



**OXFAM**  
Canada

**Request for Proposal**

**Cleaning and maintenance services**

**RFP # 2026-002**

**April 29, 2026**

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## 1 OVERVIEW

Oxfam Canada is seeking detailed proposals from qualified service providers to provide **cleaning and building maintenance services** at its premises located at 39 McArthur Avenue in Vanier, Ottawa.

A Contract Review Committee led by the Project Authority will assess proposals. The Contract Review Committee will evaluate and score proposals, as described in section 2.6, and make a recommendation to Oxfam Canada.

All proposals must be received no later than **2:00 pm EDT on 21 May 2026**.

## 2 GENERAL INSTRUCTIONS TO PROPONENTS

### 2.1 Proposal Submission Instructions

Proposals are due no later than **2:00 pm EDT on May 21 2026**.

Electronic copies of proposals will be accepted, proposals can be sent to the Project Authority at [can.fa.rfp@oxfam.ca](mailto:can.fa.rfp@oxfam.ca) Oxfam Canada will acknowledge receipt by email reply to the sender.

Oxfam Canada reserves the right, without prejudice, to reject any or all bid submissions.

### 2.2 Inquiries

All inquiries regarding this RFP are to be directed to the Project Authority who is also a member of the Project Team.

Nasrullah Adel: [Nasrullah.nsr.adel@oxfam.org](mailto:Nasrullah.nsr.adel@oxfam.org)  
Telephone: 613-237-5236

The response to any inquiry or request for clarification that might reasonably be expected to be of interest to other proponents shall, without identifying the source of the request, be communicated to all proponents who have provided a contact email address.

In the event that questions/responses to this RFP require amendments or modifications to the original document, such amendments shall be provided to all proponents by way of email.

### 2.3 Proposal Content

Each Proposal submitted must demonstrate an understanding of the services requirements as well as a clear statement as to the actual total price. Proposals must include the following:

- a) The legal name of the proponent, a company profile including years in business (specify the parent company if applicable), and any other relevant information about the proponent. Proposals must be signed by a person with binding corporate authority;
- b) A detailed description of the proponent services proposal;
- c) A list of personnel to be involved in the execution of the services, their qualifications and experience;

- d) An overview of the proponents experience in providing similar solutions. Proponents must provide two references. Complete and attached Contact Information & Reference Form to the proposal;
- e) A breakdown of the total cost;
- f) Total cost shall include all fees, disbursements, taxes and any other costs associated with the services provided;
- g) Acknowledgement that the proponent has carefully reviewed this RFP and understands the scope of work proposed; further, they confirm that their proposal is based entirely on the terms, specifications, requirements and conditions as set out in this RFP document.
- h) Fill in the Supplier’s questionnaire and send it with other documents to the given email address.
- i) Fill in the RFQ# 2026 001

## 2.4 RFP Schedule

Activity	Date
RFP Release	April 29 <sup>th</sup> 2026
Deadline for Clarification & Questions	May 6 <sup>th</sup> 2026
Oxfam Response To Questions	May 11 <sup>th</sup> 2026
<b>Proposal Submission Closing Date</b>	<b>2:00 pm EDT May 21<sup>st</sup> 2026</b>
Notice of Contract Award	June 8 <sup>th</sup> 2026
Start date	August 2026

## 2.5 Amendment or Withdrawal of Proposals

The proponent may amend or withdraw their proposal prior to the closing date and time by submitting a clear and detailed written notice to the Project Authority. All proposals become irrevocable after the closing date and time.

## 2.6 Proposal Review and Evaluation

Proposals will be reviewed in detail by the Contract Review Committee led by the Project Authority and scored on a consensus basis. The Project Authority reserves the right to clarify any issues during the evaluation process with proponents as required.

Proponents must complete and attach Contact Information & Reference Form to their proposal identifying contact information for the purpose of clarifying responses.

The project team intends to recommend a contract award to a proponent on the basis of the best overall solution, most qualified personnel, and value to Oxfam Canada and with consideration of Oxfam Canada's financial management requirements.

The contents of the proposal should address the evaluation criteria outlined in the table below:

<b>Evaluation Criteria</b>	<b>Weighting</b>
Overall proposal on the delivery of the cleaning services	35%
Overall proposal on the delivery of the handyperson services	35%
Price submission for project	30%
<b>Total:</b>	<b>100%</b>

## **2.7 Acceptance of Proposal**

Submission of a proposal indicates acceptance by the proponent of the terms and conditions contained in this RFP, unless clearly noted in the proposal submitted.

If the project is awarded, the proponent agrees to execute an agreement satisfactory to Oxfam Canada to undertake the scope of work, as defined in this RFP, within five (5) business days of Notice of Contract Award to the successful proponent.

### **3 GENERAL TERMS AND CONDITIONS**

#### **3.1 Proposal Validity**

Proposals shall remain valid and open for acceptance by Oxfam Canada for a period of thirty (30) calendar days, following the RFP closing date.

#### **3.2 Right to Award**

Oxfam Canada at its own discretion, reserves the right to award a contract related to this RFP to any, or none, of the proponents who submit a proposal.

Work under this contract will include all the necessary labor, materials and equipment required to complete the project in accordance with the terms and conditions contained herein, at the exception of the cleaning products and supplies which will be invoiced monthly to Oxfam Canada.

Regardless of the decision to award, or not to award a contract, all proponents are solely responsible for all costs incurred in the preparation and submission of their proposal.

#### **3.3 Statement of Confidentiality**

Proponents may submit proposals containing a “Statement of Confidentiality”. However, this statement must indicate that the proposal can be reviewed by any staff of Oxfam Canada, representatives, or contractors employed by Oxfam Canada including an independent third party consultant contracted by Oxfam Canada solely for the purpose of reviewing the proposal. Any deviation may cause the proposal to be deemed ineligible.

#### **3.4 Errors or Omissions**

Proponents shall not hold Oxfam Canada liable for any error or omission in any part of the RFP documents. Oxfam Canada does not guarantee or warrant that the RFP documents are accurate, comprehensive or exhaustive.

#### **3.5 Governing Law**

This RFP and the agreements entered into by the successful proponent shall be governed and construed in accordance with the laws of Ontario and the applicable laws of Canada.

The successful proponent shall comply with all relevant federal, provincial and municipal statutes, regulations, codes, ordinances, policies, directives, orders and by-laws pertaining to the work and its performance. The contract shall be governed by and interpreted in accordance with the laws of the Province of Ontario including:

- I. The Occupational Health and Safety Act, R.S.O. 1990, c.0.1, Each proponent warrants that they have the experience training and equipment to ensure all work performed under the contract is done safely and in accordance with all applicable health and safety legislation and that they have control over the workplace and is fully responsible for the health and safety of all employees and others present on the site. Each proponent also acknowledges that Oxfam Canada is relying on this warranty in its decision to award the contract to the proponent.
- II. Accessibility for Ontarians with Disabilities Act, 2001, S.O. 2001, c.32.

### **3.6 Force Majeure**

Neither party shall be held responsible for any remedy arising from delay or failure to perform obligations under this RFP or the Project when such delay or failure is due to fires, strikes, floods, acts of God or the Queen's enemies, lawful acts or public authorities, or delays or defaults caused by common carriers, which cannot reasonably be foreseen or provided against.

### **3.7 Indemnity and Insurance**

The successful proponent must keep in force for the duration of the contract the following:

- I. Comprehensive/Commercial General Liability Insurance insuring the successful proponent and naming Oxfam Canada as an additional insured, and any other person or entity who Oxfam Canada or the successful proponent may reasonably require to be added as additional insured. Such general liability insurance shall provide coverage in respect of property damage and/or bodily injury (including death) arising out of any and all services and shall include property damage if the damaged work or the work out of which the damage arises was performed on behalf of the successful proponent by a sub-contractor and shall include bodily injury (including death) if the bodily injury (or death) arises out of work performed on behalf of the proponent. Such insurance shall contain a cross liability endorsement.
- II. Comprehensive general liability insurance on an occurrence basis for an amount not less than two million (\$2,000,000) dollars per occurrence and shall include Oxfam Canada as an additional insured with respect to the proponents operations, acts and omissions relating to its obligations under the contract, such policy to include non-owned automobile liability, personal injury, third party bodily, broad form property damage, contractual liability, owners' and contractors' protective products and completed operations, contingent employers liability, cross liability and severability of interest clauses.

III. Automobile Liability Insurance for an amount not less than two million (\$2,000,000) dollars per occurrence on forms meeting statutory requirements covering all vehicles used in any manner in connection with the performance of the terms of the contract.

### **3.8 Proof of Workers Safety Insurance Board (WSIB) Coverage**

The successful proponent will submit evidence of compliance with all of the requirements of the Workplace Safety and Insurance Board (WSIB) of Ontario, including payments due there under. Such evidence must be furnished to Oxfam Canada before the start of the contract.

The successful proponent will provide their current Workplace Safety and Insurance Board (WSIB) clearance certificate.

## 4 STATEMENT OF WORK

The contractor will be required to perform the work listed below Monday to Friday from 7am until 02:00 noon every day (7 hours daily), all year round, except during the week between Christmas and the New Year, and during the statutory holidays when the Oxfam Canada office will be closed.

The work will be performed on both floors of the office, including in the space of the other occupants.

The contractor will be responsible to provide the products and tools used to perform the work.

The said products used in performing the work will be non-toxic and safe for humans and will be approved by Oxfam Canada beforehand. The contractor will invoice Oxfam Canada on a monthly basis for the products used in the performance of this contract.

The work shall be performed in a manner and in accordance with the instructions of the Oxfam Canada.

- **Floor Maintenance**

- All hard surface flooring (entrances (inner parts), lobbies and reception, washrooms and kitchens swept and washed daily;
- All carpeted flooring vacuumed weekly, or more often when warranted and if requested;
- All removable and temporary carpets and mats vacuumed daily and shampooed as required;
- All carpeted flooring shampooed thoroughly every 6 months.

- **Dusting**

- All desks, workstations, bookshelves, filing cabinets, window sills and surfaces dusted weekly. It is understood that the contractor will not be required to move items from the desks or furniture in performing this work;
- All air vents exhaust dusted every 3 months.

- **Doors handles**

- Thoroughly cleaning and sanitizing all the door handles weekly.

- **Garbage & Recycling around office**
  - All garbage to be emptied every Tuesdays and Fridays, at the exception of kitchens and washrooms which have to be emptied daily;
  - All recycling to be emptied weekly or when bins are full, including the bins/bags of the shredders.
  
- **Washrooms**
  - All toilets, urinals, sinks, counter tops, faucets and fixtures cleaned and sanitized daily;
  - All mirrors cleaned as required;
  - Toilet paper, hand towels and hand soap to be replenished daily;
  - Garbage and recycling to be emptied daily.
  
- **Kitchens**
  - Sinks, counter tops, faucets and fixtures cleaned and sanitized daily;
  - Hand towels and hand soap to be replenished daily;
  - Garbage to be emptied daily;
  - Recycling to be emptied weekly or when bins are full;
  - Appliances cleaned on the exterior daily, especially the handles sanitized.
  
- **Boardrooms and meeting rooms**
  - All tables, chairs and bookshelves surface cleaned daily.
  
- **Plants & shrubs**
  - Water the interior and exterior plants once a week or as required;
  - Prune and maintain the exterior plants as required (except the two front trees).
  
- **Outside walkways, staircases, entrance ways, drains- and parking areas**
  - Sweep the exterior areas to remove foreign objects, debris, garbage daily;
  - Ensure that drains on the property or Dundas St. are free of foreign objects and debris;
  - Take the garbage and recycling out for collection on collection days;
  - Remove snow and apply salts on sidewalks and stairs daily during the winter months;

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- Cutting grass in front of building bi-monthly;
  
  - Other related outside maintenance as requested.
  
  - **Bi-annual deep carpet cleaning**
    - The contractor will perform a thorough deep clean shampooing of all carpets in the office twice a year (once in the spring and once in the fall, dates to be determined by Oxfam), moving small moveable furniture when possible. This work will be performed after hours on a Friday or on a Saturday in order to allow the carpets to dry up sufficiently before the next business day.
  
  - **Bi-annual window cleaning**
    - The contractor will perform a thorough washing of all windows twice a year (once in the spring and once in the fall, dates to be determined by Oxfam). This work will be performed at time as not to disrupt the occupant's operations.
  
  - **Annual repairing & painting**
    - The contractor will repair the cracks and cuts of the stair ways once in a year after the winter season, this includes, front stairs, and all other walkways to the entrances located in west and east side of the building.
    - The contractor will paint the step rails once in a year after each winter season, this includes the front step rails and two other step rails located in walkways to the lower floor entrances in west and on the east side of the building.
  
  - **General maintenance and handyperson services**
    - The contractor must be proactive to maintain the interior and exterior of the building
    - Apply pest control products in areas of the office when requested;
    - Empty de-humidifiers or fill-up humidifiers when necessary;
    - Perform general handyperson work by effecting general minor repairs within the premises and the building perimeter;
    - Perform minor maintenance tasks on the building mechanical systems when requested;
    - Troubleshoot and perform preventative maintenance repairs as required;
    - Advise the Finance & Operation's team of any safety hazards;
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- Changing lightbulbs and neon tubes as required;
- Effect minor drywall repairs and paint jobs as required;
- Move furniture, boxes and objects as required;
- Install furniture and fixtures as required;
- Assist in the disposal of items as required;
- Escort other contractors as required;
- Other related tasks or minor projects as determined by Oxfam.

Note: There will be no extra payment for bi-annual and annual services mentioned above, total proposal cost should include all requested services.

## CONTACT INFORMATION & REFERENCES

Company contact information – Include contact information for the proponent who can be contacted during evaluation for response clarification purposes.

Contact Name	
Email address	
Phone number	

References provided by the proponent will be used to determine whether past performance on similar contracts has been satisfactory.

Company	
Name	
Title	
Email address	
Phone number	

Company	
Name	
Title	
Email address	
Phone number	