

REQUEST FOR PROPOSAL
February 8th, 2020
Janitorial Services



About Seward Co-op

Seward Co-op is a member-owned cooperative located in the Seward and Bryant-Central Neighborhoods of Minneapolis. We measure success by how well we live up to our Ends Statement: *“Seward Co-op will sustain a healthy community that has: equitable economic relationships; positive environmental impacts; and inclusive, socially responsible practices.”*

Statement of Purpose

The purpose of this request is for Janitorial Services at all facilities owned or operated by Seward Community Co-op. These facilities are two grocery stores and the “Creamery” building which is home to the co-op’s café and administrative offices. This is a formal request to solicit proposals or price quotations. The janitorial services will both satisfy needs of the facilities and play a role in meeting our environmental goals, maximize efficiencies, and reduce costs where possible. Overall, Seward Community Co-op seeks to maintain facilities with a clean environment for staff, customers, and vendors. Bidders must submit written proposals according to the instructions noted below.

Scope of Work

The contractor shall provide all personnel, supervision, and other items and services necessary to perform the services. The contractor is responsible for general cleaning of restrooms, stores’ sales floor, store back rooms, café, and employee office and break room areas. Seward Community Co-op will provide mop buckets, towels, burnishing pads, and cleaning solution for all business units. The co-op will provide a floor scrubber at each store, and one floor burnisher, which the contractor will store off site and transport to the stores when needed. The co-op will also provide all batteries for dispensers, liners for waste bins, and soap products intended for replenishment in restrooms, breakrooms, and offices. All other equipment, tools, materials will be provided by the contractor, with approval by Seward Community Co-op’s Facilities Manager. An onsite meeting with Contractor’s staff, Facilities Manager, and product representatives will be required as part of training to ensure proper use of equipment and cleaning solution(s). Explicit cleaning requirements are as follows, with other projects as needed, billed by time and materials. Other projects could be quarterly carpet cleaning, annual floor waxing, pressure washing entry ways sidewalks, cleaning shopping carts, etc.

Stores

Sales Floor (includes dining area and classrooms)	Everyday	<ul style="list-style-type: none"> - Sweep & mop floor - Empty all garbage, compost, recycling containers and replace liners - Clean and sanitize countertops and tables - Vacuum rugs & roll them up
	Weekly	<ul style="list-style-type: none"> - Sanitize all door handles - Burnish sales floor (two times per week) - Sweep and mop underneath bulk bins - Clean ledges in customer dining area
	Monthly	<ul style="list-style-type: none"> - Clean baseboards of poles and counters - Dust high surfaces (vents, high surfaces, lights, all fixtures above arms reach)
	Quarterly	<ul style="list-style-type: none"> - Other projects as needed
Bathrooms	Everyday	<ul style="list-style-type: none"> - Sweep & mop

		<ul style="list-style-type: none"> - Empty all garbage, compost, recycling containers and replace liners - Scrub sinks & toilets - Clean mirrors - Sanitize door handles - Changing table cleaned, if applicable
	Weekly	<ul style="list-style-type: none"> - Dust light fixtures, picture frames, hand dryer, soap and paper towel dispenser - Scrub shower wall and floor
	Monthly	<ul style="list-style-type: none"> - Wipe down tile walls, remove any gathering dust or debris

Backrooms	Everyday	<ul style="list-style-type: none"> - Sweep produce and grocery backrooms - Empty all garbage, compost, recycling containers
	Weekly	n/a
	Monthly	<ul style="list-style-type: none"> - Dust light fixtures
	Quarterly	<ul style="list-style-type: none"> - Clean kitchen floors and tile walls - M&S floors and walls - Deli counter and walls scrubbed - Other projects as needed

Office & Breakroom	Everyday	<ul style="list-style-type: none"> - Sweep and mop breakroom - Empty all garbage, compost, recycling containers - Clean and sanitize countertops and tables
	Weekly	<ul style="list-style-type: none"> - Vacuum all carpeted areas - Sanitize meeting room tables - Wipe stair railings
	Monthly	<ul style="list-style-type: none"> - Dust light fixtures - Sweep/vacuum and mop stairwells
	Quarterly	<ul style="list-style-type: none"> - Other projects as needed

Creamery

Office & Breakroom	Everyday	<ul style="list-style-type: none"> - Sweep breakroom, hallways, and café floors - Empty all garbage, compost, recycling containers - Countertops, meeting room tables, cleaned and sanitized
	Weekly	<ul style="list-style-type: none"> - Vacuum meeting rooms and work stations - Wipe stair railings - Sweep and mop stairwells - Dust and wipe all windowsills, cubical walls, fixtures, countertops - Clean interior glass on 2nd floor – office and meeting rooms, doors/windows - Sanitize and dust surfaces in offices
	Monthly	<ul style="list-style-type: none"> - Dust light fixtures
	Quarterly	<ul style="list-style-type: none"> - Other projects as needed

Cafe & Kitchen	Everyday	<ul style="list-style-type: none"> - Sweep café floors & behind counter
	Weekly	<ul style="list-style-type: none"> - Mop floors x3 - Dust picture frames, gallery lights above frames - Clean windowsills - Spot clean café tile and masonry walls, baseboards
	Monthly	<ul style="list-style-type: none"> - Dust light fixtures - Dust ceiling vents
	Quarterly	<ul style="list-style-type: none"> - Clean kitchen floors and tile walls - Mop loading dock - Other projects as needed

Bathrooms	Everyday	<ul style="list-style-type: none"> - Sweep & mop - Empty all garbage, compost, recycling containers - Scrub sinks & toilets - Clean mirrors - Sanitize door handles - Clean changing table, if applicable
	Weekly	<ul style="list-style-type: none"> - Dust light fixtures, picture frames, hand dryer, soap and paper towel dispenser - Scrub shower wall and floor
	Monthly	<ul style="list-style-type: none"> - Wipe down tile walls, remove any gathering dust or debris

Outcomes and Performance Standards

The contract specifics are meant to define the minimum level of service and frequency deemed acceptable. It's intended that the contractor will schedule their operations to meet or exceed these requirements. The Contractor will put forth a level of effort to provide a thorough cleaning of the facilities.

- Contractor is responsible for on-site inspections of facilities and shall provide sufficient personnel required to satisfactory accomplish scope of work
- Contractor must provide name of all staff authorized to be in the building and include the contact telephone numbers of any supervisors for that staff
- Contractor agrees that Seward Community Co-op shall issue final determination and approval of Contractor staff and suitability for assignment.
- Contractor agrees that its employees and all other individuals contractor permits on Seward Community Co-op property, for purposes of implementing this agreement, shall:
 - o Report hazardous conditions and items in need of repair including lighting, plumbing and cooling problems, etc.
 - o Not consume alcoholic beverages or use of narcotics while on duty nor be under the influence
 - o Not take any product belonging to Seward Community Co-op
 - o Ensure that its employees do not bring children, relatives, acquaintances or visitors onto Seward Community Co-op property at any time while performing job duties
 - o Ensure secure facilities (turn off lights, arm building security system) after cleaning is completed.
- The Facilities Manager or designee will contact the Contractor by telephone or email to notify them of performance issues. The Facilities Manager will maintain a file of complaints containing date, time, facility name, specific complaint, method and time of contacting Contractor,
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Deliverables

The contractor will provide a proposal in MS Word or PDF format that specifies:

- Schedule of invoices
- Hourly rate for out of scope work
- Proposed monthly fee
- At least two references
- Quality Assurance
- Examples of previous work
- List of intended equipment and cleaning supplies

The proposal is due [2] weeks from receipt. Please send via email to hmaertz@seward.coop.

Evaluation and Award Process

Your bid will be evaluated by cost, compatibility with stated performance standards, experience of staff, and alignment with our Ends.

Term of Contract

The contract begins with both parties reviewing and agreeing upon the terms and the contract is signed.

Payments, Incentives and Penalties

Payments for invoices received will be remitted within 30 days of the invoice dates. i.e. 30-day terms

Contractual Terms and Conditions

- This contract will not automatically renew at the end of its term.
- Changes to the contract must be agreed by both parties and made in writing.
- Either party may terminate the contract by written 60-day notification, specifying reasons for termination.
- In the event that performance issues are not addressed after one notification that require a 2nd notification, contractor will have 2 weeks to correct issue.
- Failure of contractor to correct performance issues or meet conditions of contract will void the contract.
- Contractor will provide proof of liability insurance and its W-9 form.

Contact

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