



# REQUEST FOR QUOTATION

## CLEANING AND JANITORIAL SERVICES

APTUS TREATMENT CENTRE

DATE ISSUED:

July 26, 2023

APPLICATION DEADLINE:

August 16, 2023 4:00 PM

CONTACT INFO:

Patricia Triantafilou

[procurement@aptustc.com](mailto:procurement@aptustc.com)

Solicitation #: 003-2023



**SUMMARY OF KEY RFQ DATES:**

Date of Issuance:	July 26, 2023
Questions/ Clarification	<b>Requests for questions/clarification</b> must be received no later than August 4, 2023, 4:00 PM to <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a>  All answers will be shared and distributed to all participants as they are received and answered, and no later than end of day, August 8, 2023
Site Visit (optional)	Please email <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a> for appointment
Deadline for Submission of Proposals:	August 16, 2023 4:00 PM
Contract Duration:	Four (4) Years (plus option to renew for an additional two (2) years)
Proposal Delivery Address:	Bids must be submitted to the following email address: <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a>
Contract Award Date:	August 31, 2023
Contract Sign-off Date by Both Parties:	September 15, 2023
Contract Start Date:	Monday, October 2, 2023
Contact:	Patricia Triantafilou, Procurement <a href="mailto:procurement@aptustc.com">procurement@aptustc.com</a>



## **1.0 Introduction**

Aptus Treatment Centre (Aptus), is a registered charity primarily funded by the Ministry of Children, Community and Social Services. Aptus specializes in supporting people with complex needs, including dual diagnosis (developmental disability and mental health disorder), since 1979.

Aptus impacts over 3,000 people of all ages and abilities each year through:

- Supportive Living homes in Toronto and York region
- A re-imagined Adult Day Services where a variety of life skills and routines are taught to help promote independence
- Community-based programming and respite services
- Clinical services, including Behaviour Services, Occupational Therapy and Recreation Therapy
- Two (2), Section 23 schools, offering supported learning, in partnership with the Toronto District School Board and the York Region School Board

Our expert services enable the people we support to develop, grow and evolve to their full potential. Many of the individuals we support have developmental disabilities and/or mental health issues.

## **2.0 Purpose of Request for Quotation and Objectives**

Aptus is issuing this Request for Quotation (“RFQ”) to secure efficient and consistent **Cleaning and Janitorial Services** at Aptus’s head office location, 40 Samor Road, Toronto, ON. Cleaning and Janitorial Services include regular, as well as project specific cleaning tasks. The Proponent should submit information pertaining to their ability to perform the specified services in a reliable, practical, cost effective manner, while maintaining the highest standards regardless of the day or time.

Aptus has specified its requirements for Cleaning and Janitorial Services in Section 3.0, “Key Deliverables and Background Information”. Services will be secured for a four (4) year period with the option for Aptus to renew the service up to an additional two (2) years. Please note: this is pending lease negotiations. Our current lease expires in approximately 4 years.



**3.0 Key Deliverables and Background Information:**

**Facilities to be Serviced**

The following facilities shall be serviced under this contract:

**1. Aptus Treatment Centre – 40 Samor Road, Toronto, ON**

- Adult Day Services – Main floor
- Central Offices – 2<sup>nd</sup> floor

**2. Additional Aptus Locations** – this is in addition to head office location - supplemental cleaning and janitorial staff may be required periodically (to cover vacations/extended absence, etc.)

**Supplies**

The service provider shall provide all cleaning equipment and cleaning supplies including floor cleaning products, polishes, mops, etc. Cleaning products must be odorless / fragrance-free.

**Description of Work – 40 Samor Road – (square footage: 23,400)**

**MAIN FLOOR – ADULT DAY SERVICES**

<b>GENERAL TASKS</b>	<b>FREQUENCY</b>
<b>GLASS:</b> Main entrance doors and existing glass partitions to be wiped clean.	Weekly/as needed
<b>ELEVATOR:</b> Interior walls of elevator to be wiped clean of any fingerprints and stainless steel to be shined. Elevator tracks should be vacuumed and kept free of debris. Elevator floors to be swept and damp mopped.	Weekly
<b>STAIRWAY:</b> Stairway to be swept and damp mopped. Handrails to be wiped and sanitized.	Daily
<b>FLOORS:</b> Floors to be swept with a dust control broom and damp mopped.	Daily
<b>DOOR HANDLES:</b> Clean and sanitize.	Daily
<b>DUSTING:</b> Window sills to be wiped and dusted. Filing cabinets to be dusted.	Weekly
<b>FURNITURE:</b> Chairs, desks/tables to be dusted and wiped with a damp cloth to remove any marks or stains, only if removal does not damage the overall appearance.	Weekly
<b>GARBAGE:</b> Waste receptacle to be emptied and plastic liners to be replaced when necessary. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable).	Daily



<b>CLASSROOMS:</b>	<b>FREQUENCY</b>
Window sills to be wiped and dusted. Filing cabinets to be dusted	Weekly
Office furniture to be dusted and desktops to be wiped to remove any marks or stains, only if removal does not damage the overall appearance. Tables and chairs to be wiped and sanitized	Daily
Waste receptacles to be emptied and plastic liners to be replaced, when necessary	Daily
Floors to be swept with a dust control broom and damp mopped	Daily
<b>OTHER ROOMS:</b>	<b>FREQUENCY</b>
<b>ART/PICTURES:</b> All artwork to be dusted, any mounting brackets and picture frames/art frames to be wiped with a damp cloth	Monthly
<b>DESKS &amp; SURFACES:</b> Office furniture to be dusted, surfaces to be wiped free of spills and marks	Daily
<b>DUSTING:</b> Window sills to be wiped and dusted. Filing cabinets to be dusted	Weekly
<b>GARBAGE:</b> Any waste receptacles to be emptied and plastic liners to be changed when necessary	Daily
<b>FLOORS:</b> Floors to be swept with a dust preventative broom and damp mopped	Daily
<b>EXERCISE MATS:</b> Exercise mats to be wiped down	Daily
<b>HALLWAYS:</b>	<b>FREQUENCY</b>
All hallways to be thoroughly swept with a dust control broom and damp mopped	Daily
<b>WASHROOMS:</b>	<b>FREQUENCY</b>
<b>MIRRORS &amp; CHROME:</b> Wash and polish all mirrors, dispensers, faucets, and flush buttons with a non – scratch disinfectant solution	Daily
<b>TOILETS/URINALS:</b> Wipe down toilets & disinfect (clean inside and around base of toilet, under seat, flush button, front of urinals)	Daily
<b>WALLS:</b> Restroom walls to be spot cleaned. All partitions, glass and light switches to be disinfected	Daily
<b>PAPER SUPPLIES:</b> Paper products and liquid soaps to be replenished as necessary and customer to be notified when supplies are low. Fill paper towel dispensers and add toilet paper to holders. Leave one extra roll of toilet paper in each stall	Daily
<b>GARBAGE:</b> All waste receptacle to be emptied and plastic liners to be replaced when necessary	Daily
<b>FLOORS:</b> Floors to be swept with a dust preventative mop and all restroom floors to be washed with a disinfectant solution	Daily



<b>KITCHEN – MAIN FLOOR:</b>	<b>FREQUENCY</b>
Tables and counters to be cleaned and disinfected free of any spills or marks only if removal does not damage the overall appearance	Daily
Sinks to be washed and disinfected and any stains or marks to be removed	Daily
Walls are to be spot cleaned to remove any finger marks or spills, only if removal does not damage the overall appearance	Daily
Waste receptacle to be emptied and plastic liners replaced when necessary	Daily
Floors to be swept with a dust preventative mop and damp mopped	Daily
Exterior of appliances to be wiped down and any loose debris, stains and fingerprints to be removed daily. Interior of all microwaves to be wiped and cleaned. Interior of fridges to be cleaned once a month	Daily
All ledges, sills, etc. to be dusted and kept clean. All baseboards to be kept clean of dust and splash marks at all times	Daily

<b>STRIP &amp; WAX FLOOR – CLASSROOMS, HALLWAYS AND RECEPTION AREA</b>	<b>FREQUENCY</b>
Strip & wax floor - at 40 Samor Rd., Main floor Toronto	Annually



**40 SAMOR ROAD - SECOND FLOOR**

<b>GENERAL TASKS</b>	<b>FREQUENCY</b>
<b>GLASS:</b> Main entrance doors and existing glass partitions to be wiped clean	Weekly/as needed
<b>STAIRWAY:</b> Stairway to be swept and damp mopped. Handrails to be wiped and sanitized	Daily
<b>FLOORS:</b> Floors to be swept with a dust control broom and damp mopped	Weekly
<b>DOOR HANDLES:</b> Clean and sanitize	Daily
<b>DUSTING:</b> Window sills to be wiped and dusted along. Filing cabinets to be dusted	Weekly
<b>FURNITURE:</b> Chairs, desks/tables to be dusted and wiped with a damp cloth to remove any marks or stains, only if removal does not damage the overall appearance	Weekly
<b>GARBAGE:</b> Waste receptacle to be emptied and plastic liners to be replaced when necessary. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)	Weekly

<b>LARGE KITCHEN/LUNCHROOM:</b>	<b>FREQUENCY</b>
Tables and counters to be cleaned and disinfected free of any spills or marks only if removal does not damage the overall appearance	Daily
Sinks to be washed and disinfected and any stains or marks to be removed	Daily
Walls are to be spot cleaned to remove any finger marks or spills, only if removal does not damage the overall appearance	As needed
Waste receptacle to be emptied and plastic liners replaced when necessary	Daily
Floors to be swept with a dust preventative mop and damp mopped	Two times/ week
Exterior of appliances to be wiped down and any loose debris, stains and fingerprints to be removed daily. Interior of all microwaves to be wiped and cleaned. Interior of fridges to be cleaned once a month	Weekly
All ledges, sills, etc. to be dusted and kept clean. All baseboards to be kept clean of dust and splash marks at all times	Weekly/as needed



**40 SAMOR ROAD - SECOND FLOOR (continued)**

<b>WASHROOMS:</b>	<b>FREQUENCY</b>
<b>MIRRORS &amp; CHROME:</b> Wash and polish all mirrors, dispensers, faucets, flush meters and bright work with a non – scratch disinfectant solution	Daily
<b>WALLS:</b> Restroom walls to be spot cleaned. All partitions, glass and light switches to be disinfected	Daily/As needed
<b>TOILETS/URINALS:</b> Wipe down toilets & disinfect (clean inside and around base of toilet, under seat, flush button, front of urinals)	Daily
<b>PAPER SUPPLIES:</b> Paper products and liquid soaps to be replenished as necessary and customer to be notified when supplies are low. Fill paper towel dispensers and add toilet paper to holders. Leave one extra roll of toilet paper in each stall	Daily
<b>GARBAGE:</b> All waste receptacle to be emptied and plastic liners to be replaced when necessary	Daily
<b>FLOORS:</b> Floors to be swept with a dust preventative mop and all restroom floors to be washed with a disinfectant solution	Daily

**At the end of each shift**

Inspect area; secure doors and lights (doors found locked shall be re-locked); set alarm at the end of shift.

**Supplemental Cleaning and Janitorial Staff Services**

Please provide an hourly rate for any additional cleaning services that may be required at other locations, including homes (please specify if there is a minimum number of hours).

**Hours of Work**

**40 Samor Rd., Main Floor/Adult Day Program** (*please provide estimated number of hours required*):

- Five (5) days per week – evenings

**40 Samor Rd., 2<sup>nd</sup> Floor** (*please provide estimated number of hours required*):

- Washrooms & Kitchen -- four (4) days per week – Monday – Friday, evenings
- Offices - one (1) day per week (between Friday evening – Sunday evening)





### **Site-Visit (optional)**

A single site visit will be provided upon request. Please email [procurement@aptustc.com](mailto:procurement@aptustc.com) to arrange a date/time to view the spaces.

### **Overall Requirements**

- All work should be undertaken in accordance with recognized best practice in the industry and in recognition of Ontario Health and Safety standards.
- For security purposes, the selected service provider shall be required to submit a list including the names and addresses of the personnel who will be regularly assigned to Aptus.
- The service provider may not substitute any employee on Aptus property without prior notification to Aptus. In the event that employee is to be utilized, they must report it to Aptus 24-hours in advance.
- The service provider's personnel shall not disturb papers on desk, or open drawers, cabinets, files, or bookcases.
- Under no circumstances shall the service provider's personnel be allowed to bring visitors, children, or other relatives into Aptus building(s).
- The service provider shall notify Aptus about any need for repair.
- The service provider shall assume full responsibility for the actions of its employees or agents and shall repair or replace any damaged item or area of Aptus's facility caused by the actions of its employees or agents unless said damage occurred under circumstances beyond their reasonable control as determined by Aptus.



#### 4.0 Quote Submission Requirements

The complete proposal will include the following information:

1. **Proponent's Information – please complete attached Schedule 'A'**
2. **Three (3) current references (please complete attached Schedule 'B')** from Toronto or York Region where the requirements were similar to Aptus's requirements as set out in this RFQ.
3. **Completed Bid/Pricing Form – please complete attached Schedule 'C'**
4. **Sample contract**, if you have one you normally use
5. **Proof of commercial insurance and workplace injury insurance/WSIB** (naming Aptus as an additional insured) *will be required upon contract signing*

#### Evaluation Criteria / Scoring Grid

The Selection Panel will compare and evaluate all proposals aligned with the following Evaluation Criteria/Scoring Grid to determine the Proponent's strength and ability to provide the services in order to consider the proposal which is most advantageous to Aptus (including best value based on quality, service and price).

ITEM	SCORE/POINTS
Cost/Pricing	60
Company Profile and Relevant Experience, Reference Check	40
<b>Total</b>	<b>100</b>



## **5.0 EVALUATION AND SELECTION**

### **Evaluation and Selection Panel**

The evaluation of proposals will be undertaken on behalf of Aptus's Selection Panel. The Selection Panel may consult with others including Aptus staff members and references. The Selection Panel will provide a recommendation for the selection of a Preferred Proponent.

### **Additional Information**

The Selection Panel may, at its discretion, request clarifications or additional information from a Proponent with respect to any proposal, and the Selection Panel may make such requests only to selected Proponents. The Selection Panel may consider such clarifications or additional information in evaluating a proposal. After identifying the Preferred Proponent, Aptus will attempt to finalize the terms and conditions of the contract.

### **Inquiries**

All inquiries related to this RFQ should be directed in writing to the Aptus representative listed below. Information obtained from any person or source other than the Aptus representative may not be relied upon.

**Name:** Patricia Triantafilou, Procurement

**Phone:** 416-633-5775 x 131

**Email:** [procurement@aptustc.com](mailto:procurement@aptustc.com)

## **6.0 GENERAL CONDITIONS**

### **No Obligation**

This RFQ does not commit Aptus in any way to select a Preferred Proponent, or to proceed to negotiations for a contract, or to award any contract, and Aptus reserves the complete right to at any time, reject all proposals and to terminate the RFQ process.

### **Proponent's Expenses**

Proponents are solely responsible for their own expenses in preparing, and submitting proposals, any meetings, negotiations or discussions with Aptus in any way to select a Preferred Proponent. Aptus reserves the complete right to, at any time, reject all proposals and to terminate this RFQ process.



### **No Contract**

By submitting a proposal and participating in the process as outlined in the RFQ, Proponents expressly agree that no contract of any kind is formed under, or arises from, the RFQ, prior to the signing of a formal written contract.

### **Conflict of Interest**

A Proponent shall disclose in its proposal any actual or potential conflicts of interest and existing business relationships it may have with Aptus, or its employees.

### **Solicitation of Aptus Staff**

Proponents and their agents will not contact any member of Aptus with respect to this RFQ, other than the Aptus representative at any time prior to the award of a contract or the cancellation of this RFQ.

### **Probationary Period**

Notwithstanding anything to the contrary contained in this contract, it is mutually agreed that the selected Contractor will be subject to a probationary period of six (6) months. Conditional on satisfactory service, such acceptance of the Contractor shall occur after the probationary period. In the event the Contractor is unsatisfactory as determined by Aptus, during the first six (6) months of the term, this contract may be terminated at the sole discretion of Aptus. Aptus reserves the right to extend the probationary period where insufficient data exists to determine acceptance of the Contractor.

### **Performance and Inspections**

The Contractor shall thoroughly complete each specified task in a professional manner, using trained, experienced staff and quality equipment/materials. Services will be performed in accordance with the frequencies specified. The whole of the Services and the manner of performing them shall be done to the satisfaction of Aptus. Aptus will, from time to time, perform random inspections for the sole purpose of assessing the Contractor's performance.

The services to be performed shall be subject to random inspections by representatives of Aptus while in process or after completion. If any such service(s) are found to be unsatisfactory and not in accordance with the requirements, Aptus will notify the Contractor and the Contractor will take immediate steps for corrective actions at the Contractor's expense and within the timeframes specified by Aptus.



Should the Contractor fail to remedy any part of the rejected services, Aptus may make alternative arrangements for the rectification and any expense(s) incurred by Aptus in so doing will be fully recoverable from the Contractor.

Continued problems with services will constitute cause for cancellation of the contract.

### **Vulnerable Sector Check**

The Contractor is to ensure that all of its personnel who provide cleaning and janitorial services provide a current Vulnerable Sector Check. Any individual for whom a Vulnerable Sector Check certificate is not provided, or for whom a Vulnerable Sector Check certificate indicated any convictions or pending charges related to property offences or crimes against another person, will not be permitted to perform any services.

All costs associated with all Vulnerable Sector Check searches are the sole responsibility of the Contractor.

## **7.0 Application Submission Requirements and Timeline**

### **Intent to Bid**

Please inform Aptus of your intent to bid by emailing [procurement@aptustc.com](mailto:procurement@aptustc.com)

### **Submission of Questions and Clarifications**

Any **questions or requests for clarification** of any aspect of the RFQ before submission should be directed in writing, via email, to [procurement@aptustc.com](mailto:procurement@aptustc.com) by **2:00pm, August 4, 2023**. All answers will be shared and distributed to all participants as they are received and answered no later than end of day, August 8, 2023.

### **Closing Time and Method of Delivery for Proposal**

Proposals must be received by Aptus by email at [procurement@aptustc.com](mailto:procurement@aptustc.com) no later than **4:00 p.m., on August 16, 2023**. You will receive an email confirmation of receipt of your document.

### **Late Proposals**

Proposals received after the closing time and date will not be accepted or considered.



### **Debriefing**

Not later than sixty (60) days following the date of posting of a contract award notification in respect of the RFQ, a Proponent may contact Aptus via email at [procurement@aptustc.com](mailto:procurement@aptustc.com) requesting a debriefing from Aptus, and Aptus shall conduct such debriefing.

### **8.0 Other**

This RFQ has been issued in compliance with the Broader Public Sector Procurement Accountability Act.

Aptus reserves the right to reject any or all proposals as a result of this request and to re-advertise or recommence the RFQ process if it desires.



## Schedule A

### Proponent's Information

#### **Cleaning and Janitorial Services for Aptus Treatment Centre – 40 Samor Road**

Complete this form and include with the submission  
Please ensure all information is legible

1.	Company Name and brief description.	
2.	Company Owner or President	
3.	Contact Name, Phone number, email	Primary Contact Name: Phone #: Email:
4.	Years providing cleaning service	
5.	Do you currently provide similar services in Toronto?	
6.	Company Address:	
7.	Main Phone #:	
8.	Fax #:	
9.	Company E-mail:	
10.	Company Business Number:	



## Schedule B

### Current References

#### **Cleaning and Janitorial Services for Aptus Treatment Centre – 40 Samor Road**

Provide three (3) current references of the Services where the requirements were similar to Aptus's requirements as set out in this RFQ. Aptus reserves the right to request site visits and demonstrations of existing operations.

Aptus reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review.

#### **Reference #1**

<b>Name of Company:</b>	
<b>Company Contact Information</b>	Contact Name: Phone Number: E-mail Address:
<b>Length of time you have provided services to this customer (minimum of two (2) years)</b>	
<b>Describe the size and scope of the work</b>	
<b>Description of the building where services are provided including approximate square footage.</b>	





### Reference #2

<b>Name of Company:</b>	
<b>Company Contact Information</b>	Contact Name: Phone Number: E-mail Address:
<b>Length of time you have provided services to this customer (minimum of two (2) years)</b>	
<b>Describe the size and scope of the work</b>	
<b>Description of the building where services are provided including approximate square footage.</b>	

### Reference #3:

<b>Name of Company:</b>	
<b>Company Contact Information</b>	Contact Name: Phone Number: E-mail Address:
<b>Length of time you have provided services to this customer (minimum of two (2) years)</b>	
<b>Describe the size and scope of the work</b>	
<b>Description of the building where services are provided including approximate square footage.</b>	



**Schedule C**

**Bid/Pricing Form**

**Cleaning and Janitorial Services for  
 Aptus Treatment Centre – 40 Samor Road**

<b>Service Location</b>	<b>Estimated # of hours required</b>	<b>Hourly Price</b>	<b>Monthly Price</b>	<b>Annual Price</b>
40 Samor Road, Main Floor (Adult Day Services)				
40 Samor Road, 2 <sup>nd</sup> Floor (Central Offices)				
<b>Total Hours/Cost (excluding HST)</b>	_____	\$ _____	\$ _____	\$ _____

<b>Supplemental Staffing Rate</b>		
<b>Description</b>	<b>Hourly rate (excluding HST)</b>	<b>Minimum hours required (if applicable)</b>
Hourly rate for any additional cleaning and janitorial services that may be required at other Aptus locations, including homes (please specify if there is a minimum number of hours)	\$ _____	_____