

TENDER – Cleaning services – Yukon Francophone School Board (CSFY)

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Submission method: By email

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1. Background

The Commission scolaire francophone du Yukon (CSFY) is inviting tenders for the provision of cleaning services for three locations in Whitehorse. The objective is to ensure a clean, hygienic and safe environment for two childcare centres and administrative offices, in compliance with applicable health and safety standards, as well as the required working hours.

2. Locations, floor areas and frequencies

2.1. 478 Range Road – Suite 2 (Le Petit Cheval Blanc Daycare Centre – Takhini)

- **Approximate area:** ~270 m²
- **Frequency:** every evening from Monday to Friday
- **Authorised time slot:** after 5.00 pm or before 7.45 am
- **Access and areas:** Children's rooms, communal areas, office, toilets, corridors, storage rooms for cleaning equipment

2.2. 478 Range Road – Suite 3 (CSFY offices)

- **Approximate area:** ~270 m²
- **Frequency:** three (3) evenings per week: Monday, Wednesday and Friday
- **Permitted time slot:** after 5.00 pm or before 7.45 am
- **Access and areas:** Offices, meeting rooms, communal areas, toilets, corridors

2.3. 22 Falcon Drive (Le Petit Cheval Blanc Daycare – Copper Ridge)

- **Approximate area:** ~350 m²
- **Frequency:** every evening from Monday to Friday
- **Permitted time slot:** after 5 pm or before 7.45 am
- **Access and areas:** Nursery rooms, communal areas, toilets, corridors, office.

Note: Surface areas are indicative and are used for pricing purposes. A site visit is strongly recommended. Please contact Marc Champagne (marc.champagne@yukon.ca) to arrange a visit.

3. Scope of services (minimum tasks)

3.1. Daily cleaning (according to the frequency defined for each site)

- **Hard floors:** Sweep and then mop all floors (using wet methods appropriate to the type of flooring).
- **Carpets:** Vacuum all carpets and rugs.
- **Toilets:** Clean and disinfect all toilets, urinals, washbasins, taps, mirrors and dispensers; disinfect contact points (handles, switches).
- **Bins and recycling/compost:** Empty all **bin bags** and **(compostable) tissue paper bags**, take them to the outdoor bin; **place new bags** in each container (bin, recycling, compost) in accordance with the signage in place.
- **Frequently touched surfaces:** Disinfect door handles, handrails and light switches.
- **Dining areas/kitchenettes:** Wipe down and disinfect worktops, tables and appliance handles; clean sinks.
- **Entrances and corridors:** Clean walkways, entrance mats and door glass (at accessible height).
- **Restocking:** Notify the CSFY representative of low levels of sanitary supplies (toilet paper, hand towels, soap, etc.).

3.2. Periodic maintenance

- **Floor polishing/finishing (eligible floors):** Once a year per site, including light stripping where necessary, application of finish coats and buffing.
- **Interior windows (accessible areas):** twice a year
- **High dusting (where access is safe) and cleaning of blinds:** once a year

Important: The tenderer must include a **periodic maintenance schedule** with their tender.

4. Operational requirements

- **Mandatory time slots:** All work must be carried out before 7:45 am or after 5:00 pm.
- **Communication:** Appoint a **team/site leader** and an **account manager**; provide email and telephone details. Expected response time: < 24 working hours.
- **Staffing:** Sufficient staff to meet service frequencies and levels; cover for absences.
- **Keys:** Secure management; report any loss immediately.
- **Language:** Ability to communicate in at least **French** or **English**; French is an asset.

5. Quality, Health and Safety

- **Standards and protocols:** Cleaning and disinfection procedures suitable for **environments that cater for children** (nurseries) and **offices**.
- **Products:** Use **approved** products **suitable** for early childhood environments (low odour, non-irritating, compliant with safety data sheets – SDS).
- **Equipment:** Maintain and secure equipment (trolleys, vacuum cleaners, 'wet floor' signs, etc.).
- **OHS:** Compliance with applicable occupational health and safety legislation; staff training (safe handling, spill control, PPE, etc.).
- **Waste management:** Adherence to sorting practices (rubbish and compost) and transport to designated bins.
- **Quality control:** Joint bi-monthly supplier-CSFY inspections, with a report on corrective actions.

6. Supplies and responsibilities

6.1. Supplier (included in the price)

- Cleaning products (cleaners, disinfectants, detergents, floor strippers/polishes).
- Bags (plastic for rubbish and compostable bags for paper towels and compost).
- Cleaning materials and equipment (trolleys, mops, microfibre mops, vacuum cleaners, safety signs, etc.).
- Labour, supervision, travel, insurance, health and safety compliance.

6.2. CSFY (supplied by the client – to be confirmed)

- Sanitary consumables for users (toilet paper, hand towels, soap, hand sanitiser).
- Access to maintenance areas, water, and secure product storage.

7. Administrative requirements

- **Eligibility:** A company legally incorporated and authorised to operate in the Yukon.
- **Insurance:** Commercial liability insurance (e.g. minimum **CAD 2 million** per occurrence) and valid proof of insurance;
- **Compensation and safety:** Compliance with workers' compensation requirements (e.g. registration and **certificate of compliance** with the *Workers' Safety and Compensation Board*).
- **Background checks:** Certificates of criminal record checks and vulnerable sector checks for staff assigned to **childcare centres**.
- **Confidentiality:** Respect for the confidentiality of information to which staff may be exposed.

8. Service Level Agreements (SLAs) and penalties

- **SLA:** Daily tasks in accordance with services outlined in point 3.1 at **100%** of the required frequency; periodic tasks in accordance with the approved schedule.
- **Rectification time:** 24 working hours to rectify a minor non-compliance; 8 working hours for a major non-compliance (e.g. cleaning of toilets).

9. Contract duration

- **Initial term:** 2 years, starting on July 2, 2026 (exact start date to be confirmed)
- **Extension options:** Option to extend for 2 years, subject to performance and the needs of the CSFY.

11. Minimum content of the tender

1. **Cover letter** and statement of understanding of the terms of reference.
2. **Service plan:** staffing levels per site, service periods, periodic schedule (flooring, glazing, etc.), emergency and replacement procedures.
3. **Experience and references:** at least **2 comparable contracts**, ideally in schools and/or daycares.
4. **Insurance** and OHS compliance (certificates).
5. **Quality management structure** (inspections, reports, tracking of requests).
6. Duly completed **price tables** (see Section 12).

12. Price schedule templates (to be completed by the tenderer)

12.1. Monthly flat rates – regular services

Site	Area (m ²)	Frequency	Estimated hours/month*	Hourly rate (if applicable)	Monthly fee (CAD)
478 Range Rd – Floor A (Nursery)	~270	Monday to Friday (5 evenings)	—	—	—
478 Range Rd – Ground Floor (CSFY Offices)	~270	Monday, Wednesday and Friday (3 evenings)	—	—	—
22 Falcon Drive – Petit Cheval Blanc Nursery	~350	Monday to Friday (5 evenings)	—	—	—
Monthly total					—

* Estimated hours are to be provided by the tenderer using their own method; they are used for comparison and performance management.

12.2. Periodic maintenance – unit prices

Item	Unit	Quantity/year (min.)	Unit price (CAD)	Annual subtotal (CAD)
Floor polishing/finishing – 478 Range Rd, Floor A	m ²	270	—	—
Floor polishing/finishing – 478 Range Rd Floor B	m ²	270	—	—
Floor polishing/finishing – 22 Falcon Drive	m ²	350	—	—
Interior glazing (accessible) – all sites			—	—
Dust removal at height and cleaning of blinds – all sites			—	—
Annual total				—

All prices must be in Canadian dollars, excluding tax (GST applicable, shown separately).

13. Billing and payment terms

- **Invoicing:** Monthly, itemising each site and any routine/optional work.
- **Payment:** (e.g.) Net 30 days after receipt of a valid invoice and CSFY approval.
- **Adjustments:** Any change to the scope must be approved in writing in advance.

14. Evaluation criteria (indicative grid)

Criterion	Weighting
Understanding of the brief & service plan (timeline, staffing, methodology)	20%
Relevant experience & references (schools/nurseries)	20%
Quality approach, health and safety, training & supervision, spoken French	20%
Price	40%
Total	100%

CSFY reserves the right to negotiate, accept or reject any tender, and to award only certain parts of the contract.

15. General Terms and Conditions

- **Non-exclusivity:** CSFY may occasionally assign work to other suppliers if necessary.
- **Termination:** For material breach not remedied within the specified timeframe, or for convenience with prior notice (e.g. 30 days).
- **Confidentiality & data protection:** Compliance with CSFY policies; no disclosure of information without authorisation.

16. Tender and Timeline

- **Questions/Clarifications:** Until June 1st, 2026 at noon. Responses sent to all bidders.
- **Submission deadline:** June 3rd, 2026 at 2:00 pm
- **Commencement of services:** July 2, 2026 (exact date to be confirmed)

Appendix A – Compliance checklist

- Cover letter
- Service plan by site and periodic schedule
- List of key personnel and substitutes
- Products and MSDS
- Insurance certificates and OHS compliance certificates
- References (at least 2)
- Completed price tables