

Request for Expression of Interest (REOI)

Oliver Healthcare Housing Cleaning Services

1. Introduction

The Town of Oliver is requesting Expressions of Interest (EOI) from qualified and experienced cleaning companies to provide professional cleaning services for modular housing units for healthcare workers located in Oliver, BC. The purpose of this REOI is to identify capable service providers who can deliver reliable, high-quality turnover cleaning on an ongoing basis.

This request is not a tender or Request for Proposal (RFP). It is an initial step to shortlist suitable companies for further evaluation.

2. Scope of Work

The selected cleaning company will be responsible for providing full turnover cleaning services, which may include:

- General cleaning of all rooms
- Bathroom and kitchen sanitization
- Changing and laundering linens and towels
- Restocking consumables (e.g., toiletries, paper products)
- Garbage and recycling removal
- Reporting damages or maintenance issues
- Deep cleaning as required
- Ensuring the property meets hospitality-level cleanliness standards

Cleaning services will be required between guest stays and on an as-needed basis (bi-weekly) during longer stays, with scheduling flexibility based on booking turnover.

3. Minimum Requirements

Interested companies must demonstrate:

- Experience providing residential or vacation rental cleaning services

- Ability to meet short-notice (not less than day before) turnover requests
- Adequate staffing and reliability
- Strong attention to detail and quality control
- Valid business license and insurance coverage
- Professional communication and responsiveness

4. Submission Requirements

Companies responding to this REOI must submit the following:

A. Company Information

- Legal business name
- Primary contact person
- Phone number and email
- Business address
- Years in operation
- Number of employees/cleaning teams

B. Relevant Experience

- Description of experience with residential or vacation rental cleaning
- List of properties or clients serviced (general descriptions acceptable)

C. References

Provide **at least two (2)** professional references, including:

- Client name or business
- Contact person
- Phone number and/or email
- Brief description of services provided

D. Additional Information (Optional)

- Pricing structure or rate sheet (if available)

- Proof of insurance
- Any certifications, training, or quality assurance processes
- Availability (days/hours)

5. Submission Instructions

Interested cleaning companies are invited to submit their Expression of Interest to:

Email: admin@oliver.ca

Subject Line: *Expression of Interest – Cleaning Services*

Deadline: Monday April 27, 2026

All submissions must be provided in PDF or Word format.

6. Evaluation Process

Submissions will be reviewed based on:

- Relevant experience
- Quality of references
- Capacity to meet turnover requirements
- Professionalism and completeness of submission

Shortlisted companies may be contacted for an interview, site visit, or to provide trial cleaning.

7. Disclaimer

Issuance of this REOI does not commit Town of Oliver to award a contract or proceed with a formal procurement process. We reserve the right to accept or reject any submission, or to cancel this REOI at any time.