



Town of Neepawa

REQUEST FOR TENDER

TOWN OF NEEPAWA CLEANING CONTRACT

EFFECTIVE: JANUARY 1, 2025 TO DECEMBER 31, 2029

Tenders for this work will be received at:

Town of Neepawa

275 Hamilton Street, Box 339 Neepawa, MB R0J 1H0

Email: operations@neepawa.ca

NO LATER THAN DECEMBER 6, 2024 at 4:00 p.m.

Email or envelope to be clearly marked:

CONFIDENTIAL – Cleaning Contracts

For inquiries contact:

Denis Saquet, C.E.T., Manager of Operations

204-476-7655 or operations@neepawa.ca

The Town of Neepawa is looking to contract out cleaning and janitorial duties for the following Municipal Buildings on a five (5) year contract. The custodial duties for the following three locations will form one contract with one single janitorial contractor.

- 275 Hamilton Street - Town of Neepawa Administration Office;
 - 405 Brown Ave - The Flats Building;
 - 100 Mill Street - Neepawa Fire Hall;
 - 110 Mill Street – RCMP – Neepawa Detachment
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1. TOWN OFFICE

REPORTS TO: Manager of Operations/Public Works Supervisor

POSITION SUMMARY: Responsible for all aspects of cleaning and custodial duties of the Town of Neepawa Civic Administration Office at 275 Hamilton Street.

CLEANING SCHEDULE:

DAILY:

1. Vacuum all carpeted areas, mats, clean entrances and lobbies;
2. Washrooms to be cleaned, cabinets dusted, mirrors washed, sinks and toilets to be disinfected. Damp mop floors in washrooms and hallway. Ensure that bathrooms are stocked with necessary provisions (toilet paper, paper towel & hand soap);
3. Disinfect front counter and desk area as well as door handles;
4. Spot clean interior glass doors and glass partitions;
5. Dry dust/wipe desk faces, front counter, tops of filing cabinets and other furnishings;
6. Sweep all floors, wash tile and vinyl floors including under moveable furniture and planters;
7. Empty waste and recycling receptacles and remove garbage and recycling from the building to the appropriate cart behind the building and ensure that carts are left in the correct location for regular collection;
8. Clean kitchen counter, table, fridge and microwave;
9. Wash and dry dishes and place in cupboard;
10. Disinfect, spot clean dirt and hand prints from doors;
11. Mop carpet protectors under chairs where necessary;

WEEKLY:

1. Sweep exterior entrance walkways;
2. Other than desks wipe down all other furnishings with damp cloth, including board room chairs and tables;
3. Wash waste and recyclable receptacles if required;
4. Wipe down window sills and floor vents with damp cloth;
5. Clean inside of microwave and wipe spills inside of fridge;
6. Pick up any loose garbage at back of building;
7. Do a visual check of the interior and exterior of building.

MONTHLY:

1. Dust woodwork, ie. baseboards and door frames, etc;
2. Wash interior of windows, wash exterior of windows (May through October);
3. Spot wash walls in public areas.

QUARTERLY

1. Steam-clean all carpets (with the exception of the mats at the doorways). The Town shall be responsible for the cost for the rental of the steam cleaner and solution.
2. Spot wash walls in all other areas.

AS REQUIRED:

1. Keep exterior entrances, exits and fronting sidewalk clear of snow and ice before the start of every business day; the Town will be responsible for the supply of sand and salt.

GENERAL:

1. The Town shall be responsible for the supply of all equipment and materials necessary to clean and maintain the premises in excellent condition. It is the responsibility of the contractor to leave a list of items required to do the job.
2. The Janitorial Contractor shall not be responsible for moving personal items on desks, counters, etc. to facilitate cleaning.
3. Maintenance room including the cleaning supply storage area is to be kept clean and tidy. According to fire regulations no flammable material should be stored in that area.
4. This facility shall be cleaned five (5) evenings per week, from Monday to Friday inclusively. No cleaning is required on statutory holidays. Cleaning may be done at any time before or after normal business hours (7:00 am to 5:00 pm). The Town will keep a note of any meetings to be held after hours on the calendar located in the central area of the office. Cleaning should not be done during these times.
5. The Janitorial Contractor is responsible for bringing all the areas of the building to a standard of cleanliness acceptable to the Manager of Operations or his designate.
6. On completion of all major operations an inspection shall be conducted by the Manager of Operations or his designate to ensure that the work is satisfactory.

2. THE FLATS BUILDING

REPORTS TO: Manager of Operations / Public Works Supervisor

POSITION SUMMARY: Responsible for all aspects of cleaning and custodial duties of the Public Washroom/Change Room & Concession Facility

CLEANING SCHEDULE:

DAILY:

1. Unlock at 9 a.m. and do a visual inspection of premises (inside and outside); please report any vandalism to the Public Works Supervisor and/or the Manager of Operations 7 days a week.
2. Keep entrances and walk way clean (sweep in summer and shovel snow in winter as needed);
3. Washrooms to be cleaned, wash mirrors, sinks and toilets to be disinfected;
4. Sweep bathrooms, and change rooms;
5. Damp mop floors in washrooms and change rooms.
6. Ensure that bathrooms are stocked with necessary provisions (toilet paper, paper towel & hand soap);
7. Pick up any loose garbage in premises and within a 20 foot radius outside building;
8. Empty waste receptacles and remove garbage from the building to the communal bin behind the Library;
9. Empty recyclable receptacles and remove recyclables from the building to the appropriate cart outside of the building. Ensure that carts are moved curbside on appropriate the collection day.
10. Disinfect, spot clean dirt and hand prints from doors;
11. Lock premises at 9-10 p.m. and do a visual inspection of premises to ensure no one is left in the building before locking. Any deviations from this time period to be approved by the Public Works Supervisor and/or Manager of Operations.

GENERAL:

1. The Town shall be responsible for the supply of all equipment and materials necessary to clean and maintain the premises in excellent condition. It is the responsibility of the Janitorial Contractor to leave a list of items required to do the job.
2. Maintenance room area is to be kept clean and tidy. According to fire regulations no flammable material should be stored in that area.
3. The Janitorial Contractor Contractor is responsible for bringing all the areas of the building to a standard of cleanliness acceptable to the Manager of Operations or his designate.
4. On completion of all major operations an inspection shall be conducted by the Manager of Operations or his designate to ensure that the work is satisfactory.

3. FIRE HALL

REPORTS TO: Manager of Operations / Fire Chief / Public Works Supervisor

POSITION SUMMARY: Responsible for all aspects of cleaning and custodial duties of the Fire hall public/common areas (main entrance way, board room, gym area and washrooms).

CLEANING SCHEDULE:

Bi-weekly:

1. Do a visual inspection of premises (inside and outside); please report any vandalism to the Fire Chief and/or the Manager of Operations.
2. Doors and windows to be washed and door handles disinfected;
3. Washrooms to be cleaned, wash mirrors, sinks, showers and toilets to be disinfected;
4. Sweep and damp mop floors in washroom, board room, hall ways, main public entrance and gym area;
5. Ensure that bathrooms are stocked with necessary provisions (toilet paper, paper towel & hand soap);
6. Pick up any loose garbage in premises and within a 20 foot radius outside building;
7. Empty waste and recycling receptacles and remove garbage and recycling from the building to the appropriate carts;

Quarterly:

1. Wash exterior windows

GENERAL:

1. The Town shall be responsible for the supply of all equipment and materials necessary to clean and maintain the premises in excellent condition. It is the responsibility of the Janitorial Contractor to leave a list of items required to do the job.
2. Maintenance room area is to be kept clean and tidy. According to fire regulations no flammable material should be stored in that area.
3. The Janitorial Contractor is responsible for bringing all the areas of the building to a standard of cleanliness acceptable to the Manager of Operations or his designate.
4. On completion of all major operations an inspection shall be conducted by the Manager of Operations or his designate to ensure that the work is satisfactory.
5. Should cleaning be required more often than bi-weekly, the Janitorial Contractor will be provided a minimum of forty eight (48) hours' notice.

4. RCMP DETACHMENT

REPORTS TO: Manager of Operations, Public Works Supervisor, Staff Sergeant and/or their designates

POSITION SUMMARY: Responsible for all aspects of cleaning and custodial duties of the Spruce Plains Royal Canadian Mounted Police Neepawa Detachment.

CLEANING SCHEDULE:

GENERAL

1. Report any maintenance repairs required to the building, heating, plumbing, electrical and air conditioning systems to the Manager of Operations of the Town of Neepawa, or their designate.
2. Answer all correspondence from the RCMP and complete reports required regarding the maintenance of the building if requested by the Manager of Operations of the Town of Neepawa, or their designate.
3. Report immediately fire damage no matter how minor to the RCMP.
4. Report all accidents involving persons or property to the RCMP as soon as possible.
5. MATERIALS AND EQUIPMENT:
 - a. All waxes and cleaners are to be free of ammonia.
 - b. The contractor shall provide all cleaning materials to steam clean the carpets.
6. The Town shall be responsible for the supply of all equipment and materials necessary to clean and maintain the premises in excellent condition.
7. SAFETY: All safety measures respecting personnel and fire hazards recommended by National and Provincial codes and/or prescribed by the authorities having jurisdiction, shall be observed at all times.

CONTRACTOR'S SPACE; UTILITY ROOMS (Janitor Closets)

1. To be kept clean at all times and services as per corresponding area in the building. To be kept free of debris. All equipment and materials are to be stored neatly.

NOTE: Fire prevention practices are to be strictly adhered to.

EXTERIOR

1. Where applicable, keep polished and thoroughly clean all ornamental iron work, metal entrance doors and push bars in buildings.
2. Keep glass in entrance doors cleaned on both sides;
3. Keep the main and service entrances clear of debris, i.e. paper, cartons, refuse cans, etc. in order to present a neat and clean appearance at all times;
4. Remove slush and sand accumulation around entrances to maintain a clean and tidy appearance;
5. Clean all exterior light fixtures as required (minimum twice a year);
6. Keep steps, entrances and sidewalks leading to the building clear of snow and ice, and apply sand as required;
7. Where existing grilles are to be removed and recess pans cleaned twice per week in the summer months and daily during the winter and spring months.

EVERY MONDAY, WEDNESDAY & FRIDAY

1. Spot clean and vacuum all carpets;

2. Sweep all linoleum floors and spot damp mop to remove marks. Damp mop all other types of floor surfaces;
3. Remove and clean mats;
4. Clean and disinfect toilet seats (both sides), bowls, urinals, wash basins. Disinfectant for urinals shall consist of deodorant blocks;
5. Disinfect body contact points in washrooms such as water taps, receptacles and dispensers, door plates and flush valves;
6. Dust and clean flush tanks, dispensers, receptacles, mirrors, shelves, high ledges and all exposed piping in washrooms;
7. Empty, wash and disinfect sani-cans in washrooms. Replace sani-bags;
8. Dust washroom walls and partitions and keep free of finger marks and smudges, etc;
9. Remove waste paper from washrooms;
10. Replenish soap containers, toilet paper and linen and paper towel dispensers;
11. Clean and service washrooms to ensure sanitary conditions and adequate supplies exist;
12. Clean plugged toilets and drains immediately, providing no plumbing work is required. Notify the Manager of Operations of the Town of Neepawa, or their designate, if plumbing work is necessary;
13. Dust counter tops. Facings to be kept free from dust;
14. Keep mirrors throughout the building clean and polished;
15. Replace burnt out bulbs and tubes, both indoor and outdoor as they occur. This applies to all area of the building including areas that are excluded from general cleaning;
16. Dust horizontal surfaces of cleared office furniture using a dust control method. Keep glass topped furniture free of finger marks and stains;
17. Clean lobby furniture as office furniture;
18. Dust empty shelving and bookcases. Books are not to be removed;
19. Empty and dust waste paper baskets;
20. Empty garbage cans and paper receptacles;
21. Wash and disinfect utility room sinks;
22. Keep garbage rooms neat at all times. Cardboard cartons to be broken, neatly stacked and placed outside for recyclable pickup each week;
23. Wash down and/or clean cells and bunks as required by RCMP. Bunks are to be thoroughly cleaned and disinfected. All openings within bunk deck are to be vacuumed to remove all loose particles, etc.

WEEKLY

1. Dust and clean borders around cabinets, display showcases and in lobbies;
2. Wash glass windows in entrances (both sides);
3. Descale toilet bowls and urinals;
4. Wash and disinfect refuse receptacle in washrooms. Poly (Plastic) bags of correct size to be used and disposed of when dirty;
5. Wash and polish counter tops. Wash interior glass doors;
6. Dust exposed vertical surfaces of furniture;
7. Polish office furniture. Vacuum upholstered furniture;
8. Wash and disinfect waste receptacles;
9. Wash door kick plates and hand plates using an appropriate solution and keep free of marks;
10. Dust ledges, mouldings, etc. Spot clean interior walls and partitions;
11. Dust baseboards and keep free of mop streaks, wax accumulation or splash marks;
12. Dust Venetian blinds in areas where the nature of work is dusty;
13. Dust tops of all lockers.

MONTHLY

1. Dust high ledges, tops of partitions, pipes and other high areas;
2. Clean notice boards, interior of hose cabinets, and display showcases;
3. Vacuum air intake grilles, air diffusers and metal work (air vents);
4. Dust Venetian blinds;
5. Wash ceramic tile walls;
6. Dust walls, partitions, columns, woodwork and uncovered pipes in the Activity Room;
7. Clean and wash walls in utility rooms;
8. Rinse linoleum floors and apply a coat of floor finish;
9. Hose out secure bay and garage area (monthly or as instructed by detachment commander);
10. As requested, sweep/mop basement stairwell and hallway;

BI-MONTHLY:

1. Replace Furnace Filters.

EVERY THREE MONTHS

1. Wash and scrub all floors (except linoleum), with an abrasive to remove all stains and other accumulated surface dirt. Reseal floors after scrubbing using an approved terrazzo marble sealant;
2. Wash air intake grilles, air diffusers and metal work.

EVERY SIX MONTHS

1. Strip linoleum floors completely removing the existing floor finish. Floor to be rinsed with clear water and two coats of non-slip floor finish applied and buffed over each coat, unless a non-buff able polymer or acrylic finish is applied. Take care not to allow solution to seep under furniture legs, file cabinets, etc;
2. Wash door grilles with mild soap solution;
3. Vacuum all drapes where applicable;
4. Wash walls, partitions, columns, woodwork and uncovered pipes in the Activity Room;
5. Window cleaning: Clean all windows in May and October:
 - a. The extent of window cleaning shall include both sides of exterior glass; draft deflectors, skylights and ceiling lights under them, sash window framing, storm sash and screens, sills, stools are to be cleaned to the extent of removing splashing and staining from the work to leave them dry.
 - b. Glass: the removal of all dirt that detracts from the appearance or transparency of the glazing over its full exposed area.
 - c. Metal: clean off dirt by use of detergents or approved metal cleaners and subsequent rinsing. No abrasive cleaner is to be used. Report defects in the metal or coatings to the RCMP.
 - d. Wood: clean by damp wiping but washing with detergent and subsequent rinsing allowed if necessary. Report defects as above.
 - e. General: leave all surfaces dry and free of streak marks.
6. Light Fixtures:
 - a. Incandescent recessed: remove glass cover, wash cover, glass and replace.
 - b. Fluorescent Fixtures: remove shield, wash exposed pan, wash acrylic shield using antistatic procedure.
7. Wash concrete, ceramic tile and terrazzo floor areas in basement.

AS REQUIRED

1. After the winter season, steam clean or shampoo (using water extractor type machine) all carpets;
NOTE: All labour, equipment and materials for this work to be supplied by Janitorial Contractor.
2. Wash walls, partitions, columns, woodwork and uncovered pipes;
3. Vacuum walls, partitions, columns, woodwork, and uncovered pipes;

4. Completely remove radiator and/or convectors and enclosure covers and clean and vacuum both sides. At that time, all debris and dust is to be removed.
5. Keep exterior entrances and exits clear of snow and ice including west walkway and apply sand and salt as required;
6. Replace burnt out bulbs and tubes, both indoor and outdoor as they occur, tighten loose screws, other minor maintenance;
7. Sweep exterior entrance walkways;
8. Clean cells immediately after being occupied.

EXCLUDED AREAS

1. The Exhibit rooms and file storage areas are included, but are to be cleaned only on an as required basis by instruction from the Staff Sergeant or their designate and under the supervision of the Staff Sergeant or their designate.

GENERAL

1. **HOURS OF WORK:**

Hours of work of the cleaning staff depend upon the normal occupancy hours of the building and are to be determined by the proposed janitorial contractor and the RCMP Detachment Commander prior to contract award.

2. **WORK FORCE:**

The janitorial contractor will provide the RCMP with details of the work force to be employed in carrying out the work, and if not satisfactory to the RCMP, the contractor will be required to employ additional staff as required.

3. **INSPECTION:**

On completion of all major operations, inspections will be made by the RCMP and/or Town of Neepawa representative who will decide whether or not the work is satisfactory.

4. **LOG:**

A log will be maintained in the building by the contractor in which he shall record daily the work carried out. The log shall be made available for inspection by the RCMP and/or Town of Neepawa representative as required.

5. **SECURITY CLEARANCE:**

The contractor shall submit to the RCMP, for security clearance, the names, addresses and birthdates of all individuals who will be performing work. A security clearance is required of the contractor and their staff prior to contract award.

6. **MATERIALS AND EQUIPMENT:**

- a. Only cleaning products approved by the Town of Neepawa are to be used and shall be supplied by the Town of Neepawa, as well as any equipment necessary to keep the premises in excellent condition.
- b. The contractor shall provide all cleaning materials to steam clean the carpets.

7. **SAFETY:**

All safety measures respecting personnel and fire hazards recommended by National and Provincial codes

and/or prescribed by the authorities having jurisdiction, shall be observed at all times.

8. AUTHORITY AND DEFAULT:

The contractor shall be responsible to and comply with all directive or decisions of the RCMP. Delay or default in any manner by the contractor may be rectified by the RCMP and the cost charged to the contractor. This contract provides for termination of five (5) days notice for non-performance of work.

9. PAYMENT PROCEDURES:

Payment for services rendered will be made within 30 days from receipt of a properly completed invoice.

10. INVOICE:

Payment will be made on the first day of each month. Invoices for supplies are to be submitted to the Manager of Operations of the Town of Neepawa, or their designate for payment.

11. CONTRACTOR STATUS:

This is a contract for the performance of a service and the contractor is engaged under the contract as an independent contractor for the sole purpose of the contractor's personnel is engaged by the contract as an employee, servant or agent of His Majesty. The contractor is not responsible for any payments and/or deductions required to be made including those required for Canada Pension Plan, Employment Insurance, Worker's Compensation, or Income Tax.

12. CONFLICT OF INTEREST:

It is a term of this contract that no former public office holder who is not in compliance with the post-employment provisions of the Conflict of Interest and Post-Employment code for Public Office Holders shall derive a direct benefit from this contract.

13. TERMINATION OF CONTRACT:

- a. In cases of repeated or persistent faulty or deficient work or performance on the part of the contractor, in cases where the Force vacates the premises or site of the work for any reason and in cases where the contractor becomes insolvent, is declared bankrupt or commits and act of bankruptcy, the Manager of Operations or other authorized person, may by notice in writing terminate the contract on such day as he may set in the notice, and if the day set is not the last day of a contract monthly, payment for such contract month will be apportioned, provided that in cases where the Force vacates, the day so set will not be less than thirty (30) days after the giving of such notice.
- b. If there is a major increase or decrease in the scope of work at the site in questions, the contract may be terminated (upon thirty (30) days written notice) by either party if there is a failure to negotiate or equitable amendment to the contract.

14. GOODS AND SERVICES TAX:

- a. G.S.T. is to be shown as a separate amount on the tendered price.
- b. Your G.S.T. registration number is required on each invoice.
- c. Invoices, regardless or amount, are to show G.S.T. as a separate entry.

Janitorial Contractor requirements:

It is understood that the status of the Janitorial Contractor is that of an independent contractor and shall receive monthly compensation without deductions.

The successful contractor must have the following qualifications:

- Excellent written and oral communication skills in English
- A valid Canadian Social Insurance Number
- A current criminal record check
- Ability to provide own transportation
- Excellent work ethic
- Ability to work unsupervised

It is imperative that the Janitorial Contractor respects the privacy of the employees of all Town owned facilities. A criminal record check and listing of all employees who will or may be performing work on behalf of the contractor must be provided and updated as needed. The Town maintains a zero tolerance policy regarding ethics. Any breach with regard to this will result in the Janitorial Contractor's immediate dismissal without notice or with any form of compensation.

Proposal Confidentiality and Proprietary Information:

The Janitorial Contractor understands that this contract and any tender submissions in support of this contract is the property of the Town of Neepawa. While the Town of Neepawa considers all information provided through the tender process as confidential, the Town reserves the right to make copies of tender documents for internal purposes and for review by its financial, accounting, legal, and technical consultants.

Proponents should be aware that the Town of Neepawa is a "public body" as defined in, and subject to, the provisions of the Freedom of Information and Protection of Privacy Act.

If the Janitorial Contractor believes any of the information requested in the tender and provided by them, is confidential, they should identify it as such and provide a rationale as to why it should be not be released under "Freedom of Information" legislation.

A walk through of all premises will occur Monday December 2, 2024 starting at the Town Office – 275 Hamilton Street at 9:00 a.m. sharp.

Disclaimer: The Town of Neepawa reserves the right to award any portion of this Tender. As it is the purpose of the Town to obtain a Tender most suitable to the interests of the Town and what it wishes to accomplish, the Town has the right to waive any irregularity or insufficiency in any Tender submitted and to accept the Tender(s) which is (are) deemed most favourable to the interest of the Town. The lowest of any tender will not necessarily be accepted.

Town of Neepawa Cleaning Tender Bid Sheet

Company Name: _____

Owner: _____

Address: _____

Phone: _____ Email: _____

I, _____, on behalf of _____, state that I have carefully examined the contract documents and work sites. The contract prices shall be at the following monthly rates:

Location	2025 Monthly Rate	2026 Monthly Rate	2027 Monthly Rate	2028 Monthly Rate	2029 Monthly Rate
Town Office 275 Hamilton Street					
The Flats Building 405 Brown Ave.					
Fire Hall 100 Mill Street					
RCMP Detachment 110 Mill Street					

	2025 Rate/Hour	2026 Rate/Hour	2027 Rate/Hour	2028 Rate/Hour	2029 Rate/Hour
Additional Cleaning Rate					

Signature

Date