

SHAKOPEE
MINNAPOLIS
INCORPORATED

May 15, 2017

Mr. Terry Link
CITY OF SHAKOPEE
1255 Fuller Street South
Shakopee, MN 55379

Dear Terry:

Thank you for the opportunity to offer further information on our company. We look forward to offering you a quality service on a consistent basis.

MULTI SERVICES, INC. is in its **43rd** year as a **full service janitorial company** offering a quality service with **75** employees servicing **3 million square feet** of commercial office space. As a mid sized company, and direct involvement from the owners with our customers, we provide fast and efficient service.

We take pride in our employees and provide them an incentive based program to do a good job for you our valued customer.

Please let me know if you need further information or have questions. Thanks!!

MULTI SERVICES, INC.


Bruce Obermann
CEO/Owner

MSI's philosophy has been to **"Specialize"** in the mid sized facilities and do a better job of focusing in on consistency, details, and management than our competition.

MULTI SERVICES, INC. operates a professional business structured with the proper depths in management to handle any and all concerns.

Our structure is as follows:

OPERATIONS MANAGER
ACCOUNT MANAGERS
FLOOR SPECIALISTS
BUILDING SUPERVISORS
CLEANING SPECIALISTS

Any time there is an opening in a building, we will utilize support staff multi-trained and experienced. All specialty floor work is handled by the floor specialists.

MULTI SERVICES, INC. is operated **seven days per week** with full access by our customers 24 hours per day. All key personnel carry cell phones at all times.

Regular inspections of all customer facilities are conducted by the owners and reported to the customer in a timely manner.

MULTI SERVICES, INC. utilizes mainly full time cleaning personnel and each building serviced has the same cleaning personnel assigned each time. All hiring is done for specific facilities serviced with **no "rotation"** of personnel which gives our valued customers the desired consistency and quality.

Training programs include "hands on", videos, and personal instruction on all use of equipment, chemicals, and techniques. All employees are required to view the **"chemical right to know"** information and customer relations procedures. Most all personnel hired by **MULTI SERVICES, INC.** have experience.

Our overall philosophy is prompt handling of all customer concerns.

YOUR FULL SERVICE JANITORIAL CHOICE

- **43 plus years of experience**
- **Privately owned and operated as a Minnesota Corporation**
- **Owners directly involved daily with customers and employees**
- **Owners personally conduct inspections of all customers facilities**
- **Owners personally interview and hire all personnel**
- **24 hour guarantee of problem or concern resolution**
- **OSHA and environmentally approved products**
- **Thorough training program on cleaning products, equipment, and methods**
- **Financial incentives for nightly operations management for account retention**
- **Total spectrum of service, carpet cleaning, hard-floor refinishing, machine scrub and buffing, window cleaning, and blind cleaning**

ITEM B

1. Multi Services, Inc. is a 43 year old Minnesota Sub S Corporation owned and operated by Bruce Obermann CEO/Owner and David Ciaccio President/Owner. **ALL PERSONNEL ARE DIRECT EMPLOYEES HIRED BY MULTI SERVICES WE DO NO USE SUB CONTRACTORS AND ARE NOT A FRANCHISE TYPE ORGANIZATION**

Our current portfolio consists of 65 buildings and 70 employees throughout the Twin City area. All of our focus is in janitorial services to include **projects of carpet cleaning, glass cleaning, blind cleaning, hard floor scrubbing and refinishing, emergency clean ups, power disinfecting of restrooms, and construction clean ups.**

2. Our company has been servicing the City of Shakopee for over seven years to include the current Community Center, Ice arena, Youth Building, City Hall, and The Library. We have demonstrated our ability to be flexible and accommodating during all constructions phases as well.

- 3. Monthly service fee for the Community Center will be \$4,938.00. The Monthly Service Fee for the Ice Arena will be \$2,695.00, and the service fee for the Youth Building will be \$635.00.**

Price guaranteed through the contract period.

4. The current staff consists of two full time employees aided by 2 Area Managers. With the new areas added an additional part time cleaning person will be added.
5. The current staffing "See Item 4"
6. Current references

MEDIVATORS 95,000S.F Plymouth Minnesota

13 YEARS Contact person is Paul Carlson 763-553-3300

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CITY OF ROSEMOUNT 65,000S.F. Rosemount Minnesota
3.5 YEARS Contact person is Joe Werden 651-322-2042

3.5 YEARS Contact person is Joe Werden 651-322-2042

HOPKINS HONDA 95,000S.F. Hopkins Minnesota
10 YEARS Contact is Caroline Gates 952-938-1717

10 YEARS Contact is Caroline Gates 952-938-1717

PROPOSAL FOR:

CITY OF SHAKOPEE
1255 Fuller Street South
Shakopee, MN 55379

JANITORIAL SERVICE CONTRACT

This agreement between CITY OF SHAKOPEE and MULTI SERVICES, INC. made this day _____ shall set forth the agreement herein for, MULTI SERVICES, INC. herein referred to as MSI to provide janitorial cleaning services to CITY OF SHAKOPEE in accordance with Exhibit "A" cleaning specifications.

- _____
- A. Shall interview, employ, train, compensate and terminate all cleaning personnel assigned to the building. In the event CITY OF SHAKOPEE determines an MSI employee to be unsatisfactory, CITY OF SHAKOPEE may request MSI to remove said employee. MSI is an independent contractor and is not an agent or employee of CITY OF SHAKOPEE. This means that MSI will be responsible for its operation as an independent contractor and for meeting all legal requirements applicable to MSI.
 - B. MSI shall provide at its expense all cleaning supplies and equipment. MSI can provide paper towels, toilet tissue, wastebasket liners, trash liners, feminine napkins and hand soap **AT AN ADDITIONAL FEE IF SO DESIRED.**
 - C. MSI shall provide a **daily log book** for the purpose of communicating concerns and requests from the building contact.
 - D. MSI has a policy of **NO SMOKING** by its employees during actual working hours in its customers facilities and prohibit the use of tenant personal property such as telephones.
 - E. MSI shall at its expense carry **\$2,000,000** in comprehensive General Liability insurance and Workers Compensation insurance in accordance with Minnesota Statute.
 - F. MSI shall follow-up and complete any cleaning complaint within **24 hours** after the complaint has been registered.
 - G. All trash shall be removed from the building and placed inside an exterior dumpster or other location designated. **TRASH NOT IN THE TRASH CAN OR CLEARLY MARKED TRASH WILL NOT BE THROWN OUT.**

- A. CITY OF SHAKOPEE shall provide adequate storage space with limited access by tenants and building employees. Each floor shall have hot and cold water available.
- B. CITY OF SHAKOPEE shall provide access to elevators if available.
- C. CITY OF SHAKOPEE shall not make direct contact with any MSI employee for the purpose of cleaning as an employee of CITY OF SHAKOPEE.

- A. The service fee for the **CITY OF SHAKOPEE** buildings: for cleaning service rendered in accordance with **CLEANING SPECIFICATIONS SUPPLIED BY THE CITY OF SHAKOPEE** is as follows: **Community Center \$4,938.00, Ice Arena \$2,695.00, Youth Building \$635.00.** This agreement will automatically renew itself unless one of the parties gives a thirty day written notice to terminate.
- B. MSI shall submit invoices for services rendered on the first of the month in which service is being rendered payable by the 25th of same month. A 2% per month finance charge will be charged on all past due invoices.
- C. MSI reserves the right to discontinue service effective immediately for non-payment of invoices for cleaning services rendered past a period of 60 days from the invoice date.
- D. Additional Services available through MSI:

Light fixture cleaning	\$15.00/hr.
Carpet cleaning	\$.12psf
Hard floor refinishing	\$.30psf
Construction clean-up	\$35.00/hr.
Window washing	\$15.00/hr.
Emergency clean-up	\$39.00/hr.

- E. This agreement may be terminated by either party with a thirty day written notice

By: _____ DATE _____

By: _____ DATE _____

MULTI SERVICES, INC

SUPPLY PRICE LIST

Brute Liners 43x48	\$40.00/case	150/case
Trash Liners 24x33	\$45.00/case	1000/case
Trash Liners tall 33x40	\$39.00/case	250/case
Toilet Paper 96/500	\$57.00/case	500/case
Scott Multi-Fold 1804	\$45.00/case	4000/case
TORKE Bleached Roll Towels	\$69.00/case	12/case
Foam Soap Clairio	\$55.00	6/case1000ml
Kitchen Roll Towels AC1990	\$34.00/case	15/case
Winning Hands Lotion Soap BT-112	\$40.00/gallon	4/case
Hand Soap Box Cart. S8501	\$58.00/case	12/case
Wax Napkin Liners AC-260	\$30.00/case	500/case
Sanitary Napkins 147	\$49.00/case	250/case
Tampons TAMPAX	\$75.00/case	500/case

****Prices subject to change without notice**

EXHIBIT "A"
CITY OF SHAKOPEE
COMMUNITY CENTER/ICE RINK
ADDITIONAL CLEANING SPECIFICATIONS BY AREA

ENTRANCES/VESTIBULES

- Clean both sides of all glass doors Daily__
- Vacuum and spot clean entry runners Daily__
- Dust window frames Daily__
- Sweep and damp mop entry hard surface flooring Daily__
- Police outside walk-up areas for debris Daily__

LOBBY/HALLS/RECEPTION AREAS

- Empty all trash containers Daily__
- Dust all horizontal surfaces Daily__
- Fully vacuum carpeted areas Daily__
- Sweep and damp mop tile floors Daily__
- Spot clean and edge vacuum As Needed
- Vacuum track off mats Daily__
- Brush loose lint from fabric furniture Weekly__
- Machine scrub hard surface floors Quarterly__

RESTROOMS//LOCKER ROOMS

- Clean and sanitize all fixtures, clean mirrors, polish chrome Daily__
- Empty trash bins Daily__
- Spot clean partitions and walls Daily__
- Sweep and damp mop floors Daily__
- Clean sinks and fixtures Daily__
- Refill all dispensers Daily__
- Sanitize wipe all door handles Daily__
- **Machine KIAVAC** scrub restroom floors with germicidal disinfectant Quarterly__ **

OFFICE AREAS/MEETING ROOMS/CONF. ROOMS/CARPETED AREAS

- Empty all trash bins Daily__
- Spot clean all side light glass Daily__
- Dust clean all tables and ledges 6 feet and below Daily__
- Dust high surfaces (picture frames partition tops etc.)above 6 feet Weekly__
- Clean ceiling vents Monthly__
- Vacuum carpeted areas Daily__
- Sweep and damp mop tile floors Daily__
- Clean and sanitize drinking fountains Daily__
- Edge vacuum Monthly__
- Clean/shampoo carpets As requested**

Daily____
As Needed

Daily____
 Daily____
 Daily____
 Daily____
 Daily____
 Monthly____
 ,As Needed

**Additional billings



**CITY OF SHAKOPEE PARKS AND RECREATION
DEPARTMENT**

REQUEST FOR PROPOSALS

TYPE OF PROPOALS SOUGHT: Janitorial/Custodial Services

DEADLINE FOR PROPOSALS: Friday, May 19, 2017

SUBMIT PROPOSALS TO: Terry Link Facilities
Maintenance
Manager of the City
of Shakopee
1255 Fuller Street South
Shakopee, MN 55379

MANDATORY MEETINGS:

All parties interested in responding to this request are required to attend 1 meeting / tour with the City's Facilities Maintenance Manager. Meetings shall be held on the following date and times:

Tour #1: Tuesday, May 9, 9:00 a.m. – 11:00 a.m.
Starting point shall be the Shakopee Community Center, 1255 Fuller St
S. Tour shall include Shakopee Community Center, Ice Arena & Youth
Building.

I. INTRODUCTION

The City of Shakopee is requesting proposals from qualified firms to provide janitorial/custodial service as described below for a minimum of three City facilities.

II. CONTRACT TERMS

The City's preferred contract term is July 1, 2017 – June 30, 2019, with cancellation by either party upon 30-days notice during the first year, and upon 60-days notice for the remainder of the contract. The contract shall be billed monthly, with the bill itemized per building.

III. SCOPE OF WORK

Custodial Contractor agrees to furnish the following services at all City of Shakopee facilities listed in Table 1 for the term of the agreement. The services, to be performed, should include the following.

A. *Cleaning Tasks*

- Empty all waste receptacles and replace liners as needed Daily
- Clean all entry glass, both inside/outside Daily
- Clean all windows of Community Room and Senior Lounge Daily
- Vacuum and dust all entries and vestibules Daily
- Spot clean all interior partition glass including doors Daily
- Disinfect/clean light switch plates, door frames, knobs, etc. Daily
- Disinfect and clean lavatory fixtures and chrome fittings Daily
- Clean and service lavatory dispensers, paper, soap, sanitary, etc. Daily
- Spot clean lavatory walls and partitions including mirrors Daily
- Wet mop (using disinfectant) all lavatory floors Daily
- Clean and polish all drinking fountains Daily
- Sweep, clean and/or damp mop all entry stoops, remove debris in/out Daily
- Vacuum all traffic lanes (hallways and walkways, inside office areas Daily
- Spot clean carpeting as needed Daily
- Damp wipe all meeting, conference, and lunchroom tables and chairs
- Clean lunchroom countertops, sinks and appliances Daily

- Arrange furniture upon completion of cleaning Daily
- Maintain custodial contractors closets neat and orderly Daily
- Turn all nonessential equipment and lighting off Daily
- Check all doors, and lock as required Daily
- Report any mechanical problems to supervisor and supervisor will notify City personnel Daily
- Dust mop and remove scuff marks on gym floor at Community Center Daily
- * Sweep, wet mop, and vacuum around fitness equipment In fitness area at the Community Center Daily
- Clean all windows at entries to each Ice Rink Daily
- Mop/Vacuum Elevator Floors Daily
- Vacuum all floor mats. Daily
- Sweep and/or dust mop all non-carpeted floor surfaces Daily
- Sweep and/or vacuum stairwells and landings Daily
- Scrub floors in Ice Arena Lobby Daily
- Vacuum all carpeting, under furniture, in all areas, etc. Daily
- Damp wipe vinyl furniture Daily
- Completely clean all glass surfaces Weekly
- Dust all office furniture and equipment including desk tops (provided materials have been removed or cleared from the surface), on rotation basis Weekly
- Completely clean and disinfect all tile surfaces (lavatories) Weekly
- Damp mop all non-carpeted stairwells and landings Weekly
- Vacuum all upholstered furniture Weekly
- Pour ½ gallon water down floor drains to prevent sewer gas Odors Weekly
- Dust all building surfaces within reach (including mini blinds) Monthly
- Dust ceiling grids, diffusers, return grills as needed Monthly
- Dust all surfaces above reach, pipes, vents, partitions, lights etc. Monthly
- Wash all wastebaskets inside and out on a rotation basis Monthly

B. Cleaning Hours

All work shall be performed between the hours of 10:00PM- 4:30AM. Changes in this schedule will be made only at the request or by approval of City of Shakopee Parks and Recreation Department. In the case of special meetings or functions held at City facilities after hours, the custodial contractor may be required to adjust the normal work schedule at the request, or by approval, of the City of Shakopee-Parks and Recreation Department..

IV. EXPECTATIONS

- A. Custodial Contractor shall develop and issue written cleaning procedures by building to each employee assigned to that building on a regular or substitute basis. These instructions shall be in accordance with the cleaning specifications as set forth in the City proposal.
- B. Repeated omissions relating to the non-cleaning of designated areas, building lights left on after hours, and breaches of building security will not be tolerated, shall be deemed a material breach of this agreement and may result in the termination of this agreement by the City.
- C. Custodial Contractor shall provide assurance that all property of the City of Shakopee, City employees and visitors, shall be intact and secure upon Contractor's completion of the daily work contemplated under this agreement. Repair or replacement claims submitted to the Custodial Contractor by the City, on behalf of the City, City employees, or visitors, shall be promptly settled by the Custodial Contractor upon notification of a claim.
- D. Custodial Contractor shall follow up and resolve any cleaning complaint within twenty-four (24) hours after the complaint has been registered. If the complaint cannot be resolved within the prescribed allotted time, an explanation shall be given to the City of Shakopee Parks and Recreation Department within the allotted time. This policy also applies to any theft problems involving Custodial Contractor, either directly or indirectly.
- E. Custodial Contractor shall provide, at its own expense, all cleaning supplies and equipment. All motorized equipment shall be new and equipped with Hepa filters and receive regular service and replacement. This equipment will remain at the building and not be transported to other building sites on a regular basis. The City, at its expense, shall provide consumable supplies, including paper towels, toilet tissue, wastebasket liners, trash liners, hand soap, etc. No building contractor or employee, other than Custodial Contractor's employees, shall be permitted to use Custodial equipment without permission from a Custodial representative.

- F. The City will provide storage areas for necessary equipment and materials. However, the Custodial Contractor shall maintain an adequate inventory of pre-approved cleaning supplies, needed to support all staff assigned to the City of Shakopee. Storage areas shall be capable of being locked with limited access, and each floor shall have hot and cold water availability.
- G. City shall provide access to elevators during normal cleaning hours, provided elevators are not being serviced or repaired.
- H. Live plant maintenance shall not be the responsibility of Custodial Contractor and is not included in the cleaning specifications.
- I. The City of Shakopee- Parks and Recreation Department shall provide phone and email contact information for the purpose of communicating any and all concerns to and from the City Of Shakopee Parks and Recreation Department. The Custodial Contractor shall be required to communicate via phone or email, as needed, any cleaning, maintenance, inventory, and emergency issues as soon as possible with the City of Shakopee-Facilities Manager.

V. PERSONNEL

- A. The Contractor shall recruit, hire, train, compensate, supervise, discipline and, if necessary, terminate all employees necessary to provide the proposed service to a satisfactory level. Employees shall at all times be employed by the Contractor and shall not be classified as employees of the City of Shakopee.
- B. The Contractor shall comply with all applicable state and federal employment laws, including, but not limited to, the federal Fair Labor Standards Act and state and federal minimum wage and child labor laws.
- C. The Contractor shall provide the City with a list of the names of all cleaning personnel assigned to the City, and shall provide timely, written notification of any changes in personnel assigned to the City. In the event the City of Shakopee determines a Custodial employee is unsatisfactory, the Contractor shall remove the employee from this contract.
- D. Security of the City of Shakopee buildings and their contents is of optimum importance. The Custodial Contractor shall provide a background and security screening for all employees assigned to this location. Custodial Contractor shall supply evidence of background and security screening procedures and criteria for acceptance and/or rejection of potential or current employees of Custodial Contractor.

- E. The Contractor shall establish a policy of no smoking by its employees during actual working hours, prohibit the use of any City-owned devices and equipment such as telephones, computers and photo copiers. Contractor shall strictly prohibit employees from providing access to City buildings to individuals who are not employees of either the Contractor or the City of Shakopee and from using keys provided to the Contractor to gain access to any City facility at any time other than the employee's assigned shift.
- F. All of the Contractor's employees shall wear shirts with a label denoting their Company name at all times while working in the City's facilities. The Custodial Contractor shall provide all necessary shirts, at the Custodial Contractor's expense, to fulfill this requirement. Photo I.D.'s shall also be worn and may be issued by the Contractor or the City.
- G. The Contractor shall provide all legally required worker's compensation and liability insurance for employees assigned to City facilities. At no time shall the City's worker's compensation or liability insurance provide coverage for the injury or conduct of the Contractor's employees.
- H. The Contractor must demonstrate that it has agreed not to discriminate in hiring practices on the basis of race, color, creed, religion, national origin, sex, age, marital status, public assistance status, veteran status, disability, or sexual orientation.

VI. INSURANCE

Contractor shall be required to maintain and provide proof of insurance in the following categories and amounts:

A. Worker's Compensation

- a. State: Minnesota – Statutory
- b. Employer's Liability with minimum limits of:
 - i. Bodily Injury by Accident: \$100,000 each accident
 - ii. Bodily Injury by Disease: \$100,000 each Employee
 - iii. Bodily Injury by Disease: \$500,000 policy limit

B. Commercial General Liability

Including Premises, Operations, Products, Completed Operations, Advertising and Personal Injury Liability, with the following minimum limits of liability:

\$2,000,000 Aggregate

\$2,000,000 Products & Completed Operations Aggregate

\$1,000,000 Personal Injury & Advertising Injury

\$2,000,000 Occurrence

\$ 100,000 Fire Damage Limit

\$ 5,000 Medical Expense

Policy should be written on an occurrence basis and include explosion, collapse and underground.

C. Commercial Auto Liability

Minimum limits of liability shall be:

If split limits: \$1,000,000 each person / \$1,000,000 each occurrence

\$1,000,000 each occurrence for Property Damage

If combined single limit: \$1,000,000 per occurrence

D. Proof of Insurance

Insurance certificates evidencing that the above insurance is in force with companies acceptable to the City and in the amounts required shall be submitted to the City for examination and approval prior to the execution of an agreement, after which they shall be filed with the City. The insurance certificate shall name the City as an additional insured and specifically provide that a certificate shall not be modified, canceled or non-renewed except upon 30 days prior written notice to the City. Neither the City's failure to require or insist upon certificates of other evidence of insurance showing a variance from the specified coverage

changes Contractor's responsibility to comply with the insurance specifications.

VII. PROPOSALS

A. Deadline

In order to be considered, all proposals in response to this RFP must be received by the City of Shakopee, no later than 4:30 p.m. on Friday, May 19, 2017. Proposals shall be submitted by email, fax, mail or delivery to: Shakopee Community Center, Attn: Terry Link, 1255 Fuller St. S., Shakopee, MN 55379, tlink@ShakopeeMN.gov ; fax # (952) 233 – 3831.

B. Required Information

NOTE: It is to our mutual advantage for a firm's proposals to be as thorough and detailed as possible so that the City can properly evaluate capabilities to provide the required services. Any additional information, services, or refinement of work efforts that will assist in the completion of this initiative can be added to any submittal.

The proposal should consist of the following information as outlined:

1. General Information

- a) Identify the firm, its legal status (i.e., corporation, partnership), and the name, title and contact information for the appropriate contact person.
- b) Provide a brief statement on the firm's background, organization, and size with specific attention to the firm's previous janitorial/custodial services.

2. Understanding/Statement of Interest

Indicate the firm's knowledge and understanding of the janitorial/ custodial services outlined in this RFP.

3. Price

Provide the proposed price for the specified services on a per building per month basis. Propose any price increases to be imposed over the duration of the desired contract period (July 1, 2017 –June 30, 2019), expressed as a percentage change.

4. Service Approach

- a) Address in general terms the approach that will be taken to accomplish the required services, including planned staffing levels and supervisory approach.

- b) Include a proposed janitorial/custodial services plan and any innovative methods or concepts that might be recommended as being particularly beneficial to the City of Shakopee.
- c) Include a listing and brief description of any additional services offered by your firm that are outside of the scope services for this contract but that the City may be interested in purchasing separately, such as floor waxing, deep carpet cleaning, window washing, etc.

5. Personnel

Indicate the number of employees currently trained and available to provide the required services and identify whether and how many new employees will need to be hired if awarded this contract.

6. Client List / References

- a) Include a list of all clients for which your firm has provided similar services to those being requested during the past two years, the duration of your service to those clients and size and type of buildings included in those contracts.
- b) Provide specific references (name, agency and contact information) for any current or past government, municipal, county, or state agency clients.

C. Evaluation

The Parks and Recreation Department will evaluate each proposal based on the information furnished by the firm. Select firms may be invited to participate in oral interviews prior to a final recommendation being forwarded to the City Council. In responding to the Request for Proposals, the firm is cautioned to address each of the evaluation factors in as much detail as possible and in the order that the factors are listed under Section VII. B, Proposal Organization.

D. Rejection of Proposals / Changes in Scope

The City reserves the right to reject any or all proposals, to alter any component of the service sought, including the buildings to be included in the contract and length of contract.

The City reserves the right, without any liability, to cancel the award of any proposals at any time before the execution of the agreement documents by all parties.

E. Limitations

The City of Shakopee will not be responsible for any costs incurred by applicants in preparing proposals.

F. Additional Information

Questions regarding this RFP or submitted proposals should be directed in writing or electronically to: