Fort William CLINIC

Call for Tender
Cleaning Services

Call for Tender – Cleaning Services for Fort William Clinic

Submission Instructions

Electronic proposals in PDF format shall be submitted to:

Fort William Clinic
Attn: Shannon Frizzell, Office Administrator
Email: sfrizzell@fwfht.ca
Subject Line: Tender Submission – Cleaning Services – Fort William Clinic

Conditions

Fort William Clinic reserves the right to accept or reject any or all submissions, request clarification, negotiate, cancel or amend this Call for Tender, and award the contract based on best overall value rather than the lowest cost.

Contact for Inquiries

All inquiries regarding this Call for Tender must be submitted in writing to:

Shannon Frizzell
Office Administrator
Fort William Clinic
Email: sfrizzell@fwfht.ca

1. Invitation to Tender

Fort William Clinic invites qualified and experienced cleaning service providers to submit proposals for the provision of professional cleaning services for our healthcare facility.

The successful proponent will provide comprehensive cleaning and sanitation services that maintain a clean, safe, and welcoming environment for patients, staff, physicians, and visitors while meeting all applicable health and infection prevention and control (IPAC) standards.

2. Background

Fort William Clinic is a multidisciplinary primary healthcare clinic providing comprehensive healthcare services to the residents of Thunder Bay and surrounding communities. The clinic includes examination rooms, treatment areas, reception and waiting areas, administrative offices, staff workspaces, washrooms, meeting rooms, and common areas.

The clinic is seeking an experienced cleaning contractor with demonstrated expertise in healthcare environments to provide consistent, high-quality cleaning and sanitation services that support a safe environment for patients, physicians, staff, and visitors.

3. Scope of Services

The successful contractor will provide all labour, supervision, equipment, and cleaning products required to perform the services outlined below.

Daily Cleaning (Monday to Thursday evenings & Saturdays mornings)

- Vacuum, sweep, and damp mop all floors
- Clean and disinfect examination rooms (floors, garbage, sink & counter)
- Clean and disinfect reception desks and waiting areas
- Clean and disinfect module counters, and work surfaces
- Remove garbage in administrative offices and disinfect conference tables
- Clean and disinfect all washrooms
- Empty garbage, recycling, and sanitary waste containers
- Replace garbage liners
- Restock washroom consumables (soap, paper towel, toilet tissue) where supplied by the clinic
- Clean entrance doors and interior glass
- Disinfect high-touch points including:
    - Door handles
    - Light switches
    - Handrails
    - Elevator buttons (if applicable)

Quarterly Cleaning

- Dust vents, ledges, blinds, and baseboards
- Damp wipe therapeutic room furniture
- Vacuum administrative offices
- Damp wipe waiting room seating
- Clean interior windows and glass partitions as required

Spring/Fall Cleaning

- Machine scrub and refinish hard surface floors as required
- Carpet spot cleaning
- Deep cleaning of examination rooms and common areas
- Additional services as requested by clinic management

4. Service Schedule

Cleaning services shall be performed:

- Monday through Thursday & Saturday mornings
- Times to be negotiated with clinic management for the least disruptive to patient care
- Services must be completed before the clinic opens the following business day.

Emergency and additional cleaning services may be requested as required.

5. Contractor Requirements

The successful proponent must:

- Have a minimum of three (3) years' experience providing commercial cleaning services
- Demonstrate experience cleaning healthcare or medical facilities
- Maintain Workplace Safety and Insurance Board (WSIB) coverage
- Carry Commercial General Liability Insurance with a minimum coverage of $2 million
- Provide Criminal Record Checks for employees assigned to the clinic
- Ensure staff receive training in:
    - Infection Prevention and Control (IPAC)
    - WHMIS
    - Occupational Health and Safety
    - Safe chemical handling
- Supply all cleaning equipment and materials unless otherwise specified
- Provide consistent staffing and appropriate supervision
- Maintain strict confidentiality regarding patient, physician, and clinic information

6. Cleaning Standards

The contractor shall:

- Follow current healthcare cleaning and Infection Prevention and Control (IPAC) best practices.
- Use Health Canada-approved cleaning and disinfecting products suitable for healthcare environments.
- Maintain quality assurance and inspection processes.
- Immediately report maintenance concerns, hazards, or incidents.
- Ensure all work is completed to a professional standard before clinic operations begin.

7. Proposal Submission Requirements

Proposals must include:

1. Company profile
2. Years in business
3. Experience cleaning healthcare facilities
4. Description of staffing and supervision
5. Quality assurance program
6. List of cleaning products and equipment
7. Health and safety policies
8. Three references from comparable healthcare clients
9. Proof of insurance
10. Current WSIB Clearance Certificate
11. Pricing proposal
12. Description of any value-added services

8. Pricing

Proponents shall provide:

- Fixed monthly service fee
- Hourly rates for additional work
- Emergency cleaning rates
- Applicable taxes
- Pricing for any optional services

9. Evaluation Criteria

Criteria	Weight
Experience with healthcare facilities	25%
Quality of proposed service	25%
Qualifications and staffing	20%
Pricing	20%
References	10%

Fort William Clinic reserves the right to interview shortlisted proponents and request additional information prior to awarding the contract.

10. Contract Term

The proposed agreement will be for a period of **three (3) years**, with the option to renew for **two additional one-year terms**, subject to satisfactory performance and mutual agreement.

11. Proposed Timeline

Activity	Date
Tender Issued	October 14/26
Deadline for Questions	October 30/26
Proposal Closing	November 15/26
Evaluation	November 30/26
Interviews (if required)	December 1/26 to December 11/26
Award Notification	By December 31, 2026
Contract Start Date	January 1, 2027

Late submissions will not be accepted.

12. Submission Instructions

Electronic proposals in PDF format shall be submitted to:

Fort William Clinic

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Office Administrator
Email: sfrizzell@fwfht.ca
Subject Line: **Tender Submission – Cleaning Services – Fort William Clinic**

13. Conditions

Fort William Clinic reserves the right to:

- Accept or reject any or all submissions.
- Request clarification or additional information.
- Negotiate with one or more proponents.
- Cancel or amend this Call for Tender at any time.
- Award the contract based on best overall value rather than lowest cost.

Submission of a proposal does not constitute acceptance by Fort William Clinic or create any contractual obligation until a formal agreement has been executed.

14. Contact for Inquiries

All inquiries regarding this tender shall be submitted in writing to:

Shannon Frizzell

Fort William Clinic

Email: sfrizzell@fwfht.ca

Responses to significant inquiries may be shared with all proponents to ensure a fair and transparent procurement process.

This version is ready for issuance. You would only need to replace the placeholders for the contact person, email, dates, and any clinic-specific details.