



REQUEST FOR PROPOSALS (RFP/RFQ)

YEAR-ROUND MAINTENANCE SERVICE CONTRACTOR

JANUARY 6, 2026

Downtown Yonge Business Improvement Area (DYBIA) represents some \$7.2 billion of commercial property and close to 2,000 businesses in the Yonge-Dundas neighborhood of Toronto. Bounded by Alexander/Grosvenor streets to the north and Richmond Street to the south; Bay Street to the west and Church/Victoria/Shuter Streets to the east, Downtown Yonge is home to top tourist destinations, landmark public and private spaces and a range of retail options, along with a vibrant residential population, many social agencies and Toronto Metropolitan University.

Please consider the following four (4) questions before submitting a proposal:

1. Have you previously worked in high-visibility, outdoor, and in different working environments with municipalities, Business Improvement Areas, or non-profits that require coordination with multiple stakeholders?

2. Can you quickly mobilize and deliver environmentally responsible work with trained crews and proper equipment - while complying with ESA requirements and workplace safety standards.

3. Can you provide clear and documented results through before/after photos, reporting, and post-job summaries in line with city and industry standards?

4. Do you have a track record of completing projects on time and within budget, while being nimble and resourceful in accommodating factors such as weather, foot traffic, or other special circumstances?

If your response to these four questions is “Yes”, please continue reading and consider submitting.

40 Dundas St. W.
Suite 300, Toronto,
Ontario, M5G 2C2

downtownyonge.com
@downtownyonge



1.0 INTRODUCTION

Established in 2001 along Toronto's iconic Yonge St., the Downtown Yonge Business Improvement Area (DYBIA) is a non-profit organization committed to strengthening the culture and economy of our downtown neighbourhood through programs, partnerships, advocacy and outreach.

A champion for the mixed-use community of 2,000+ businesses and property owners in the heart of downtown Toronto, Downtown Yonge BIA is responsive, inclusive and collaborative, reaching beyond its boundaries to create innovative programs that help drive consistent growth in the community. The Downtown Yonge BIA is engaged in all aspects of the neighbourhood, with a full-time clean streets team and outreach team working in the area, as well as a full suite of events and activations and an extensive data & research portfolio.

Representing more than \$7 billion in commercial real estate, this vibrant downtown district is home to exceptional retail such as CF Toronto Eaton Centre, entertainment mainstays including Sankofa Square (formerly Yonge-Dundas Square), the Ed Mirvish Theatre, the Elgin and Winter Garden Theatres and Massey Hall, and a bustling post-secondary community at Toronto Metropolitan University and Toronto Film School, as well as over 100,000 residents within a 10-minute walk. All of which contribute to some of the highest pedestrian flows in Canada with over 60 million pedestrians annually.

As part of Downtown Yonge BIA's initiative to ensure a welcoming and attractive public realm, a year-round maintenance services are contracted for regular maintenance and cleanliness of public spaces within the Downtown Yonge BIA catchment area. It supplements the services provided by the City of Toronto in the general maintenance of public realm. The services will contribute to a noticeable improvement in the appearance and safety of sidewalks, alcoves, and high-traffic zones.

2.0 PROJECT DETAILS

The objective of this RFP is to engage and select an experienced and reliable Proponent(s) (the "Contractor") to deliver high-quality year-round maintenance services 2026-2027. The Proponent(s) must understand the day-to-day challenges and unique needs of the Downtown Yonge BIA catchment area—including sidewalks, laneways, green spaces, street furniture, alcoves, and other spaces covered in Schedule A—and the complexities of delivering services in a mixed-use urban environment that considers the needs of residents, businesses, and visitors. The contract will start April 1, 2026, to March 31, 2027, with the possibility of extending the contract for up to two years.

Proponents are invited to submit Proposals solely for those service requirements that they are fully capable of delivering to the standards required by Downtown Yonge BIA and its members. A Proposal may address one or multiple service categories, provided that the Proposal clearly demonstrates the Proponent's ability to meet all applicable quality and performance standards.

The Downtown Yonge BIA reserves the right to waive any irregularities in any proposal or to reject any proposal that does not comply with this RFP. Submissions will be evaluated based on criteria established by the Downtown Yonge BIA. Any exceptions to the agreement, or any terms the applicant intends to negotiate, must be clearly stated in the final proposal; otherwise, it will be assumed that the applicant fully understands and will comply with all requirements of the RFP and deliver the expected results set by the Downtown Yonge BIA.



2.1 PERMITS

The Contractor shall be responsible for securing and paying for all permits, licenses, and approvals necessary to perform and deliver the contracted services.

2.2 SUPPLIES AND EQUIPMENT

The Contractor shall provide and be responsible for all equipment, supplies, and resources necessary to effectively deliver the contracted services in accordance with Downtown Yonge BIA standards.

2.3 PERSONNEL

The Contractor shall designate a primary point of contact and/or on-site team leader, with full contact information, to coordinate directly with the Downtown Yonge BIA and ensure consistent daily communication, oversight, and management of all health, safety, and operational matters.

The Contractor shall provide and supervise uniformed staff, ensuring all personnel are properly trained in the use of relevant equipment, materials, and chemicals. Additional training may be provided by the Downtown Yonge BIA, including but not limited to:

- De-escalation techniques and trainings
- Use of centralized reporting platforms
- Other Downtown Yonge BIA-specific procedures

All personnel assigned to Downtown Yonge BIA are required to always wear DYBIA-branded uniforms. Appropriate personal protective equipment (PPE) and seasonal clothing must be worn while performing duties, including but not limited to reflective vests, protective eyewear, gloves, and any other required protective gear. The Contractor shall ensure that all personnel proposed for, and ultimately assigned to, the Services are aware of, understand, and adhere to the Downtown Yonge BIA's Code of Conduct.

It must be understood that any co-branding, incorporating both Downtown Yonge BIA and Contractor logos on uniforms, which are created for Downtown Yonge BIA by your firm, at your cost, become the property of the Downtown Yonge BIA and no additional fees will be paid to the design firm or illustrators for their use, with the exception of changes quoted and approved in advance for each project. Equipment and service vehicles can display both logos if authorized by the BIA, and shall be promptly remove upon completion, termination, or expiry of the Agreement. Title to and possession of all equipment and vehicles shall at all times remain with the Contractor.

3.0 SERVICE REQUIREMENTS

Many services within the Downtown Yonge BIA are performed year-round, weather permitting and contingent on safe working conditions. These services are intended to maintain a clean, safe, and visually appealing environment for businesses, residents, and visitors to the Downtown Yonge area. The maintenance program is organized into three primary service categories:

1. Ground Level Maintenance
2. Graffiti, Stickers, and Vandalism Materials Removal
3. Power Washing and Gum Removal



3.1 SCOPE OF WORK

The Proponent(s) shall provide all necessary labour, supervision, uniforms, equipment, and resources required to perform the services outlined in this RFP/RFQ. The scope of work for each service category may include, but is not limited to, the following:

3.1.1 GROUND LEVEL MAINTENANCE

- Conduct daily inspections of the entire DYBIA zones (Schedule A-1) to identify and prioritize maintenance and cleanliness issues, safety and community engagement, in coordination with other teams and partners
- Daily collection and removal of ground-level debris and litter, including organic material, fecal matter, small obstacles, and loose waste from sidewalks, curbs, identified parks, laneways, and public-facing areas
- Immediate removal of hate-motivated and discriminatory posters from public surfaces, poles, fixtures, and Downtown Yonge BIA-managed assets below 6 feet
- Immediate reporting of hate-motivated and discriminatory materials, graffiti, stickers, and vandalism from public and special surfaces (i.e. heritage buildings), fixtures, and Downtown Yonge BIA-managed assets
- Conduct safe collection, proper disposal, and documentation of harm reduction materials such as needles or sharps, in compliance with municipal and public health regulations and procedures
- Seasonal maintenance such as snow and ice control, leaf removal, and sidewalk weeding
- Spring clean-up to refresh the current state of the entire Downtown Yonge BIA zones as scheduled
- Proper disposal of all collected materials in accordance with municipal regulations
- Immediate reporting of hazardous materials, illegal dumping, or unsafe conditions
- Monitoring and documenting recurring problem areas for proactive maintenance and corrective actions
- Perform handyman services for basic troubleshooting and minor corrective actions for routine operational issues, excluding any work requiring licensed trades, professional certification, or regulatory approvals
- Assist in setting up and teardown of DYBIA events and other related tasks as directed by the events lead
- All work performed shall be reported and documented on the designated centralized platform, and on any required partner or third-party systems (e.g., 311 service request), as directed by Downtown Yonge BIA

3.1.2 GRAFFITI, STICKERS, AND VANDALISM MATERIALS REMOVAL

- Conduct daily inspections of the entire Downtown Yonge BIA zones (Schedule A-1) graffiti, stickers, and vandalism materials, in coordination with other operational teams
- Immediate removal of hate-motivated and discriminatory materials from public and special surfaces, poles, fixtures, and/or as directed by Downtown Yonge BIA, unless specialized equipment or paint is needed
- Removal of graffiti, stickers, posters, and vandalism from public surfaces, heritage buildings, fixtures, and Downtown Yonge BIA-managed assets above ground and/or as directed by Downtown Yonge BIA
- Use appropriate cleaning products and methods to prevent damage to underlying surfaces and assets
- Cleaning, removal, or restorative actions on vandalized infrastructure and private property as per request
- Ensures adhesives are properly removed from poles and other surfaces, and sanding/painting as necessary
- All work performed shall be reported and documented on the designated centralized platform that may include before and after photographs of all graffiti, stickers, posters, and vandalism work removal

3.1.3 POWER WASHING AND GUM REMOVAL

- Conduct daily inspections of Yonge Street and Elm Street (Schedule A-2) for stains, organic waste, fecal matter residue, strong odors, debris, *etc.*, in coordination with other operational teams
- Perform regular power washing and steam cleaning, weather permitting, of gum, stains, debris, and other surface contaminants and materials identified during the daily inspection or reported by the operations team



- Spot power washing shall be conducted year-round, weather permitting, of high-traffic or visibly impacted locations along Yonge Street and Elm Street, including areas in the vicinity of trash bins and alcoves
- Use appropriate cleaning products and methods to prevent damage to underlying surfaces and assets, including environmentally safe detergents in compliance with municipal standards
- Conduct general power washing of Yonge Street, all major intersections, and other Downtown Yonge BIA-identified areas, including parks and laneways, as part of spring cleanup project, extending up to 20 feet beyond the curb line where required
- All work performed shall be reported and documented on the designated centralized platform that may include before and after photographs of power wash and gum removal works

Coordination of service times to minimize disruption to businesses, residents, and pedestrians must be taken into consideration when performing work. Additional work may be added as the need arises. The Contractor shall perform such work following mutual agreement on pricing and timelines when necessary. Downtown Yonge BIA reserves the right to modify the scope of work with after appropriate discussions and adequate notice to the contractor.

3.2 PERFORMANCE STANDARDS AND EXPECTATIONS

The Contractor and all personnel assigned to the Downtown Yonge BIA shall maintain the highest standards of quality, consistency, and professionalism as representatives of the organization. All work shall be performed to the satisfaction of the Downtown Yonge BIA and in accordance with the performance standards outlined below and any additional expectations established by the Downtown Yonge BIA. At a minimum, the Contractor shall ensure that:

- Services are performed on schedule and within agreed timeframes, weather permitting,
 - Litters, fecal matter, organic materials, and ground debris – immediate or within 6-hour period
 - Hate-motivated and discriminatory materials – immediate or within a 24-hour period
 - Graffiti, stickers, posters, and vandalism above ground – immediate or within 24-hour period
 - Stains, fecal matter residue, and other surface contaminants – within 24-hour period
 - Other vandalism and large abandoned materials – immediate or within 72-hour period
- Public spaces are kept free from litter, debris, and safety hazards
- Contractor personnel are professional, wear uniforms or otherwise comply with Downtown Yonge BIA Code of Conduct, and are easily identifiable in public
- Equipment, tools, and service vehicles (if any) are properly maintained, environmentally responsible, and appropriate for the scope of work.
- Deficiencies identified by the Downtown Yonge BIA are corrected promptly at no additional cost
- All communication and recordkeeping are accurate and timely
- All personnel and subcontractors must be WSIB complaint and have undergone relevant trainings
- Completeness and accuracy of reporting and documentation using the designated centralized platform

Additional performance standards may be identified by Downtown Yonge BIA during the course of the agreement.

3.3 STAFFING REQUIREMENTS

The Contractor shall provide adequate staffing to perform all required services in accordance with the schedule and standards set forth in this contract. This may include, but is not limited to, the following:

- Staff Qualifications: All assigned personnel shall possess the necessary skills, certifications, and experience appropriate to their assigned tasks.
- Training: The Contractor shall provide ongoing training to ensure that all employees are familiar with the Downtown Yonge BIA and City of Toronto procedures, safety requirements, and performance expectations.



- Supervision: A qualified team leader shall be designated to oversee daily operations, serve as the primary point of contact with the Downtown Yonge BIA, and ensure task assignments and set daily team priorities.
- Personnel Identification and Work Wear: All personnel shall always be in DYBIA-branded uniform, easily identifiable, and wear weather-appropriate while on site and engaging with members and events.
- Substitutions: The Contractor shall not replace or substitute personnel without prior notice to, and approval from, the Downtown Yonge BIA, except in cases of emergency. Replacement personnel must be of equal or greater competency and approved by the Downtown Yonge BIA when possible.

The Downtown Yonge BIA reserves the right to request the removal and replacement of any personnel whose performance, conduct, or compliance with RFP/RFQ requirements is deemed unsatisfactory.

3.4 EQUIPMENT, MATERIALS, AND SUPPLIES

The Contractor—whether awarded one or multiple service categories—is responsible for supplying and maintaining all tools, materials, equipment, and/or vehicles necessary to safely and efficiently perform the work within their awarded scope. Equipment, materials, and supplies include, but are not limited to:

- Debris and litter removal tools (e.g. brooms, litter pickers, handheld scrapers, and collection receptacles)
- Graffiti and sticker removal tools (e.g. scrapers, brushes, and environmentally safe cleaning agents)
- Power tools, equipment, or machine (e.g. pressure washers, surface cleaners, leaf blowers,)
- Personal protective equipment (PPE) and weather-appropriate clothing for all staff
- Approved cleaning and environmentally safe materials
- Fuel, replacement parts, and consumables for Contractor-owned equipment
- All equipment, tools, and machines shall be in good working condition, meet applicable safety standards, and be operated only by trained and/or certified personnel

3.5 INSPECTION, REPORTING, AND COMMUNICATION REQUIREMENTS

The Contractor shall be accountable for inspecting assigned areas, identifying work requirements, and assigning tasks as necessary. Any issues beyond their scope shall be promptly reported to the Downtown Yonge BIA for escalation. The Contractor and designated representative must maintain ongoing communication with the Downtown Yonge BIA to ensure transparency, accountability, and effective service delivery. Reporting and documentation requirements include, but not limited to:

- Summary of work priorities and any leftover issues during the daily huddle
- Immediately submit reports for any accident, hazard, or equipment malfunction that will impede operations
- Review service quality, address challenges, and discuss process improvements
- Maintain a record of client requests, complaints, and corresponding responses
- Responsible for closing tickets or reports once assigned tasks have been completed and verified

The Contractor shall coordinate directly with Property Managers or Business Owners to access water sources from buildings where available. The Contractor shall notify the Downtown Yonge BIA and its designated representative of any communications or interactions with Property Owner(s) and construction crews observed onsite, including discussions intended to identify the nature and expected timeline of any unplanned or sudden construction activities.

Mobile devices may be issued to selected personnel assigned to the Downtown Yonge BIA for asset management and reporting. The same devices may be used to communicate with Downtown Yonge BIA staff via phone call, text message, or approved online software. The Contractor shall ensure that all onsite personnel are able to maintain effective communication with the Downtown Yonge BIA staff. Crews must have the capability to take and transmit



photos to the designated Downtown Yonge BIA contact as part of issue reporting and task verification, using either DYBIA-issued devices or Contractor-provided devices, subject to Downtown Yonge BIA approval.

All devices, software, or communication tools used for DYBIA operations—whether issued by the Downtown Yonge BIA or provided by the Contractor—must be used exclusively for DYBIA-related work during contracted activities and in accordance with Downtown Yonge BIA requirements. Downtown Yonge BIA requires robust data capture to track issues, monitor progress, and document resolutions within the DYBIA catchment area. Contractors must report all identified issues and completed work through a centralized system platform. Training on the use of this reporting system will be provided by the Downtown Yonge BIA.

3.6 HEALTH, SAFETY, AND ENVIRONMENTAL REQUIREMENTS

The Contractor is responsible for the health and safety of all personnel engaged in the delivery of services under this agreement. All work shall be performed in compliance with applicable federal, provincial, and municipal health, safety, and environmental legislation, including but not limited to the Occupational Health and Safety Act (OHSA) and its associated regulations.

- The Contractor shall implement and maintain a comprehensive Health and Safety Program to ensure the protection of all workers, the public, and property
- All personnel must always work in a safe and professional manner
- All workers shall wear appropriate Personal Protective Equipment (PPE) and weather-appropriate clothing in DYBIA-branded uniforms, including but not limited to reflective vests, protective eyewear, gloves, and protective clothing
- The Contractor shall ensure that Material Safety Data Sheets (MSDS/SDS) for all applicable products are maintained on-site and available for inspection at any time
- Any accident, injury, near miss, or safety-related incident shall be immediately reported to the DYBIA and, as applicable, to relevant authorities (e.g., Ministry of Labour, police, or emergency services)
- The Contractor shall maintain all required insurance coverage, including but not limited to commercial general liability, automobile liability, and any other coverage
- Provide proof of current WSIB (or equivalent workers' compensation) coverage throughout the contract term
- The Contractor is required to adhere to all City of Toronto and Province of Ontario safety guidelines and follow all relevant worksite procedures

The City of Toronto has declared a Climate Emergency. Accordingly, all services provided under this Contract shall align with the City's sustainability and environmental objectives. The Contractor shall:

- Use environmentally responsible cleaning products and materials that meet or exceed the City of Toronto's green procurement standards and applicable municipal, provincial, and federal environmental requirements
- Implement and maintain effective waste reduction, recycling, and disposal practices in full compliance with the City of Toronto and Provincial regulations
- Take all reasonable measures to minimize adverse environmental impacts arising from operations, including but not limited to emissions, chemical usage, water consumption, and noise
- Ensure that all cleaning materials, methods, and processes comply with all applicable Provincial regulations and City bylaws related to environmental protection and waste management. This includes adherence to all standards governing the use, storage, and disposal of winter maintenance materials and processes

All assigned work or task shall be performed in compliance with applicable occupational health and safety legislation, and all personnel shall be trained and/or certified as required to safely operate the necessary equipment. Failure to



comply with the health, safety, environmental, and sustainability requirements may be considered a breach of contract and could result in corrective action, up to and including termination of the Agreement.

3.7 ROLES AND RESPONSIBILITIES OF THE TEAM COMPOSITION

Proponents shall submit a detailed description of their proposed team composition for each service category included in their submission. Where a Proponent bids on multiple categories, shared and dedicated resources shall be clearly identified. Proposals shall demonstrate that the proposed team structure, defined roles, staffing levels, and assigned accountability are sufficient to meet all applicable Service Requirements and performance standards set by Downtown Yonge BIA for the category or categories proposed. Proponents are encouraged to clearly articulate roles, accountability, relevant experience, and continuity of service, as this information will be considered in the evaluation of proposals.

4.0 PROPOSAL EVALUATION AND SELECTION PROCESS

Each proposal will be reviewed to determine if it meets all submission requirements. Downtown Yonge BIA reserves the right to reject any proposal that is conditional, incomplete, or contains irregularities. Downtown Yonge BIA may, at its sole discretion, waive an immaterial deviation in a proposal; however, such waiver will in no way modify the requirements or relieve the contractor of the obligation to comply fully with the specifications if awarded the contract.

This is a blind RFP. Proponent identifying information shall not appear in any part of the proposal, unless otherwise stated in Section 5.2. All proposals will be evaluated without disclosure of the submitting proponent's identity to ensure a fair, transparent, and impartial selection process. Downtown Yonge BIA reserves the right to reject or deem non-compliant any proposal that does not adhere to these requirements.

4.1 EVALUATION CRITERIA

Proposals will be evaluated according to the following criteria. The evaluation process will assess each proponent's understanding of the work, approach, experience, resources, and competitiveness.

Criteria	Description
Capacity, Staffing, and Resources	The suitability, condition, and adequacy of equipment, labour, materials, and resources proposed for service delivery. Evaluation will consider the proponent's capacity and readiness to perform all required work.
Experience and Past Performance	Demonstrated experience providing comparable services, on high-traffic environments. Evaluation will consider: <ul style="list-style-type: none"> • Past performance on similar projects • Experience of key personnel assigned to this contract • Feedback from references and/or other BIAs and the City of Toronto
Health, Safety, and Quality Assurance	Comprehensiveness of the health and safety plan and the robustness of the proponent's quality assurance and monitoring practices.
Innovation and Efficiency	Demonstrate innovative tools, techniques, technologies, or operational systems that can be considered and implemented to increase the efficiency, effectiveness, and reliability of maintenance services. It should clearly explain how the innovation works, the benefits it provides, and how it will integrate with Downtown Yonge BIA.



Maintenance Plan and Methodology	<p>Quality, clarity, and practicality of the proposed maintenance plan, including, but is not limited to:</p> <ul style="list-style-type: none"> • Daily schedules (if applicable) • Year-round staffing and team composition including seasonality staffing • Sustainability and waste diversion practices • Monitoring and quality assurance measures • Safety plan and procedures • Ability to adapt to a dynamic and changing downtown environment
Pricing and Value	Competitiveness and reasonableness of the proposed pricing in relation to the scope of work, as well as the Contractor's ability to deliver optimal service quality and value at an acceptable cost.
Understanding of the Area and Scope	Demonstrated understanding of Downtown Yonge BIA catchment area, including key challenges such as high pedestrian and vehicular traffic, litter accumulation, and public space. Evaluation will also consider the proponent's approach to addressing these challenges and their understanding.

Note: Downtown Yonge BIA reserves the right to request clarification, additional information, or presentations from any proponent during the evaluation process. Proponent(s) must be **Canadian legal entities, incorporated or otherwise legally registered and authorized to carry on business in Canada**, and shall confirm their status in their submission. Supporting documentation may be requested. Submissions from Proponents unable to demonstrate Canadian legal status will be considered non-compliant and disqualified.

4.2 INTERVIEWS AND/OR PRESENTATIONS

Downtown Yonge BIA reserves the right to interview the top-ranked contractors in person, virtually, or by phone. During the interview, contractors may be asked to present a detailed plan for the area, including additional recommendations to enhance service to the Downtown Yonge neighborhood. Failure to attend the interview will be deemed non-responsive and will result in elimination from further consideration.

4.3 AWARD NOTIFICATION

After initial review, evaluation, and clarifications, the Downtown Yonge BIA will shortlist contractors deemed most qualified to deliver the service(s) and begin interviews and negotiations. Upon submission of revised proposals and a final evaluation, the contract(s) will be awarded, and parties will enter into an agreement for the work in accordance with the specifications. The successful contractor(s) will be required to provide additional documentation prior to contract execution, including but not limited to:

- A copy of the WSIB certificate
- A certificate of insurance naming Downtown Yonge BIA and the City of Toronto as additionally insured

4.4 SELECTION PROCESS SCHEDULE

January 6, 2026 – Release of the RFP

January 14, 2026 (no later than 3PM) – Letter of Intent to Submit a Proposal

****Contractors unable to attend the site walk must note this in their cover letter and may still submit a proposal**

January 15, 2026 – Site Walk / Walkthrough with DYBIA & Initial Q&A

****Contractors will receive meet up location and time after the letter of intent submission**

January 19, 2026 – Deadline for Additional Questions



January 23, 2026 – Last Day for Downtown Yonge BIA Responses to Questions
 January 28, 2026 (no later than 3PM) – Proposal Submission Deadline
 January 29 – February 13, 2026 – Proposal Review, Evaluation, and Clarifications
 February 18 – 20, 2026 - Presentations, Interviews, and Negotiations
 February 24, 2026 (no later than 3PM) – Submission of Revised Proposals
 February 25 – 27, 2026 – Final Evaluation and Contractor Selection
 March 2, 2026 – Announcement and Award Issued to Successful Contractor

5.0 PROPOSAL CONTENT REQUIREMENTS

Proponent(s) must provide sufficient detail in their submissions to demonstrate their qualifications, approach, and ability to successfully deliver the required services. The documents that will be submitted to Downtown Yonge BIA should be organized in the following order with no identifying marks. Upon receipt of the Letter of Intent, Downtown Yonge BIA will assign a unique Proposal ID to each respondent following submission of the Letter of Intent.

5.1 LETTER OF INTENT TO SUBMIT A PROPOSAL

Cover Letter	A brief introductory letter summarizing the proponent's interest in the project. The letter should demonstrate an understanding of the Downtown Yonge BIA required services, areas covered and its challenges, and the commitment to providing high-quality street cleaning and litter management services.
Company Profile and Experience	Overview of the proponent's organization, including legal name of the Canadian entity, years in business, areas of expertise, and relevant certifications or licenses. Include details demonstrating experience providing similar services in high-traffic urban environments.
Relevant Projects and References	Provide at least two (2) examples of comparable projects or service contracts, preferably within downtown or BIA-managed areas. Each example should include: <ul style="list-style-type: none"> • Project description and scope • Contract duration and approximate value • Client name and contact information for reference checks • Key challenges encountered and how they were addressed
Service Delivery Approach & Competitive Advantage	Proponents shall describe their overall approach and competitive advantage in delivering the required street cleaning and litter management services. This section should clearly articulate how the proponent's offering provides added value to the Downtown Yonge BIA. Proponents can address the following, but not limited to: Scope of Services Offered, Value-Added Offerings, Technology and Tools, Operational Advantage or Model, <i>etc.</i>

5.2 YEAR-ROUND MAINTENANCE SERVICE PROPOSAL

Cover Page	The proposal cover page shall be the sole location in the proposal where proponent identifying information may appear. The cover page may include the proponent's name, logo, or other identifying information. No identifying information shall appear elsewhere in the proposal, and the reverse side of the cover page shall be left blank.
Methodology and Work Plan	Describe the proposed approach to performing the required services, including: <ul style="list-style-type: none"> • Understanding of local conditions and challenges



	<ul style="list-style-type: none"> • Work methodology, equipment to be used, and performance standards • Monthly and daily maintenance schedules • Sustainability initiatives and waste management practices
Staffing Plan, Key Roles, Equipment, and Resources	Identify the key roles (not names), its description, and anticipated responsibilities assigned to this contract. The proposal should outline the team composition, shift structure, year-round staffing schedule, and staff training programs. This section includes tools, materials, equipment, technology, or vehicles necessary to safely and efficiently perform the work.
Health and Safety Practices	Provide an overview of the company's health and safety program, including policies, training, and procedures in place to protect staff, the public, and property. Include any certifications or compliance documentation (e.g., WSIB, COR, etc.).
Quality Control or Assurance Plan	Describe how performance and service quality will be monitored and maintained. Include details on inspection procedures, reporting mechanisms, and any technology or tools used for tracking performance and service requests.
Pricing and Fee Schedule	Proponents can present and explain their pricing breakdown and schedule of payment, including what is included, any exclusions, and assumptions about the services, staffing, equipment, or other factors. It should be clear and transparent pricing in Canadian Dollars that aligns with the RFP/RFQ Service Requirements. (<i>see Schedule B</i>)
Optional and Value-Added Services	Outline any optional or value-added services that may enhance overall service delivery, efficiency, or community impact (e.g., community engagement initiatives, use of electric equipment, verse in DYBIA partners' app like 311, etc.).

The Schedule section contains reference materials provided for the proponent's convenience only. It does not relieve the proponent of its obligation to ensure that all the required information applicable to the category or categories for which it is submitting is fully completed, accurate, and included in the proposal.

6.0 RFP/RFQ RULES, TERMS, AND CONDITIONS

6.1. RESPONSIBILITIES OF THE SERVICE-PROVIDER (CONTRACTOR(S))

It is the Contractor(s)' responsibility to become familiar with, and comply with, Downtown Yonge BIA's purchasing policies, if applicable. The Contractor(s) shall, at its sole cost and expense, comply with all applicable federal, provincial, and municipal laws, regulations, and bylaws, including but not limited to the Employment Standards Act, 2000 (Ontario) and its regulations.

The Contractor(s) is solely responsible for the timely payment of wages, benefits, vacation pay, public holiday pay, overtime, and all other obligations owing to its employees or subcontractors.

Delays in payment by the Downtown Yonge BIA or any third-party service provider shall not relieve the Contractor of its obligations under the Employment Standards Act, 2000 (Ontario). Any failure to comply with the Employment Standards Act, 2000 (Ontario) shall constitute a material breach of the Contract. Upon request, the Contractor shall provide written confirmation of compliance with applicable employment legislation.

6.2. CONFIDENTIALITY

Confidentiality of records and information relating to this work must be always maintained.



All correspondence, documentation and information provided by the Downtown Yonge BIA to any Proponent(s) in connection with, or arising out of this RFP, or the acceptance of any Proposal:

- Remains the property of Downtown Yonge BIA
- Must be treated as confidential; and
- Must not be used for any purpose other than replying to this RFP and for the fulfillment of any related subsequent contract.

All correspondence, documentation, and information provided to staff of the BIA by any Proponent(s) in connection with, or arising out of, this RFP and submission of any Proposal will become the property of Downtown Yonge BIA.

Any information in the quote material or proposal which is not specifically identified as confidential will be treated as public information.

All correspondence, documentation and information provided to the Evaluation Team may be reproduced for the purposes of evaluating the Proponent s' submission to this RFP.

Confidential Property is used in this RFP/RFQ to include all data, documentation, and other information and part thereof, including, without limitation, that relating to the BIA's business plans, business organization and systems, suppliers or members including their names, addresses and preferences, financial structure, financial information, employees, employee relationships, employee lists and data and other information relating to the foregoing. Notwithstanding the above, any information or property that, at the time of the successful Contractor(s) starting the work, was public information or subsequently has been disclosed in the media or otherwise shall not be considered Confidential Property.

The successful Contractor(s) agrees with Downtown Yonge BIA that during the period of his/her engagement the Confidential Property and each and every part shall be deemed to be Confidential Property and constitute valuable trade secrets of Downtown Yonge BIA.

The Confidential Property is and shall be deemed to be owned solely by, and constitute valuable trade secrets of, the Downtown Yonge BIA and the right to maintain Confidential Property constitutes an exclusive proprietary right of Downtown Yonge BIA, which they are entitled to protect. The successful Contractor(s) does not and shall be deemed not to have any right to, or proprietary interest in, such Confidential Property.

In addition, the successful Contractor(s) covenants and agrees:

- To at all times treat all and every part of the Confidential Property as strictly confidential whether or not it is so marked or otherwise expressed on its face;
- To not copy, in whole or in part, the Confidential Property; and
- To not disclose or transfer to any third party or parties the Confidential Property without the prior written consent of Downtown Yonge BIA.

Upon the completion of the project, the successful Contractor(s) will return any Confidential Property received by him/her to the Downtown Yonge BIA.

The successful Contractor(s) agrees that all covenants, provisions and restrictions contained in this document are reasonable and valid and hereby waives all defence to the strict enforcement thereof.



6.3 CONFLICT OF INTEREST STATEMENT

In its quotation the Proponent(s) must disclose to Downtown Yonge BIA any potential conflict of interest that might compromise the performance of the work. If such a conflict of interest does exist, Downtown Yonge BIA may, at its discretion, refuse to consider the Proposal.

The Proponent(s) must also disclose whether it is aware of any Downtown Yonge BIA employee, Downtown Yonge BIA board member, or Downtown Yonge BIA committee member having a financial interest in the Contractor(s), and the nature of that interest. If such an interest exists or arises during the evaluation process, or the negotiation of the Agreement, the Downtown Yonge BIA may, at its discretion, refuse to consider the Proposal or withhold the awarding of any Agreement to the Contractor(s) until the matter is resolved to the Downtown Yonge BIA's sole satisfaction.

If, during the Proposal evaluation process or the negotiation of the Agreement, the Proponent(s) is retained by another client giving rise to a potential conflict of interest, then the Proponent(s) will so inform Downtown Yonge BIA. If Downtown Yonge BIA requests, then the Proponent(s) will refuse the new assignment or will take such steps as are necessary to remove the conflict of interest concerned.

Contractor(s) are cautioned that the acceptance of their Proposal may preclude them from participating as a Proponent(s) in subsequent projects where a conflict of interest may arise. The Proponent(s) for this project may participate in subsequent/other Downtown Yonge BIA projects provided the Contractor(s) has (have) satisfied prequalification requirements of the BIA, if any, and in the opinion of Downtown Yonge BIA, no conflict of interest would adversely affect the performance and successful completion of an Agreement by the Contractor(s).

6.4 NON-COLLUSION

A Proponent(s) shall not discuss or communicate, directly or indirectly, with any other Proponent(s) or their agent or representative about the preparation of the Proposal. Each Proponent shall attest that its participation in the RFP process is conducted without any collusion or fraud. If the BIA discovers there has been a breach of this requirement at any time, the BIA reserves the right to disqualify the Proposal or terminate any ensuing Agreement.

Notwithstanding the foregoing, **Proponent(s) may participate jointly in the preparation and submission of a Proposal through a consortium, alliance, joint venture, or similar arrangement, provided that such relationship is fully disclosed to Downtown Yonge BIA in writing prior to the submission of the Proposal.** Any joint submission must clearly identify all participating parties and their respective roles. Proponents participating in such arrangements shall be deemed to be acting on a clean and transparent basis and shall not be considered in breach of the non-collusion requirements.

6.5 RIGHT TO REJECT

Downtown Yonge BIA, at its discretion may: select any one Proposal; select part of one or a combination of more than one Proposal; or reject any or all or part of any or all Proposal. Downtown Yonge BIA is not obligated to select the Proposal with the lowest price. Downtown Yonge BIA reserves the right to negotiate with any or all Proponents. Subject to the other provisions of the RFP, the criteria specified are the sole criteria, which will be used for the evaluation of the Proposal.



6.6 NO ADJUSTMENTS TO PROPOSALS

No unilateral adjustments by Proponent(s) to submitted Proposal will be permitted. Proponent(s) may withdraw their Proposal prior to the closing date and time by notifying Downtown Yonge BIA in writing. Proponent(s) who have withdrawn a Proposal may submit a new Proposal, which must be received by Downtown Yonge BIA, under the same terms as outlined above. After the closing date and time, the Proposal is binding on the Proponent(s). If Downtown Yonge BIA requires clarification of a Proponent(s)' Proposal, that Proponent(s) will provide a written response for clarification which shall then form part of the Proponent(s)' Proposal.

6.7 COMMUNICATION

Proponent(s) are requested to identify one individual by name, address and telephone number who will act as the Proponent(s) contact with Downtown Yonge BIA with regard to this project. It is the responsibility of the Proponent(s) to understand all aspects of the RFP and to obtain clarification, if necessary, before submitting their Proposal.

6.8 ADDENDUM

An addendum, should one be necessary, will be issued to all companies that were issued the RFP, or in the case of a mandatory site meeting those companies that registered at the mandatory meeting. Only answers to issues of substance will be sent out to all bidders. The DYBIA reserves the right to revise this RFP up to the submission date.

Any revisions shall be included in an addendum to the RFP distributed to all Proponent(s). When an addendum is issued the date for submitting Proposals may be changed by the BIA if, in its opinion, more time is necessary to enable Proponent(s) to revise their Proposals. The addendum shall state any changes to the Proposal submission date. All Proponent(s) must acknowledge receipt of RFP documents and all addenda in their Proposals.

6.9 PERIOD OF VALIDITY OF PROPOSALS AND AGREEMENT

Proposals submitted shall be irrevocable and binding on Proponent(s) from the date of the Proposal submission to the date the successful Proposal is selected by the Evaluation Team and/or the chief administrative officer or his designate, and the successful Contractor(s) executes a service Agreement with the Downtown Yonge BIA.

6.10 NO ASSIGNMENT

The successful Contractor(s) shall not assign any part of the project which may be awarded to it under the Agreement without the prior written consent of the BIA, which consent shall not be unreasonably withheld. However, such written consent shall not under any circumstances relieve the successful Contractor(s) of its liabilities and obligations under this RFP and any Agreement negotiated.

6.11 FAILURE OR DEFAULT OF CONTRACTOR(S)

If the Contractor(s), for any reason, fails or defaults in respect of any matter or thing which is an obligation of the Contractor(s) under the terms of the RFP, Downtown Yonge BIA may disqualify the Contractor(s) from the RFP and/or from competing for future tenders or RFPs issued by Downtown Yonge BIA. In addition, the Downtown Yonge BIA may at its option:

- Consider that the Contractor(s) has withdrawn any offer made, or abandoned the Agreement if the offer has been accepted, whereupon the acceptance, if any, of the Downtown Yonge BIA shall be null and void; or
- Require the Contractor(s) to pay Downtown Yonge BIA the difference between its Proposal and any other Proposal which DYBIA accepts, if the latter is for a greater amount and, in addition, to pay DYBIA any cost



which DYBIA may incur by reason of the Contractor(s) failure or default. Further, the Contractor(s) will indemnify and save harmless the Downtown Yonge BIA, its officers, employees and agents from all loss, damage, liability, cost, charge and expense whatever which it, they or any of them may suffer, incur or be put to by reason of such default or failure of the Contractor(s).

6.12 RESOURCE COMMITMENTS

The Contractor(s) must make available appropriately skilled workers, consultants or sub-contractors and must be able to provide the necessary materials, tools, machinery and supplies to carry out the project. These resources must be available on a dedicated basis, as required, to execute the project with due care, skill and efficiency.

6.13 USE OF PROPOSALS, PROPRIETARY INFORMATION, AND INDEMNITY

Proponents are reminded that by submitting a Proposal, they are providing Downtown Yonge BIA with information that may be used to evaluate their submission and, if selected, to administer any resulting Agreement. The following terms outline how the Downtown Yonge BIA may use such information and the responsibilities of Proponents regarding intellectual property and confidentiality.

- Identification of Confidential Information: Proponents should clearly identify any portions of their Proposal that contain confidential or proprietary information.
- Use of Proposal by BIA: By submitting a Proposal, each Proponent grants Downtown Yonge BIA a non-exclusive, royalty-free license to use, reproduce, and evaluate the Proposal solely for this RFP process and any resulting Agreement. This applies to both standard Proposal content and any innovative approaches, alternative solutions, or collaborative methods. Ownership and other intellectual property rights remain with the Proponent, and nothing here waives rights beyond what is needed for evaluation and administration.
- Protection of Confidential Information: Downtown Yonge BIA will exercise reasonable care to protect any confidential or proprietary information identified by the Proponent, consistent with applicable law.
- Intellectual Property Responsibility and Indemnity: Each Proponent represents that its Proposal does not infringe any third-party intellectual property rights and shall indemnify and hold harmless the Downtown Yonge BIA, its staff, and consultants against claims arising from such infringement.
- Limitation: Nothing in this clause requires a Proponent to waive moral rights or proprietary methods beyond what is necessary for the BIA to evaluate the Proposal and administer the resulting Agreement.

6.14 INSURANCE

The Downtown Yonge BIA will require insurance from the successful Contractor(s) in amounts, and with terms satisfactory to, the Downtown Yonge BIA including liability and professional liability coverage at minimum.

7.0 BACKGROUND READING

A consideration in the selection of a proposal will be the understanding of the Downtown Yonge BIA. To this end, respondents can review the following documents and resources for more information:

- [Downtown Yonge BIA boundary map](#)
- [Downtown Yonge BIA Annual Report 2024](#)
- [Strategic Plan 2023-2028](#)
- [End of Year AGM video 2024](#)



8.0 SUBMISSION DETAILS

All submissions must be sent electronically to bia@downtownyonge.com. Submissions sent by any other method will not be accepted. Proposals will not be considered unless they are received by the specified date and time at the specified address. **Please note the following two significant submission dates:**

1. Letter of Intent

- Submit **one (1) electronic PDF copy** by **3:00 PM on January 14, 2026**.
- **Email subject line:** “Attention DYBIA: RFP 2026-2027 Maintenance Services Letter of Intent – [Proponent Name]”

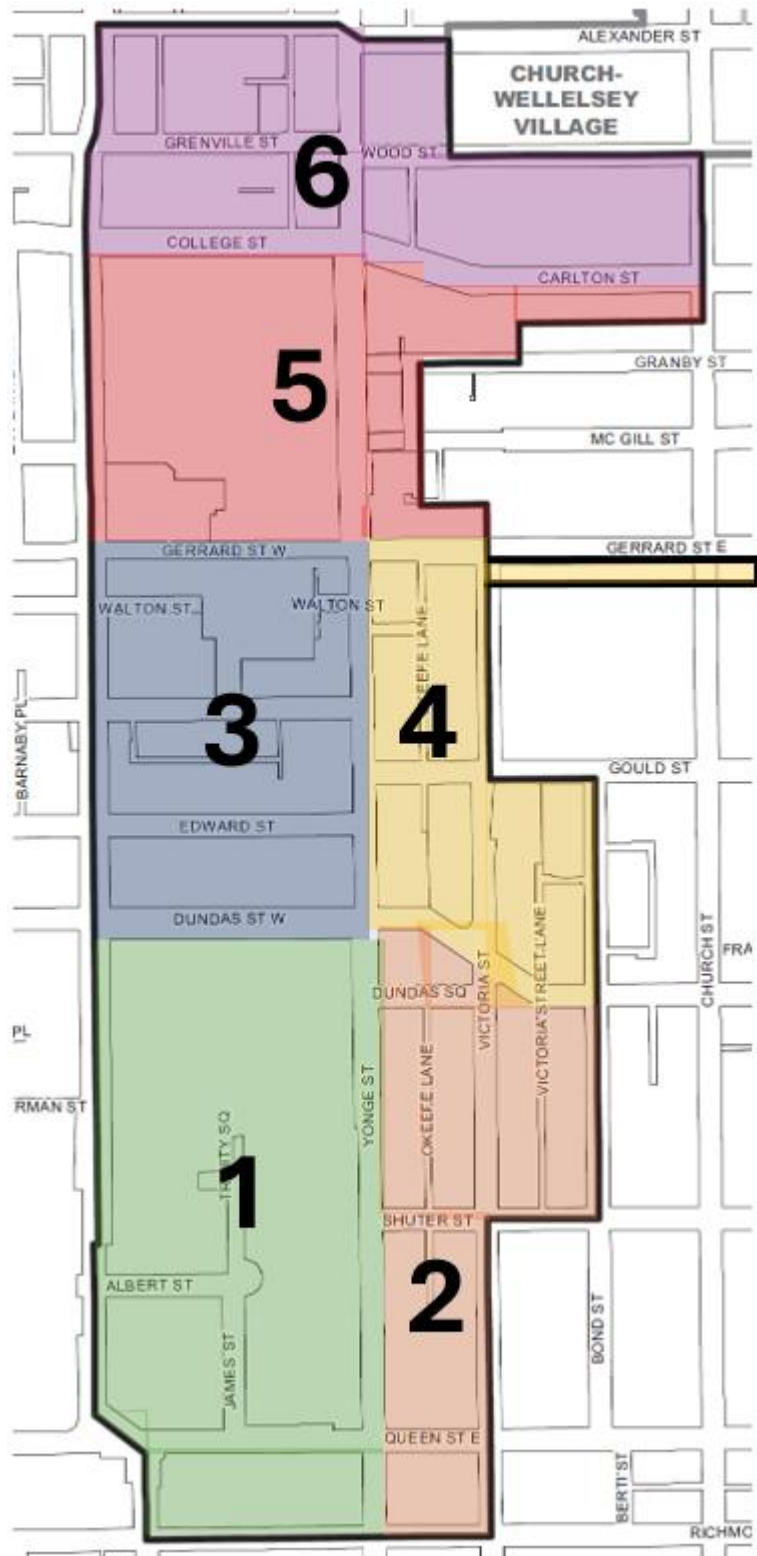
2. Year-Round Maintenance Services Proposal

- Submit **one (1) electronic PDF copy** by **3:00 PM on January 28, 2026**.
- **Email subject line:** “Attention DYBIA: RFP 2026-2027 Maintenance Services Proposal – [Proponent Name]”



SCHEDULE A: DOWNTOWN YONGE BIA ZONE MAP

SCHEDULE A-1: CURRENT ZONING MAP



A detailed map of the Church-Wellesley Village area. The map shows a grid of streets including Alexander St, Grenville St, College St, Wood St, Carlton St, Granby St, McGill St, Gerrard St W, Walton St, Edward St, Dundas St W, Dundas Sq, Victoria St, Victoria St E, Church St, Bond St, Bert St, Richmond St, Queen St E, Shuter St, York St, Okeefe Lane, Trinity Sq, James St, Albert St, Rman St, Barnaby Pl, and Gould St. The map is divided into several numbered zones: N3 (orange, top), N2 (yellow, upper middle), N1 (purple, middle), W1 (yellow, left), O (red, center), S1 (blue, lower middle), and S2 (green, bottom). The zones are arranged in a vertical column, with N3 at the top, followed by N2, N1, O, S1, and S2. W1 is a horizontal zone to the left of N1. The zones are labeled with their respective numbers in large black font.



SCHEDULE B: PRICE BREAKDOWN FORM

A. Bidder Information

Bidder ID Number _____

Respondents may bid on one or multiple categories. All pricing shall be provided in **Canadian Dollars**. All costs must represent a **12-month period**, inclusive of labour, materials, equipment, and all associated charges. Please complete only the sections of the form that pertain to your bid.

Year-Round Maintenance ☐ Ground Level Maintenance

Services Categories ☐ Graffiti, Stickers, and Vandalism Materials Removal

☐ Power Washing and Gum Removal Services

Note: Bidders must not include company names, logos, or any identifying information

B. 12-Month Period Contract Price

Description	Annual Cost
Category 1: Ground Level Maintenance	
Category 2: Graffiti, Stickers, and Vandalism Materials Removal	
Category 3: Power Washing and Gum Removal	
Total Base Annual Contract Amount	

C. Monthly Payment Breakdown

Month	Category 1	Category 2	Category 3	Total Monthly Cost
April 2026				
May 2026				
June 2026				
July 2026				
August 2026				
September 2026				
October 2026				
November 2026				
December 2026				
January 2027				
February 2027				
March 2027				
Total Amount				

Note: Total Amount must match the Total Base Annual Contract Amount in the previous section



D. Annual Service Category Cost Breakdown

Category 1: Ground Level Maintenance	
Total Annual Labour <i>(including wages, benefits, and payroll costs)</i>	
Equipment, Tools, and Machinery <i>(owned or rented)</i>	
Materials and Supplies	
Administration and Overhead <i>(including management, supervision, insurance, etc.)</i>	
Contingencies (optional)	
Total Estimated Annual Cost	

Category 2: Graffiti, Stickers, and Vandalism Materials Removal	
Total Annual Labour <i>(including wages, benefits, and payroll costs)</i>	
Equipment, Tools, and Machinery <i>(owned or rented)</i>	
Materials and Supplies	
Administration and Overhead <i>(including management, supervision, insurance, etc.)</i>	
Contingencies (optional)	
Total Estimated Annual Cost	

Category 3: Power Washing and Gum Removal	
Total Annual Labour <i>(including wages, benefits, and payroll costs)</i>	
Equipment, Tools, and Machinery <i>(owned or rented)</i>	
Materials and Supplies	
Administration and Overhead <i>(including management, supervision, insurance, etc.)</i>	
Contingencies (optional)	
Total Estimated Annual Cost	

Note: Total Estimated Annual Cost must match the Annual Cost Amount per Category in the previous section

E. Assumptions, Exclusions, and Conditions

Respondents must list any assumptions, exclusions, and/or limitations or conditions that influence their pricing.

Assumptions	
Exclusions	
Limitations or conditional pricing	



SCHEDULE C: STAFFING PLAN, ROLES, EQUIPMENT, AND RESOURCES

Role	Months	Schedule
Inspector	April 2026 – March 2027	6 AM – 8 AM
Team leader	April 2026 – March 2027	8 AM – 4 PM
Relief Staff	June – Sept 2026; As needed	10 AM – 6 PM
Equipment	Months	Usage
Leaf blower	Sept 2026 – Nov 2026	
Pressure Washer	April 206 – Oct 2026	
Other Resources	Months	Usage
Mobile ABCXYZ	April 2026 – March 2027	Team communication and reporting

Note: The information provided is for **reference purposes only**. Proponents can add additional columns or rows, provided that all essential information requirements outlined in Section 6.2 are clearly addressed and reflected in the submitted proposal.

SCHEDULE D: DISCLOSURE OF SUBCONTRACTORS AND INFORMATION

The bidder shall declare and describe the use of any subcontractor(s), including the specific scope of work each subcontractor is intended to perform. The bidding contractor shall also provide information regarding available equipment in accordance with Schedule C.

Please check and fill out appropriate statement below.

- ☐ No subcontractor(s) or supplier(s) will be used in connection with delivering this service
☐ Subcontractor(s) or supplier(s) will be used to deliver the service

Subcontractor(s) or Supplier(s) list

Name of Organization:

Contact Name & Designation:

Email & Telephone Number:

Work to be Sub-Contracted:

Name of Organization:

Contact Name & Designation:

Email & Telephone Number:

Work to be Sub-Contracted:



SCHEDULE E: LIST OF DEVIATIONS FROM THE RFP (IF ANY)