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# Community & Primary Health Care (CPHC)

*(Operationally known as  
Senior Support Services-CPHC)*

## **REQUEST FOR PROPOSAL** **for** **JANITORIAL SERVICES**

**Dec. 23-2024**



**Senior Support Services**

*Supporting Seniors Independence  
at Home and in the Community.*

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# Request for Proposal – Janitorial Services

## Organization Overview:

Senior Support Services-CPHC is a charitable not-for-profit organization that provides seniors with community support services and programs that enable them to age in their homes and communities for as long, safe, and healthy as possible. We offer a variety services/programs in communities across Leeds-Grenville with some programs offered in Lanark County (Parkinson's and Stroke Survivor Support Groups, Lifeline personal security monitoring, and Seniors' Fall Prevention and Exercise Program) and our Lifeline program also serves residents of Kingston & area. Other services are delivered in client homes, and some run within our facility, i.e., foot care services, Adult Day Program, Parkinson's Support Groups and Day Program, Stroke Survivor Support Groups, etc.

### **Our Mission:**

*To help seniors remain safe, healthy, independent, and to thrive in their homes and local communities.*

### **Our Vision:**

*To become an organization of choice for seniors, their families, and caregivers, throughout Leeds-Grenville and Lanark.*

Our organization is led by an Executive Director, Tina Montgomery, a management team who oversees programs, services, administrative and human resources functions, and a staff complement of twenty-six.

## Objective:

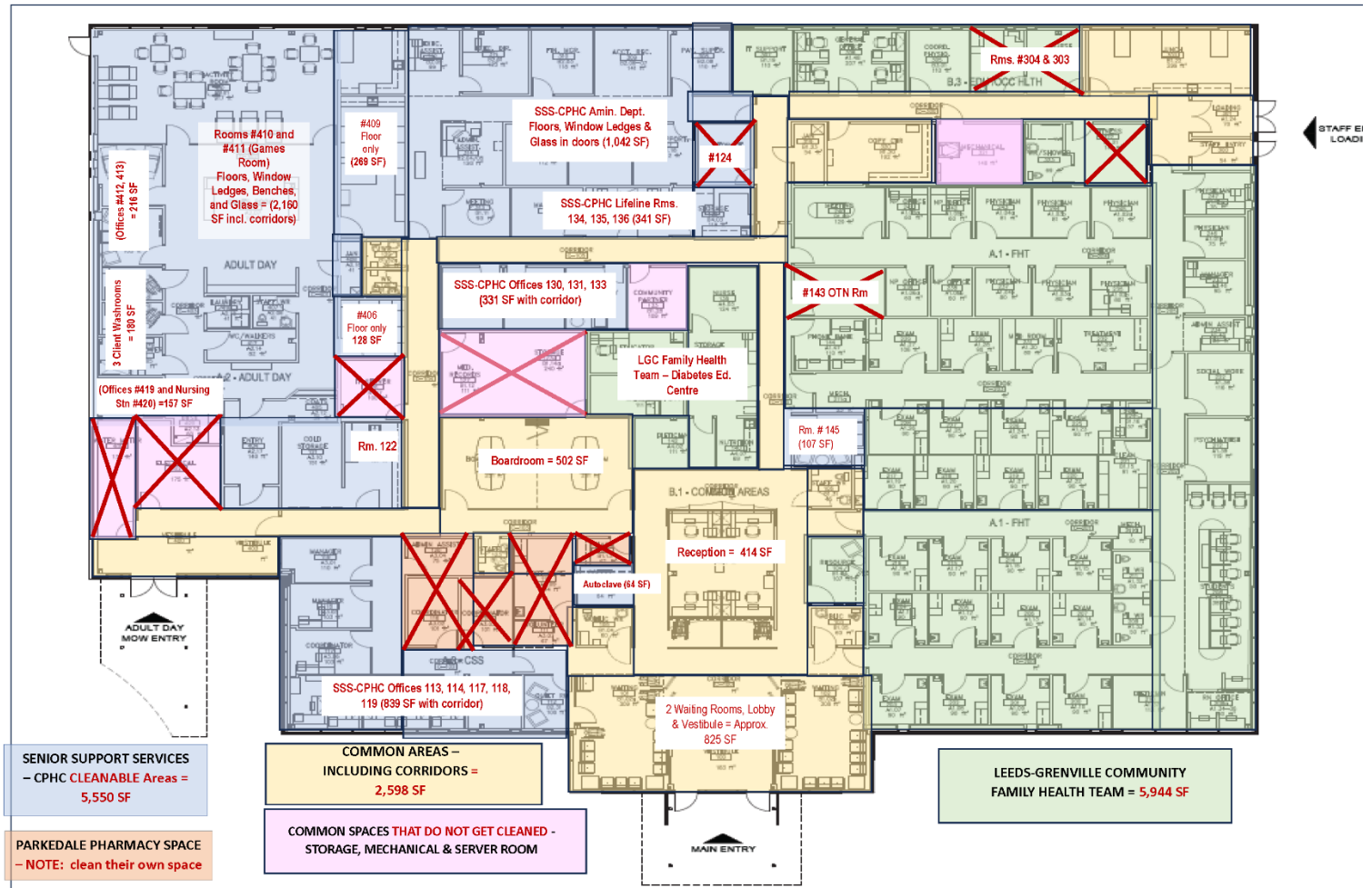
This is a Request for Proposal (RFP) for Janitorial Services at our facility located at 2235 Parkedale Avenue in Brockville. Our 23,806-sf building with 21,104 cleanable spaces also houses a Family Health Team and Pharmacy. The awarded supplier will be able to provide best-practice cleaning for a health care environment given the nature of services provided within the facility. It is important for Senior Support Services-CPHC to find a partner who will meet or exceed all service requirements while finding avenues to improve.

## Service Requirements:

Senior Support Services-CPHC occupies 7,529 sf of cleanable space which includes 50% of the common spaces listed below:

- Boardroom
- Washrooms (x 6)
- Entrances & Foyers (x2)
- Staff Kitchen
- Waiting Rooms (x 2)
- Copy Centre
- Loading Zone
- Staff Entrance

See floor plan on next page.



### Frequency of Cleaning:

- Senior Support Services-CPHC hours of operation are 8am – 4pm Monday through Friday with daily cleaning needs five (5) days per week.
- Currently cleaning is done in the evenings, Monday through Thursday and in the afternoon or evening on Saturday or Sunday.

**PLEASE NOTE:** The onsite Family Health Team and pharmacy have evening hours, Monday through Thursday until 8:00 pm, and Saturday mornings from 9am – 12N. Common spaces, (i.e., waiting rooms, main entrance, visitor washrooms) must be cleaned after these hours and as such, our end-of-week cleaning is scheduled accordingly.

### Cleaning Supplies & Consumable Products:

The cleaning provider will be responsible for the following supplies:

- Cleaning and disinfecting products for a healthcare environment.
- Cleaning cloths and mop heads.
- Dusting cloths.

Senior Support Services- CPHC provides consumable supplies (hand soap & sanitizer, toilet paper, paper towel, garbage & recycling bags).

## Cleaning Equipment:

Senior Support Services-CPHC will provide the following equipment:

- One (1) janitor's cart
- One (1) large garbage collection bin on wheels
- Rubbermaid mop bucket
- Heavy duty broom
- Standing dustpan
- One (1) industrial level vacuum
- One (1) industrial level floor scrubber

Senior Support Services currently does not supply microfiber cleaning cloths or heavy-duty mop heads; however, can provide these cleaning products if necessary.

## Building Access:

The janitorial supplier will be provided with a security code to access and secure the building outside hours of operation. The supplier will also be provided with swipe access cards for each cleaning staff to enter the facility and secure areas within.

All janitorial staff will be required to sign a Confidentiality Agreement with Senior Support Services-CPHC. The janitorial supplier will be responsible for ensuring that all staff and new hires sign the Confidentiality Agreement and submit to Fay Garvin, Facilities Manager via paper copy or email to [fgarvin@cphcare.ca](mailto:fgarvin@cphcare.ca)

## General Specifications:

Refer to following pages for cleaning specifications, i.e., spaces, square footage, etc.

## CLEANING SCHEDULE for SSS-CPHC & Common Areas

**Requires Disinfecting**

**As Needed cleaning - if req'd between scheduled cleanings**

*Best Practice Cleaning Progress: Begin cleaning from the least soiled (low touch areas) to the most soiled (high touch) areas.*

TASK		FREQUENCY		
		DAILY	WKLY	MTHLY
<b>BUILDING ENTRANCES &amp; LOBBIES</b>				
1	Spot clean all glass	✓		
2	Remove scuffs from walls			✓
3	Sweep/vacuum & mop floors	✓		
4	Vacuum all mats	✓		
<b>RECEPTION &amp; WAITING AREAS</b>				
1	Empty trash cans and replace liners as necessary	✓		
2	Wipe glass doors, windows at Reception & waiting areas to remove smudges	a/n	✓	
3	Wipe door handles on main entrance doors <b>using a DISINFECTANT</b>	✓		
4	Wipe seats and arms of waiting room chairs <b>with a DISINFECTANT</b>	✓		
5	Wipe handles, arms and seating of wheelchairs in lobby <b>with a DISINFECTANT</b>		✓	
6	Wipe seats and ledges at Reception (x 4 windows) <b>with a DISINFECTANT</b>	✓		
7	Vacuum traffic mats & floors to remove debris and wash floors	✓		
8	Remove scuffs from walls			✓
<b>LUNCHROOM / KITCHEN #302 (299 SF)</b>				
1	Empty trash can, recycling bin and replace liner	✓		
2	Check and dust window sills and wipe windows as needed.			✓
3	Wipe exposed areas of countertops, wall above sink, fridge, microwave, & dishwasher handles, and table tops <b>using a DISINFECTANT</b>	✓		
4	Wipe sink, faucet & taps <b>using a DISINFECTANT</b>	✓		
5	Check soap and towel dispensers & refill as needed	✓		
6	Sweep or vacuum & clean floor - with attention to corners	A/N	✓	
<b>MEALS on WHEELS/Walk-in Freezer Room #122 (100 sf)</b>				
1	Empty trash can, recycling bins and replace liner	✓		
2	Wipe countertop, back splash, microwave door & handle <b>using a DISINFECTANT</b>	✓		
3	Wipe sink, faucet and taps <b>using a DISINFECTANT</b>	✓		
4	Remove scuffs from walls			✓



TASK		FREQUENCY		
		DAILY	WKLY	MTHLY
<b>COPY CENTRE - Rm #320 (back corridor) (192 sf)</b>				
1	Empty Trash & Recycling and replace liner - as required	✓		
2	Remove smudges from door window		✓	
3	Sweep floor with attention to corners and around copier & wet mop		✓	
<b>BOARD ROOM - #124 / #125 (502 sf)</b>				
1	Empty Trash & Recycling and replace liners - as required	✓		
2	Remove smudges from door windows	a/n	✓	
3	Wipe tables & to remove crumbs, etc. <b>using a DISINFECTANT</b>	✓		
4	Wipe door handles <b>using a DISINFECTANT</b>	✓		
5	Sweep floors including corners and under tables	a/n	✓	
6	Wet mop floors		✓	
<b>WASHROOMS x 10 (incls. 4 washrooms in Adult Day)</b>				
1	Empty trash cans and replace liners.	✓		
2	Clean chrome wall attachments (grab bars, ledges/shelves, napkin dispenser)	✓		
3	Wipe walls under towel & soap dispenser to remove drip/water marks	✓		
4	Wipe door handles with disinfectant	✓		
5	Wipe sinks (inside & outside), faucets, & taps <b>using A DISINFECTANT.</b>	✓		
6	Clean mirror	✓		
7	Remove smudges from walls		✓	
8	Wipe paper towel & toilet paper dispensers	✓		
9	Sanitize toilets (inside & out) including flush handle.	✓		
10	Check and refill dispensers (hand towels, toilet paper, soap)	✓		
11	Mop floors ensuring to reach all corners and around toilets	✓		
12	Spot clean doors and door frames, walls & base board trim as necessary	A/N	✓	
<b>FOOT CARE ROOMS x 2 (#145 near Reception - 107 sf) and (#112 near Pharmacy = 100 sf)</b>				
1	Empty trash can and replace liner	✓		
2	Spot clean door frame, door window, walls, baseboard trim as necessary	A/N	✓	
3	Wipe door handle <b>with a DISINFECTANT</b>	✓		
4	Clean sink, faucets <b>using a DISINFECTANT. (no sink in Rm. #112)</b>	✓		
5	Vacuum & wet mop floor	✓		

TASK		FREQUENCY		
		DAILY	WKLY	MTHLY
<b>OFFICES (x 22) - weekly cleaning of offices are done on a rotational basis by area/department</b>				
1	Empty trash cans (and replace liner as needed).	✓		
2	Check and dust corners within reach and baseboards			✓
3	Spot clean doors, door windows, door frames	A/N	✓	
4	Sweep floors with attention to corners & under desks		✓	
5	Wet mop floors		A/N	✓
Staff are responsible for cleaning their own desks, table and credenza tops				
<b>ADULT DAY GAMES ROOM #411 (745 SF) &amp; DINING/ACTIVITY RM #410 (917 SF)</b>				
1	Empty trash & recycling bins & replace liners.	✓		
2	Wipe door windows, interior windows & sills to remove smudges - <b>as needed</b>	A/N	✓	
3	Wipe chair recliners in dining area- <b>using a DISINFECTANT</b>		✓	
4	Wipe door handles <b>with a DISINFECTANT</b>	✓		
5	Vacuum/sweep floors in Kitchen and dining area ( <b>Rm #410</b> ) & wet mop floors	✓		
6	Vacuum/sweep games room & corridors	A/N	✓	
7	Sweep & Mop Storage/Craft Rooms ( <b>Rm #s 406 &amp; 409</b> )			✓
8	Check & refill all soap and towel dispensers as needed	✓		
9	Dust ledges			
Staff are responsible for cleaning kitchen surfaces (sink, counters, stove) and table surfaces				
<b>ANNUAL CLEANING PROJECTS. Supplier will provide a quote for these annual projects.</b>				
1	WINDOW WASHING - INTERIOR / EXTERIOR	Spring or Fall		
2	CLEAN AIR EXCHANGE VENTS IN CEILING THROUGHOUT THE FACILITY	Spring or Fall		

## Procurement Questionnaire:

To help us better understand your organization and service delivery, we have prepared the following questionnaire. These questions will also assist you with your proposal submission.

SUPPLIER / PROVIDER INFORMATION	1. Please describe your organization and management structure, particularly with respect to your janitorial service offerings. Please include key contacts who will be supporting Senior Support Services-CPHC.
	2. How does your company provide an operational competitive advantage over your competitors?
	3. Is your company currently, or expecting to be involved in any mergers or acquisitions which will have any impact on your service offering?
	4. Is your company categorized as a small or diverse business?
	5. How does your company weigh the satisfaction of its employees to operational results and failures? Please provide detailed examples.
	6. Does your company have experience with providing janitorial services in a health care environment? If not, please describe your awareness of Best Practice cleaning standards in a health care environment.
JANITORIAL SERVICES OFFERING	1. Please describe the ideal janitorial services offering model your company can provide leading to immediate and future mutual success, i.e. external resources, business intelligence, process excellence.
	2. Please describe and define how your company trains staff for both client delivery and required skills sets as they pertain to janitorial service offerings.
	3. How does your company manage continuity challenges on a day-to-day basis? What are your methodologies for forecasting and proactively addressing disruptors to services?
	4. What are key success factors you have had with your longest and most successful clients for janitorial services?
	5. In detail, please describe how your company can scale janitorial services deliverables by quantity and Senior Support Services-CPHC's facility footprint/size.
	6. Please describe how your company stays current with Best Practice environmental cleaning and WHMIS.
ACCOUNT SERVICE SUPPORT	1. Can your company guarantee that you can be ready to provide janitorial services effective Mon. February 10-2025?
	2. Please describe your staffing plan, i.e., number of staff assigned to our facility for janitorial services, and their relevant experience.



## Procurement Questionnaire (cont'd)

QUALITY & RISK	1. Are there any changes or modifications to your current business model and offering which would alter delivery of janitorial services to Senior Support Services-CPHC?
	2. How does your company manage risks to the organization and customer base?
	3. How does your company measure a seamless and customer-friendly delivery of services?
	4. How do you maintain excellent customer service and support? Please provide examples.

### Timeline:

Senior Support Services-CPHC is looking to secure janitorial services following expiry of our current service agreement, with service commenced on Monday, February 10, 2025.

Please review the following RFP timeline (below) and contact Fay Garvin, Facilities Manager, Senior Support Services-CPHC with any questions or concerns.

ACTION	DATE	ACCOUNTABILITY
RFP Document Issued	Dec. 20-2024	Senior Support Services-CPHC
Expressed Intent to Participate in Proposal Submission	Jan. 6-2025	Suppliers
RFP Submission Deadline	Jan. 20-2025	Suppliers
Shortlist of Selected Vendors/Suppliers	Jan. 24-2025	Senior Support Services-CPHC
Discussions with Short-listed Vendors/Suppliers	Jan. 27- 28-2025	Senior Support Services-CPHC & Suppliers
RFP Award	Jan. 29-2025	Senior Support Services-CPHC & Supplier
Planning for Kick-Off Implementation	Jan. 30-2025	Senior Support Services-CPHC & Supplier
Go Live with Janitorial Services	Feb. 10-2025	Senior Support Services-CPHC & Supplier

### Proposal Submission / Questions / Concerns:

Please submit your proposal, via email to: Fay Garvin, Facilities Manager at [fgarvin@cphcare.ca](mailto:fgarvin@cphcare.ca)

Should you have any questions/concerns, you can reach me by email or phone 613-342-3693 ext. 2046.

Thank you.