



Municipal Office – Cleaning Contract Bid Package
153 McKellar Street, Glencoe (7,500 square feet)
GENERAL CONDITIONS

1. **Mandatory Site Visit** – all interested bidders must attend a site visit on Thursday February 21, 2019 at 11:00am. If you are unable to make the set times please contact Steve MacDonald to see if an alternate time can be arranged (smacdonald@southwestmiddlesex.ca, 519-287-2015 ext. 112)
2. **Scope of Work** - the contractor(s) will provide all necessary labour to provide the service described herein in a manner and in accordance with the conditions stipulated herein. Facilities are to be kept in a clean and tidy condition on a regular basis. Quoted prices must cover all costs for the contractor – any equipment and supplies not provided by the municipality, travel expenses, and/or any other costs.
3. The contractor shall protect, indemnify and save harmless the Municipality of Southwest Middlesex from all actions, suits, losses and costs by reason or on account of any failure or negligence of the contractor. The contractor will be held liable for any damage or expenses occasioned by his/her failure to prosecute the work satisfactorily, or for any claim directly or indirectly arising under the contract. The attached Hold Harmless agreement must be signed and returned as a part of your bid package.
4. The contractor shall provide proof of insurance coverage (minimum \$2 million insurance coverage for personal liability and property damage) with bid, in the form of a letter from your insurance company.
5. Refer to page 7, item #5 regarding WSIB coverage requirements.
6. The contractor shall not sublet/subcontract the whole or any part of the contract without the approval of the Municipality's Facilities & Recreation Manager.
7. The contractor shall submit a monthly bill to the municipality detailing the location, the monthly rate and with HST broken out separately.
8. There will be a 90-day probationary period, during which time the municipality can end the contract at any time, without notice, if unsatisfied with the services being provided.
9. After the 90-day probationary period cancellation of the contract requires 60 days written notice by either party (with the exception of the "3 Strike" scenario stated in condition #16 below).
10. Length of Contract – this contract will initially last until December 31, 2020. An option will exist to extend the contract beyond this time in one-year intervals, for up to 3 additional years, if both parties agree to this in writing.
11. The Municipality reserves the right to accept no part, a part or all parts of any submitted bid, with the lowest or any bid not necessarily being selected.
12. The selected contractor will be advised of the contract start date.
13. Bidders are responsible to contact the Facilities & Recreation Manager in advance for approval on any extra work, outside of this contract, which would not be covered by the agreed-upon monthly charge to the municipality.
14. Prior to commencement of work the contractor will provide a list of all products they will be using which are controlled under WHMIS and provide related Material Safety Data Sheets for each of these products and ensure all such substances are in properly labelled containers and that contractors' staff are properly trained on WHMIS.
15. Contractors are required to respond to any complaint received from the Municipality within 24 hours, preferably within the same business day whenever possible.
16. **3 Strike Policy** – in the event a contractor receives 3 valid concerns/complaints of a similar nature from the Municipality, with the third strike/offence the Municipality has the right to immediately cancel the entire contract with that contractor without notice. It is the expectation that a contractor will respond proactively to any concern the first time, correct the issue and avoid any reoccurrences. All concerns will be issued to the contractor in writing via e-mail.
17. All contract work must be performed on agreed upon when the facility is not open to the public nor when after-hours council meetings are being held. Standard set cleaning times will be arranged, with any changes to this schedule requiring approval from the Municipality in advance.

I, _____ agree to the above conditions and submit my bid as follows:

DATE: _____

SIGNATURE: _____



BIDDER INFORMATION SHEET – page 1 of 2

CONTACT INFO:

Company Name: _____

Contact Name: _____

Address: _____

Phone Number: _____

Cell Number: _____

E-Mail Address: _____

INSURANCE:

Type and amount of coverage (\$2,000,000 liability minimum):

Name of Insurance Company:

Address & Telephone No. of Insurance Company:

*****NOTE:** Homeowners insurance may not cover contract work – you are responsible to confirm proper coverage with your insurer.

*****NOTE:** A letter from your insurance company verifying the above information must be submitted with your bid package.



BIDDER INFORMATION SHEET – page 2 of 2

YEARS EXPERIENCE:

How many years have you (or your company) been professionally cleaning facilities for other companies?

PLEASE PROVIDE CONTACT DETAILS FOR OTHER INDIVIDUALS YOU HAVE CLEANED FOR:

REFERENCE #1:

Company Name (or state domestic): _____

Contact Name: _____

Phone Number: _____

E-Mail Address: _____

Length of Time Cleaning for this Customer: _____

REFERENCE #2:

Company Name (or state domestic): _____

Contact Name: _____

Phone Number: _____

E-Mail Address: _____

Length of Time Cleaning for this Customer: _____

REFERENCE #3:

Company Name (or state domestic): _____

Contact Name: _____

Phone Number: _____

E-Mail Address: _____

Length of Time Cleaning for this Customer: _____



HOLD HARMLESS AGREEMENT

Municipal Office Cleaning Contractor

The contractor covenants and agrees to indemnify and save harmless the Municipality of Southwest Middlesex of and from all claims, demands, actions or causes of action which may arise or exist as a result of the work and undertaking of the contractor with regard to the awarded cleaning contract(s).

COMPANY NAME

PRINT NAME

AUTHORIZED SIGNATURE

DATED

Seal if incorporated



CLEANING REQUIREMENTS/SPECIFICS

- 1.** This facility must be cleaned outside of office hours and council meetings. Occasional special events/meetings may fall outside of our normal schedule, which would require an adjustment to the cleaning schedule to accommodate the event/meeting. This office requires a full cleaning (as outlined below) once per week from May 1st to October 31st and twice per week for the balance of each year. **Required Weekly Cleaning Times** – Tuesdays at 5pm or later all year and during the time of year when cleaned twice per week, the second cleaning can take place anywhere between 5pm on Friday and Sunday evening.
- 2. Regular cleaning duties** shall return the facility to a clean and presentable state. To achieve this regular cleaning will include, but not be limited to: cleaning/sanitizing washrooms (toilets, sinks, floors, mirrors, dispensers); cleaning all floors & floor mats (vacuum or sweep & mop); cleaning/sanitizing staff lunchroom and kitchenette in council chambers (counters, sinks, appliances, table); emptying garbage cans (must collect in provided clear garbage bags and place in utility room); any/all recyclable items to be placed in blue bins in staff lunchroom; dusting all bare/open desktops, shelves, table tops, counter tops, ledges, window sills, and office equipment; clean and sanitize all door knobs, door handles, push bars; wipe clean all telephones (especially receiver) with a germicidal agent; replenishing dispensers (hand soap, toilet paper and paper towels).
- 3. "As Required" cleaning duties** to include cleaning windows on interior; cleaning exterior doors on interior & exterior; cleaning marks off of: walls, interior doors, cupboard doors, washroom stall walls, and any other surfaces requiring touch-ups; dusting pictures and wall clocks; dusting walls and ceilings; dusting light fixtures; monitor cloth furniture to be spot-wiped as required and vacuum monthly; spot-remover on carpet stains; chair legs and chair bases to be damp-wiped to remove dust and smudges; baseboards damp-wiped; waste receptacles to be washed; window blinds dusted. Contractor to keep exterior of both entrances (public and staff entrances) clear of debris, trash, cigarette butts, etc. Any other janitorial services as needed.
- 4.** All dusting must be "damp dusting" as opposed to "dry dusting" to minimize the amount of particles spread into the air.
- 5.** Monthly price quoted to cover the labour, equipment and supplies to: steam-clean/shampoo all carpets twice per year; to strip, buff & wax hard surface floors twice per year; and clean all windows on exterior three times per year (spring, summer & fall).
- 6.** The contractor is responsible to advise the Facilities and Recreation department when supplies are getting low on any item provided by the municipality (dispenser items – soap and paper products, garbage bags, etc.).
- 7. Materials to be provided by contractor:** all cleaning products/chemicals; vacuum with HEPA filter (and filters must be cleaned with each visit); carpet cleaner; equipment to strip, buff & wax hard surface floors; rubber gloves; and any/all other items not provided by SWM (as specified below). The municipality will not be held responsible for damage or loss of any contractor items stored at the facility, as the contractor does not have to leave any of their items on site.
- 8. Materials provided by the municipality:** mop & bucket, broom, clear garbage bags (transparent garbage bags are mandated); garbage bag tags; dispenser refills (hand soap, paper towels, toilet paper). Although not a part of the contract, SWM has snow shovel and sand or salt for icy walkways on site and available for cleaner to use if they need to do so in order to access the building safely when cleaning.
- 9. Tasks completed by municipal staff:** replacement of light bulbs; any/all repairs regarding appliances, electrical, plumbing and HVAC; snow removal (sidewalk and parking lot). Contractor to advise the Facilities & Recreation department if they see the need for any of these items to be done.
- 10. Facility key:** will be provided with facility key, responsible to keep entrances locked while cleaning to ensure no one enters the building.
- 11. Video Surveillance** – please note that the main lobby has video surveillance (copy of policy available for viewing).



RATES BID SHEET

Once Per Week (May 1st to October 31st):

Monthly Rate (before HST) = _____
+ HST _____ = _____
(HST Number)
Monthly Total (May 1 to Oct 31) = _____

Twice Per Week (November 1st to April 30th):

Monthly Rate (before HST) = _____
+ HST _____ = _____
(HST Number)
Monthly Total (Nov 1 to Apr 30) = _____

Available Start Date: _____

Before submitting, please ensure that your bid package includes all of the following information:

1. General Conditions – page 1 – signed and dated.
 2. Bidder Information Sheet – pages 2 & 3 – completed.
 3. Hold Harmless Agreement – page 4 – completed.
 4. Proof of insurance coverage (minimum \$2 million in personal liability and property damage insurance) in the form of a letter from your insurer.
 5. WSIB-Related Requirements – **you must provide one of the following:**
 1. A copy of a valid WSIB Clearance Certificate indicating that the Contractor is in good standing with WSIB. We will require the Contractor to ensure this certificate to remains valid, renewing every 60 days, for as long as the Contract is in effect. Also, a copy of the Clearance Certificate is to be remitted with the Contractor’s final invoice for payment.
- OR**
2. If you do not have a valid WSIB Clearance Certificate and you are being considered for a contract with our municipality then the attached WSIB Form (refer to pages 11 to 19) will have to be completed with the Facilities and Recreation Manager in order to ensure you can be declared as an “Independent Operator.” This form must be completed, submitted and time given for WSIB to process the paperwork and reply before any contract work can be considered with SWM. If you do not have other cleaning contracts you will not be considered an “Independent Operator” and therefore your application will be declined by WSIB resulting in SWM being unable to consider your bid.
6. Your completed “Rates Bid Sheets” (pages 6).
 7. Full disclosure of any other services, charges or comments.
 8. Please direct any questions to:
Facilities & Recreation Department
Attn: Steve MacDonald, Manager
153 McKellar Street, Glencoe, ON N0L 1M0
Phone: 519-287-2015 ext. 112
smacdonald@southwestmiddlesex.ca

Bid Package submission deadline:

**Your completed bid package must be received
by 12pm on Wednesday February 27, 2019.
Submit your bid in a sealed envelope
clearly marked “Office Cleaning Contract Bid” to:
The Municipality of Southwest Middlesex
153 McKellar Street
Glencoe, Ontario
N0L 1M0**

**NOTE – all bids will be reviewed during a March council meeting,
with decisions sent out by e-mail to each bidder afterwards.**