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Creating lasting solutions to end poverty, social injustices, and isolation in Toronto.

**Charitable Registration Number
 11888 6308 RR0001**

Section I. General Information

A. Introduction

Dixon Hall is seeking proposals from a qualified **Janitorial cleaning service firm** for the provision of cleaning services at a property in Toronto’s downtown east. Our goal is to partner with a vendor that can help us keep the property clean.

The successful vendor will be expected to provide cleaning services for a residential property where currently 89 residents live at 65 Dundas Street East, a compact building currently operating floors B1-7. We will take over the additional floors 8-19 in the second half of 2026, with a gradual increase to our tenant population.

B. Background

Dixon Hall is a multi-disciplinary, multi-site social service agency that works primarily in Toronto’s downtown east. For over 90 years, we have been working within the community to help those at risk through effective social service programming and support to individuals and communities.

C. Contract Terms

An award will be made for a one-year period, from **January 1, 2025, to December 31, 2025**. Dixon Hall reserves the right to extend the term of an agreement by up to two one-year periods. The expected start date of this contract is **January 1, 2025**.

D. Eligible Respondents

Dixon Hall is seeking one provider to deliver cleaning services for a residential property at 65 Dundas St. East. The Respondent will be required to carry out cleaning services for the residential building where supportive living services are provided to tenants. Respondents will work collaboratively with Dixon Hall and have a history of working with vulnerable communities with mental health and addiction histories.

Dixon Hall is specifically interested in receiving proposals from organizations with previous or current experience providing cleaning services to shelters and social housing programs that serve vulnerable populations.

Section II. RFP and Submission Information

A. RFP Schedule

Subject to change:

November 15	RFP Announcement
November 29	Site Visit (Optional)
December 11	Deadline for Questions
December 15	Proposals due by 4:30 pm
December 17	Meet with Finalists
December 20	Select and Award Contract
January 1	Selected Contractor begins operating

B. Submittal Procedures

Proposals will be accepted prior to the due date, from 9:00 a.m. to 4:30 p.m. Monday – Friday, at the Dixon Hall Community Hub at 58 Sumach Street, Toronto, Ontario M5A 3J7. Costs should be submitted in the Appendix section of the proposal. Respondents should submit one (1) electronic copy to Dixon Hall no later than **December 15, 2024, by 4:30 pm**. All proposals must be complete. Time-stamped receipts will be issued as proof of timely submittal. Faxed proposals will not be accepted.

C. Contact Persons, Inquiries & Responses

Respondents are strongly encouraged to submit all questions and comments related to the RFP via e-mail to our procurement team at **RFP@dixonhall.org** no later than **December 11, 2024**.

D. Site Visits

Site Visits will be on November 29, 2024, in 1-hour intervals for each potential vendor, starting at 10:00 am.

Section III. Scope of Services

A. Overview

Dixon Hall manages a supportive housing for homeless individuals at 65 Dundas St East., with 89 suites. The building will be cleaned weekly on a 24/7-hour basis, with less cleaning overnight, except for holidays. The expected cleaning will be as follows:

- Daily cleaning of offices, common areas, and restrooms
- Stairwell and Elevator cleaning
- Weekly deep cleaning of all areas
- Floor care (mopping, waxing as needed)
- Window cleaning
- Upholstery cleaning
- Outside the building cleaning – walkways, etc.
- Trash removal and recycling
- Restocking of our supplies (soap, paper towels, Etc.)

Optional requests:

- Special cleaning requests as needed
- End of Tenancy cleaning in Units if needed

Please note:

- Training will be available for harm reduction and proper disposal.
- Cleaners must not touch needles and drug paraphernalia and follow proper disposal for needles.
- Cleaners must report to DH staff/management for any issues, including completing incident reports.

A. Cleaning

These services will be provided daily and follow a schedule developed in collaboration with Dixon Hall.

All services will be provided at the 65 Dundas Building. The respondent will be responsible for providing all labour and oversight as well as operational costs, including supplies, materials and regular equipment maintenance required to deliver cleaning services at Dixon Hall's 65 Dundas Street East site.

The following are the expectations of the successful Respondents:

- The successful respondent will work with Dixon Hall's Management and Staff Teams to deliver a cleaning service in a complex work environment.
- Have a history of working with diverse communities.
- Have flexibility in working with complex communities with histories of homelessness, mental health, and addictions.
- Be responsible for the *management* of waste removal from the site.
- Be responsible for adhering to Dixon Hall's requirements regarding the service schedule.
- Work closely with Dixon Hall and will be subject to regular evaluations of cleaning services.
- Must have own cleaning equipment and supplies.
- Use of Eco-friendly products and cleaning kits preferred.
- Must adhere to Emergency response procedures.
- Have Quality control measures.
- Have a Staff plan and supervision details.

Section IV. Additional Requirements

A. General Conditions

This RFP is not a tender and does not commit Dixon Hall in any way to select a Preferred Respondent(s), to proceed to discussions or negotiations towards an agreement, or to award any agreement; Dixon Hall reserves its right to at any time reject all Submissions, and to terminate this RFP process.

B. Respondents' Expenses

Respondents are solely responsible for their expenses in preparing and submitting Submissions and for any meetings, negotiations or discussions with Dixon Hall or its representatives and contractors relating to or arising from this RFP.

C. No Contract

By submitting a Submission and participating in the process as outlined in this RFP, Respondents expressly agree that no contract of any kind is formed under, or arises from, this RFP before the signing of a formal written contract or agreement for services.

D. Conflict of Interest

A Respondent shall disclose in its Submission any actual, perceived, or potential conflict(s) of interest and existing business relationships it may have with Dixon Hall, its elected or appointed officials or employees.

E. Disclaimers/Limitations of Liability

Dixon Hall, its employees, agents, contractors, and volunteers expressly disclaim any liability for representations or warranties expressed, implied, or contained in, or for omissions from this RFP package or any written or oral information transmitted or made available at any time to a Respondent by or on behalf of Dixon Hall. Nothing in this RFP is intended to relieve a Respondent from forming its own opinions and conclusions in respect of this RFP.

Dixon Hall, its employees, agents, contractors, and volunteers will not be liable to any Respondent for any claims, whether for costs, expenses, losses, damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by a Respondent in preparing and submitting a Submission, or participating in negotiations for a Contract or agreement for services, or other activity related to or arising out of this RFP. By submitting a Submission, each Respondent shall be deemed to have agreed that it has no right to make such claims.

Section V. Evaluation and Selection Procedures

A. Evaluation Process

All proposals will be evaluated against the guidelines provided within the Evaluation Criteria section. Care should be taken to ensure that sufficient, specific information is provided so that an informed evaluation can be carried out in each area where points are awarded. The reviewers should only include information relevant to the required services. The Evaluation Team may, at its discretion, invite some or all of the Respondents to appear before the Evaluation Team to provide clarifications on their submissions.

B. Evaluation Criteria

The proposals will be evaluated on the Respondent's ability to provide janitorial cleaning services as defined in this RFP's "Scope of Services" and on the submission and completion of all requested documentation as defined. The minimum threshold criteria will consist of the following:

- The proposal meets the Scope of Services described in Section III of this RFP.
- The Respondent has demonstrated administrative and programmatic capacity to operate and manage the proposed program.
- Proposal review does not reveal any serious issues that would raise concerns about the ability of the agency to fulfill contract requirements.
- The Respondent has no past, current or anticipated legal judgments resulting from any contract matters.

1. RESPONDENT'S QUALIFICATIONS AND EXPERIENCE (marked out of 50)

The Respondent demonstrates a successful history of providing residential property cleaning services for similar or relevant work as outlined in this RFP. The Respondent is required to provide three (3) examples of contract work within the last five (5) years of similar scale to the proposed contract, including but not limited to:

- Experience cleaning areas where there are men and women living with mental health and addictions
- Proof of insurance and bonding
- Client including contact information
- Any details surrounding references that may be of value

The examples provided should demonstrate your experiences with working with diverse communities and demonstrate an understanding of best practices around the engagement of individuals living with mental health and addictions.

2. ORGANIZATIONAL STRUCTURE (marked out of 25)

The respondent must provide an organizational chart and summary of the staffing model to demonstrate a capacity to provide building cleaning services. The staffing model should include a breakdown of roles, responsibilities, management structure, and a staffing schedule.

The respondents should have a clear line of communication between their staff and management where issues can be handled quickly. There should be a point of contact or account manager for our organisation to resolve issues.

3. QUALITY CONTROL (marked out of 25)

The respondent must outline how they ensure that the Respondent meets health and safety regulations; the successful implementation of the Respondent's proposed sanitation, safety, service problems and complaints, training, staffing for the program, and monitoring policies and procedures (copies of written policies and procedures, current inspection certificates with any positive or negative citations issued).

C. Selection

Selections will not be final until Dixon Hall and Respondent have fully negotiated and executed a contract. Dixon Hall assumes no liability for costs incurred in responding to this RFP or for expenses incurred by the Respondent in anticipation of a fully executed contract.