



# TOWN OF SHELBURNE

## REQUEST FOR TENDER

TOS2026-002

Janitorial Services

Town of Shelburne  
P.O. Box 670  
162 Mowatt St  
Shelburne, NS B0T 1W0

**Closing Date:**  
February 27<sup>th</sup>, 2026  
3 PM

## **1. INFORMATION TO BIDDERS**

### **1.1 Scope of Tenders**

*Contractors are invited to submit a bid on all locations noted in this tender or to one of the noted locations. Please specify in your Tender submission, which, if not all facilities are being tendered.*

The Town of Shelburne is inviting tenders from qualified and experienced proponents to provide janitorial services for municipal facilities, in accordance with the requirements outlined in this Request for Tender (RFT) and its associated Terms of Reference.

### **1.2 Questions & Clarifications**

It is the Bidder's responsibility to clarify any details in question not mentioned in this document prior to submitting their tender.

Questions relating to this tendering process must be received by February 27th, 2026 before 3:00 p.m. and can be e-mailed to the attention of Daniel MacKay ([daniel.mackay@town.shelburne.ns.ca](mailto:daniel.mackay@town.shelburne.ns.ca)).

Responses to all questions will be shared with all bidders via the website to ensure a level playing field for all bidders. Questions received after this date and time will not receive a response.

Questions will be answered within forty-eight (48) hours of receipt (weekends excepted). A clarification does not form part of the tendering document.

Any modifications to the document will be in the form of an addendum which will be issued to all bidders and provided on the website at least twenty-four (24) prior to the closing date. No changes will be made during the final twenty-four (24) hours.

### **1.3 Delivery and Closing Date for Tenders**

Any change notices, appendices and addenda issued for this Request for Tender shall be considered part of this proposal document.

The Tender document is to be submitted via email clearly marked with the Tender name, number and directed to the attention of the appropriate contact on or before the closing date and time.

Tenders shall not be accepted after the closing date and time. Bidders may not make modifications to their tenders after the closing date and time.

All tender documents shall become the property of the Town. It is the responsibility of each bidder to submit all required documents as outlined in this Request for Tender. Failure to quote on all options set out will disqualify your Tender.

Sealed quotes in an envelope, including the attached document (Schedule “A”) should be clearly marked as to contents and will be received until 3:00 p.m. on February 27<sup>th</sup>, 2026

Quotes will be opened immediately following the closing date detailed above and will be provided to the evaluation committee.

#### **1.4 Town Contact Person**

Questions with respect to this Request for Tender should be directed to Daniel MacKay, HR & Admin Coordinator, [Daniel.mackay@shelburnens.ca](mailto:Daniel.mackay@shelburnens.ca), 902-875-2991 EXT 8

#### **1.5 Selection Process**

The Town will not necessarily accept the lowest price or any quote. Any implication that the lowest price or any tender will be accepted is hereby expressly negated. The tender will be awarded to one firm only.

##### **Evaluation Criteria Details**

##### **a. Cost Proposal (40%)**

Proponents must provide a detailed, itemized cost breakdown for the full scope of the buildings listed below (See Schedule “A”). This should include costs for cleaning materials, labour, equipment, disposal, and any other relevant expenses.

##### **b. Service Schedule & Implementation Plan (25%)**

The proponent’s proposed service schedule and implementation plan will be evaluated for feasibility, efficiency, and alignment with the Town’s operational requirements. Proponents must clearly demonstrate their ability to meet the required cleaning frequencies, hours of service, staffing availability, and transition/start-up timelines.

##### **c. Responsiveness (15%)**

Proposals will be assessed for clarity, completeness, and alignment with the RFP requirements. This includes adherence to the scope of work, submission format, and inclusion of all requested information.

##### **d. References (10%)**

A minimum of two (2) relevant references must be provided, preferably from municipal or similar clients. References should demonstrate successful completion of similar projects and attest to the proponent’s reliability, workmanship, and customer service.

##### **e. Local Proponent Bonus (10%)**

## Request for Quotation – Janitorial Services

Proponents with a business address located within the Town of Shelburne are eligible for a 10% bonus added to their final evaluation score. Local business presence should be clearly indicated in the proposal.

<b>Evaluation Criteria</b>	<b>Weighting</b>
Cost Proposal	40%
Service Schedule	25%
Responsiveness to RFP	15%
References (Minimum of 2)	10%
Local Proponent Bonus	10%
<b>Total</b>	<b>100%</b>

### **1.6 Rejection of Tenders**

The Town reserves the right to reject any and/or all quotes received. The Town is not under any obligation to award a contract and it also reserves the right to terminate the Request for Tender at any time for any reason, and to withdraw from discussions with all or any of the bidders who have responded. The receipt and opening of a Tender does not constitute acceptance of any quote.

### **1.7 Reservation of Right**

Bidders will not have the right to change conditions, terms or prices of the tender once the quote has been submitted in writing to the Town, nor shall bidders have the right to withdraw a quote once it has been processed through the official opening.

The Town reserves the right to consider, during the evaluation of Tender:

- a) The Town's past experience with the Bidder and/or its management;
- b) Information provided in response to enquiries of credit and industry references;
- c) Information received in response to enquiries made by the Town of third parties apart from those disclosed in the tender in relation to the reputation, reliability, experience and capabilities of the Bidder;
- d) The manner in which the Bidder provides services to others; and,
- e) The experience and qualification of the Bidder's senior management and project management.

The Town may, in its sole discretion, reject any Tender which does not fully satisfy the above consideration to its satisfaction.

## **1.8 Governing Law**

Any contract resulting from this Request for Tender shall be governed by and interpreted in accordance with the laws of the Province of Nova Scotia.

## **1.9 Indemnification and Insurance**

### **a. Insurance Requirements**

The Contractor shall, at its own expense, obtain and maintain the following insurance coverage for the duration of the Contract:

#### **a. Commercial General Liability Insurance**

- Minimum limit of **\$2,000,000 per occurrence**
- Including coverage for bodily injury, property damage, personal injury, contractual liability, and completed operations

#### **b. Workers' Compensation Insurance**

- Coverage in accordance with the **Workers' Compensation Act of Nova Scotia**
- Proof of good standing must be provided upon request

#### **c. Proof of Insurance**

Certificates of Insurance must be provided prior to contract commencement and upon renewal. Insurance policies shall not be cancelled or materially altered without at least thirty (30) days' prior written notice to the Town.

### **b. Indemnification**

- The Contractor shall indemnify, defend, and hold harmless the Town of Shelburne, its elected officials, officers, employees, and agents from and against any and all claims, demands, losses, damages, costs, and expenses (including legal fees) arising out of or in connection with the Contractor's performance or non-performance of the Services, except to the extent caused by the negligence of the Town.

### **1.10 Contract Term and Renewal**

The Contract shall be awarded for an initial term of one (1) year commencing on the contract start date identified by the Town. The Town of Shelburne reserves the right, at its sole discretion, to extend the Contract for up to four (4) additional one-year renewal terms. Any extension of the Contract shall be subject to satisfactory performance by the Contractor, continued operational requirements, and the availability of funding. The Town is under no obligation to renew the Contract beyond the initial term.

## **2. TERMS OF REFERENCE**

### **2.1 Project Background**

The Town of Shelburne operates several municipal facilities that serve as key community assets, including administrative offices, ACOA-supported facilities, the public library, and the community centre. These spaces are highly visible, frequently used by staff, residents, and visitors, and play an important role in delivering public services and supporting community programs. Consistent, high-quality janitorial services are required to maintain clean, safe, and welcoming environments that reflect the Town's commitment to professionalism, public health, and community pride. The Town is seeking a reliable service provider capable of meeting established cleaning standards across multiple facility types and usage levels.

### **2.2 Project Description**

Services are to be provided in accordance with defined cleaning areas, frequencies, and service standards outlined in this RFT (See : Project Deliverables, below). The successful proponent will be responsible for supplying all labour, supervision, equipment, and cleaning materials necessary to perform the services in a professional and consistent manner. The Town intends to award a contract to a provider that demonstrates the capacity to meet operational requirements while delivering reliable service and value for money.

## 2.3 Project Deliverables

### 1. COMMUNITY CENTRE – 63 KING STREET

The Town of Shelburne is seeking proposals from qualified janitorial service providers to supply cleaning services for the Town's Community Centre, which includes:

- One (1) auditorium (**Approx: 5400 sq. ft**)
- One (1) meeting room (**Approx: 1200 sq. ft**)
- One (1) Council Chambers (**Approx: 1200 sq. ft**)
- Washrooms (**2 Public, multiple Stalls/Urinals**)
- Entrance area and hallway
- Additional spaces as applicable (storage rooms, auditorium stage, etc.)

The Community Centre is used for regular municipal and community activities and is rented to community groups and members of the public. Cleaning services are required to support both routine operations and rental-related usage.

#### **Service Model**

Cleaning services shall be delivered using a hybrid service model consisting of:

1. Scheduled baseline cleaning, and
2. Usage-based cleaning following special events, and rentals exceeding 20 people.

The Town reserves the right to adjust service frequency based on facility usage, seasonal demand, and operational needs.

#### **Scheduled Baseline Cleaning**

##### **Frequency**

The successful proponent shall provide routine cleaning services three (3) to five (5) times per week, Monday to Sunday, excluding statutory holidays unless otherwise requested.

The exact schedule will be determined in consultation with Town staff.

##### **Baseline Cleaning Tasks**

Baseline cleaning shall include, but not be limited to:

- Sweeping, vacuuming, and damp mopping of floors
- Cleaning and sanitizing washrooms, including fixtures and mirrors
- Restocking washroom supplies (supplied by the Contractor)
- Garbage and recycling removal to designated collection points
- Spot cleaning of high-touch surfaces (door handles, railings, light switches)
- Light cleaning of kitchen
- General tidying of common areas and meeting spaces

Baseline cleaning does not include deep cleaning or post-event cleaning following rentals unless specifically requested by the Town.

#### **Rental & Event-Based Cleaning Services**

##### **Cleaning Triggers**

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*Additional cleaning services shall be required following facility rentals or special events, including but not limited to:*

- Auditorium rentals
- Meeting room rentals involving food and/or beverages
- Events exceeding twenty participants
- Events open to the general public

*The Town will determine when post-event cleaning is required based on the nature of the rental and conditions of the facility.*

### **Post-Event Cleaning Scope**

*Post-event cleaning may include:*

- Full floor cleaning of the rented space
- Washroom cleaning and restocking
- Garbage and recycling removal
- Table, chair, and surface cleaning
- Spot cleaning of walls and doors
- Resetting the space to standard layout

*Post-event cleaning shall occur within one (1) business day of the event, unless otherwise directed.*

### **Pricing Structure**

*Proponents must clearly identify:*

- Hourly rate for additional cleaning services
- Flat rate pricing (if available) for:
  - Auditorium post-event cleaning
  - Meeting room post-event cleaning
- Minimum call-out requirements, if any

*The Town may recover post-event cleaning costs directly from renters in accordance with its Facility Rental Policy.*

### **Deep Cleaning & Periodic Services**

*The Contractor shall provide pricing for optional periodic services, including:*

- Floor stripping and waxing
- High dusting (vents, light fixtures, ledges)
- Annual or semi-annual deep cleaning of the auditorium

*These services will be scheduled at the Town's discretion and priced separately from baseline cleaning.*

### **Scheduling & Coordination**

- The Contractor shall coordinate all services through a designated Town contact.
- Flexibility is required to accommodate evening or weekend rentals.
- The Contractor must be able to respond to additional cleaning requests within one (1) business day.

### **Supplies & Equipment**

*Proponents shall:*

- Provide cleaning supplies and equipment
- Use of environmentally preferable products, where possible

**Performance Standards**

*The Contractor shall:*

- *Maintain the facility in a clean, sanitary, and presentable condition*
- *Comply with all applicable health and safety regulations*
- *Ensure staff are properly trained and insured*
- *Maintain confidentiality and professionalism when working in municipal facilities*

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## **2. SEASONAL PUBLIC WASHROOMS (2 Locations) – GRAHAM’S PARK & GUILD HALL**

The Town of Shelburne is seeking proposals from qualified janitorial service providers to supply cleaning services for the Town’s public/community washroom facilities, which includes:

- Two (2) washrooms within one facility at Guild Hall location (~80 sq.ft)
- Two (2) washrooms within one facility at Graham’s Park Location (~80 sq.ft)
- Additional spaces as applicable (storage rooms)

The Town of Shelburne’s washroom facilities are opened to the general public. Cleaning services are required to support routine operations.

### **Service Model**

Cleaning services shall be provided through the following components:

1. **Seasonal public washroom servicing**
2. **Scheduled baseline cleaning**

The Town reserves the right to adjust service frequency and scheduling based on facility usage, operational requirements, and seasonal demand.

### **Seasonal Public Washrooms**

#### **Operating Season**

The Contractor shall provide janitorial services for two (2) seasonal public washrooms operating annually from May 15 to October 15, unless otherwise directed by the Town.

#### **Daily Operating Hours**

The Contractor shall be responsible for opening on the weekends and closing the washrooms daily as follows:

- **Opening:** No later than **8:00 a.m. on Saturday & Sunday**
- **Closing:** No earlier than **8:00 p.m. Mondays - Sundays**

#### **Cleaning Duties**

The Contractor shall:

- Unlock and open (on Saturdays & Sundays) washrooms to the public
- Clean and sanitize all fixtures and touch points
- Sweep and mop floors
- Empty garbage and sanitary receptacles
- Restock consumables (toilet paper, soap, paper towel)
- Conduct a visual inspection for damage, vandalism, or hazards – reporting any findings to the Town
- Lock and secure washroom facilities after each day

#### **Deep Cleaning and Periodic Services**

The Contractor shall provide separate pricing for optional periodic services, including:

- Annual or semi-annual deep cleaning
- Cleaning during community events

These services will be scheduled at the Town’s discretion.

#### **Supplies and Equipment**

Proponents shall:

- Provide cleaning supplies and equipment
- Use of environmentally preferable products, where possible

### 3. 13 George St- ACOA building

#### **13 GEORGE STREET – ACOA OFFICE BUILDING**

*The Town of Shelburne is seeking proposals from qualified janitorial service providers to supply cleaning services for the Town’s ACOA Facility, which includes:*

- Entrance area (Approx: 120 sq. ft)
- Main Office (Approx: 150 sq. ft)
- Back Office (Approx: 135 sq. ft)
- Washroom (Approx: 25 sq. ft)

#### **Service Model**

*Cleaning services shall be delivered using a service model consisting of:*

1. *Scheduled baseline cleaning*
2. *At request Deep Clean*

*The Town reserves the right to adjust service frequency based on facility usage, seasonal demand, and operational needs.*

#### **Scheduled Baseline Cleaning**

##### **Frequency**

*The successful proponent shall provide routine cleaning services two (2) times per week, Once Wednesday night, and once Sunday evening, excluding statutory holidays unless otherwise requested.*

##### **Baseline Cleaning Tasks**

*Baseline cleaning shall include, but not be limited to:*

- Sweeping, vacuuming, and damp mopping of floors, with attention to sensitive documents that may be present
- Cleaning and sanitizing washroom, including fixtures and mirrors
- Restocking washroom supplies (supplied by the Contractor)
- Garbage and recycling removal to designated collection points
- Spot cleaning of high-touch surfaces (door handles, railings, light switches) with attention to sensitive documents that may be present
- General tidying of common areas
- General cleaning of windows (interior and exterior) as needed
- Microwave and Refrigerator handle by staff on site.

*Baseline cleaning does not include deep cleaning unless specifically requested by the Town.*

#### **Pricing Structure**

*Proponents must clearly identify:*

- Hourly rate for additional cleaning services
- Flat rate pricing (if available) for:
  - Auditorium post-event cleaning
  - Meeting room post-event cleaning
- Minimum call-out requirements, if any

**Deep Cleaning & Periodic Services**

*The Contractor shall provide pricing for optional periodic services, including:*

- Floor stripping and waxing
- High dusting (vents, light fixtures, ledges)
- Annual or semi-annual deep cleaning of the Office space.

*These services will be scheduled at the Town’s discretion and priced separately from baseline cleaning.*

**Scheduling & Coordination**

- *The Contractor shall coordinate all services through a designated Town contact.*
- *The Contractor must be able to respond to additional cleaning requests within one (1) business day.*

**Supplies & Equipment**

*Proponents shall:*

- *Provide cleaning supplies and equipment*
- *Use of environmentally preferable products, where possible*

**Performance Standards**

*The Contractor shall:*

- *Maintain the facility in a clean, sanitary, and presentable condition*
- *Comply with all applicable health and safety regulations*
- *Ensure staff are properly trained and insured*
- *Maintain confidentiality and professionalism when working in municipal facilities*

4. 17 Glasgow St- McKay Memorial Library

**17 Glasgow Street – McKay Memorial Library**

*The Town of Shelburne is seeking proposals from qualified janitorial service providers to supply cleaning services for the Town’s Public Library, which includes:*

- Approximately 2600 sq. ft.
- Office Area’s
- Main Library Area
- Storage Area’s
- Washrooms
- Entry and Exit ways

**Service Model**

*Cleaning services shall be delivered using a service model consisting of:*

1. *Scheduled baseline cleaning*
2. *At request Deep Clean*

*The Town reserves the right to adjust service frequency based on facility usage, seasonal demand, and operational needs.*

**Scheduled Baseline Cleaning**

**Frequency**

*The successful proponent shall provide routine cleaning services five (5) times per week, excluding statutory holidays unless otherwise requested.*

**Baseline Cleaning Tasks**

*Baseline cleaning shall include, but not be limited to:*

- Sweeping, vacuuming, and damp mopping of floors, with attention to sensitive documents that may be present
- Cleaning and sanitizing washroom, including fixtures and mirrors
- Restocking washroom supplies (supplied by the Contractor)
- Garbage and recycling removal to designated collection points
- Spot cleaning of high-touch surfaces (door handles, railings, light switches) with attention to sensitive documents that may be present
- General tidying of common areas
- General cleaning of windows (interior and exterior) as needed

*Baseline cleaning does not include deep cleaning unless specifically requested by the Town.*

**Pricing Structure**

*Proponents must clearly identify:*

- Hourly rate for additional cleaning services
- Flat rate pricing (if available) for:
  - Auditorium post-event cleaning
  - Meeting room post-event cleaning
- Minimum call-out requirements, if any

**Deep Cleaning & Periodic Services**

*The Contractor shall provide pricing for optional periodic services, including:*

- Floor stripping and waxing
- High dusting (vents, light fixtures, ledges)
- Annual or semi-annual deep cleaning of the Office space.

*These services will be scheduled at the Town’s discretion and priced separately from baseline cleaning.*

**Scheduling & Coordination**

- *The Contractor shall coordinate all services through a designated Town contact.*
- *The Contractor must be able to respond to additional cleaning requests within one (1) business day.*

**Supplies & Equipment**

*Proponents shall:*

- *Provide cleaning supplies and equipment*
- *Use of environmentally preferable products, where possible*

**Performance Standards**

*The Contractor shall:*

- *Maintain the facility in a clean, sanitary, and presentable condition*
- *Comply with all applicable health and safety regulations*
- *Ensure staff are properly trained and insured*
- *Maintain confidentiality and professionalism when working in municipal facilities*

### **3. TENDER REQUIREMENTS**

Bidders are required to provide the following in their tenders:

- Full cost information (including HST and expenses) as requested;
- Two references related to similar work, ideally working for a municipality;
- WCB Clearance, Insurance
- Timelines for starting

### **4. TENDER SUBMISSION**

Please submit your quote package by 3:00pm on February 27<sup>th</sup>, 2026 to Daniel MacKay, HR and Admin Coordinator for the Town of Shelburne (contact details below).

Daniel MacKay  
HR & Admin Coordinator  
Daniel.mackay@shelburnens.ca

Town of Shelburne  
162 Mowatt Street, PO Box 670  
Shelburne, Nova Scotia  
B0T 1W0

## SCHEDULE A

### COVER SHEET FOR TENDER

**Company Name:** \_\_\_\_\_

**Company Address:** \_\_\_\_\_

**Contact Information:** \_\_\_\_\_

**Key Contact for Tender: Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Business Phone:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**Name of Request for Tender:** \_\_\_\_\_

**Documents Attached:** \_\_\_\_\_

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