



CATHOLIC
CHARITIES
Twin Cities

CATHOLIC CHARITIES TWIN CITIES REQUEST FOR PROPOSALS

Maintenance Services 2026

Completed bids must be submitted to Catholic Charities Twin Cities Attn: Procurement Department via email to purchasing.office@cctwincities.org due no later than 4:00 PM (CDT) on **Wednesday July 1st, 2026**.

All bids must be submitted using Word and Excel. Bids may be rejected if submitted without the worksheets provided, if they are handwritten, and/or are reformatted.

PDF documents will not be accepted.

Request for Proposal (RFP)

Maintenance/Facility Services for Catholic Charities Twin Cities

Catholic Charities Twin Cities (the “Organization”) is soliciting competitive proposals from qualified vendors to provide comprehensive facility services across multiple program, residential, and administrative locations in Minnesota.

The intent of this RFP is to establish a new agreement that reflects the Organizations program requirements while allowing proposers to present competitive, innovative, and cost-effective solutions.

Objectives

The objectives of this RFP are to:

- Secure reliable, high-quality facility services that support the Organization’s mission and operations.
- Ensure consistent preventive, corrective, and emergency maintenance across all locations.
- Establish clear service expectations, staffing models, pricing transparency, and performance accountability.
- Promote compliance with all applicable laws, safety requirements, and organizational policies.

Scope of Services

Proposers shall provide facilities maintenance management, including but not limited to the following categories.

General Facilities Maintenance Management

- Oversight and supervision of facility maintenance staff.
- Customer service and administrative support for the facilities maintenance operations.
- Work order intake and dispatch during business hours, and 24/7 emergency response.
- Work order tracking, communication, and reporting.
- Purchase supplies and equipment from CC approved vendors and co-ordinate purchase needs with the Organizations Facilities staff.

Preventive, Predictive, and Corrective Maintenance

- Creation and maintenance of equipment inventories, PM schedules, and repair histories.
- Regular inspections to ensure building systems remain in good working order and comply with manufacturer recommendations and industry’s best practices.

Mechanical, Electrical, and Plumbing (MEP)

- Operation and maintenance of HVAC systems, boilers, chillers, compressors, pumps, valves, and controls.
- Operation and maintenance of building automation systems.
- Maintenance of electrical distribution, motors, lighting, emergency power, and related systems.

- Maintenance of plumbing systems, water distribution, sewer systems, and fixtures.

Building and Grounds

- Maintenance and repair of building envelopes, doors, hardware, walls, windows, roofs, and storefronts.
- Painting and general repairs in common areas.

Residential and Program Support

- Assistance in room-turns.
- Maintenance and repair of residential appliances including washers, dryers, stoves, refrigerators, and microwaves.

Emergency and After-Hours Response

- 24-hour on-call coverage.
- Emergency response within one hour of notification for issues impacting safety, utilities, or program continuity.
- Holiday and after-hours support as requested.

Program Vehicle Maintenance

- Routine inspections and preventive maintenance.
- Monthly inspection reporting using a standardized vehicle inspection form.

See Attachment A for a comprehensive scope of services and exclusions.

Locations

Catholic Charities manages approximately 800,000 square feet across multiple sites in Minneapolis, St. Paul, and surrounding communities. Locations include, but are not limited to:

- Supportive housing
- Emergency shelters
- Clinics and recuperative care facilities
- Administrative offices
- Child development centers
- Warehouse and distribution facilities

See Attachment B, for complete list of locations, addresses, building types, gross square footage, and business hours.

Staffing Requirements

Proposers shall:

- Identify supervisory and management positions.
- Provide a recommended staffing model, including roles, classifications, and full-time equivalents. Including optional variations for staffing in parts a through d.
 - a. Monday-Friday first shift + on-call services
 - b. Monday-Friday first shift plus second shift + on-call services
 - c. 7 days a week first shift + on-call services
 - d. 7 days a week first and second shift + on-call services

- Ensure adequate staffing to meet service levels across all locations.
- Comply with all applicable labor laws, collective bargaining agreements, and wage requirements.
- Use of the Organizations office space will require a separate lease agreement.

The Organization reserves the right to require modifications to staffing levels based on operational needs.

Insurance, Compliance, and Risk Management

The selected vendor must:

- Maintain commercial general liability, automobile liability, and workers' compensation insurance at limits consistent with industry standards.
 - Name the Organization as an additional insured where applicable.
 - Waiver of rights of subrogation as required.
 - Ensure all staff complete required background checks in compliance with "the Organizations" requirements prior to working on-site.
 - Comply with all Organization policies, including driving and safety policies.
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Pricing and Cost Structure

Proposals must clearly describe:

- Hourly rates by labor classification.
- Management fees, markups, or cost-plus percentages.
- Pricing assumptions, including staffing levels and hours.
- Treatment of overtime, emergency response, and holiday work.
- Costs for supplies, materials, tools, and transportation.
- Payment terms and any escalation or adjustment mechanisms.

Pricing should be transparent, auditable, and aligned with the Organization's nonprofit mission and tax-exempt status.

Performance Standards and Reporting

The selected vendor will be expected to:

- Meet defined service level expectations and response times.
 - Provide regular reporting on work order completion, staffing, and costs.
 - Participate in periodic performance reviews with Organization representatives.
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Terms and Conditions

- The Organization reserves the right to accept or reject any or all proposals.
- The Organization may negotiate scope, pricing, and terms with one or more proposers.
- Submission of a proposal does not oblige the Organization to award a contract.

Anticipated Agreement Term

The anticipated agreement term is four (4) years, with options for renewal, subject to satisfactory performance and mutual agreement. Renewal and re-solicitation will follow the Organization and federal procurement guidelines.

Evaluation Criteria

Proposals will be evaluated based on:

- Understanding of the scope and organizational needs
- Relevant experience and qualifications
- Staffing and management approach
- Pricing competitiveness and transparency
- Ability to meet compliance and risk requirements
- Overall value to the Organization

Attachments

- A. Scope of services
- B. Catholic Charities Locations (including, address, year built, gross square footage, number of housing units or shelter beds, business hours)
- C. Building floor plans for all locations included in this RFP
- D. Driving itinerary for walk through days

Proposal Submission Requirements

Proposals should include the following sections:

1: Executive Summary

Provide a one-page Executive Summary of your proposal that highlights key elements including the Scopes of Services being proposed.

2: Company Profile, Experience and Qualifications

Provide an overview of the company including but not limited to the structure and size of the company and relevant experience including, but not limited to, drop-in services or shelters, housing, and nurse assisted housing environments.

3: Operational Plan

Describe the proposed operational plan, including purposed staffing requirements.

4: Quality Assurance

Include proposed reporting and maintaining performance standards.

Describe how your firm will ensure customer satisfaction.

5: Financial Proposal Pricing information. Include pricing schedule

6: References

Please include at least three current customers with similar building types.

PRE-PROPOSAL MEETING and COMPLETED BIDS

Interested Companies must attend a pre-proposal meeting and building walk through to review the specifications, clarify any questions, and tour programs with Catholic Charities staff.

The pre-proposal meeting and walk throughs will be held on **Wednesday, June 10th and Thursday, June 11th from 9:00 a.m. until 3:00 p.m. starting at the Frey Administration Center located at 1007 East 14th Street in Minneapolis. Attendance at the pre-proposal conference and walk throughs is required.** It is recommended operators bring bid attachments to the pre-proposal meeting and site tours as additional copies will not be provided.

Operators may bring up to 2 representatives to participate in the meeting. Each operator attending the pre-proposal meeting must send notice to purchasing.office@cctwincities.org by 4:00 p.m. **Monday, June 1st, 2026.**

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