

**REQUEST FOR PROPOSAL
FOR
Janitorial Services**
Please forward required documents by 5:00PM, November 28th, 2025 to:

Janitorial Services RFP
LAMP Community Health Centre
185 Fifth Street, Etobicoke
M8V 2Z5
Fax (416)252-6471
E-mail: jasminr@lampchc.org

This RFP provides a summary of the main elements of the contract. Bidders are cautioned to carefully examine the entire RFP and the requirements contained therein before responding.

Lakeshore Area Multi-Service Program (LAMP) operates from five (5) locations, for the purpose of this RFP only one location will be involved, namely; East Mississauga Community Health Centre (EMCHC) located at 2555 Dixie Road, Units 7 & 8.

Bidders are encouraged to submit questions and clarifications pertaining to the RFP **(by email to jasminr@lampchc.org)** soon after its release to allow us time to respond as fully as possible. Proposals will be evaluated on the basis of the evaluation criteria listed in section 2.4 of the RFP. LAMP will subsequently select the firm that offers the best overall value to LAMP considering their response to the requirements.

LAMP reserves the right to hold discussions with bidders that are the most competitive, or to reject any or all bids. Awarding of services will not be solely based on price. The contract will be for a base period of three (3) years with two (2) years extension options contingent upon LAMP's satisfaction with the chosen contractor's services.

The RFP contains the following sections:

- **Section 1: Introduction** – Organizational background, goals/objectives for services.
- **Section2: Bid Instructions** – Required content and format for proposals and the selection process.
- **Section3: Scope of Services** – General requirements and terms for the contract.
- **Section 4: Pricing** – Gives instructions on how to provide bids for the base financial proposal.
- **Section 5: Liability Insurance** – All bidders must carry and maintain adequate liability insurance.
- **Attachment A: Facility and Tour Schedule**
- **Attachment B: Pricing Sheet.**

All communications for submission of questions and proposal correction or withdrawal prior to the closing date should be made via **e-mail** to jasminr@lampchc.org.

1.0 Introduction

Lakeshore Area Multi-service Project (LAMP) is a fully accredited community health Centre that provides a wide range of services to all ages, namely; Primary health care services, Occupational Health, Physiotherapy, Chiropody, Social Work, Dietetics, Health promotion programming, Harm reduction programming, Youth programs, Children's programs and Diabetes programs to improve the health and wellness in the East Mississauga area.

2.0 BID INSTRUCTIONS

The following section provides instructions for preparation of bid materials that must be followed if a respondent is to be considered in compliance with the RFP.

2.1 Pre-bid Meeting and Building/Facility Tours.

A pre-bid meeting and tour of the facility will be at 2555 Dixie Road, Mississauga, ON. On *Friday November 21st, 2025 at 10:00AM* as per attachment A. **Respondents who intend to submit a response are encouraged to attend the pre-bid meeting and tours.**

The preliminary agenda includes:

- Overview presentation by LAMP
- Q & A by bidder
- Facilities tour: EMCHC Units 7 & 8-2555 Dixie Rd, Mississauga.

2.2 Queries and Primary Contact Person

All enquiries about this RFP must be made in written form via e-mail or fax to the primary contact:

Jasmin Ricketts, Supervisor Facilities and Administration

E-mail – jasminr@lampchc.org

Fax – 416-252-6471

In the interest of fairness and the best service outcome, any questions received and corresponding responses will be distributed via e-mail to all prospective respondents who have indicated intent to submit a proposal. The identity of companies who submitted questions will be kept confidential. All questions must be received by *Thursday November 20th, 2025 at 10:00AM*. Responses to all questions will be issued to all providers either at the pre-bid meeting or by e-mail by the end of the day *on November 24th, 2025*.

2.3 Proposal Required Contents and Format

At a minimum, each base proposal should address all of LAMP's requirements through

- A narrative response specifying operation plan that addresses the services requested in section 3 (scope & services)
- A completed pricing sheet as per attachment B.

A complete proposal for this RFP can either be submitted as a hard copy or an electronic copy via e-mail.

Respondents should respond to the points raised as directly as possible. Proposals that are incomplete, not properly endorsed, do not follow the requested format, or otherwise are contrary to the guidelines of this RFP may be rejected as non-responsive.

2.4 Response Evaluation Criteria

Submissions will be evaluated based on, but not limited to the following:

1. Ability to meet LAMP's requirements
2. Vendor and Staff Experience
3. References
4. Price
5. Overall company social, environmental and financial performance
6. Value Added – Ability to provide continuous, value-added strategic services

2.5 Proposal Correction or Withdrawal of Proposal Prior to Closing Date

Any proposal may be withdrawn or modified by written request of the respondent provided such request is e-mailed to LAMP by the deadline stipulated in Section 2.3. Modifications received after the due date will not be accepted. Each correction to a proposal must be clearly marked and initialed by the respondent. LAMP reserves the right at any time to request clarification from any or all respondents submitting a proposal.

2.6 Additional information, Investigation and Inspection

LAMP reserves the right to request site visits to one or more of the respondent's existing customer facilities, to speak directly to a provider's references, and to make independent investigations as to the qualification of any respondent at any time during the process. Performance information may be solicited from any available source.

LAMP may request additional information by respondents to clarify elements of their bid proposals. LAMP will notify companies after all bids are received on whether a presentation is required.

2.7 Confidentiality of LAMP Information

The terms of this RFP, and all other information provided are to be treated by the respondent as strictly confidential and propriety. All data and business information are to be used solely for the purpose of responding to this inquiry. Access to this information shall not be granted to third parties except upon prior written consent of LAMP and upon the written agreement of the intended recipient to treat the same as confidential. No news releases, public announcements or any other references to this proposal shall be made without the prior written consent of LAMP. We may request at any time that any of our material be returned. Should there be a breach of this request for confidentiality or other restrictions identified in this RFP, the respondent will be eliminated from consideration for this RFP.

2.8 Confidentiality of Proposals

All proposal materials shall become the property of LAMP and will be held confidential. Any copies of submitted proposals will be limited to LAMP employees and consultants on a need-to-know basis. No proposals or associated documents will be returned.

2.9 Responsibility for Costs

LAMP will not reimburse any respondent for any cost involved in the preparation and submission of the proposals, in making an oral presentation, or in contract negotiations. Respondents are responsible for all costs associated with responding to and submitting a proposal as part of this solicitation process.

2.10 Non-Standard Proposal Submissions

LAMP recognizes that this RFP may request that respondents describe their business in ways that are different than their normal business practice; however, LAMP nonetheless requires that proposals be submitted in accordance with the instructions contained in this RFP.

2.11 Reservations and Limitations

Lamp reserves the following rights and options:

- To reject any and all proposals that fail to meet the literal and exact requirements of the specifications provided in this RFP document.
- To accept the proposal that is, in the judgement of LAMP, in the best interest of LAMP and its facilities.
- To reject any and all non-responsive proposals.

- To waive irregularities in any proposals as LAMP may elect to waive.
- To reject all proposals without cause.
- To issue subsequent requests for new proposals.
- To discontinue its negotiations after commencing negotiations with a finalist, if progress is unsatisfactory, and commence discussions with another respondent.

3.0 Scope of Services

This section provides a general description of the scope of services sought, period of performance, locations of service, and other issues pertaining to providing the services.

3.1 General

The respondent will be required to provide cleaning service for the facility enumerated in Attachment A. The scope of the program will cover the following areas:

- Reception and Lobby Areas
- All offices
- Washrooms
- Clinical Examination rooms
- Dental rooms, x-ray rooms.
- Enclosed workstations and cubicles
- Corridors or Hallways and internal staircases
- Kitchenette and Lunchrooms
- Storage areas and closets
- Photocopy/Mail/Server rooms
- Conference/Meeting rooms
- Exterior Facility Areas.

3.2 Provision of Cleaning Supplies and Equipment

The respondent will be required to provide all cleaning chemicals, paper products, hand soaps, garbage bags, sanitizers, etc. at a reasonable charge. Also, the respondent must provide the list of products that will be used as well as corresponding safety data information.

The respondent will be required to provide all cleaning equipment and ensure equipment is in good working order. Broken equipment should be replaced immediately.

3.3 Period of Performance

This contract will be awarded for a minimum base period of three (3), after which LAMP reserves the right to again tender the contract or extend the current agreement.

3.4 General Operating Policies and Procedures

Below are general operating policies and procedures the respondent is expected to work within:

- Frequency – Depending on the level of cleanliness achieved, traffic in the buildings and weather conditions, the frequency and type of cleaning (i.e night or day cleaning) will be adjusted as necessary. Schedules are reviewed twice per year to ensure that appropriate levels of cleanliness are being achieved.
- Log book – A log of cleaning activities will be kept. The log should include the type of cleaning or maintenance performed, the date on which cleaning or maintenance is carried out, date of

equipment/material purchases and any other relevant information which will be negotiated with the successful respondent.

- Hazardous Waste Management – The successful respondent shall also, with LAMP’s assistance develop, maintain and follow work instructions, safety rules and established policies and procedures as they apply to hazardous waste management activities.
- Shall supply Material Data Sheets for all supplies that will be used, prior to its use. LAMP reserves the right to ask that supplies be changed as a direct result of the Ministry’s policy on bio-hazard materials.

3.5 Training of Staff and Supervisors

The contractor must ensure cleaning staff and supervisors are properly trained. It is the responsibility of the respondent to ensure staff and supervisors are properly screened and trained in accordance with, but not limited. In the same way Staff and Supervisors must be re-trained and updated on a regular basis. Any new staff members will be fully trained and training should be provided on a semi-annual basis and more frequently whenever any changes are made to the cleaning plan.

A log of the training of each worker should be kept to ensure proper training is carried out. The log is to include training topics, outlines of information covered, the name and qualifications of the trainer, and the dates and duration of the training.

3.6 Billing

The contractor shall provide monthly billing statements as required by LAMP.

3.7 Respondent’s References

List three of your current major customers. Include as many customers as possible that are comparable to LAMP’s requirements as it relates to size and cleaning requirements, who can speak to the quality of your company’s work.

4.0 Pricing

This section outlines the general requirements and guidelines for preparing a quote for services at the facilities identified in this RFP. A pricing sheet (attachment B) must be enclosed and included with the respondent’s submission in order for the bid submission to be considered. The pricing sheet at minimum should cover the scope of services provided, the expected frequency and the monthly rate. In addition, identify any special services that requires separate pricing and scheduling and which are beyond the services highlighted in this RFP.

5.0 Liability Insurance

Any and all damages caused by the respondent in relation to the execution of cleaning services will be rectified by the respondent at no cost to LAMP and to the satisfaction of LAMP within a reasonable time frame. During the term of the contract the service provider is required to maintain in full force and effect and at its own expense general liability insurance. Failure to provide insurance will result in the withholding of payment or at the sole option of LAMP, forfeiture of the contract.

ATTACHMENT A: PROPERTY ADDRESS AND TOUR SCHEDULE

East Mississauga Community Health Centre
7 & 8 -2555 Dixie Road
Mississauga, ON L4Y 4C4

Property Descriptions:

EMCHC – This is an industrial building, renovated to be utilized as a Community Health Centre, with two floors, having a square footage of 12,812. The main operation of the agency is a Community Health Centre with all open spaces or closed offices being utilized

Hours of Operation:

The hours of operation that will dictate the cleaning schedule are:

<u>EMCHC</u>	
Monday	8:00am to 8:00pm
Tuesday	8:00am to 8:00pm
Wednesday	8:00am to 8:00pm
Thursday	8:00am to 8:00pm
Friday	8:00am to 5:00pm
Saturday	10:00am to 5:00pm

Areas to be cleaned:

- Reception and Lobby Areas
- All offices
- Washrooms
- Clinical Examination rooms
- Dental rooms, x-ray rooms.
- Enclosed workstations and cubicles
- Corridors or Hallways and internal staircases
- Kitchenette and Lunchrooms
- Storage areas and closets
- Photocopy/Mail/Server rooms
- Conference/Meeting rooms
- Exterior Facility Areas

Levels of Service:

Respondents are expected to ensure that the outside of the building is done to 'Hotel' level clean on a daily basis, while the interior must be done to 'Hospital' level clean on a daily basis. Cleaning should be

done during hours when the clinic is closed. For more information on these terms or other expectations of LAMP in terms of service levels you can refer to the document / Link below:

https://www.publichealthontario.ca/-/media/Documents/B/2018/bp-environmental-cleaning.pdf?rev=5dfe8f638f01400ea2640910902d789d&sc_lang=en&hash=36853FC2FDC3434AA7632BF9018EA48F

ATTACHMENT B: PRICING SHEET

The pricing sheet must be enclosed and included with the respondent submission in order for the response to be considered.

Cleaning Schedule: Daily

Days of Week: Monday, Tuesday, Wednesday, Thursday, Friday and Saturday.

Time of Day: Negotiable, however must be outside of clinical hours.

Cleaning Services to Perform

Please list the services covered in Attachment A, Cleaning schedules including frequency of each service, quantity of people and the final rate for the complete service.

Example

Service	Frequency of Maintenance			
Lobby	Daily	Times per Week	Times per Month	Times per Year
Empty all organic waste & remove to designated area	1			
Clean and disinfect all countertops	1			
Restock hand sanitizer	1			
Dust mop all hard surface floors	1			
Damp mop hard surface entire area	2			
Strip, Wax and Seal VCT Tile				1
Meeting Rooms	Daily	Times per Week	Times per Month	Times per Year
Empty all waste & recycling, & remove to designated area	1			
Damp wipe all Tables, Chairs, Shelves and Counter.		1		
Dust mop all hard surface floors	1			
Damp mop hard surface entire area	1			
Washroom	Daily	Times per Week	Times per Month	Times per Year
Empty all waste & recycling, & remove to designated area	1			
Clean and disinfect all countertops	1			
Clean Fixtures, Surfaces & Restock Supplies	2			
Damp mop hard surface entire area	1			
Washroom Check	2			
Offices	Daily	Times per Week	Times per Month	Times per Year
Empty all waste & recycling, & remove to designated area	1			

Clean and disinfect all countertops	1			
Damp mop hard surface entire area	1			

Services	Frequency	Rate	Hours	Annual Total
* * * *	4 x month	\$/hour	hrs/day	\$
Special Services				
* * * *	1 x month	\$/hour	hrs/day	\$
Total				\$

Rate: \$

Indicate in the table below if you expect changes in contract years 2 and 3 to the rates bid for contract Year 2 & 3.

Service	Year2 (%)	Year 3 (%)