



The Cathedral Church of St. James

Request for Proposal

Cleaning Services

For

St. James Cathedral Centre



Contents

Background information: arrangement, characterization of sites and working environment.....	3
Proposal Submission Guideline.....	5
Contact Information.....	5
Viewing of the Facilities	6
RFP Schedule.....	6
Verification of the Quote	6
Withdrawal or Amendment.....	6
Contract	6
Pricing.....	6
RFP Terms and Conditions	6
Costs.....	7
Confidentiality.....	7
Governing Law	7
Requirements.....	7
Evaluation of the Proposal.....	8
Award of the Contract	9
Failure to Enter into the Agreement.....	9
General Scope of the Services	9
Cleaning Tasks Description with Frequency.	9
Regular Cleaning	12
Additional Cleaning Services	12
Cleaning Supplies	13
All Provided Equipment and Supplies	14
Safety and Hygiene	14
Management and Supervision	14
Frequency of Cleaning.....	15
Structure of RFP Bid	15



Background information:

Arrangement, Characterization of site and Working Environment

The offices of St. James Cathedral are situated at 65 Church Street Toronto Ontario M5C 2E9. This is a three-story building with a basement which includes offices, various venues as well as residential spaces on the 2nd and the 3rd floors. This contract is not a contract for the cleaning of the Cathedral Church, but is for the cleaning of this separate building – “The Cathedral Centre”.

The Cathedral Centre promotes itself as a high end event space. In keeping with this image, the cleanliness of the facility and the attention to detail in the cleaning of the facility is of primary importance. Consistency, excellence and superior quality work is of upmost importance in this contract. Anything less than superior quality work will not be accepted.

The Cathedral Centre offices house various staff and clergy. They are used seven days a week. The various venue spaces and kitchens are used for church and rental events. The residential apartments are occupied by various staff and guests of the Cathedral.

The Cathedral Centre has 5 entrances/exits. The main entrance is from Church Street which is used by most staff members, guests and clients. The 2nd entrance has a ramp and is designed for handicap access. It is also utilized for deliveries. The 3rd entrance is for the residential suites situated on the 2nd and the 3rd floors of the building. The 4th entrance / exit has doors that open on the north side of the building and exit onto Adelaide Street. It is used for evacuation purposes and is closed at all times. The 5th entrance /exit is in the basement of the Cathedral Centre and leads to a tunnel connected to the Cathedral, and is used for evacuation purposes and on Sundays.

Basement:

- Archives and Museums office *(not required to be cleaned as part of this contract)*
- Archive storage room *(not required to be cleaned as part of this contract)*
- Choir room
- Choir storage room *(not required to be cleaned as part of this contract)*
- Community Room
- Clergy and server vestries room *(not required to be cleaned as part of this contract)*
- Storage area with office area *(not required to be cleaned as part of this contract)*
- Mechanical rooms *(not required to be cleaned as part of this contract)*
- Electrical room *(not required to be cleaned as part of this contract)*
- Laundry room *(not required to be cleaned as part of this contract)*
- Telecom room *(not required to be cleaned as part of this contract)*
- Foot Care Clinic
- Washrooms (3)
- Caretakers closet

St. James Cathedral Centre



- Evacuation exit tunnel *(not required to be cleaned as part of this contract)*

1st floor consists of:

- Snell Hall – the large hall (used for both internal events and rental events)
- Reception area
- 4 entrances/exits from/to the building
- Library
- Storage area
- AV room *(not required to be cleaned as part of this contract)*
- Janitors' closet
- A commercial kitchen
- 3 washrooms
- Hallways

2nd floor consists of:

- 12 offices accommodating one to four people
- 2 meeting rooms: Board Room and a Lecture Room
- Copy room with storage cupboards and a copy machine
- Washrooms: male and female
- A kitchen
- 1 storage area
- 1 residential suite *(not required to be cleaned as part of this contract)*
- Public hallways
- Residential hallway *(not required to be cleaned as part of this contract)*

3rd floor consists of:

- 5 apartments *(not required to be cleaned as part of this contract)*
- Deanery (used for internal events and as a rental space) and includes 3 washrooms
- Storage area
- Hallway

Spaces serving all floors consist of:

- West stairwell (stairwell A)
- North stairwell (stairwell B)
- Main elevator
- Residential elevator



Cleaning services are to be provided to all of the above-listed areas except as noted.

Please refer to the ground plan layouts with this RFP for further details as to the premises.

There are more than 20 staff members that work in the building. Moreover, there are a large number of guests that visit the Centre each week. These guests attend meetings and events and receptions at the Cathedral Centre.

Regular office hours are from 9 am until 5 pm, Monday to Friday. The building is open for visitors and guests and is used in the evenings and weekends as well as during these daytime hours.

Events can be scheduled to take place in the Centre from early morning (6:00 am) until late evening (1:00 am). It is not uncommon to have 3 or 4 different events taking place in the Cathedral Centre each day of the week.

Proposal Submission Guideline

To be eligible for consideration, proposals must be physically received by no later than 5 pm (Eastern Standard Time) on Monday December 1, 2014 in the Cathedral Centre, situated at:

65 Church Street, Toronto ON M5C 2E9

Proposals should be in sealed envelopes and labeled: ***"Proposal for Cleaning Services"***.

Proposals may also be submitted by electronic **Fax via (416) 364-0295**. Faxed submissions are subject to the same deadline date and time as above.

Incomplete proposals may be disqualified. The lowest cost proposal may not necessarily be awarded the contract.

Contact Information

The client representative is:

David Scott
Property Manager
propertymanager@stjamescathedral.on.ca
416-364-7865 (ext. 257)

All the queries in regard to this RFP should be addressed to the above mentioned person.

Note: It is not appropriate to engage in any sort of entertaining of staff members connected with this RFP and such action will result in disqualification from the bidding process.



Viewing of the Facilities

A time for viewing the facilities and asking questions will be offered on Wednesday November 26, 2014 at 9:00AM to all interested parties. This tour and viewing of the facilities is encouraged but not mandatory. Alternative times for viewing will not be offered.

RFP Schedule

Event	Date
RFP released	November 21, 2014
Viewing and tour of the facilities	November 26, 2014, 9:00 AM
Closing date – date for submission of bids	December 1, 2014, 5:00 PM
Decision on the award of the contract made	December 15, 2014 (tentative)

Verification of the Quote

St. James Cathedral reserves the right to clarify proposals after the closing date. The replies or any additional submissions will be then considered as an integral part of the original proposals. St. James Cathedral can verify any statements and may reject any statements in the proposals if, in the judgment of St. James Cathedral, the claims or statements will be recognized as unwarranted.

Withdrawal or Amendment

Proposals can be amended or withdrawn any time before the closing date.

Contract

The selected service provider will have to sign a service level agreement for the duration of 1 year with an optional extension of a second year if both parties agree.

Pricing

The price of the contract should be firm for the duration of the original term of the contract. The price should include all the incidental costs and the costs of all consumables. All applicable taxes (including HST) should be applied on all the prices within the proposal.

RFP terms and conditions

After the closing date for this RFP, St. James Cathedral may without any liability, cost or penalty:

1. Award the contract to the proposal that substantially complied with the requirements set out in this RFP.
2. Disqualify any proposals that contain misleading or inaccurate information.
3. Cancel the RFP tender process at any stage.
4. Reject any proposal.



5. Check references, in addition to those provided by bidders.

Costs

The bidders will bear all the costs associated with the preparation and the presentation of their proposals. Neither the rejection of the proposal or failure to understand the RFP by a bidder will render St. James Cathedral liable for any costs, damages, or penalties. Bidders will not hold the employees of St. James or any affiliated parties liable for any omissions or errors in the RFP.

Confidentiality

All the information distributed in connection with this RFP is confidential and should be solely used for the purpose of completing this proposal and will not be used for any other purpose without written consent of St. James Cathedral.

Governing law

Any and all documentation associated with this RFP or pursuant to this RFP will be governed by the applicable laws of the City of Toronto, the Province of Ontario and the Country of Canada as applicable.

Requirements

In order to be eligible for consideration the following should be provided:

1. One signed copy of the proposal.
2. One additional copy (photocopy) of the proposal.
3. One electronic copy of the proposal in MS Word, Excel or PDF file format.
4. Three reference letters from different clients including follow up contact information.

The following items are to be the part of the proposal:

1. Cover letter: The letter should indicate the name of the organization, the statement that all the terms and conditions of the RFP have been understood and accepted. The consent to abide by the conditions of RFP entirely. The letter must be signed by an authorized representative and must have a statement that the individual signing the letter has the legal right to bind on behalf of the organization.
2. Company profile: This will be a full description of the business bidding on the contract including clients serviced, support services available relevant to this engagement, contact information including:
 - Company's full legal name
 - Any other name under which the business is or has been carried out
 - Address, telephone number and FAX number as well as any e-mail contact addresses of the business



- Name of the representative responsible for submitting the RFP and through whom the communication regarding the RFP will be managed. Contact details of this representative will also be provided including their e-mail address and telephone number
- The names and titles of individuals who will perform work in the premises of St. James Cathedral Centre and the confirmation that those individuals have been trained, bonded and insured to carry out the work
- Confirmation of the liability insurance coverage with a minimum of \$ 2,000,000 (two million dollars) liability. [Note: The successful bidding company that is awarded this contract must supply a valid certificate of insurance naming The Cathedral Church of St. James as an additional insured.]
- Certificate of clearance from WSIB
- The business number of the company
- The CRA registration / HST number of the company

Evaluation of the Proposal

Stage 1: Validation of the Proposal

Checking that all the information provided is complete, accurate and meets the Requirements section of RFP.

Note: If the set of documents provided is not complete, the proposal may be rejected.

Stage 2: Evaluating the Proposal

The pricing information, experience of the company, qualification of the personnel, and resources available to render the services will be evaluated based on the following point system.

Process of appraisal	Points
Evaluation of price: the lowest price will be set as a baseline and will get 100 points. All the rest of the prices will receive a score, which is proportional to the extent by which they exceed the lowest cost.	Maximum = 100 points.
Compliance with requirements of the RFP	Maximum = 50 points
Cleaning experience of the company	Maximum = 50 points
Qualification of the employees	Maximum = 50 points

Stage 3: Verifying References

References will be contacted to confirm their satisfaction with the bidding company's performance history.



Award of the Contract

St. James Cathedral will inform all bidders in writing regarding the awarding of the contract. The successful bidder will be invited to enter into a Service Level Agreement with the Cathedral Church of St. James.

Failure to Enter into the Agreement

If the successful bidder fails to execute the Service Level Agreement within a ten (10) day period of its issuance, the Cathedral Church of St. James may at its sole discretion rescind the awarding of the service contract without incurring any liability.

General Scope of the Services

The scope of the services to be covered by the contract between St. James Cathedral and the successful bidder includes all aspects of cleaning services to be provided at the premises of the St. James Cathedral Centre.

St. James is looking for a cleaning services provider that is able to:

- Provide cleaning services, having due consideration to the working environment at St. James. Acknowledgement that it is a church property and that a wide variety of events take place at the Cathedral Centre.
- Complete the cleaning of the Centre overnight from 10:00pm onwards. The cleaning of the premises should be complete by 6:00am the next day.
- The starting time for access to various locations within the facility may vary on some days depending on facility use. Times can be confirmed with the Property Manager of St. James. Every effort will be made to provide any changes to the standard start time as soon as the information is available.
- Monitor, supervise, and organize the execution of cleaning services (schedule, performance control, quality checks, and regular feedback with the client, etc.) by assigning an onsite supervisor that would be present during the performing of the services.
- Maintain the storage areas and janitors' rooms for cleaning supplies and consumables in an efficient and tidy manner and store all the cleaning equipment (buckets, vacuum cleaners, and other items) in a careful orderly manner.

Cleaning Task Descriptions with Frequency

Daily

1. Empty all garbage cans and various waste buckets. Replace the black plastic garbage bags in the cans. Place all garbage bags into the exterior garbage dumpster. Wipe down and clean the exterior of the garbage cans.
2. Empty all recycling cans and bins. Replace the clear plastic bags in the cans. Place all recycling materials into the exterior recycling bin. Wipe down and clean the exterior of the recycling bins.



3. Break down all empty cardboard boxes. Place all flattened cardboard into the exterior recycling bin.
4. Clean all washrooms. This includes the following locations: one single washroom in basement, male & female washrooms in the basement, one single washroom on the main floor, male and female washrooms on the main floor, male and female washroom on the second floor, and three single washrooms on the third floor (in the Deanery). The cleaning of these spaces will include:
 - a. Wipe down fixtures.
 - b. Clean and disinfect toilets & urinals.
 - c. Wipe down and disinfect partitions and toilet seats.
 - d. Restock washrooms with toilet tissue, liquid soap, hand towels and other applicable supplies. Leave one spare roll of toilet tissue per cubical.
 - e. Empty and remove all waste from garbage receptacles and feminine hygiene disposal units
 - f. Mop washroom floors with disinfectant soap.
 - g. Clean all sinks and countertops. These surfaces should be left free from any dust, spots, streaks or dirt.
 - h. Clean all mirrors in washrooms. Mirrors must be left clear of any spots, dirt or streaks
5. Mop all floors. This includes the reception area on the first floor, the wheelchair ramp area, the floors in the two elevators, the hallways on the ground floor, the floor in the kitchens and the entire floor in Snell Hall.
6. Vacuum all floor entrance mats until there is no dirt or debris on them.
7. Wipe the handrails and glass panels in the entrance areas. This includes the reception area and the wheelchair ramp area and stairs.
8. Clean the kitchen on the second floor. This includes wiping down the kitchen cabinets, table, chairs, appliances, and countertops. Surfaces should be free of any spots, residual dirt, streaks, and spills. The dishwasher is to be loaded with dirty dishes and put on to run.
9. Clean the floor in the kitchen on the second floor. Sweep the floor daily prior to mopping it. Mop to ensure that no dirt or marks are left.
10. Vacuum the carpet on the entire second floor. This includes all of the offices and meeting rooms. The carpet will be vacuumed until there is no residual dirt, marks or spots left on the floor. Manual spot cleaning of the carpeting with a brush and spot cleaner may be required from time to time.
11. Vacuum the carpet in the third floor hallway. The carpet will be vacuumed until there is no residual dirt, marks or spots left on the floor. Manual spot cleaning of the carpeting with a brush and spot cleaner may be required from time to time.
12. Clean the Deanery on the third floor. This includes cleaning all floors and counters, emptying all garbage cans and recycling and cleaning the kitchen space and washrooms.
13. Clean the Board Room on the second floor. This includes cleaning the conference table, the side table/credenza, and the chairs. The floor is to be vacuumed, and the garbage and recycling are to be emptied. Surfaces should be free of any spots, residual dirt, streaks, and spills.
14. Clean the Lecture Room on the second floor. The floor is to be vacuumed, and garbage and recycling are to be emptied. Surfaces should be free of any spots, residual dirt, streaks, and spills.
15. Clean all light switches and wall areas around the light switches. Ensure that no dirt, stains or fingerprints are left on these areas.



16. Clean all door handles and door surfaces. Ensure that no dirt, stains or fingerprints are left on these areas.

Weekly

17. Clean the main (ground) floor tile floors with floor scrubbing machine. This includes the entrance / reception area, Snell Hall, all washrooms, hallways, storage area, Library, wheelchair ramp area, and residential entrance area. Leave no streaks, spots, or dirt. Clean the baseboards after the floor brushing machine has been used to ensure that no splashes or dirt are left on them.
18. Clean all aluminum frame work on the ground floor, second floor and in the third floor Deanery. This work includes all window frames and window ledges and frames for glass wall partitions. Clean to ensure no dirt, spots, streaks or residual marks are left.
19. Clean the staircases. This includes the west staircase and the north staircase. The stairs are to be swept and mopped. Any marks on the treads and risers of the stairs are to be removed. Handrails are to be cleaned and wiped down. Walls are to be spot cleaned. Glass panels and balustrades are to be cleaned.
20. Spot clean the walls and baseboards on the entire ground floor to ensure that no spots, dirt or marks exist.
21. Clean the glass surfaces on the main ground floor. This includes the reception area, Snell Hall and the Library. Cleaning will involve the wiping of the frames.
22. Clean all doors on all levels of the Centre. The doors include laminate and wood doors. The cleaning involves all doors including sliding doors, swinging doors and pocket doors. Wipe down door surfaces, frames and handles / push pads to ensure that all surfaces are free of dirt, dust, and all marks. Cleaning will involve the wiping of the frames, hinges and door handles etc.
23. Clean and disinfect all washroom fixtures. This includes all flush valves, faucets, hand dryers, toilet paper dispensers, feminine hygiene disposal units, grab rails in cubicles for the handicapped, hand towel holders, and cubicle partitions. These fixtures will be cleaned each week as a minimum, but if the situation dictates that they require to be cleaned, they will be cleaned regardless of the schedule indicated. All of the above fixtures will be cleaned leaving no stains, spots, streaks, spills, or any residual debris.
24. Clean counter units. This includes the main floor reception desk, the counter and cupboard area behind the main floor reception desk, the second floor reception desk and the counter island in the Deanery. The front, top, sides and top edges of the drawers are to be cleaned with a soft damp cloth. Surfaces should be left glossy with no dirt, streaks, marks, dust, or spots left.
25. Polish all aluminum and stainless steel fixtures around the building. This includes bollards with buttons for handicapped access, doors, and aluminum panels (doors on the elevators, side and overhead panels). Fixtures must be free from streaks, any residual marks and stains.
26. Clean the handrails in the basement (down ramps and steps) and in the staircases. These will be cleaned to ensure that there is no residual, dirt, dust, or smudges left on the handrails.
27. Clean the glass panels on the staircases. Ensure that they are left with no spots, blotches, streaks, fingerprints, marks, or dirt.
28. Clean the entire floor in the basement with the floor brushing machine. Leave no streaks, spots, or dirt. Clean baseboards after using the floor brushing machine to ensure no splashes or dirt are left on the baseboards / walls.
29. Clean the wood floor in the Deanery. This requires the use of special oil and a very soft cleaning pad. Clean to ensure that there are no spots, spills marks or streaks left on the floor.



30. Clean the carpet in the Deanery. The carpeting is to be vacuumed until there is no residual dirt left on the floor.
31. Clean the Choir Room. Sweep and wet mop the floor. Wipe down window sills, chairs and horizontal surfaces.
32. Clean the Community Room. Sweep and wet mop the floor. Wipe down the counter top and all horizontal surfaces.
33. Check and replace any and all burnt out light bulbs throughout all rooms and hallway spaces in the Cathedral Centre.

Monthly

34. Dust all blinds. Clean them to leave no dust.
35. Dust all shelves and cabinets on the 2nd floor. This includes offices, storage spaces and meeting rooms.
36. Deep clean the kitchen in the Deanery. This is to include cleaning of the cabinets, countertops, walls and appliances (including the cleaning of appliances inside from the grease and residual dirt). Surfaces and appliances should be clean from the grease, spots, and stains.
37. Clean all air grills and registers – both wall and ceiling mounted. Clean until there is no dust or dirt is left on the grills.
38. Spot clean the walls and baseboards on the entire second floor, the hallway and the Deanery on the third floor and in the basement level. Ensure that no spots, scuffs, dirt or marks exist.

Bi-annually

39. Steam clean the carpets in the Centre. This includes all carpets on the second level and carpeting in the storage areas of the Deanery on the third level. This work must be carefully scheduled in consultation with the Centre to allow for proper drying time.

Regular cleaning

St. James Cathedral Centre reserves the right to modify the scope and/or frequency of the services expected depending on future needs. Any change on the scope will be communicated to the contractor one (1) week in advance of modification. St. James recognizes that if the change results in the need for additional staffing, that fees may be negotiated.

Given the events organized at the Cathedral Centre throughout the year, there should be flexibility in planning and implementation of the scope of the cleaning work. Some days and seasons will require the cleaning Contractor to accomplish heavier cleaning loads during the shifts while other times, the work load will be lighter.

Additional Cleaning Services

St. James Cathedral may request from the contractor additional services on a 'fee for service' basis, beyond the standard cleaning.

Urgent cleaning due to exceptional or unforeseen circumstances (e.g. exceptional weather conditions, fire, flood, etc.) may be required from time to time from the contractor. These services will be based on



a 'fee for service' basis beyond the scope of the standard cleaning contract. The request for urgent services should be done in writing at least 24 hours in advance. Such notice would specify the nature of the work, the date and time for its execution and a mutually agreed upon fee.

St James Cathedral will retain the right to bring in other contractors or utilize in-house staff to carry out special or extra or additional cleaning and maintenance services.

Cleaning Supplies and Equipment

The Property Department of St. James Cathedral will provide the regular necessary cleaning products to use in the completion of the cleaning work. This will include items such as glass cleaner, disinfectant, soaps, paper products, garbage bags, and polish products, etc. The employees of the Contractor are expected to have a thorough knowledge of 'best practices' in cleaning. The Contractor's employees must have WHMIS certification, as well as have proper training in how to utilize the cleaning equipment and consumables. The employees will be trained by the Contractor organization in the appropriate and safe use and operation of all cleaning equipment, including but not limited to vacuum cleaners, floor brushing machines, cleaning chemicals, etc. If employees are using ladders in their work, they will be trained and certified in the safe use of such equipment. All personal safety equipment required by the Contractors' employees for the safe operation and use of the equipment and supplies will be provided by the Contractor.

IMPORTANT: All pertinent information in regard to maintenance recommendations for various surfaces throughout the building will be provided to the Contractor along with the current cleaning instructions derived from the manufacturers' guidance. This information will be used as a reference guide; however, the Contractor is invited to suggest different cleaning practices and / or the use of new / different products and consumables wherever applicable. Modifications to the cleaning procedures or products used must be approved by the Cathedral Centre Property Manager.

Equipment Supplied by Cathedral Centre

In order to fulfil the required services, the following operational material will be provided by the Cathedral Centre for use by the cleaning Contractor:

- Cleaning trolley
- Mop bucket with wringer
- Upright vacuum cleaner
- Ladder
- Telescopic handles
- Rotary floor brushing machine
- Brooms, mops, and buckets
- Cleaning cloths of different types / colours - depending on the area in which they are used
- "Caution - Wet Floor" signs



Other Supplies and Equipment

It is the responsibility of the cleaning Contractor to supply and maintain any and all other necessary cleaning equipment and supplies required to appropriately and professionally complete all of the cleaning tasks outlined in this RFP. The supply of this equipment will be done solely at the expense of the cleaning Contractor.

All Provided Equipment and Supplies

Equipment and supplies provided by the Cathedral Centre for the work in the Centre will

- Be of good quality, either new or in a very good condition
- Be replaced to ensure appropriate and safe use if damaged
- Will remain on the premises of the Cathedral Centre at all times

Safety and Hygiene

“Wet floor” signs must be used at all times when cleaning areas to avoid possible accidents.

The Cathedral Centre Property Manager has the right to set controls on the compliance with the contractual terms.

Cleaning materials and products will be stored properly and safely within the designated storage areas.

The mops to be used for cleaning the kitchens and those used in the cleaning of other public areas must be different to ensure compliance with hygiene standards.

The Contractor will ensure that all products that are used in the Centre and which are regulated under the WHMIS system are labelled accordingly. The Contractor will also ensure that the MSDS sheet for each WHMIS regulated substance is kept on-site and is accessible for their workers and Cathedral staff and that an additional copy of the MSDS for the products is provided to the Cathedral Property Manager.

Every day upon the completion of the cleaning duties all garbage and recycling will be removed from the building and put in the exterior storage bins. All buckets will be emptied and rinsed. All cleaning cloths and rags will be wrung out and left to dry. All equipment will be put away appropriately and stored in the designated and approved storage areas to ensure a tidy appearance, cleanliness and safety of the equipment and materials.

Damages

As part of this contract, the successful bidder will be responsible for any all damage caused in the daily execution of their duties. This includes but is not limited to damages to the building, damages to the facilities and furniture, and damages to any equipment (including cleaning equipment) done by their



employees or in the execution of their work. The expense for all such damages will be paid for by the Cleaning Contractor.

Security

It is expected that all people employed by the Cleaning Contractor will be responsible for maintaining the building in a secure manner while carrying out their duties within it. No doors will be left unlocked or blocked open so that unauthorized people might gain entry to the building. It is understood that all people working for the Cleaning Contractor at St James Cathedral Centre will be bondable.

Management and Supervision

The contractor will appoint a regular consistent supervisor who is expected to:

- Have a thorough knowledge of the various cleaning tasks, equipment, and materials
- Be able to properly train and manage employees in their individual tasks
- Maintain and control an effective inspection and follow-up program
- Carry out inspections through the premises at least once a month with the Cathedral Centre Property Manager
- Undertake regular checks regarding the quality of the service and report to the Cathedral Property Manager after those checks have been completed
- Assure that the cleaning personnel sign in and out
- Advise the Cathedral Centre Property Manager about the replacement of any cleaning personnel 24 hours in advance of the change
- Provide a contact phone number that can be used by the Cathedral to contact the Contractor to discuss needs and issues around the services provided

Cleaning Frequency

St James Cathedral Centre currently has cleaning provided five nights a week. This encompasses Sunday through Thursday nights with no cleaning by the contractor on Friday or Saturday night. While this may still be an option to consider, we are also looking for a proposal that will include pricing for cleaning on six nights each week (Saturday through Thursday nights with no cleaning on Friday) and a proposal for cleaning seven nights each week.

Structure of the RFP Bid

All pricing must be inclusive; all company overhead costs, travel, equipment and supply costs and all employee costs (including pay for vacation, statutory holiday pay, standard mandatory payments, training costs etc.). Insurance and WSIB coverage must also be included in the pricing.

In relaying your bid, please include:



St. James Cathedral Centre

- | | |
|--|----------------|
| • Price for cleaning 5 nights each week – Sunday through Thursday nights | Price per week |
| • Price for cleaning 6 nights each week – Saturday through Thursday nights | Price per week |
| • Price for cleaning 7 nights each week – Friday through Thursday nights | Price per week |
| • Price for bi-annual carpet cleaning (if not included in the base price) | |
| • All taxes and other fees | |
| • Terms of payment – invoice timing | |
| • Any other terms and conditions that you require for the contract | |