



TOWN ADMINISTRATION OFFICE

CUSTODIAL SERVICES

CORPRFP2026-01

March 2026

Corporate Services



Request for Proposal (RFP)

Town Administration Office Custodial Services

Department: Corporate Services RFP Number: CORPRFP2026-01

Issue Date: March 10, 2026

Closing Time: March 26, 2026 2:00:00 PM MDT

The Town of Vermilion (Town) will only accept electronic proposal submissions submitted via email to the Project Owner no later than 2:00:00 PM MDT on March 26, 2026, unless the Town has instructed otherwise by an issued Addendum.

Vendors are cautioned that the Bid Closing Time is based on when the Bid is RECEIVED By the Project Owner, and not when a Bid is submitted by the Vendor. It is the responsibility of the Vendor to be mindful of length of time for the Bid to be transmitted due to file transfer size, transmission speed, etc.

The Town reserves the right to accept or reject any Proposal, to award a Proposal in whole or in part, to award the Proposal that is in the Town's best interest and not necessarily the lowest cost, and the right to cancel this RFP at any time without obligation.

While not mandatory, all interested Vendors are encouraged to view the Town Administration Office before submitting pricing. There are two dates provided to Vendors, as indicated in this RFP, for booking site visits by appointment only. Failure to conduct a site visit shall not relieve the Vendor of responsibility for accurately understanding site conditions or the scope of the services, nor shall it constitute grounds for additional compensation.

Project Owner:

Name: Marilyn Lavoie

Title: Director of Corporate Services

Email: finance@vermilion.ca

TABLE OF CONTENTS

1.0 Purpose of RFP.....4

2.0 Electronic Proposal Submission4

3.0 Proposed Project Schedule.....5

4.0 Proposed Mandatory Requirements.....5

5.0 Term of Agreement6

6.0 Deliverables.....6

7.0 Schedule7

8.0 Proposal Evaluation Criteria and Weighting7

9.0 Proposal Format Requirements.....9

 9.1 Additional Content9

APPENDIX B – BID SUBMISSION FORM.....9

DEFINITIONS

Agreement	A written contractual Agreement with specific terms between two or more persons or entities in which there is a promise to do something in return for a valuable benefit, not including the sale of Town owned land or assets
Addenda	The documents designated as such in the RFP
Bid	Means a Vendor's priced offer to the Town for the performance of the Work in accordance with this Request for Proposal
Change of Scope	Is a mutual decision between the Project Owner and the chosen Vendor to change features of the Project such as features, timelines, or expansion/reduction of deliverables
Consultant	The successful Proponent that enters into an Agreement with the Town
Council	An individual elected pursuant to the Local Authorities Election Act as a Member of council
Day	Means a calendar day, unless otherwise noted
Evaluation Team	A team, consisting of Town representatives, including the Project Owner, used to evaluate all received Proposal documents submitted during a competitive process
Mandatory	An essential requirement
Product	The data, information, tangible property or any trade-mark, copyright, patent, trade secret, or other intellectual property which is a result of the Agreement
Project Owner	The Town employee, or its agent, responsible for overseeing the RFP
Proposal	The submission received from a Vendor in response to this RFP
Request for Proposal (RFP)	This entire document and any related Addenda issued before the RFP closing time
Scope of Work	An accurate, detailed, and concise description of the Work to be performed by the Vendor, the owner, and all third parties in a project broken down into specific tasks and associated deadlines
Service	The action of doing some or all of the Work, not including construction, that is supplied or is to be supplied to the Town
Work	All activities required to carry out the Scope of Work described by this RFP
Town of Vermilion	The Town of Vermilion and the area contained within the corporate boundaries of the Town
Vendor	The person or firm submitting a Proposal in response to this RFP

1.0 Purpose of RFP

The Town seeks price proposals from interested parties for **Custodial Services** (the “Work”).

2.0 Electronic Proposal Submission

The Town will only accept and receive Proposals via email issued to the Project Owner. The Vendor is responsible for confirming receipt of the document.

Vendors should contact the Project Owner listed in this document at least twenty-four (24) hours prior to the closing date and time if any problems are encountered with the electronic submission.

The Town assumes no responsibility for the submission of the Proposals.

HARD COPY PROPOSAL SUBMISSIONS WILL NOT BE ACCEPTED

3.0 Proposed Project Schedule

The following table outlines the Town’s anticipated schedule for this RFP. The schedule is subject to change at the Town’s discretion.

ACTIVITY	DATE	TIME
Issuance of RFP	March 10, 2026	N/A
Tour of Town Administration Office <ul style="list-style-type: none">• optional - by appointment only• email finance@vermilion.ca to schedule	March 16 & 17, 2026	N/A
Close of Questions	March 18, 2026	2:00:00 PM
Final Issue of Addenda	March 20, 2026	2:00:00 PM
RFP Closing Date	March 26, 2026	2:00:00 PM
Notification of Results (anticipated)	April 2, 2026	N/A

4.0 Proposed Mandatory Requirements

Vendors must declare on the consent form provided in Appendix A that they can comply with the following Mandatory requirements to be considered by the Town:

- 1) The Vendor must be able to meet the minimum specifications as listed within this RFP
- 2) The Vendor must be capable of providing either:
 - a. Confirmation of a safety program by providing the table of contents of the documents; or

- b. If the Vendor does not have a Certificate of Recognition or safety program and has less than twenty (20) employees, the Vendor must be able to provide a hazard assessment and control process.
- 3) During the term of the Agreement, the Vendor must carry the following:
 - a. General liability insurance in an amount not less than two million dollars (\$2,000,000) per occurrence for personal injury and/or third-party property damage.
 - b. Automobile liability coverage in an amount not less than one million dollars (\$1,000,000) per occurrence for bodily injury and/or third-party property damage
- 4) The Vendor must be able to provide a Workers compensation board Coverage Clearance Letter .
- 5) The Vendor must hold a valid Town of Vermilion Business License.
- 6) The Vendor must be capable of adding the Town of Vermilion as an additional insured to their General Liability policy.

Each Vendor must submit all Mandatory documents with their Proposal submission; however, if the Mandatory documents cannot be submitted with the Proposal a letter identifying the same, signed by a duly appointed representative of the Vendor, must be submitted with the Proposal with the understanding that within ten (10) regular business days of being notified as the selected Vendor and prior to executing an Agreement all documentation must be provided. If in the event the successful Vendor is unable to produce the Mandatory documents within ten (10) regular business days of being notified as the selected Vendor, the Town reserves the right to choose the Vendor with the highest submission score.

5.0 Term of Agreement

This Agreement will commence on April 20, 2026 and continue thereafter for a term ending April 30, 2027.

6.0 Deliverables

The Vendor is responsible for providing custodial services for the Town Administration Office, which is approximately 5,000 square feet. All cleaning required to be completed outside of regular office hours, which are 8:30am-4:30pm. Cleaning tasks include the following:

Three Times Weekly:

- Sweep and mop all hard floor surfaces
- Vacuum all rugs and carpets (spot removal as required)
- Wipe and disinfect all counters, tables, desk/hutches, light switches, doorknobs, and file cabinet tops

- Dust top and sides of doors, window ledges, computer monitors, clocks, wall hangings, light fixtures, blinds and shelves
- Clean and disinfect all washrooms, including toilets, toilet bases, sinks, doorknobs, light switches and showers
- Refill soap dispensers, paper towel and toilet paper dispensers
- Clean lunchroom, council chambers and front meeting room kitchen areas, including wiping all table and countertop surfaces, clean microwaves, and wipe down exterior of refrigerators
- Empty garbage bins
- Spot clean walls, doors and trim
- Clean glass on main entrance doors and windows, as well as reception desk barriers
- Report any maintenance problems or unsafe conditions to the Town

Weekly:

- Clean door windows
- Tidy custodial area and check inventory of supplies
- Wipe down all vents

Monthly:

- Clean windows as required
- Wash walls in washrooms

At Least Once During Term:

- Clean outside surface of all windows in late fall
- Empty the fridges/freezers, clean the interior and put the food/items back
- Shampoo all carpets
- Strip and wax floors
- Vacuum office chairs, spot cleaning where required

Town will provide vacuum, mop, mop bucket, custodial cart, general cleaning products and paper products. Vendor to provide any additional products or items as required.

7.0 Schedule

Vendor is responsible for meeting the deliverables within the timelines stated below:

DATE	MILESTONE
April 2, 2026	Award to Vendor
April 20, 2026	Kick Off Meeting
April 30, 2027	Contract End Date

8.0 Proposal Evaluation Criteria and Weighting

Proposals meeting the requirements of this RFP will be evaluated in accordance with the criteria and weighting shown in the table below.

EVALUATION CRITERIA	WEIGHT
Corporate Work Experience	30%
Key Staff Qualifications	20%
Financial Summary	50%

The Vendor's responses to Items 1-2 will be considered as the technical score of the Proposal and will be scored by the Evaluation Team using a scale between 0 and 10 as shown in the table below. The scores will be averaged and then multiplied by the weight specified in the above evaluation criteria table. Proposals not reaching a minimum technical score of thirty out of fifty (30/50) will not be considered for award.

Each weighted score will be added to arrive at a total score for the Vendor. The Town will evaluate and assign scores at the sole discretion of the Evaluation Team assigned to the project.

Vendors achieving or surpassing the minimum technical score, i.e., 30/50, will have their Financial Summary evaluated and references may be contacted.

SCORE	RATING	DESCRIPTION	STRENGTHS RELATIVE TO REQUIREMENTS	WEAK- NESSES	CONFIDENCE IN PROPOSAL
9-10	Excellent	The Proposal addresses all requirements completely, exhibits outstanding knowledge, creativity, innovation or other factors beneficial to the RFP	Surpasses requirements with numerous strengths	None	Very High
6-8	Good	The Proposal addresses all requirements completely and	Meets requirements with some strengths.	Minor weaknesses	High

		addresses some elements of the requirements in an outstanding manner			
5	Moderate	The Proposal addresses all requirements	Meets requirements with minimal strengths	Moderate – does not outweigh the strengths	Moderate
3-4	Marginal	The Proposal meets some of the requirements	Meets some requirements with some clear strengths	Outweigh the strengths	Low
1-2	Unacceptable	The Proposal meets few of the requirements	Meets few requirements with few strengths	Significant	Poor
0	Unqualified	The Proposal meets no requirements	Meets no requirements and no strengths	Weaknesses in all areas	No Confidence

9.0 Proposal Format Requirements

Proposals shall be submitted in the attached Bid Submission Form. Vendors are encouraged to attach any additional features / value added to the Bid Submission Form if relevant. Vendors must provide all Mandatory required documentation as required in this RFP.

9.1 Additional Content

Vendors may, at their discretion, include additional information which they consider relevant to ensure a full and proper evaluation.

APPENDIX B – BID SUBMISSION FORM

VENDOR NAME:		
ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
REPRESENTATIVE:		
E-MAIL:	PHONE NUMBER:	
GST REGISTRATION NUMBER:		

Work Experience – Provide a summary and related references for at least three (3) projects completed within the last five (5) years, for which the Vendor has provided custodial services. The Town reserves the right to call any of the below work experience for reference checks.

1. _____

2. _____

3. _____

Key Staff – Vendors must include, together with their sub consultants (if applicable), a list of key staff that will be involved in the project. Qualifications/experience must be listed for each staff member.

1. _____

2. _____

3. _____

Additional Content - Vendors may, at their discretion, include additional information which they consider relevant to ensure a full and proper evaluation.

Price Proposal: Vendors to provide a monthly contract amount to provide custodial services for the Town Administration Building. Vendors to also provide an hourly rate for any extraordinary work that may be requested outside of those items listed in this RFP.

DESCRIPTION	COST
Monthly Contract Amount (excluding GST)	
Hourly Rate for Extraordinary Work (excluding GST)	

I acknowledge and understand that if the above stated contract is awarded to the undersigned, the Town's standard contractor agreement shall have to be entered into with the Town of Vermilion.

Signed on this date: _____.

 Print Name

 Signature