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April 08, 2026

Addendum No. 01

File Reference Number: RFQ 2026 017

Title: Residential Cleaning Services – Toronto Region, ON

RE: Clarifications/Questions

CLARIFICATIONS/QUESTIONS:

Item 1: Are there any unit-specific considerations that vendors should be aware of, such as:

- tenant presence during cleaning;
- security or key-control procedures;
- waste handling protocols; or,
- any additional expectations not outlined in the pricing schedule?

Answer: Please find below the responses:

Tenant presence during cleaning: There may be a chance on occasion that tenant may be staying longer than one day/ ONTC can communicate with the cleaning company when this occurs.

Security or key-control Procedures: The cleaners will be provided with a door code, so there will be no need to arrange for additional keys or fobs.

Waste Handling Protocols:

- Location No. 01 - 4365 Bloor Street West, Toronto, Ontario - Loose garbage bins are located in moving room.

- Location No. 02 - **101 Bernice Crescent, Toronto, Ontario -** Property has on-site bins. Garbage is brought to the curb for collection, and the building has someone attending regularly to ensure this is taken care of and that the area remains organized between pickup days.

Any additional expectations not outlined in the pricing schedule: None. Please refer to the details outlined within the RFQ.

Item 2: Should Appendix D pricing be submitted as a per-unit, per-cleaning (daily) rate, or as an annual price per unit?

Answer: Per Unit/per- cleaning day. ONTC cannot do annual as we don't have a fixed schedule yet.

Item 3: Could you please confirm how billing is expected to be structured (e.g., daily, monthly, or otherwise)

Answer: Billing would be monthly.

Item 4: Does Bill 7/incumbent labour information apply to this RFQ? If yes, can details be provided?

Answer: Bill 7 doesn't apply as there were no previous contracts.

Item 5: Can ONTC share the value of the previous contract, if available?

Answer: No, there was no previous contract

Item 6: Will all consumables be supplied by the Respondent, or will ONTC provide any items?

Answer: As per the scope, all consumables to be supplied by the contractor.

Item 7: Can ONTC provide historical usage data (monthly or annual) for all consumables and supplies? Examples include, but are not limited to, toilet paper, paper towels, hand soap, garbage/compostable bags, and laundry/dishwashing products.

Answer: No, we have no previous data.

Item 8: Are there any specific brands or product standards required for hotel supplies and consumables?

Answer: No specific brands

Item 9: Regarding linens, towels, and bedding: should the Respondent maintain sufficient inventory (e.g., 5–6 days of rotation), or will ONTC provide adequate stock? Please clarify how the laundry cycle is expected to be managed.

Answer: Three sets per unit, so laundry would have to be done every second day.

Item 10: Please provide average daily/weekly usage, typical occupancy levels, and guest usage frequency (if applicable).

Answer: Usage is outlined in the scope, occupancy will be 1 person per unit/night.

Item 11: Will units typically be occupied during cleaning, or are cleanings performed between occupants (e.g., turnover cleaning)?

Answer: There may be times when units will be occupied during cleaning.

Item 12: As per the RFQ, Location 1 units are to be cleaned on an alternating basis and Location 2 units daily - can you confirm if occupants will be present during these cleaning times?

Answer: There may be times when units will be occupied during cleaning.

Item 13: Is on-site storage available? If yes, please confirm size, access restrictions, and any safety requirements.

Answer: Closet, under bathroom sink and kitchen sink will be available to store items (not sure of closet Sizes).

Item 14: Is exterior window cleaning included in scope? If yes, is water access available and are there any restrictions on cleaning methods?

Answer: Exterior window cleaning not required.

Item 15: Part 1 – Invitation and Submission Instructions – Section 1.6 – RFQ Timetable

Please be advised that ONTC has amended and extend the closing date for this RFQ. The revised submission deadline is now **Monday, April 20, 2026 at 2:00:00 p.m.**

In accordance, ***Section 1.6.1 - Key Dates*** of the RFQ has been updated. The revised table is provided below for your reference.

1.6.1 Key Dates

Issue Date of RFQ	Tuesday, March 10, 2026
Deadline for Questions	Monday, April 13, 2026 at 2:00:00 PM local time
Deadline for Issuing Addenda	Wednesday, April 15, 2026 at 2:00:00 PM local time
Submission Deadline	Monday, April 20, 2026 at 2:00:00 p.m. local time
Anticipated Ranking of Respondents	Friday, May 01, 2026
Anticipated Execution of Agreement	Friday, May 15, 2026

The RFQ timetable is tentative only and may be changed by ONTC at any time.

This Addendum hereby forms part of the RFP.

Regards,

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