

REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES - RFP-RH-18-025						
PROPOSALS TABULATION						
NAME	Kleen-Tech Services Corporation	Michigan Building Cleaning & Maintenance	Giant Janitorial Service, Inc.	Du-All Cleaning, Inc.	Americlean, Inc.	US Metro Group, Inc.
ADDRESS	7100 Broadway, Suite 6L Denver, CO 80221	2570 Seminole St. Ann Arbor, MI 48108	18485 Mack Avenue Detroit, MI 48236	35474 Mound Rd. Sterling Heights, MI 48310	29600 26 Mile Rd. Chesterfield Twp., MI 48051	1601 Farnsworth St., Bldg C Detroit, MI 48211
Contact Name	Brad Brandt	Terry Farha	Peter Huthwaite	Mondi Rakaj	Jeffrey A. Ludeman	Evelyn Kim
Telephone Number	1-866-385-0672	734-320-9411	313-886-7797	586-553-9715	888-393-0002	213-382-6435
Years in Business	25	27	51	16	8	42
Years providing janitorial services	Since 1993.	Since 1991	Since 1967	Since 2002	Since 2010	Since 1976
Full Time Employees	254	15	72	73	17	1500
Part Time Employees	579	32	27	94	17	500
Experience and Financial Capability:	Provides janitorial services for City, State and Municipalities. Financial Balance Sheets provided.	Has a line of credit from a financial institute and the owner has several other businesses that are not janitorial services that help with capital.	Maintains \$1M line of credit through Comerica Bank.	Provides service to Municipal, Government and Commercial locations. Is a multi-million dollar company in industry.	Sufficient cash flow to operate without any accumulation of debt. Has open line of credit with a zero balance as well as retained earnings.	Annual sales of more than 37 million dollars and employing more than 2,000 employees.
Number of customers currently serving with similar services	48	15	City of Madison Heights and City of Northville currently. Serviced Cities of Pontiac and Royal Oak in the past.	75	97	7
Client References	Provided	Provided	Provided	Provided	Provided	Provided
Availability to begin work	Standard account phase in timeline is 30 days.	Will be able to transition within 30 days.	One week	Within 14 days of notice to award.	Immediately	A proper start-up requires 30 days.
Response Time for service call or problem:						
No Shows	2 hours	1 hour	1 hour	.5 hour	.5 hours	3 hours or less
Incomplete Cleaning	2 hours	1 hour	1 hour	1 hour	.5 hours	24 hours or less
Employee Problems	1 Hour	.5 hour	1 hour	1 hour	.5 hours	3 hours or less
Assigned Staff Listed	To be hired	Yes	Supervisor listed, staff will need to be hired.	Staff Listed	Staff listed	Supervisor listed, staff will need to be hired
Subcontractors	No subcontractors	None	None	None utilized.	N/A	Not using subcontractors
Work Plan	Their philosophy is one of centralized command and control with decentralized execution authority. There is a single point-of-contact for contract, supported by a designated management representative for each day, shift, and each building.	Detailed list of work steps included in response.	Detailed list with steps included in response.	Task sheets encompassing daily, weekly, monthly and other assigned tasks. Cleaning staff initials as they are completed. Supervisor checks the list during a nightly walk through. Supervisor is available for scheduled meetings.	Continue to use the same method utilized for the past 9 months and look for opportunities to improve continually.	Using multi-skilled technician approach to delivering quality facility services. Horizontally trained janitors supplemented as required by specialists.
Training	Employees receive extensive training during their new hire orientation. Training is continuous and does not end once an employee has successfully completed orientation and the initial probationary period.	Staff is trained on blood borne pathogens, OSHA rules and guidelines, safety procedures with any hazardous materials, water restoration, fire and wind restoration, customer service and owner/manager will work with staff at Rochester Hills as every location has different layouts and guidelines.	Three days of in house training and three days of on the job training provided. Each days training detailed in response.	Trained in house on chemical safety and application, cleaning techniques, OSHA standards and protocols, workplace safety, customer service and communication.	Employees screened and tested by an outside source. Employees verification documents are stored in an on-boarding system. Each employee received MIOSHA and Blood borne pathogen training. Trained with their SOP to ensure quality and sanitary practices are utilized. Employees also trained according to MSDS for each chemical used.	Each janitor is required to complete safety and sexual harassment training. Training is included in response.
Training/Support for Language Barriers	All trainings are provided in written format in English and Spanish, and additional translations are available as needed. Trainings are conducted in-person by a Supervisor, ensuring that all trainings are communicated clearly and each employee receives the attention they need.	Working supervisor will be fluent in English that will be able to communicate with staff if any language barrier arises.	States see page 18 for answer, but question is not answered on that page.	Each challenge will be handled as appropriate following all legalities. Transcription of tasks in native language, one-on-one training and task list transcription to a voice recording are all viable options they have at their disposal.	Supervisory staff trained to support any language or literacy issues. Additional time is spent to show employee proper use of equipment or chemicals they may be in contact with. Supervisor will shadow the employee to ensure they can demonstrate they understand what they have been shown.	Training and training manuals are performed and written in Spanish and English.
Member of ISSA?	No	No	Yes	No	Yes	No
Familiarity with ISSA 447 Program?	Yes	Yes	Yes			

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Safety Program			Safety manual provided	Safety manual provided		Yes
Safety training provided by certified trainer	Yes	Yes	Yes	Yes	Yes	Yes
Training certificate for RH assigned employees	Yes	Yes	Yes	Yes	Yes, upon request.	Yes
Bankruptcy/Reorganization in past 36 months	No	No	No	No	No	No
Financial Statement	Yes	Yes	No, privately owned company.	Yes	Yes	Yes
Insurance & Bond Requirements	Yes	Yes	Yes	Yes	Yes	Yes
W-9 Included	Yes	Yes	Yes	yes	No	Yes
Credit cards accepted w/ no fees	No	No	Yes	All credit cards charged 4% fee	Can negotiate	No, 3% Additional Fees
Special Advantages:	Leadership meetings ensure contract compliance	Responsive with quick turnaround and high quality standards	51 years experience	Experience working with municipalities	Holds current contract.	Offers 24 hour emergency dispatch
	Custom web-based Sharp work order system	Proactive communication	200 years combined managerial experience	Full and part time staff trained in latest cleaning technology.	Large enough to handle large jobs and small enough for owners to deliver personal attention.	Uses color categorized microfibers to eliminate any possibility of cross contamination.
	24/7 Mission Control call and support center	Modern Technology and Equipment	Training (knowledge of quality cleaning)	Experience providing high level of service acceptable to government standards.	Employees are extensively trained.	Use of green products to reduce chemical irritation.
	Custom raise the flag incident reporting system	Small, family owned business with low overhead.	Employees (long-term and qualified)	Local company with fast response time.	All partners have been entrepreneurs of multi million dollar organizations for over 30 years.	We have 40+ years experience in the facility service industry.
	Web-base quality control program	High quality services at a low cost and within a timely manner.	Reasonable pricing	Financial stability and capability to manage small and large contracts.	Use top quality supplies and state of the art equipment.	Competitive pricing.
COST PROPOSAL:						
Base Bid-Continual Services						
City Hall:						
Cost Per Month	\$7,033	\$4,690	\$7,500	\$7,520	\$4,651	\$5,650
Annual Cost	\$84,396	\$56,280	\$90,000	\$90,240	\$55,811	\$67,800
Dept. of Public Services Garage						
Per Hour	\$16.11	\$15.00	\$22.00	\$18.00	\$16.9730	\$19.00
Est. Annual Cost (7 hrs/dy; 5 dys/wk)	\$29,322	\$27,300	\$40,040	\$32,760	\$30,891	\$34,580
Fire Station # 1						
Per Hour	\$12.92	\$15.00	\$22.00	\$18.00	\$15.9766	\$16.50
Est. Annual Cost (5 hrs/dy; 2 dys/wk)	\$6,718	\$7,800	\$11,440	\$9,360	\$8,308	\$8,580
Total Annual Cost - Base Bid	\$120,436	\$91,380	\$141,480	\$132,360	\$95,010	\$110,960
*Negotiated - Revised Total Annual Base Bid (1 additional hour per day at DPS - 5hrs/wk)					\$99,423	
OCSO (optional)						
Per Month	\$1,498	\$3,000	\$990	\$2,100	\$2,904	\$1,500
On-Call/Optional Additional Services						
Capable of providing additional staffing	Yes	Yes	Yes	Yes	Yes	Yes
Other City Facilities:						
Per Hour	\$24.77	\$17.25	\$22.00	\$19.50	\$15.97	\$16.50
Overtime Rate	\$30.00	\$25.87	\$30.00	\$26.50	\$23.96	\$25.00
State Overtime Rate	Overtime occurs when an employee has incurred overtime hours.	Once an employee reaches 40 hours in a week then the overtime rate will be in effect.	Over forty (40) hours per week	Hours worked over 40 hours in a work week.	Paid when employees works in excess of 40 hours in a week.	Overtime rates are charged when an employee works over 40 hours in a week.
Double Time Rate	N/A	\$34.50	\$35.00	\$38.00	\$31.94	\$50.00
State Double Time Rate	N/A	Only would pay double time if worked on a legal holiday.	Sundays and Holidays are charged double time	Would be billed for hours worked over 55 hours in work week.	Legal holidays or after employee works 6 days in succession prior.	Double time rates are charged when an employee works on a holiday.