should be reasonably expected while executing the bid. Use a second sheet if required. For any items which are explicitly out of scope, please identify these as notes.

I _____ (Name or Company) do hereby submit the following bid price to perform the related work as outlined in the Scope of Work.

Service Option	
----------------	--

Services	QTY	Price	Total
HST			

18 PRODUCT AVAILABILITY

Indicate the earliest date the product is available. Indicate the latest date the product is available if applicable.

19 NOTES:

Indicate any special terms in this section. Attach a separate sheet if required.