

# REQUEST FOR QUOTATION Commercial Janitorial and Cleaning Services RFQ #25-04

The St. Catharines Public Library (SCPL) is seeking competitive quotations for Commercial Janitorial and Cleaning Services at the Merritt Branch, located in the Niagara Pen Centre at 221 Glendale Avenue, Unit 617L, St. Catharines, Ontario.

Quotations must be submitted electronically in PDF format via email to purchasing@myscpl.ca, with the subject line CONFIDENTIAL SUBMISSION – RFQ #25-04.

Submissions must be received no later than 12:00 p.m. EST on **November 28, 2025**. Late submissions, as determined by the SCPL email server clock, will not be considered and will be discarded.

All documents submitted in response to this Request for Quotation (RFQ) will be subject to the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56, as amended from time to time.

#### Acceptance and rejection of quotes

This RFQ does not constitute a commitment to purchase. SCPL reserves the right to accept or reject any or all quotations, regardless of price, and is under no obligation to award a contract to any bidder. The lowest-priced quotation will not necessarily be accepted.

#### Right to amend or cancel

SCPL reserves the right, at its sole discretion, to modify, amend, or cancel this RFQ at any time and for any reason. Any changes will be communicated through the issuance of an official addendum.

### **Background**

Established in 1888 under the Ontario Public Libraries Act, SCPL provides free public library services in accordance with the provisions of the Act.

SCPL is a medium-sized library system serving a population of 136,803 (as of the 2021 Census). Located in St. Catharines, the largest city in the Niagara Region, the Library operates five locations. Together, these locations offer a wide range of materials,

programs, and services designed to meet the diverse needs of the St. Catharines community.

### Scope of Work and Deliverables

The St. Catharines Public Library (SCPL) is requesting quotations from qualified and experienced organizations to provide janitorial cleaning services at the Merritt Branch, located in the Niagara Pen Centre (221 Glendale Avenue, Unit 617L, St. Catharines). The branch has a total gross floor area of approximately 10,000 square feet.

All work must be performed using the highest quality materials, equipment, and consumables, as required to deliver effective and environmentally responsible janitorial services.

Cleaning services must be performed five days per week (Monday to Friday) outside of the Library's public operating hours to minimize disruption to staff and patrons. The current hours of operation for the Merritt Branch are:

Monday to Thursday: 9:00 a.m. – 8:00 p.m.

Friday: 9:00 a.m. – 5:00 p.m. Saturday: 11:00 a.m. – 4:00 p.m.

Sunday: Closed

Submitted pricing must include all labour, equipment, janitorial supplies, and cleaning materials necessary to carry out the services outlined in Appendix A. All materials and consumables used must meet operational and environmental standards acceptable to SCPL.

The initial contract term will be for a period of three (3) years. SCPL reserves the option to renew the contract for up to two (2) additional one-year terms, based on mutual agreement regarding pricing and service levels.

### **Site Inspection**

A <u>mandatory</u> site inspection has been scheduled for 10:00 a.m. on **Thursday**, **November 13, 2025**, at the Merritt Branch, located at 221 Glendale Avenue, Unit 617L, St. Catharines. Respondents should meet inside the main entrance of the branch.

#### **Quotation Requirements**

Proponents are asked to submit a detailed quotation outlining their approach to meeting the requirements described in this Request for Quotation (RFQ).

All quotations must include the following information:

- 1. Company Information
  - Full legal name of the company
  - Company address
  - A brief company overview
- 2. Relevant Experience

 Details of direct experience providing janitorial services of similar scope and scale, particularly referencing projects comparable to the SCPL Merritt Branch.

#### 3. Proof of Insurance

- A valid Certificate of Insurance confirming a minimum of \$5,000,000 CAD in Commercial General Liability (CGL) coverage; and
- Proof of Crime Coverage or Employee Dishonesty Insurance, with a coverage limit of not less than \$50,000 CAD.

#### 4. Client References

- Three (3) references from current clients, including:
  - o Client names: and
  - Contact names: and
  - o Phone numbers and/or email addresses.

#### 5. Primary Contact

• Name and contact information of the individual authorized to provide further information or clarification regarding your submission.

#### 6. Form of Quotation

 Respondents must complete and submit the Form of Quotation included in this document. Incomplete or unsigned forms may result in disqualification from consideration.

#### 7. Accessibility Declaration

- Respondents must complete and submit the Accessibility Declaration form included in this document with their quotation.
- Upon selection and prior to contract award, the successful Respondent will be required to provide confirmation of completion of AODA (Accessibility for Ontarians with Disabilities Act) training.

#### 8. Additional Information

 Any other details you believe are pertinent or relevant to your quotation or your organization's ability to successfully perform the required services

#### **Evaluation Criteria**

Submissions will be evaluated based on the following criteria:

- 1. Experience and Qualifications (20%)
- 2. Quotation Quality and Clarity including Understanding of Project Requirements (50%)
- 3. References (10%)
- 4. Fee Quotation (20%)

### Clarification, Omissions, Discrepancies

SCPL will not be responsible for any verbal (spoken) information from any SCPL staff or from any Consultant firms retained by SCPL, or from any other person or persons who may have an interest in this bid opportunity.

It is the Proponent's responsibility to clarify any details regarding this RFQ prior to submission. All questions regarding this RFQ must be submitted by **November 14, 2025**, and directed to:

Lisa DiDonato
Business Administrator
purchasing@myscpl.ca

Responses to all questions and any necessary amendments or clarifications will be posted on myscpl.ca and Biddingo.com by **November 18, 2025**.

Contact with other persons at SCPL, regarding the RFQ, may lead to disqualification.

#### Addenda / Addendum

Any adjustments or changes to this RFQ prior to the closing date and time will be communicated exclusively through written addenda. These addenda will be posted on Biddingo and on the SCPL website at http://www.myscpl.ca.

It is the Proponent's sole responsibility to regularly check these websites for any posted addenda. SCPL does not guarantee that addenda will be delivered through any other means.

By submitting a quotation in response to this RFQ, the Proponent acknowledges and agrees that all addenda will be posted only on SCPL's website and Biddingo. It is the Proponent's responsibility to ensure they have reviewed all addenda. Failure to include signed copies of any addenda with the submitted quotation may result in rejection of the quotation.

#### **Errors or Omissions**

SCPL staff may seek clarification on any aspect of a Quotation submission from the Proponent at any time after the Quotation has been opened. Such clarifications are intended to ensure understanding and accuracy and will not be considered as negotiations or renegotiations of the Quotation.

SCPL is not obligated to request clarification on any Quotation. Any clarification provided by the Proponent will not be deemed effective until it has been confirmed in writing by SCPL.

#### **Pricing and Terms of Payment**

All prices quoted must be in Canadian Funds, all appropriate taxes extra.

### **Improper Quotations**

Quotations which are incomplete, conditional, illegible or obscure, or that contain reservations, erasures, alterations or irregularities of any kind, may be rejected as

improper. Quotations that contain prices which appear to be so unbalanced as likely to affect adversely the interests of SCPL, may be rejected.

### **Health and Safety Requirements**

The successful proponent shall strictly comply with the current federal, provincial, and local Health and Safety regulations and the safety policies/procedures of the SCPL.

The successful proponent shall be required to provide a copy of their WSIB certificate prior to beginning work for the SCPL.

### Safety Data Sheets (SDS)

Safety Data Sheets must be provided and must also be posted in all janitorial rooms at the facility for all WHMIS controlled supplies or materials that are brought into the facility and used in the performance of the contract.

All chemicals must be labeled in accordance with WHMIS, Workplace Hazardous Materials Information System.

#### **Fidelity Bond Requirements**

The successful proponent shall be required to provide evidence that all personnel employed in, on, upon or about the premises of health unit or are otherwise performing the services of the contract, are covered by a Fidelity Bond or suitable fidelity insurance of not less than fifty thousand dollars (\$50,000.00) per employee.

### **Criminal Reference Background Checks**

The successful proponent shall be required to provide evidence that all personnel employed in, on, upon or about the premises of health unit or are otherwise performing the services of the contract, complete a criminal reference background check.

### **Trade Agreements**

The RFQ is subject to Ontario's trade agreements.

### **Conflict of Interest**

Proponents must disclose any potential conflict of interest in their quotation, including any conflicts involving SCPL employees or Board members who may have a financial interest in the Proponent. Should such a conflict of interest exist, SCPL reserves the right to refuse to consider the Quotation at its discretion.

### **Procurement Policy**

SCPL adopts the City of St. Catharines' Procurement Policy. Submissions will be solicited, received, evaluated, accepted and processed in accordance with the City's policy as amended from time to time. In submitting a quotation in response to this solicitation, the

proponent agrees and acknowledges that it has read and will be bound by the terms and conditions of the City's Procurement Policy. The Procurement Policy can be viewed on the City's website at <u>City of St. Catharines Procurement By Law</u>.

### Compliance with all Related Laws and Regulations

The Proponent warrants that all services and/or items supplied to SCPL will conform in all respects to the standards established by Federal, Provincial, or municipal agencies. This includes, but is not limited to, compliance with the Occupational Health and Safety Act, the Workplace Safety and Insurance Board regulations, and all other applicable municipal, regional, provincial, and federal laws and regulations. Failure to comply with these standards will be considered a breach of contract.

#### Indemnification

The Successful Proponent agrees to indemnify and hold harmless the Indemnified Parties from any and all liability, loss, costs, damages, and expenses (including legal, expert, and consultant fees), as well as any causes of action, claims, demands, lawsuits, or other proceedings (collectively, "Claims"), made, sustained, incurred, brought, or prosecuted by any party. This includes, but is not limited to, Claims for third-party bodily injury (including death), personal injury, and property damage, arising from or related to actions or omissions by the Successful Proponent, its subcontractors, or their respective directors, officers, agents, employees, partners, affiliates, volunteers, or independent contractors in connection with the performance of the Successful Proponent's obligations under the Contract.

Additionally, the Successful Proponent agrees to indemnify and hold harmless the Indemnified Parties for any incidental, indirect, special, or consequential damages, or any loss of use, revenue, or profit claimed or resulting from such Claims, including but not limited to damages claimed by SCPL. The indemnity obligations outlined in this clause shall survive the termination or expiration of the Contract.

#### Insurance

The Successful Proponent hereby agrees to put in effect and maintain insurance for the Term, at its own cost and expense, with insurers licensed in the Province of Ontario, all the necessary and appropriate insurance that a prudent person in the business of the Supplier would maintain including, but not limited to, the following:

- a) Commercial General Liability Insurance
  Commercial general liability insurance on an occurrence basis for third party
  bodily injury, personal injury, and property damage, to an inclusive limit of not
  less than \$2,000,000 per occurrence with an annual aggregate limit of no less
  than \$5,000,000. The policy is to include the following:
  the Indemnified Parties as additional insureds with respect to liability arising in the
  course of performance of the Proponent's obligations under, or otherwise in
  connection with, the Contract
  - contractual liability coverage, cross liability and severability clauses, and products & completed operations coverage

- employer's liability coverage (or compliance with the paragraph below entitled "Proof of W.S.I.B. Coverage" is required)
- 30-day written notice of cancellation, termination, or material change
- b) Crime Coverage or Employment Dishonesty Insurance Crime Coverage or Employee Dishonesty Insurance Coverage to a limit of not less than \$50,000.00

#### **Environmental Concerns**

To support waste reduction efforts and promote the adoption of environmentally responsible purchasing practices, the successful proponent shall ensure that, wherever feasible, terms of reference are amended to encourage the expanded use of durable, reusable, and recyclable products. Preference should be given to products — including those used in the provision of services — that contain the highest possible percentage of post-consumer waste and/or recyclable content, provided their performance and suitability for intended use are not compromised. It is understood that a cost-benefit analysis may be required to ensure these products remain competitively priced.

SCPL also strongly encourages the reuse and/or recycling of any materials removed from the project site, where practical, and supports collaboration with recognized "reuse" organizations that may assist in this process.

In addition, SCPL expects the use of environmentally friendly, non-toxic, and biodegradable cleaning products that incorporate green chemicals.

### Licenses, Permits, Locates and Approvals

The successful Proponent shall, at their own expense, be responsible for obtaining, maintaining, keeping available for inspection and copying all Provincial, Municipal and any other licenses, building, and other permits, utility locates, or approvals, necessary to permit them, their employees or company to carry out the requirements of this agreement.

#### Confidentiality

Confidential information supplied may be disclosed by SCPL where it is obliged to do so under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), or otherwise required by a court of law.

All personnel employed in, on, upon or about the premises of SCPL or are otherwise performing the services of the contract, shall be required to complete a Declaration of Confidentiality form.

#### **Post Award**

Proponents are entitled to a post-award debriefing. Protests are to be submitted in writing within 15 days of the award.

Appendix A - Commercial Janitorial and Cleaning Services

Appendix A - Commercial Janiforial and Cleaning S	ervices	Daily (5 Days per Week)	Weekly (1 Day per Week)	Monthly (1 Day per Month)
Common Public Area including Program Room			-	
Entrance Door Glass	Spot Clean	X		
Entrance Door Glass	Fully Cleaned and Sanitized		Χ	
Partition Glass	Spot Clean	X		
Partition Glass	Fully Cleaned and Sanitized		Χ	
Metal Door Frames	Spot Clean	X		
Metal Door Frames	Fully Cleaned and Sanitized		Χ	
Hard Surface Floors	Clean with Walk behind Scrubber	Х		
Trash Receptacles and Recycling Bins	Empty and Replace Liners as Necessary	Х		
Collect and Dispose of Trash and Recyclables	Remove to Designated Areas Mall Disposal Area	Х		
Soft Surface Flooring/Carpets/Mats	Vacuum	Х		
Windowsills, Baseboards and Other Flat Surfaces	Maintain in a Clean Condition	Х		
Telephones including Ear and Mouthpiece	Damp Wipe and Sanitize			Х
Hard Surface Countertops and Tables	Damp Wipe and Sanitize	Х		
Collections Furniture	Damp Wipe and Sanitize		Х	
Children's Toys	Damp Wipe and Sanitize		Х	
Public Soft Chairs and Seating	Damp Wipe and Sanitize	Х		
Plastic/Vinyl Chairs	Spot Clean	Х		
Plastic/Vinyl Chairs	Damp Wipe and Sanitize		Χ	
Metal/Composite Furniture including Chair Legs and Arms	Damp Wipe and Sanitize			Х
Metal Push Bars/Kick Plates	Damp Wipe and Sanitize			X
Trash Receptacles and Recycling Bins	Empty and Replace Liners as Necessary	Х		,
Collected Trash and Recyclables	Remove to Designated Area	X		
Walls, Light Switches and Doors	Spot Clean	X		
Walls, Light Switches and Doors	Damp Wipe and Sanitize	Λ	Х	
Office Areas, Study Rooms and Meeting Room	Damp mpo and carmize			
Glass Doors	Spot Clean	X		
Glass Doors	Fully Cleaned and Sanitized	Α	Х	
Partition Glass	Spot Clean	Х	Λ	
Partition Glass	Fully Cleaned and Sanitized	Α	Х	
Metal Door Frames	Spot Clean	X	Λ	
Metal Door Frames	Fully Cleaned and Sanitized	Λ	X	
Hard Surface Floors	Spot Clean	X	Λ	
Hard Surface Floors	Clean with Walk behind Scrubber	^	Х	
Soft Surface Flooring/Carpets/Mats	Vacuum	X	^	
Furniture, Fixtures, Equipment & Accessories	Dust	^	Χ	
Plastic/Vinyl Chairs	Spot Clean	X	^	
Plastic/Vinyl Chairs Plastic/Vinyl Chairs	Damp Wipe and Sanitize	^	X	
Windowsills, Baseboards and Other Flat Surfaces	Maintain in a Clean Condition		^	
·		X		V
Telephones including Ear and Mouthpiece	Damp Wipe and Sanitize			X
Metal/Composite Furniture including Chair Legs and Arms	Damp Wipe and Sanitize			X
Metal Push Bars/Kick Plates  Track Pagentagles and Recycling Pins	Damp Wipe and Sanitize	V		Х
Trash Receptacles and Recycling Bins	Empty and Replace Liners as Necessary	X		
Collect and Dispose of Trash and Recyclables	Remove to Designated Areas Mall Disposal Area	Х		

Appendix A. Commercial Ignitorial and Cleaning Services

Appendix A - Commercial Janitorial and Cleaning Ser	vices	Daily (5 Days per Week)	Weekly (1 Day per Week)	Monthly (1 Day per Month)
Walls, Light Switches and Doors	Spot Clean	Х		
Walls, Light Switches and Doors	Damp Wipe and Sanitize		Χ	
unch Room/Kitchen				
Tabletops, Countertops and Microwave	Wash, Damp Wipe and Sanitize	Х		
Sinks	Clean and Sanitize	X		
Glass Doors	Spot Clean	X		
Glass Doors	Fully Cleaned and Sanitized		Χ	
Partition Glass	Spot Clean	X		
Partition Glass	Fully Cleaned and Sanitized		Χ	
Metal Door Frames	Spot Clean	X		
Metal Door Frames	Fully Cleaned and Sanitized		Χ	
Hard Surface Floors	Spot Clean	Х		
Hard Surface Floors	Clean with Walk behind Scrubber		Χ	
Soft Surface Flooring/Carpets/Mats	Vacuum	Х		
Plastic/Vinyl Chairs	Spot Clean	Х		
Plastic/Vinyl Chairs	Damp Wipe and Sanitize		Χ	
Windowsills, Baseboards and Other Flat Surfaces	Maintain in a Clean Condition	Х		
Metal/Composite Furniture including Chair Legs and Arms	Damp Wipe and Sanitize			Х
Metal Push Bars/Kick Plates	Clean/Damp Wipe			Х
Trash Receptacles and Recycling Bins	Empty and Replace Liners as Necessary	Х		
Collect and Dispose of Trash and Recyclables	Remove to Designated Areas Mall Disposal Area	Х		
Walls, Light Switches and Doors	Spot Clean	X		
Walls, Light Switches and Doors	Damp Wipe and Sanitize		Χ	
Nashrooms	•			
Fixtures including Mirrors, Counters, Sink, Infant Change Tables	Clean and Sanitize	Х		
Toilets	Clean and Sanitize	Х		
Soap and Paper Dispensers	Clean and Fill	Х		
Trash Receptacles and Recycling Bins	Empty and Replace Liners as Necessary	X		
Collected Trash and Recyclables	Remove to Designated Areas	X		
Hard Surface Floors	Clean with Walk behind Scrubber	X		
Walls, Light Switches, Doors and Adult Change Table	Spot Clean	Х		
Walls, Light Switches, Doors and Adult Change Table	Damp Wipe and Sanitize		Χ	
Trash Receptacles and Recycling Bins	Empty and Replace Liners as Necessary	Х		
Collect and Dispose of Trash and Recyclables	Remove to Designated Areas Mall Disposal Area	Х		
Miscellaneous				
Janitorial Storage	Clean and Tidy			Х

### Form of Quotation

To: The St. Catharines Public Library

The undersigned have carefully read the information contained in the Request for Quotation document and have examined the specifications and bid requirements and have otherwise satisfied ourselves as to the conditions under which the service is to be provided, and do hereby offer to enter into a contract with the St. Catharines Public Library, janitorial cleaning services at the Merritt Branch at the Niagara Pen Centre (221 Glendale, Unit 617L, St. Catharines according to the Terms and Conditions and for the amounts herein stated.

I/We have received and allowed for Addenda numbered as follows:

Please ensure that quote submission is complete. The submission must include the Form of Quotation, the Accessibility Declaration, and References.

Company Name			
Address			
City			
Province		Postal Code	
Phone		Email	
	abour, equipment, janit		
•	nd other consumables ne	, ,	
A.	onmentally safe janifolic	al cleaning servic	ces outlined in Appendix
Year 1 Annual Pricing	(excluding HST)		
Year 2 Annual Pricing			
Year 3 Annual Pricing			
Total Annual Pricing (	excluding HST)		
Signature			
Print/Type Name			
Title			
Dated			

#### I/We certify that:

- 1. The party executing this document is authorized to sign the same.
- 2. To the best of my/our knowledge and belief the information provided in our quote submission is correct.
- 3. Except as expressly and specifically permitted in the instructions to bidders, no bidder shall have any claim for any compensation of any kind whatsoever, as a result of participating in this bid process, and by submitting a quote each bidder shall be deemed to have agreed that it has no such claim.
- 4. To the best of my/our knowledge and belief our bid submission is made without any connection, comparison of figures or arrangement with or knowledge of any other corporation, firm or person submitting a bid for the same work and is in all respects fair and without collusion or fraud.
- 5. To the best of my/our knowledge and belief no member of Library Board and no employee of the St. Catharines Public Library is, will be, or has, become interested, directly or indirectly, as a contracting party, partner, stockholder, surety or otherwise in, or in the performance of this agreement, or in the supplies, work, or business to which it relates, or in any portion of the profits thereof, or in any of the money to be derived there from.
- 6. My/Our bid submission will remain open for acceptance for a period of ninety (90) business days after opening of the submissions and the St. Catharines Public Library may at any time within this period accept our bid submission.
- 7. To the best of my/our knowledge and belief there is not nor was there any actual or perceived unfair advantage or conflict of interest in our bid submission or our performing of or observing the contractual obligations of the bidder as set out in the contract.
- 8. I/We agree if awarded the contract that I/we will supply at the time of issue or execution of the contract, at my/our expense, a copy of our letter of incorporation, certificate of corporate status, or business registration.

The bidder must state whether the bidder is a corporation, person, partnership, consortium, sole proprietorship or other legally recognized entity.

If the bidder is a corporation, partnership, consortium, sole proprietorship, or joint venture, the bidder must state the bidder's legal name and any other names under which the bidder carries on business.

Authorized Signature:	 
Dated:	 

## Accessibility Declaration Declaration of Accessibility Compliance

Company Name.	
Print name:	
Title:	Dated:
I/we acknowledge that as a Contractor/Cons we are bound to comply with all accessibility S Ontarians with Disabilities Act, 2005 as amende	Standards under the Accessibility for
I/we declare that I/we have read, understand accessibility Standards as amended from time	
I/we further declare that I/we will undertake to completion of our work will also comply with the	•
Authorized Signature:	
Dated:	