



Keeping families close™

Request for Quote (RFQ) for Cleaning Services for Ronald McDonald House

Introduction:

Ronald McDonald House is a charitable organization dedicated to providing a home away from home for families with sick children. To ensure the comfort and well-being of our guests and staff, we are seeking proposals for professional cleaning services for our facility to complement our 1.5 FTE Housekeeping team.

Project Overview:

The Ronald McDonald House requires comprehensive cleaning services for a 40,000 square foot facility, which includes 36 suites, program spaces, administrative areas, and a kitchen. We are looking for a reliable and experienced cleaning service provider to maintain a clean and hygienic environment for our residents and visitors.

Scope of Work:

The selected cleaning service provider will be responsible for:

1. Daily Cleaning:

- Clean and sanitize between 10-25 guest suites, depending on check-outs.
- Clean and sanitize common bathrooms, and areas.
- Maintain program spaces, ensuring they are clean and ready for daily use.
- Clean administrative spaces, including offices, meeting rooms, and reception areas.
- Thoroughly clean and sanitize the kitchen, including appliances, countertops, and dining areas.

2. Weekly Cleaning:

- Perform deeper cleaning tasks in all areas, including dusting, vacuuming, and mopping floors.
- Clean windows, glass doors, and mirrors.
- Empty trash bins and replace liners throughout the facility.
- Deep cleaning ovens and fridges.

3. Monthly Cleaning:

- Conduct detailed cleaning of high-touch areas and surfaces.
- Deep clean carpets and upholstery in common areas and suites.
- Clean and sanitize air vents and light fixtures.

4. Periodic Special Cleaning:

- Provide additional cleaning services as needed for special events or after high-traffic periods.
- Perform emergency cleaning services in response to spills, accidents, or other unforeseen circumstances.

Service Requirements:

- Cleaning personnel must be professionally trained and experienced.

- Cleaning personnel must wear uniforms and carry proper identification at all times.
- The cleaning service provider must have experience in providing cleaning services for similar facilities.
- Use of eco-friendly and non-toxic cleaning products is preferred.
- Provide all necessary cleaning equipment and supplies.

Proposal Submission:

Interested cleaning service providers are invited to submit their proposals by [insert submission deadline date]. Proposals should include the following:

1. **Company Overview:**

- Provide a brief overview of your company, including years of experience and areas of expertise.
- Include details of training and certification of cleaning personnel.

2. **Service Approach:**

- Outline your approach to providing the cleaning services outlined in the Scope of Work.
- Include any additional services or features that would enhance the cleanliness and hygiene of our facility.
- Include your approach to flexibility for times when the facility is busy to have additional staffing or fewer staffing when slow.
- Include back-up and training plans.

3. **Cost Estimate:**

- Submit a detailed quote for the services, including any setup or initial costs, ongoing fees, and any other associated expenses.

4. **References:**

- Provide references from at least three clients for whom similar services have been provided.
- Include contact information for each reference.

5. **Proof of Insurance:**

- Provide proof of insurance coverage, including general liability and worker's compensation.

Submission Instructions:

Please submit your proposal by August 9th in digital format to alison@rmhcatlantic.ca. If you have any questions or need additional information, please contact Alison at the above email address.

Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Cost of services.
- Qualifications and experience of the cleaning personnel.
- References and past performance.



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- Compliance with service requirements.
- Use of eco-friendly and non-toxic, scent-free cleaning products.

We look forward to receiving your proposal and partnering with a professional cleaning service provider to ensure the cleanliness and hygiene of our Ronald McDonald House.

Sincerely,

Alison Cogdon

Director of Programs and Operations

Ronald McDonald House Charities Atlantic

alison@rmhcatlantic.ca