

Request for Quote – Commercial Cleaning

Organizational Background

Extend-A-Family Waterloo Region (EAFWR) is a developmental services agency in Waterloo Region supporting over 2400 people with disabilities, their families and their networks to access funding through the Ministry of Children Community and Social Services, while also providing supports and programming that is tailored to meet the unique gifts and goals of each person connected to our agency. The agency also works closely with a wide variety of community partners and other stakeholders to advocate for a more inclusive community for all of us, and operates a social enterprise known as the Library of Things. EAFWR was created 40 years ago by a group of families who wanted to see a brighter future for their children, seeking opportunities for them to make friends and contribute. Now, governed by a passionate volunteer board of directors, incorporated as charitable organization and employing 200 people, EAFWR seeks to provide the widest range of services possible to the largest number of people who would benefit from the organization, without ever losing sight of where it started and who is the most important voice in any room – the people supported.

Services Requested

EAFWR is currently seeking quotes for commercial cleaning for both the main office location (91 Moore Avenue, Kitchener) and the WALES group building (14 Braun St, Kitchener located at the opposite end of the parking lot). The organization is looking for a commercial cleaning company, or individual, who can help to maintain high standards of organizational cleanliness that will support ensuring that the people supported and team members are healthy and safe.

1. 91 Moore Avenue – Location Information and Scope

A two-story building (limited use, limited access elevator from main floor to second floor), comprised of individual offices, open concept working spaces, meeting rooms, three washrooms, one kitchen and one “coffee corner”. Approximately 8,500 square feet in total space.

The requirements for this space are as follows:

Two Stairwells

Swept and washed

Kitchen

Counters and sink

Microwave cleaned (internal and external)

Garbage emptied

Floors swept and washed

Interior of fridge (on request)

Bathrooms

Toilets, counters and sink

Replenish paper products, soap and sanitary items

Garbage and hygiene bins emptied

Floors swept and washed

Meeting Rooms/Board Rooms/Open Concept Working Areas

Tables and desks dusted and wiped down	Garbage emptied	Floors swept and washed or vacuumed
Lobby and Reception Area		
Coffee Corner wiped down	Front entrance glass cleaned	Garbage emptied
Furniture dusted/cleaned if necessary	Floor swept and washed or vacuum	

2. 14 Braun St – Location Information and Scope

A single-story portable style building, with ramp access, comprised of individual offices, program space, three washrooms and one kitchen. Approximately 3,000 square feet total space.

The requirements for this space are as follows:

Front Entrance

Floors swept and washed	Dust lockers
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Kitchen

Counters and sink	Microwave cleaned (internal and external)	Garbage emptied
Floors swept and washed	Interior of fridge (on request)	Tables wiped down

Bathrooms

Toilets and sink	Replenish paper products, soap and sanitary items	Garbage emptied
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Floors swept and washed

Offices and Program Areas

Tables, desks and furniture dusted and wiped down	Garbage emptied	Floors swept and washed or vacuumed
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Commitment, Scheduling and Additional Requirements

EAFWR is looking for a company who can give a three-year commitment to the organization, at which time the contract will be reviewed, per the organization's procurement directives.

Services would need to take place after operational hours (9:00 a.m. to 4:30 p.m. Monday, Wednesday and Friday, 9:00 a.m. to 8:00 p.m. Tuesday and Thursday, 9:00 a.m. to 1:00 p.m. Saturday).

Response Timelines, Submission Information and Additional Information

All prospective companies or individuals must hold their current liability insurance.

Experience providing services in a location that contains confidential information would be considered an asset when reviewing quotes.

Quotes should indicate what, if any, supplies and equipment will need to be provided by the organization.

Submission of your quote is requested no later than **Tuesday, October 21st**.

EAFWR welcomes the opportunity to provide any additional information that would be helpful as part of the quote development process.

Questions or requests for site visits prior to quotes can be arranged by contacting Courtney Horowitz at courtney.horowitz@eafwr.on.ca

Visits will be scheduled on Mondays, Thursdays and Fridays during office hours of 9 a.m. to 4:30 p.m.

Quotes can be sent by email in PDF format to Courtney Horowitz, Director of Operations at courtney.horowitz@eafwr.on.ca

A full breakdown of how proposals will be evaluated is available at <https://www.eafwr.on.ca/about/accountability/>.

Internal reviews of proposals, using the attached matrix, will be completed by **Friday, October 31st**. Notification and negotiation with the preferred applicant will occur in November.

Unsuccessful applicants will be notified by **November 30th**.