

REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES - RFP-RH-17-018				
PROPOSALS TABULATION				
NAME	Du-All Cleaning, Inc.	The Professional Group	Americlean, Inc.	Saber Building Services
ADDRESS	35474 Mound Sterling Heights, MI 48310	15201 E. Eleven Mile Road Roseville, MI 48066	29600 26 Mile Rd. Chesterfield Twp., MI 48051	2935 Waterview Dr. Rochester Hills, MI 48309
Contact Name	Mondi Rakaj	Tom Bruce	Jeff Ludeman	Anthony and Joanne Saber
Telephone Number	586.580.3617	248-640-0400	888-393-0002	248-598-5255
Years in Business	15	18	7, became incorporated in 2015	38
Years providing janitorial services	Has been providing janitorial services for 15 years.	Has been providing janitorial services for 18 years.	Has been providing janitorial services in the tri-county area since 2010.	38 years
Full Time Employees	48	558	6	50
Part Time Employees	72	1422	26	250+
Experience and Financial Capability:	Achieved over 4.3 million in sales last year. Provide janitorial services to over 25 municipalities, including courts, police, fire and financial services building.	Annual revenues exceed \$42 million with over 2,000 employees working all shifts, seven days a week. Services focus on office buildings, retail facilities, educational facilities, medical and civic buildings.	Currently have an open line of credit with zero balance as well as retained earnings held within the company and partners with means to contribute capital for expansion. Partners in this business have owned and operated unrelated businesses for over 25 years.	Has the financial resources to manage the City's portfolio. This includes upfront costs of recruiting employees, training, and buying equipment.
Number of customers currently serving with similar services	Currently serves 57 customers with the same services as the City.		Currently serve clients in the medical industry, manufacturing, retail and service industries with 50% being in medical. Has capability to provide general office cleaning, carpet extraction, hard surface strip and wax, tile, stone and grout cleaning and sealing, vertical surface cleaning and high rafter cleaning.	79. See attachment for full list.
Client References	Provided	Provided	Provided	Provided
Availability to begin work	Du-All asks for 21-days notice to begin work.	Currently cleaning for the city and would continue to do so.	Would require 20-30 days notice	60 days notice
Response Time for service call or problem:				
No Shows	30 minutes	1 hour	1 hour	1 hour
Incomplete Cleaning	1 hour	1 hour	1 hour	1 hour
Employee Problems	2 hours	1 hour	1 hour	30 minutes
Assigned Staff Listed	Yes	Yes	Yes	No
Subcontractors	None	None	None	None

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Work Plan	Du-All has a personalized plan as Attachment A in proposal for City.	Will develop a detailed work plan modeled directly from the scope of work and use tracking through intelligent and scoreboard feedback. Implementing staffing requirements with a staffing plan, proper training, and maintaining safety discipline will ensure that if problems arise they will be handled quickly.	Will provide a 30 day implementation plan with timelines for the transition. Americlean will use three staff members with a minimum of 3 years experience and they will assist in training the other 3 staff members prior to start date. Will meet with City to review any non-customary requirements of scope of work. Additionally, emergency procedures will be discussed, employee vetting and screening documentation will be provided along with bond and insurance docs. Task lists, quality control implementation and equipment listing will be supplied at this time as well. Cleaning logs and timesheets will be provided on a monthly basis with the billing to the customer.	Employees are trained and then managed by a local area operations manager who meets the custodians and walks the building several times per week. Once a month a senior manager will perform a formal day-time audit with written report. A "team" cleaning approach is used where each employee performs specific role.
Training	Each employee receives training in the following: Customer Service, Safety, Security, Cleaning Techniques for housekeeping, restroom, windows, floors. Can do custom employee training for special tasks needed. Train building supervisors in customer service and business communication techniques.	Focuses on six learning principles: Detailed Training information provided in response.	Each employee receives MIOSHA and Blood borne pathogen training. Each employee is trained with their SOP to ensure quality and sanitary practices are utilized. Employees are also trained according to the MSDS for each chemical used for proper usage and handling.	Employees will work in other Saber buildings, if possible, before starting at Rochester Hills. Managers work with employees one to one for initial period. Most employees are cross trained so team environment is achieved. Bloodborne pathogen, carpet, tile and safety training is also provided.
Training/Support for Language Barriers	On-site supervisor will ensure that all janitorial staff receive clear communication both verbally and in written communication.	They use the train the trainer method and have several professionals that are bilingual who are able to assist those who don't speak English very well.	The supervisor will shadow that employee to ensure they can demonstrate they understand what they have been shown and that they consistently perform tasks as shown.	Saber team works to communicate with all employees details and expectations of the job. As long as employees have good attitudes and desire to learn Saber will invest in their success.
Member of ISSA?	Not a member	Yes, current member.	Yes	No.
Familiarity with ISSA 447 Program?	Yes	Yes, familiar with the program.	Yes	Yes. Saber goes to both BSCAI and ISSA conventions.

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Safety Program	Please see Attachment C with their Safety Program Documentation.		Response states "see attached safety program". Did not find attachment in response.		Upon execution of contract, will provide safety training overview with cleaning staff in the areas of workplace safety, emergency procedures, chemical handling and MSDS documents, bio-hazard and MIOSHA requirements.		Saber won the BSCAI safety award in 2016. Their EMR rating is .51	
Safety training provided by certified trainer	Yes		Yes		Yes		Yes. Saber goes to both BSCAI and ISSA conventions.	
Training certificate for RH assigned employees	Yes		Yes		Yes		Yes, if required	
Bankruptcy/Reorganization in past 36 months	No		No		No		No.	
Financial Statement	Yes		No		Yes		No. Privately owned company and considers this confidential	
Insurance & Bond Requirements	Yes		Yes		Yes		Yes	
W-9 Included	Yes		Yes		Yes		Yes	
Credit cards accepted w/ no fees	No		No		Yes		No	
Special Advantages:	Experience with the City		Help others to be more successful at what they do		Large enough to handle large jobs and small enough for owners to deliver personal attention to client.		Local company based in Rochester Hills	
	57 customers with the same scope of work		Prides itself on keeping customers buildings clean		One of the owners will have direct involvement at location. He will be there full-time and have be a continuous point of contact.		Already servicing Rochester Hills Sheriff Substation.	
	15 yrs. successful service with Municipalities		Takes partnership seriously. Executive staff is always ready to help.		Employees extensively trained to deliver top quality job in efficient manner.		Currently cleaning other government buildings (Oakland County)	
	Employs 120 full & part time employees		Uses Cleantelligent to get real time information on the quality of customer sites.		All partners have been entrepreneurs of multi-million dollar organizations for over 30 years.		Clean six (6) million square feet + all in SE Michigan.	
	Financial capability to support scope of work		Uses biometric time clocks to maintain attendance at sites.		Top quality supplies and state of the art equipment, maintained meticulously.		Quality program effective at detecting and resolving issues.	
COST PROPOSAL:								
Base Bid-Continual Services								
<u>City Hall:</u>								
Cost Per Month	\$6,240.00		\$4,981.00		\$4,346.67		\$5,810.00	
Annual Cost	\$74,880.00		\$59,772.00		\$52,160.04		\$69,720.00	
<u>Dept. of Public Services Garage</u>								
Per Hour	\$17.00		\$20.72		\$15.86		\$16.00	
Est. Annual Cost (7 hours/day; 5 days/week)	\$30,940.00		\$37,710.40		\$28,868.84		\$34,320.00 this includes \$100 monthly project services	

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Fire Station # 1				
Per Hour	\$17.00	\$20.97	\$14.92	\$20.00
Est. Annual Cost (5 hours/day; 2 days/week)	\$8,840.00	\$10,904.40	\$7,758.40	\$10,400.00
Museum Buildings				
Per Hour	\$17.00	\$20.71	\$16.76	\$16.00
Est. Annual Cost (8 hours/day; 5 days/week)	\$35,360.00	\$43,076.80	\$34,860.80	\$33,280.00
Total Annual Cost - Base Bid	\$150,020.00	\$151,463.60	\$123,648.08	\$147,720.00
OCSO (optional)				
Per Month	\$1,950.00	\$3,599.00	\$2,929.17	\$1,840.00
Est. Annual Cost (12 month/year)	\$23,400.00	\$43,188.00	\$35,150.04	\$22,080.00
On-Call/Optional Additional Services	Yes	Yes	Yes	Yes
Capable of providing additional staffing				
Other City Facilities:				
Per Hour	\$22.00	\$20.99	\$10.50-\$14.50	\$16.00
Overtime Rate	\$33.00	\$31.49	1.5 times rate of pay	\$24.00
State Overtime Rate	Overtime begins when an employee works over 40 hours per week	Once a worker works over 40 hours	Once a worker exceeds 40 hours	After 40 hours a week (Monday-Saturday) or Sundays
Double Time Rate	\$44.00	\$41.98	2 times the employees regular rate.	\$32.00
State Double Time Rate	Double time begins when an employee works over 55 hours per week.	On Sundays or holidays once worker is over 40 hours	Only pay double time if it is required to work on a legal holiday after working 6 days in succession.	Holidays
Exceptions:	None	Request a mutual 30 day out for convenience.	None	None