

ADDENDUM #2

Request for Proposal: RFP # 2023-03-24
OFFICE JANITORIAL AND CARPET CLEANING SERVICES

Addendum Issue Date: April 17, 2023

RFP Closing Date & Time: April 21, 2023 (17:00 EDT)

To All Potential Bidders:

Addendum #2 is issued to modify the previously issued RFP document and/or given for informational purposes and is hereby an official document of the RFP. Please attach this addendum to the documents in your possession. Per the RFP, the bidder shall acknowledge receipt of any and all addenda, if any, by listing the Addenda by number(s) and date(s) in their proposal.

1. Will the bid be awarded to one bidder for all locations?

Ans. Yes, one bidder will be awarded the janitorial services contract for all three locations and the carpet cleaning contract for all seven locations.

2. Will any of the following be provided? Supplies, products, materials, equipment, PPE, floor stripper and finish, garbage/recycling bags/liners

Ans. No, nothing will be provided by ACCES. The successful proponent must provide all the necessary materials and bring all the equipment required. ACCES does not have preferred cleaning products. No storage space is available.

3. Will any of the following be provided? Toilet tissue, hand towels, hand soap, hand sanitizer, urinal screens, urinal pucks, women's hygiene products.

Ans. No, none of these items are required. No bathrooms are included in the scope of work.

4. Is service required on Statutory Holidays?

Ans. No, the offices are closed on Statutory Holidays and no service is required on the following Holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving Day, Christmas Day, Boxing Day. However, we do require service on non-statutory Holidays, Civic Holiday and Easter Monday.

5. What are the minimum working hours of service expected for each building?

Ans. There is no minimum number of hours expected. There is a minimum standard of cleanliness that is expected.

6. What is the breakdown of carpeted/tiled area for all locations?

Ans. Each site is estimated to be less than 5-10% tile flooring.

7. Is there parking provided?

Ans.

- *Brampton: free parking is available on site*
- *Markham: free parking is available on site*
- *Mississauga: there is paid parking available. The underground parking garage locks at 6pm and contractors will need the key fob to access it. There are also a few spaces outside the building at ground level.*
- *Newmarket: free parking is available on site*
- *North York: paid parking available, however there are few parking spots at the back of the building assigned to trades and deliveries that can be used.*
- *Scarborough: free parking is available on site*
- *Toronto: there is on street paid parking and public carpark at the corner of Bathurst and College.*

8. Do hallways outside the suites have to be cleaned?

Ans. No, only the areas inside the suites.

9. Does garbage need to be removed or is there a place to put it?

Ans.

- *Mississauga: can dispose of garbage / recycling in the bins onsite.*
- *Scarborough: garbage / recycling must be removed from the site.*
- *Toronto: There are large garbage bins in rooms by the freight elevator on the 2nd, 3rd and 4th floors that get emptied by the building; however, all garbage must be placed in black garbage bags or transparent bags for recycling. Cardboard boxes must be flattened and placed in the bins. Nothing must be left on the floor of the garbage rooms. Any other items that can't be placed in bags, must be arranged separately by ACCES. The freight elevator is also accessible from the 1st floor.*

10. Will ACCES provide storage to store cleaning products and equipment?

Ans. No storage is available on site.

11. Does ACCES require daily cleaning for each individual office or cleaning of all offices to be completed over the period of Monday to Friday weekly?

Ans. Daily cleaning is needed for each individual office. Please refer to Section 2.1 of the RFP for the frequency of each task.

12. The Scope of Work for carpet cleaning mentions that the method to use is shampoo. Does this refer to bonnet shampoo or steam cleaning? Depending on the method prescribed, this may have a considerable impact on pricing.

Ans. Please specify which method you will use, and provide separate quotes for both services if possible.

13. How often does ACCES require a supervisor onsite?

Ans. As required by the proponent to ensure standards are met and/or if ACCES is not satisfied with the quality of service.

14. Are employees required to have security clearances and specific uniforms?

Ans. Yes, employees should be vetted by the proponent. Uniforms are not necessary.

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