



Request for Proposals (RFP) – Cleaning Services

Issued by: The Hope Centre

Issue Date: October 10, 2025

Closing Date: 4:30 PM, Thursday, October 30th, 2025

Contact: Jon Braithwaite, CEO

1. Introduction

The Hope Centre is a non-profit organization that provides housing focused shelter, food security, and support services to individuals and families in the Welland area. We are seeking proposals from qualified contractors to provide professional cleaning services for our facilities. The goal of this RFP is to secure a reliable, experienced cleaning company that will maintain a clean, safe, and welcoming environment for clients, staff, and visitors.

2. Scope of Work

The cleaning contractor will be responsible for the routine and periodic cleaning of The Hope Centre's main building, located at 570 King Street, Welland, ON, including administrative offices, food bank, kitchen, common areas, washrooms and program rooms

General Requirements

- Provide all labour, cleaning supplies, and equipment necessary to complete the work.
- Use environmentally friendly cleaning products whenever possible.
- Ensure that all cleaning staff are trained, bonded, and supervised.
- Report any maintenance or safety concerns (e.g., leaks, damage, hazards) to The Hope Centre's Facilities Manager promptly.
- Maintain security and confidentiality while working in the building.

Facility Description

The Hope Centre operates from a multi-unit building that houses several distinct program and administrative areas. The facility includes a series of interconnected office suites, each containing multiple private offices, shared workspaces, and common areas.

In total, the building includes:

- Several **office suites**, each with 2-6 **private offices** and associated workspace.
- **Common hallways and corridors** connecting these suites.
- **Shared washrooms, meeting rooms, and kitchen or staff break areas.**
- **Entrances and reception areas** used by both staff and community visitors.

The cleaning service will be expected to maintain all areas within these units, including offices, hallways, and shared spaces, as outlined in the scope of work.

***NOTE: Building walkthrough available by request.**

Areas to Be Serviced

- **Private Offices and Workspaces**
 - Empty waste and recycling bins
 - Dust all surfaces (desks, furniture, shelves)
 - Clean glass and interior windows as needed
 - Vacuum or mop floors
- **Common Areas and Hallways**
 - Sweep, vacuum, and mop floors
 - Dust horizontal surfaces and high-touch points
 - Spot clean walls and doors
 - Clean interior windows and glass partitions as needed
- **Reception and Entrance Areas**
 - Clean glass doors, windows and partition
 - Sweep and mop floors
 - Wipe down counters and furniture
 - Maintain overall tidy and welcoming appearance
- **Washrooms**
 - Clean and disinfect toilets, urinals, sinks, counters, and mirrors
 - Refill soap, paper towels, and tissue
 - Empty garbage and sanitary bins
 - Mop and disinfect floors
 - Report any plumbing or supply issues
- **Kitchen / Board Room**
 - Wipe and disinfect counters, tables, sinks, and appliance surfaces
 - Clean microwave interiors and exteriors
 - Empty garbage and recycling bins
 - Mop floors and clean cupboard exteriors
- **Meeting Rooms / Shared Spaces**
 - Dust and wipe tables and chairs
 - Vacuum or mop floors
 - Spot clean walls and glass surfaces

Frequency

- **Daily (Monday–Friday):** Washrooms, kitchens/break areas, entrances, and reception areas.
- **2–3 times per week:** Offices, common areas, and meeting rooms.
- **Monthly:** Interior window cleaning, vents, and baseboards.
- **As needed:** Spot cleaning and emergency response (e.g., spills).

3. Deliverables and Performance Standards

The successful cleaning contractor will be responsible for maintaining The Hope Centre's facility to a consistently high standard of cleanliness, safety, and professionalism. Services will be subject to periodic review and ongoing communication between The Hope Centre and the contractor to ensure continued satisfaction and quality.

Deliverables

The contractor shall:

- Deliver cleaning and janitorial services according to the frequencies and standards outlined in the **Scope of Work**.
- Maintain a clean, hygienic, and presentable environment throughout all serviced areas.
- Supply all cleaning products, tools, and equipment required for the work, unless otherwise agreed upon.
- Ensure that cleaning staff are properly trained, uniformed, and identifiable while on-site.
- Provide a primary point of contact or site supervisor for communication and coordination with The Hope Centre.
- Submit a cleaning schedule outlining daily, weekly, and monthly tasks prior to contract start.
- Provide proof of insurance coverage, WSIB clearance, and any required certifications before commencing work.

Performance Standards

- All surfaces shall be free from dust, dirt, streaks, smudges, and debris after cleaning.
- Floors shall be swept, vacuumed, and/or mopped clean and free of visible marks or residue.
- Washrooms shall be sanitized, well-stocked, and free of odours.
- Garbage and recycling bins shall be emptied as scheduled and liners replaced.
- All cleaning activities shall be performed with minimal disruption to staff and visitors.
- Environmentally safe cleaning products shall be used wherever practical.

Quality Assurance and Communication

- The Hope Centre reserves the right to conduct periodic inspections of the premises to ensure compliance with cleaning standards.
- Any deficiencies identified during inspections shall be addressed by the contractor within an agreed-upon timeframe.
- The contractor will maintain a communication log or report book to document completion of work, supply needs, and any issues requiring follow-up.
- Regular check-in meetings (monthly or as required) will be held between The Hope Centre's Facilities Manager (or designate) and the contractor's site supervisor to review service quality and address any concerns.

4. Contractor Requirements

Proposals must demonstrate that the contractor:

- Has a minimum of 3 years' experience providing janitorial or commercial cleaning services
- Carries appropriate insurance coverage (liability and WSIB)
- Conducts staff background checks and provides training in health & safety and WHMIS
- Can provide reliable staffing coverage during holidays or absences
- Uses environmentally friendly cleaning products where possible

5. Proposal Requirements

Proposals should include:

1. Company background and experience
2. Description of cleaning methods, equipment, and supplies used

3. Staffing plan and supervision approach
4. Proof of insurance and WSIB clearance
5. Three client references
6. Detailed pricing structure (hourly or monthly rate per location)
7. Any value-added services offered

6. Evaluation Criteria

Proposals will be evaluated based on the following:

- Experience and qualifications (25%)
- Service approach and staffing plan (25%)
- Cost (25%)
- References and reliability (25%)

7. Submission Instructions

Please submit your proposal electronically to:

Jon Braithwaite

Chief Executive Officer

jbraithwaite@thehopecentre.net

Subject line: RFP – Cleaning Services – [Your Company Name]

Proposals must be received by 4:30 PM, Thursday, October 30th, 2025. Late submissions will not be accepted.

8. Terms and Conditions

- The Hope Centre reserves the right to accept or reject any or all proposals.
- Lowest price will not necessarily be the deciding factor.
- The selected contractor will enter into a service agreement with The Hope Centre for an initial term of one year, with the possibility of renewal upon satisfactory performance.