

## REPORT TO COUNTY COUNCIL

# Contract Award – Janitorial Services

**To:** Warden and Members of County Council

**From:** Director of Public Works

## RECOMMENDATION

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1. That County Council award a contract to the low bidder, Kleenway Building Maintenance Services Inc., in the amount of \$1,821,328 (excluding HST) for janitorial services in various Oxford County buildings for a three-year term and authorize the Chief Administrative Officer and Director of Public Works to sign all documents related hereto.

## REPORT HIGHLIGHTS

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- This report seeks County Council approval to enter a three-year janitorial services contract with Kleenway Building Maintenance Services Inc. from May 2025 to April 2028.
- Janitorial services provided by this contract cover approximately 283,500 square feet of space in 50 facilities owned or leased by the County.

## IMPLEMENTATION POINTS

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Upon Council approval, a contract will be executed with the low bidder, Kleenway Building Maintenance Services Inc. for a three-year term from May 2025 to April 2028.

Staff will facilitate a seamless transition between the current janitorial service provider and Kleenway Building Maintenance Services Inc. to ensure no disruption in service occurs.

## Financial Impact

The facility locations covered in this janitorial service contract are funded from various sources and are outlined in Table 1 below. The costs reflected in this low-bid submission result in an overall positive variance from the approved 2025 Business Plan and Budget; however, locations funded through the Facilities reserves, Wastewater reserves and the Library levy are anticipated to be in a deficit position.

It is anticipated that operational savings are attainable within the buildings funded by the Facilities reserves, Wastewater reserves and the Library levy to offset the deficit, and that no additional draw on reserves will be required. Forecasted savings will be identified through the 2026 Business Plan and Budget process. The expenditures for 2026, 2027 and 2028 (January to April) related to this contract will be included in the respective budgets.

**Table 1: Janitorial Services Contract Funding Sources 2025**

<b>Funding Source</b>	<b>2025 Approved Budget</b>	<b>Other Cleaning Services</b>	<b>January to April Estimated Expenditures</b>	<b>May to December Estimated Expenditures*</b>	<b>Budget Variance</b>
Facilities Reserve	\$233,510	\$19,560	\$69,290	\$155,453	(\$10,793)
Water Reserves	21,210	1,010	3,617	11,582	5,001
Wastewater Reserves	13,020	-	4,193	10,972	(2,145)
General Levy	363,510	62,140	94,611	165,116	41,643
Library Levy	86,030	5,860	25,650	55,832	(1,312)
Provincial Funding	17,890	690	5,544	6,866	4,790
<b>TOTAL</b>	<b>\$735,170</b>	<b>\$89,260</b>	<b>\$202,905</b>	<b>\$405,821</b>	<b>\$37,184</b>

\* Based on Kleenway pricing for this contract award

## Communications

As an operational matter, communication will take place between the vendor and Facilities staff to ensure smooth implementation of the contract. Any changes to internal processes that may affect staff will be considered as part of internal communication.

## 2023-2026 STRATEGIC PLAN

Oxford County Council approved the **2023-2026 Strategic Plan** on September 13, 2023. The Plan outlines 39 goals across three strategic pillars that advance Council's vision of "Working together for a healthy, vibrant, and sustainable future." These pillars are: (1) *Promoting community vitality*, (2) *Enhancing environmental sustainability*, and (3) *Fostering progressive government*.

The recommendation in this report supports the following strategic goals.

## Strategic Plan Pillars and Goals

PILLAR 1	PILLAR 2	PILLAR 3
		
Promoting community vitality	Enhancing environmental sustainability	Fostering progressive government
		Goal 3.1 – Continuous improvement and results-driven solutions

See: [Oxford County 2023-2026 Strategic Plan](#)

## DISCUSSION

### Background

Janitorial services are provided to ensure a level of building hygiene that promotes an environment of cleanliness and safety for the public, visitors, and staff. The current contract expires on April 30, 2025, so it is important that the County proceed with awarding a new contract.

Through the janitorial services contract, services are provided to 55 County-owned or leased facilities and cover approximately 283,500 square feet. These buildings include administrative, judicial, multi-unit social housing, patrol yards, paramedic services and libraries.

### Comments

Janitorial service contracts have historically been for a term of three years. This approach has allowed the County to take full advantage of the economies of scale created by providing multi-year terms and a consolidation of all County facilities that require this service. This new contract will be effective from May 1, 2025, to April 30, 2028.

The tender closed on February 24, 2025 with the following bids received:

Table 2: Summary of Bid Submissions

Contractor	Tender Amount (Excl. HST)
1. Kleenway Building Maintenance Services Inc.	\$1,821,328
2. Corporate Mirror Inc.	\$1,899,999
3. SBM Property Services Inc.	\$2,007,844
4. SQM Janitorial Services Inc.	\$2,169,833
5. Bee-Clean	\$2,292,076

Staff have conducted a thorough review of the submitted proposals and have determined that the lowest bid, submitted by Kleenway Building Maintenance Services Inc. in the amount of \$1,821,328 (excluding HST), represents a fair and competitive value for the required janitorial services. Although this bid is 5.6% higher than the lowest bid received in 2022, the increase aligns with broader economic trends observed over the past three years and is consistent with the cost projections outlined in the 2025 Business Plan and Budget. Rising costs for labour and materials, compounded by global supply chain disruptions and inflationary pressures, have contributed to the overall increase in pricing. The scope of work under this contract has been expanded to include two additional facilities: 93 Bidwell, Town of Tillsonburg and 477 Griffin Way, City of Woodstock.

This janitorial contract includes provisional items, such as exterior window cleaning, parking lot sweeping and carpet cleaning, which is provided on an as-needed basis. This flexibility allows for adjustments to service levels based on changing needs and budget considerations, ensuring that services are delivered efficiently and cost-effectively.

The proposed contract award will ensure continuation of janitorial services at County-owned and leased facilities necessary to maintain operational and public health and safety for employees, visitors, and the general public who rely on these facilities for essential services.

## CONCLUSIONS

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A thorough review of the competitive bid submissions confirms that awarding the proposed janitorial services contract to the lowest bidder, Kleenway Building Maintenance Services Inc., is appropriate. Their submission meets all necessary requirements and demonstrates the ability to fulfill the contract effectively and efficiently.

## SIGNATURES

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### Report author:

Original signed by

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Mark Stegmann  
Supervisor of Facilities

### Departmental approval:

Original signed by

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Melissa Abercrombie, P.Eng., PMP  
Director of Public Works

### Approved for submission:

Original signed by

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Benjamin R. Addley  
Chief Administrative Officer