

Request for Proposal

RFP No.: RFP-2022-1 – Custodial Services

Issued: November 8, 2022

Submission Deadline: December 1, 2022

Invitation to Proponents

This Request for Proposals (RFP) is an invitation by Goodwill Industries of Alberta (GIA) to prospective proponents to submit proposals for the provision of Custodial Services as described in Appendix A.

Goodwill Industries of Alberta's **Mission** is a social enterprise providing individuals with disabilities the opportunity to enhance their lives through meaningful employment.

Vision – Goodwill will be recognized for excellence in community leadership, partnerships and the provision of employment opportunities for individuals with disabilities.

Core Purpose – To make a difference together, with dignity and joy!

Brand Promise – Inspiring Albertans to make a difference.

Values – We Care and It Shows

- We are a Team
- We are Continuously Improving
- We are Accountable

We Shine Crew

The We Shine Crew (WSC) is comprised of goodwill team members who have disabilities and thereby provides meaningful employment opportunities. The WSC offers cleaning services to a number of Goodwill locations. Our custodial company will work alongside WSC team members with the intent of providing mentorship and training to WSC. Our goal is to grow and scale this business in partnership with our custodial company.

Sustainability

Sustainability is a major pillar of Goodwill. Our diversion from landfill is approaching 90% through the work at our Impact Centre in Edmonton, and the setup of our Calgary Impact Centre in late 2022. Goodwill has received multiple awards for environmental impact and innovation.

Diversity, Equity, and Inclusion

Goodwill is committed to ensure we meet and follow stringent Diversity, Equity and Inclusion (DEI) practices and it is vital our partnerships are equally committed.

Additional information about Goodwill, including our 13 retail outlets, 2 logistics hubs, 10 stand-alone donation centres plus the programs Goodwill provides to its clients can be obtained at our website www.Goodwill.ab.ca.

For the purposes of this procurement process, all inquiries shall be made in writing to:

Email: Procurement@goodwill.ab.ca

Type of Contract for Deliverables

The selected proponent will be requested to enter into negotiations for an agreement with Goodwill Industries of Alberta (GIA) for the provision of the deliverables as described in Appendix A. The term of this agreement is to be for a period of two years, with an option to extend the agreement for up to two additional two-year terms. It is anticipated that the agreement will be executed on or around December 15, 2022, with services commencing on January 16, 2023.

No Guarantee of Volume of Work or Exclusivity of Contract

GIA makes no guarantee of the value or volume of work to be assigned to the successful proponent and the agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described deliverables in Appendix A. GIA reserves the right and may contract with others for the same or similar deliverables described in Appendix A, or contract internally at any given time during the period of said agreement.

Timetable

Issue Date of RFP	November 8, 2022
Deadline for Questions	November 16, 2022
Deadline for Issuing Addenda	November 23, 2022
Submission Deadline	December 1, 2022

The RFP timetable is tentative and may be changed by GIA at any time.

Submission Requirements

Proponents must submit an electronic copy in PDF of their proposal as an email attachment by email to GIA at procurement@goodwill.ab.ca

Proposals are to include the RFP title and number in the email subject line. The body of the email should contain the full legal name and return address of the proponent.

- ✓ Submission Form
- ✓ Cover letter dated and signed by official authorized personnel to negotiate on behalf of proponent
- ✓ Corporate Profile that includes
 - Organization chart including how the proponent will structure their proposed team
 - A full description of staff and how they will complete the scope of work
 - A description of staff profile that lists their trainings/certifications
 - A full summary of how you propose to work alongside our Mission and We Shine Crew
 - What's your outlook, commitment to and/or interest in employing people with disabilities and barriers to employment? Do you see an opportunity to support Goodwill and/or our community to better succeed in this area, by Goodwill engaging with your firm?
 - What is your outlook, commitment to and/or interest in environmental stewardship and sustainability?
 - What is your outlook, commitment to and/or interest in diversity, equity and inclusion?
- ✓ Proof of WCB
- ✓ Proof of Liability Insurance
- ✓ Proof of Bonding Ability
- ✓ Proof of current COR accreditation or equivalent
- ✓ 3 References
- ✓ Copy of draft proposed agreement/contract

Proponents may amend their responses prior to the submission deadline by emailing the amendment marked with the RFP title and number and clearly indicating amended response.

At any time throughout the RFP process proponents may withdraw their proposals.

Proposal Evaluation

GIA will review all proposals that comply with submission requirements. Proposals failing to meet mandatory requirements will be given an opportunity by GIA to rectify any deficiencies.

GIA will evaluate all qualified proposals on the basis of preset criteria.

Appendix A

Goodwill Industries of Alberta (GIA) is seeking proposals from qualified contractors who can provide custodial services for the following facilities:

- GIA Corporate Offices
- GIA Career Connections Office
- 13 GIA Retail Outlets
- 2 GIA Warehouse and Logistic Centers

Scope of Work

The scope of work includes but is not limited to the supply of all labour, materials, equipment, services and incidentals required for the cleaning of all GIA sites listed above. GIA successfully employs and runs a “We Shine Crew” department which the successful proponent will be expected to work alongside, guide and mentor.

The successful proponent will be responsible for:

- Providing standard custodial services as listed below
- Providing the proponents own equipment i.e., mops, vacuums, brooms, dusters etc. to be stored in GIA facilities
- Removal of waste and recycling from all sites to designated on site containers
- Scrubbing and waxing of non-carpeted floors and steam cleaning of office chairs and carpets once a year during agreed upon times
- Emergency custodial services upon request of GIA
- Immediate rectification of deficiencies noted by GIA
- Additional custodial services as required i.e., during renovations of facilities

GIA will provide the following supplies:

- Garbage bags
- Recycle bags
- Toilet paper
- Paper towels
- Hand soap

Services and Frequency of Cleaning:

The following table details the services and frequency. The contractor will perform the services on a 7-day cycle as follows, except for special service requests and statutory holidays in which Goodwill facilities are closed.

Corporate offices will be on a 5-day cycle.

Daily	Weekly	Monthly
Main Retail Area		
Dust mop all hard surface flooring	Detail floor corners, edges, under racking	Detail all interior glass and sills up to 10 ft.
Sweep out corners, edges, under racking	Detail all walls up to 10 ft.	Detail all walls up to 20 ft.
Damp mop all tight area corners edges	Detail all exterior of display cases	
Auto scrub all hard surface flooring	Dust all shelving/horizontal surfaces. Up to 10 ft.	
Detail baseboards	Detail all doors front and back	
Dust all shelving and horizontal surfaces up to 6ft		
Spot clen exterior of display cases		
Spot clean all interior glass		
Spot clean all walls		
Dust all window ledges		
Sanitize all touch points		
Entrance Area		
Dust mop all hard surface flooring	Detail all interior glass and sills up to 10 ft.	Detail all walls up to 20 ft.
Sweep out corners, edges	Detail floor corners, edges, under racking	
Damp mop all tight area, corners, edges	Detail all walls up to 10 ft.	
Auto scrub all hard surface flooring		
Detail baseboards		
Vacuum runners		
Detail all doors interior / exterior of doors		
Dust all horizontal surfaces up to 6ft.		
Spot clean walls		
Detail all interior glass		
Sanitize all touch points		
Cash Counter		
Dust mop all hard surface flooring	Detail floor corners, edges	
Sweep out corners, edges, under racking	Detail all walls up to 10 ft.	
Damp mop all hard surface flooring	Dust all shelving/horizontal surfaces up to 10 ft.	
Detail baseboards		
Dust all shelving and horizontal surfaces up to 6ft.		
Detail main counter façade		
Dust monitors		

Sanitize all telephones, keyboards and touch points		
Detail matting and floor beneath		
Sanitize all touch points		
Dressing Rooms		
Dust mop all hard surface flooring	Detail floor corners, edges	
Sweep out corners, edges, under racking	Detail all walls up to 10ft.	
Sweep out corners, edges, under racking	Dust all shelving/horizontal surfaces up to 10ft.	
Damp mop all hard surface flooring		
Detail baseboards		
Spot clean seating bench		
Detail all mirrors		
Spot clean all walls		
Spot clean doors		
Sanitize all touch points		
Restrooms		
Sweep/mop flooring w/EPS0	Detail all walls/partitions, up to 10ft.	Dust air vent screens
Sweep out corners, edges	Remove all uric acid buildup	Change urinal screens & air fresheners
Disinfect toilets/urinals/sinks/counters	Detail floor corners/edges	
Detail all walls surrounding toilets/urinals	Detail behind toilet	
Detail fixtures		
Details dispensing units		
Sanitize touch points		
Use bowl cleaner in toilets/urinals		
Polish all stainless steal		
Empty & remove trash		
Clean exterior of garbage cans		
Replenish consumables		
Lunch Area		
Dust mop all hard surface flooring	Detail floor corners/edges	Detail all interior glass and sills up to 10ft.
Sweep out corners, edges	Detail all furniture	Detail all walls up to 20ft.
Damp mop all tight area, corners, edges	Detail all walls up to 10ft.	
Clean & disinfect tables/counters	Detail all doors front and back	
Inspect chair for cleanliness	Detail all exterior cabinets	
Scrub and detail sinks		
Dust all horizontal surfaces, up to 6ft.		
Spot clean walls		
Spot all interior glass		

Sanitize all touch points		
Clean exterior of all appliances		
Clean interior of all microwaves		
Organize chairs/tables		
Spot clean exterior of staff lockers		
Empty & remove trash to designated area		
Clean exterior of garbage cans		
Replenish consumables		
Offices		
Dust mop all hard surface flooring	Detail floor corners/edges	Detail all interior glass and sills up to 10ft.
Sweep out corners, edges	Dust monitors	Detail all walls up to 20ft.
Damp mop all tight area, corners, edges	Dust artwork	Detail all office chairs
Dust all horizontal surfaces up to 6ft.	Damp wipe visible shelve ledges	Dust vertical furniture surfaces
Spot clean glass	Detail bottom side office chair mats	
Spot clean walls		
Sanitize all touch points		
Damp wipe exposed horizontal desk surfaces		
Disinfect telephones/keyboards		
Dust all office equipment		
Empty & remove trash		
Empty recycling		
Clean exterior of bins		
Donation and Processing Area		
Sweep out corners, edges under racking	Detail floor corners/edges	
Damp mop spills		
Detail entrance door, glass and frames		
Detail baseboards		
Vacuum runners		

Location	Facility Name	Description	Approximate Square Footage
Edmonton	SouthPark	Total	38,100
		Retail Store	16,000
		Donation and Processing Area	600
		Retail Offices and Common	1,500
		Corporate Offices	12,000
	Edmonton Impact Centre	Total	99,300
		Warehouse*	88,000*
		Outlet Store	7,000
		Common Area	500
		Commercial Services*	3,000*
		Offices*	800*
		*Excluded from scope	
	Manning	Total	12,350
		Retail Store	8,000
		Donation and Processing Area	4,000
		Retail Offices and Common	350
	Career Connections Office		
	Whyte Ave	Total	17,760 total 1 st and 2 nd floor
		Retail Store	4990
		Donation and Processing Area	
		Retail Offices and Common	
	Westview	Total	30,600
		Retail Store	18,000
		Donation and Processing Area	11,100
		Retail Offices and Common	1,500
	Trail	Total	43,077
		Retail Store	17,690
		Donation and Processing Area	
		Retail Offices and Common	
	Sherwood Park	Total	10,700
		Retail Store	5,500
		Donation and Processing Area	3,700
		Offices and Common	1,500
Spruce Grove	Total	3,161	
	Retail Store	2,300	
	Donation and Processing Area		
	Retail Offices and Common		

Calgary	Varsity	Total	8,100
		Retail Store	6,000
		Donation and Processing Area	2,000
		Offices and Common	100
	TransCanada	Total	14,100
		Retail Store	8,500
		Donation and Processing Area	5,000
		Offices and Common	600
	Chinook	Total	20,240
		Retail Store	11,000
		Donation and Processing Area	8,040
		Offices and Common	1,000
	Beacon Heights	Total	21,095
		Retail Store	12,500
		Donation and Processing Area	7,095
		Offices and Common	1,500
	Plaza	Total	31,561
		Retail Store	15,859
		Donation and Processing Area	
		Offices and Common	
Calgary Impact Centre	Total	112,358	
	Warehouse*	103,619	
	Outlet Store		
	Common Area		
	Commercial Services*		
	Offices*		
	*Excluded from scope		
Grande Prairie	Grande Prairie	Total	9,511
		Retail Store	5,998
		Donation and Processing Area	2,800
		Offices and Common	713

Appendix B – Submission Form

1. Proponent Information

Full Legal Name of Business	
Any other Business Name(s)	
Street Address	
City, Province, Postal Code	
Phone Number	
Fax Number	
Company Website	
RFP Contact Person and Title	
Contact Person Phone Number	
Contact Person Email	

2. Acknowledgement of Non-binding Procurement Process

The proponent acknowledges that the RFP process does not constitute a legal and binding bidding process and that there will be no legal relationship or obligations created until Goodwill Industries of Alberta and the selected proponent have executed a written contract and or agreement. The proponent also acknowledges that they are responsible for all costs associated with the RFP process.

3. Prices

The monthly charge for each site:

SouthPark	\$
Edmonton Impact Centre	\$
Manning	\$
Career Connections Office	\$
Whyte Avenue	\$
Westview	\$
Trail	\$
Sherwood Park	\$
Spruce Grove	\$
Varsity	\$
TransCanada	\$
Chinook	\$
Beacon Heights	\$
Plaza	\$
Calgary Impact Centre	\$
Grande Prairie	\$

Signature: _____

Print Name: _____

Date: _____

Include with Submission Form:

- ✓ Cover letter dated and signed by official authorized personnel to negotiate on behalf of proponent
- ✓ Corporate Profile that includes
 - Organization chart including how the proponent will structure their proposed team
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