

REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES - RFP-RH-21-038				
PROPOSALS TABULATION				
<b>NAME</b>	Vanguard Cleaning Systems of Greater Detroit	Michigan Building Cleaning & Maintenance	VHM Enterprises, Inc.	Stratus Building Solutions of Detroit
<b>ADDRESS</b>	140 Englewood Drive, Suite 1 Orion, MI 48359	2570 Seminole St. Ann Arbor, MI 48108	24151 Telegraph Road, Suite 180 Southfield, MI 48033	2110 E. Walton Blvd. Ste. B Auburn Hills, MI 48326
<b>Contact Name</b>	Jim Winkel	Ahmed Farha	Ali Ajami	Matt Ryntz
<b>Telephone Number</b>	248-481-3297	734-971-7825	248-352-3033	313-960-4737
<b>Years in Business</b>	13	50+	19	3
<b>Years providing janitorial services</b>	13	1970	Since 2002	Detroit location has been providing Janitorial services for 3 years and 2 months.
<b>Full Time Employees</b>	8	22	125	5
<b>Part Time Employees</b>	None	30	70	1
<b>Experience and Financial Capability:</b>	Have over 70 franchise service providers, cleaning over 500 local clients. They are in good financial standing, supporting documentation available upon request.	With over 10 different contracts in the cleaning industry MBCM is capable of managing and provided a quality service. Carries all non government contract that are not mandatory for rebid. Has multiple areas of cash flow.	Management team is knowledgeable and pays personal attention to the productivity of its employees, client relations, while managing day to day business responsibilities. Has 35+ years experience in Janitorial industry.	Since 2006 Stratus building solutions offers turn-key janitorial unit franchises and master franchise licenses across North America; currently operating in 60 major cities supporting over 2,000 unit franchises and is the industry-leading franchise in green commercial cleaning.
<b>Number of customers currently serving with similar services</b>	Specialize in commercial janitorial services which match the requirements in this RFP. Provide these services to all of their 500 plus clients.	20 month to month contracts. Over 30 repeated non contract customers.	Has 11 accounts that provide daily cleaning services for 15 buildings that are like the City building.	103
<b>Client References</b>	Provided.	Provided	Provided.	Provided.
<b>Availability to begin work</b>	Two weeks after being awarded.	Will be able to transition within 30 days.	14 to 21 days	Two week turnaround from date contract is signed.
<b>Response Time for service call or problem:</b>				
<b>No Shows</b>	24 hours	1 hour	2 hours	Same day
<b>Incomplete Cleaning</b>	24 hours	4-5 hours	2 hours	Same day
<b>Employee Problems</b>	24 hours	1 hour	2 hours	Same day
<b>Assigned Staff Listed</b>	Yes	Yes	Only Supervisor listed.	Names not provided.
<b>Subcontractors</b>	None	N/A	None	N/A
<b>Work Plan</b>	Customer service representative will be assigned to account and act as a liaison. His function is to diagnose the issues, develop a plan of correction, implement the plan and follow up on the success of it.	Provided a copy of their handbook template.	Set up meeting with City. Create transition plan, they will work on securing cleaning team, two weeks before provide names to the City of the staff they hired, start internal training, cross train staff.	Work plan will include the scope and appendices included in the RFP as requested.

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Training	Milton was required to complete an 8 week training program that was developed by Vanguard. The training also helps their franchise owners understand how to address customer concerns, communicate with clients they will receive from Vanguard.	Every new janitorial employee starts off in their 30,000 sq ft property to be properly monitored and trained to the quality satisfaction before being put into the field.	Management team has 8 hours of OSHA and 40 hours of safety training. They also have account supervisors go through GBAC fundamentals online course. New employees are trained on sessions such as blood-borne pathogens. Twice monthly there is ongoing training.	Has a rigorous 5 step training program including but not limited to classroom training, SDS training, safety training, hands on training, training test.
Training/Support for Language Barriers	None. All of their franchise owners are required to speak English.	Labeling chemicals in preferred language, supervisor for this project will be bilingual and able to communicate with staff.	Tool Talks sessions are available in English and in Spanish.	Currently do not have a need for training and support for employees who have language barriers or are reading challenged. However, they would implement a program if the need arises.
Member of ISSA?	No.	No	No	No
Familiarity with ISSA 447 Program?		Yes	Yes	
Safety Program	Do not have a written policy to provide.			Yes. Safety manual attached.
Safety training provided by certified trainer	No	No	No	Yes.
Training certificate for RH assigned employees	No	Yes	No	No
Bankruptcy/Reorganization in past 36 months	No	No	No	No
Financial Statement	No	No	Yes	No
Insurance & Bond Requirements	Yes	Yes	Yes	Yes
W-9 Included	Yes	No	Yes	Yes
Credit cards accepted w/ no fees		No	Yes	No
Special Advantages:	As a franchise operation, the crew cleaning the facilities is supervised by a business owner.	On Time	Trustworthy. Backed by quality processes, including ISO 9001, ISO 14001 and ISO 45001	Cleaners are business owners rather than employees.
	Retention rate is 3 times higher than the industry average.	Family owned	VHM is CIS certified with honors. Places them in the top one-half of one percent of janitorial service companies.	Dedicated operations manager to meet & perform inspections on a regular basis.
	As a national organization they partner with industry professionals that provide cutting edge info and support.	Main goal is customer satisfaction	3M certified for floor cleaning and stripping.	Five step training process.
	As a woman owned business, they are a certified minority owned business.	Experienced in all fields of the industry.	Leverage technology to train their staff. Have an app that is electronic time card that provide real-time date and time with GPS enhanced.	Green seal certification.
	No long term contracts, agreement can be ended with a 30 day written notice.		Work with staff to promote teamwork and a great work environment.	Three pronged approach between client, service provider, and operations team.
COST PROPOSAL:				

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<b>Telephone Number</b>	248-481-3297	734-971-7825	248-352-3033	313-960-4737
<b>Base Bid-Continual Services</b>				
<u>City Hall:</u>				
Cost Per Month	\$5,050	\$5,380.24	\$6,640	\$5,200
Annual Cost	<b>\$60,600</b>	<b>\$64,562.88</b>	<b>\$79,680.00</b>	<b>\$62,400.00</b>
<u>Dept. of Public Services Garage</u>				
Per Hour	\$27.00	\$22.05	\$20.00	\$24.80
Est. Annual Cost (7 hours/day; 5 days/week)	<b>\$56,160</b>	<b>\$45,864</b>	<b>\$41,600</b>	<b>\$51,584</b>
<u>Fire Station # 1</u>				
Per Hour	\$27.00	\$22.05	\$22.00	\$24.99
Est. Annual Cost (5 hours/day; 2 days/week)	<b>\$14,040</b>	<b>\$11,466</b>	<b>\$11,440</b>	<b>\$12,995</b>
<b>Total Annual Cost - Base Bid</b>	<b>\$130,800</b>	<b>\$121,893</b>	<b>\$132,720</b>	<b>\$126,979</b>
<u>OCSO (optional)</u>				
Per Month	\$2,862	\$3,484.80	\$3,464.00	\$3,340.00
<u>On-Call/Optional Additional Services</u>				
Capable of providing additional staffing	Yes	Yes	Yes	Yes
<u>Other City Facilities:</u>				
Per Hour	\$50.00	\$22.05	\$20.00	\$30.00
Overtime Rate	\$40.50	\$33.07	\$30.00	\$45.00
State Overtime Rate	Overtime rate applies after 40 hours worked in one week, charged at time and a half.	If staff member works over 40 hours a week and or not scheduled to work.	Work performed by an individual employee that has worked 40 hours.	After 40 hours
Double Time Rate	\$54.00	\$44.10	\$40.00	N/A
State Double Time Rate	Double time rates apply during holiday hours and after 48 hours of consecutive work in one week.	Holidays or Emergency services.	Double time rate is 2x on legal holiday after working 6 days in succession.	N/A
Exceptions:	None.	No Exceptions.	Labor rate changes due to minimum wage changes, if applicable.	No exceptions.

REQUEST FOR PROPOSALS FOR JANITORIAL SERVICE:				
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<b>NAME</b>	Master Maintenance Corporation	LGC Global Energy FM, LLC	Giant Janitorial Service, Inc.	Du-All Cleaning, Inc.
<b>ADDRESS</b>	2701 Interstate 94 Service Drive Ypsilanti, MI 48198	7310 Woodward Suite 500 Detroit, MI 48202	18485 Mack Avenue Detroit, MI 48236	35474 Mound Rd. Sterling Heights, MI 48310
<b>Contact Name</b>	Anthony Smith	Tushar Patel	Peter Huthwaite	Mondi Rakaj
<b>Telephone Number</b>	734-699-3002	313-263-5020	313-886-7797	586-553-9715
<b>Years in Business</b>	29	25+	54	19
<b>Years providing janitorial services</b>	Has been providing janitorial service for over 29 years.	20+ years	Since 1967	2002
<b>Full Time Employees</b>	102	316	Approximately 85	98
<b>Part Time Employees</b>	106	47	Approximately 30	105
<b>Experience and Financial Capability:</b>	Management team has over 150 years in business experience. They have been able to continue increasing their profitability every year, including 2020 with COVID. Sales were slightly down, but profits were up.	Over 25+ years of technical experience in Integrated	Maintains a \$1M line of credit through Comerica. Credit has been in place since 1998.	Established commercial cleaning and building service provider for over 18 years. Is a multi-million dollar company. Financially strong.
<b>Number of customers currently serving with similar services</b>	Has 54 customers with 89 buildings that they currently service with this type of service.	1150+ globally	Wayne County Community College, Redford Union Schools, City of Detroit, County of Wayne	Over 20
<b>Client References</b>	Provided.	Provided	Provided	Provided
<b>Availability to begin work</b>	Would appreciate 30 days.	3-4 weeks on issuance of contract.	One week	Standard account phase in timeline is 30 days.
<b>Response Time for service call or problem:</b>				
<b>No Shows</b>	1 hour	1 hour	1 hour	1 hour
<b>Incomplete Cleaning</b>	1 hour	.5 hour	1 hour	1 hour
<b>Employee Problems</b>	1 hour	.5 hour	1 hour	1 Hour
<b>Assigned Staff Listed</b>	Names not provided.	Names not provided	Supervisor listed, staff will need to be hired.	Not provided
<b>Subcontractors</b>	None	None	None	N/A
<b>Work Plan</b>	Employee recruiting, employee training, management tour, orientation, startup. Please see response for details for each.	Will focus on the factors which will ultimately help to achieve the desired outcomes, required by the City of Rochester hills. Factors are their people, process and use of Technology.	Detailed list with steps included in response.	Task list will be created using the scope of work provided in the RFP documents. Project manager and supervisory staff will work closely with the established building contact to set up a work schedule.

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<b>Telephone Number</b>	734-699-3002	313-263-5020	313-886-7797	586-553-9715
Training	Employees are trained on bloodborne pathogens, customer confidentiality, dress code, hazardous communications, use and care of equipment, cleaning how to's/best practices, trashing, dusting, vacuuming, and restrooms.	Training is always provided through LMS, Industry best practice training program, cleaning for infection prevention.	Three days of in house training and three days of on the job training provided. Each days training detailed in response.	Utilizes the Spartan Chemical CleanCheck training program. All associates are required to complete a minimum of 10 training courses annually.
Training/Support for Language Barriers	Any employees that have language barriers or reading challenges are placed with someone that does not have those challenges.	Their mobile app makes it easy to manage, track and resolve problems as they occur. They provide all staff with mobile devices for ease of communication and for use in uploading time-stamped photos of completed work. App allows language preference.	States see page 18 for answer, but question is not answered on that page.	All staff will be fully trained, per location, by their supervisory staff. This training includes communication strategies which can be written or verbal. Translation services are also available.
Member of ISSA?	Yes	Yes	Yes	No
Familiarity with ISSA 447 Program?	Yes	Yes	Yes	Yes
Safety Program	Safety manual booklet is attached.	Provided	Safety manual provided	Information provided.
Safety training provided by certified trainer	Yes	Yes	Yes	Yes
Training certificate for RH assigned employees	Yes	Yes	Yes	Yes
Bankruptcy/Reorganization in past 36 months	No	No	No	No
Financial Statement	No	Yes	No, privately owned company.	No
Insurance & Bond Requirements	Yes	Yes	Yes	Yes
W-9 Included	Yes	Yes	Yes	Yes
Credit cards accepted w/ no fees	No	Yes	Yes	No, 3% additional fees
Special Advantages:	Locally owned medium sized company and owner is involved daily. Privately held company based in Ypsilanti.	Exceptional quality resulting from top-notch quality control. Enhanced employee supervision.	54 years experience Client Relationships	Local Contractor Does not need to utilize subcontractors for large jobs.
	Only janitorial company in Michigan with over 45 trucks, equipment with everything necessary to react to emergency services.	Innovative equipment, chemical, and consumable strategies that maximize staff efficiency.	Training (knowledge of quality cleaning)	Utilizes industry leading training system.
	Has 4 strategic offices to serve their customers including Ypsilanti, Ferndale, Detroit, and Toledo.	Industry leading expertise in disinfection and infectious disease control.	Employees (long-term and qualified)	Offers a fast response time to emergencies.
	Management Team has over 150 years of experience.	Superior staffing model to resolve absenteeism and vacancies.	Pricing	Over 18 years of municipal cleaning experience.
<b>COST PROPOSAL:</b>				

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<b>Telephone Number</b>	734-699-3002	313-263-5020	313-886-7797	586-553-9715
<b>Base Bid-Continual Services</b>				
<u>City Hall:</u>				
Cost Per Month	\$5,030	\$6,000	\$8,000	\$6,500
Annual Cost	<b>\$60,360.00</b>	<b>\$72,000.00</b>	<b>\$96,000</b>	<b>\$78,000</b>
<u>Dept. of Public Services Garage</u>				
Per Hour	\$18.4327	\$19.90	\$27.00	\$25.00
Est. Annual Cost (7 hours/day; 5 days/week)	<b>\$38,340.02</b>	<b>\$41,392.00</b>	<b>\$56,160</b>	<b>\$52,000</b>
<u>Fire Station # 1</u>				
Per Hour	\$20.3769	\$19.90	\$27.00	\$25.00
Est. Annual Cost (5 hours/day; 2 days/week)	<b>\$10,595.99</b>	<b>\$10,348.00</b>	<b>\$14,040</b>	<b>\$13,000</b>
<b>Total Annual Cost - Base Bid</b>	<b>\$109,296</b>	<b>\$123,740</b>	<b>\$166,200</b>	<b>\$143,000</b>
<u>OCSO (optional)</u>				
Per Month	\$2,306.00	\$3,750	\$3,100	\$2,200
<u>On-Call/Optional Additional Services</u>				
Capable of providing additional staffing	Yes	Yes	Yes	Yes
<u>Other City Facilities:</u>				
Per Hour	\$25.00-\$35.00 per hour	\$19.00	\$27.00	\$29.00
Overtime Rate	\$30-\$42.50	\$28.50	\$40.25	\$38.00
State Overtime Rate	Overtime rates are charged as required by law. Any employee that works over 40 hours per week is entitled to overtime pay.	Any unscheduled or emergency work where they have to provide employee overtime if the work is over weekend and scheduled in advance - no overtime will be applicable.	Over forty (40) hours per week	Hourly overtime paid after 40 hours of work, to applicable staffing.
Double Time Rate	\$40.00 - \$70.00	\$38.00	\$54.00	\$50.00
State Double Time Rate	Double time rates are charged on holidays only.	Any unscheduled or emergency work over Holiday where employee is eligible for double rate.	Sundays and Holidays are charged at double time.	Double time is charged after 60 hours of work to applicable staffing.
Exceptions:	The pricing does not include the periodic work at OCSD because the flooring types and square feet of that flooring was not provided.	LGC does not have any exceptions or deviations to the RFP and accepts all the terms and conditions.	None.	N/A

REQUEST FOR PROPOSALS FOR JANITORIAL SERVICE:		
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<b>NAME</b>	Americlean, Inc.	Interstate Corporation
<b>ADDRESS</b>	29600 26 Mile Rd. Chesterfield Twp., MI 48051	508 Prudential Road, Suite 100 Horsham, PA 19044
<b>Contact Name</b>	Jeffrey A. Ludeman	Robert Weller
<b>Telephone Number</b>	586-615-0609	215-675-8500
<b>Years in Business</b>	11	32+
<b>Years providing janitorial services</b>	Since 2010	Has been providing janitorial services for over 32 years.
<b>Full Time Employees</b>	21	2200
<b>Part Time Employees</b>	24	300
<b>Experience and Financial Capability:</b>	Sufficient cash flow to operate without any accumulation of debt. Has open line of credit with a zero balance as well as retained earnings. Also contain costs by purchasing high quality equipment and have staff in-house that maintain.	Full-service commercial janitorial company which specializes in servicing Class A facilities.
<b>Number of customers currently serving with similar services</b>	81	Approximately 600 customers.
<b>Client References</b>	Provided	Provided
<b>Availability to begin work</b>	Immediately	Available to begin July 1st.
<b>Response Time for service call or problem:</b>		
<b>No Shows</b>	Immediately	1 Hour
<b>Incomplete Cleaning</b>	Immediately	1 Hour
<b>Employee Problems</b>	Immediately	1 Hour
<b>Assigned Staff Listed</b>	Staff listed	Staff Listed
<b>Subcontractors</b>	N/A	None
<b>Work Plan</b>	Continue to use the same method utilized for the past 5 years and look for opportunities to improve continually.	Four week transition plan is identified on page 34 of the additional information provided.

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<b>ADDRESS</b>	29600 26 Mile Rd. Chesterfield Twp., MI 48051	508 Prudential Road, Suite 100 Horsham, PA 19044
<b>Contact Name</b>	Jeffrey A. Ludeman	Robert Weller
<b>Telephone Number</b>	586-615-0609	215-675-8500
<b>Training</b>	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.	All new employees receive basic safety and health orientation before they begin work. A summary of general safety, bloodborne pathogens, material handling, cord safety, safe trashing, PPE, Preventing slips, and more have been listed.
<b>Training/Support for Language Barriers</b>	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.	Bilingual team members and full support staff consisting of managers, trainers, and coaches fully support all staff to further career paths and overcome any obstacles they face.
<b>Member of ISSA?</b>	Yes	Yes
<b>Familiarity with ISSA 447 Program?</b>	Yes	Yes
<b>Safety Program</b>		Provided
<b>Safety training provided by certified trainer</b>	Yes	Yes
<b>Training certificate for RH assigned employees</b>	Yes, upon request.	Yes
<b>Bankruptcy/Reorganization in past 36 months</b>	No	No
<b>Financial Statement</b>	Yes	Yes
<b>Insurance &amp; Bond Requirements</b>	Yes	Yes
<b>W-9 Included</b>	No	Yes
<b>Credit cards accepted w/ no fees</b>	Currently ACH	No
<b>Special Advantages:</b>	Holds current contract.	Great resources in the area, investing in the community and hiring local within 20 minutes.
	Large enough to handle large jobs and small enough for owners to deliver personal attention.	Extensive experience in the industry and provide value-added programs.
	Employees are extensively trained.	Service other accounts nearby and cultivate strong partnerships with current customers.
	All partners have been entrepreneurs of multi-million dollar organizations for over 30 years.	Provide direct communication with Interstate's owner and staff, available 24/7/365.
	Use top quality supplies and state of the art equipment.	Not a franchise, and their company size allows them to focus attention on the City's account.
<b>COST PROPOSAL:</b>		

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<b>Contact Name</b>	Jeffrey A. Ludeman	Robert Weller
<b>Telephone Number</b>	586-615-0609	215-675-8500
<b>Base Bid-Continual Services</b>		
<u>City Hall:</u>		
Cost Per Month	\$6,000	\$8,104
Annual Cost	<b>\$72,000</b>	<b>\$97,248.00</b>
<u>Dept. of Public Services Garage</u>		
Per Hour	\$25.0000	\$20.8600
Est. Annual Cost (7 hours/day; 5 days/week)	<b>\$52,000</b>	<b>\$43,388.80</b>
<u>Fire Station # 1</u>		
Per Hour	\$25.0000	\$20.86
Est. Annual Cost (5 hours/day; 2 days/week)	<b>\$13,000</b>	<b>\$10,847.20</b>
<b>Total Annual Cost - Base Bid</b>	<b>\$137,000</b>	<b>\$151,484</b>
<u>OCSO (optional)</u>		
Per Month	\$3,000	\$903.94
<u>On-Call/Optional Additional Services</u>		
Capable of providing additional staffing	Yes	Yes
<u>Other City Facilities:</u>		
Per Hour	\$25.00	\$22.35
Overtime Rate	\$37.50	\$33.53
State Overtime Rate	Over 80 hours in the bi-weekly pay period.	Overtime rates are charged on Saturday, Sunday and Holidays.
Double Time Rate		N/A
State Double Time Rate		
Exceptions:	If economic conditions continue to force up labor cost, we would like an option to raise the contract 5% a year to maintain dependable labor.	None.