

REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES - RFP-RH-12-028  
PROPOSALS TABULATION

NAME	Saber Building Services	Giant Janitorial Service, Inc.	Du All Cleaning Inc.	CTI Property Services
ADDRESS	Rochester Hills MI	Detroit MI	Macomb MI	Detroit MI
Years in Business	33 years	44 years	10 years	23 years
Years providing janitorial services	33 years	44 years	10 years	20 years
Full Time Employees	46 Full Time Employees	75 Full Time Employees	69 Full time Employees	25 Full Time Employees
Part Time Employees	154 Part Time Employees	75 Part Time Employees	21 Part Time Employees	40 Part Time Employees
Experience:	Currently provides multi-year contract services to Oakland County (7 locations over 6 years), Continental Teves North America (7 locations for 12 years), Arboretum Complex (Burton-Share) (5 buildings over 500,000 SF, 11 years)	Performed same duties for many clients over 44 yrs; exemplary mgmt talents, superior employee training program & ability to choose right people for job; exp w/ every level & size of cleaning project & able to implement effective plan using a base model & customizing it to fit needs of specific client		Invests in professional trained staff- every employee receives paid training; latest & greatest cleaning chemicals & equipment available to service customers
Financial Capability:		Information provided	Strong financial company	Able to afford to offer full medical benefits to employees
Staff assigned to City of Rochester Hills	Area Supervisor (M Hale) in Rochester/	Upon award of contract, Giant will interview	A Pallaska-Supervisor - 20 years	Key Employees: M Baum, A Bauriedl,
Number of people dedicated to City Hall	Rochester Hills Area - worked for Saber over 3 yrs; works directly with K Bednarowski Local Area Manager to oversee all aspects for janitorial services There will be 4 part time employees hired specifically for City Hall	any interested current janitorial employees and/or hire people from RH	K Perfect - Shift Leader - 6 years T Filipi- Custodial - 6 years D Burton - Custodial - 4 years R Mucka - Custodial - 5 years	S Donoher, J Peterzak

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Point of Contract/Supervisor	Area Manager - K Bednarowski is first point of contact - formally with Utica Schools in security/custodial	Pete Huthwaite, VP	Mondi Rakaj-10 years - Business Owner Joseph Howard - 20 years - Cleaning Industry	Points of Contact: M Baum-President, A Bauriedl-Vice President; S Donoher-Account Manager
Number of customers currently serving with similar services	55 companies (all in SE Michigan) which accounts for 71 facilities in total	Approximately 10	27 current customers which include several buildings	40 nightly janitorial accounts
Client References	Oakland County - 7 years Continental Teves North America - 13 years Brose North America - 8 years St Joseph Mercy Hospital - 1 year Arboretum (Burton-Share) - 11 years	Wayne County Community College Wayne County Community College - Western Campus City of Royal Oak City of Grosse Pointe City of Pontiac	50th District Court - Pontiac Washtenaw County Buildings Bloomfield Twp Library City of Novi - All City Buildings Ypsilanti Warren Municipal Buildings Creative Child - Warren	Village of Oxford Arab American National Museum The Romine Group (Charter School Mgmt Company 5 Charter Schools) Archdiocese of Detroit (3 buildings) Renaissance Center Tower 500 (Blue Cross Blue Shield project)
Availability to begin work	Preference July 1st	One week after notification	Upon award of contract 1-2 weeks of notice	Usually 2-3 weeks lead time to properly prepare for new client but can be ready sooner if needed
Response Time for service call or problem:				
No Shows	1 hour	1-2 hours	1 hour	2 hours or sooner
Incomplete Cleaning	1 hour	2 hours	1 hour	2 hours or sooner
Employee Problems	1/2 hour	1 hour	1 hour	2 hours or sooner
Subcontractors	The Sweep Master, Inc. - used for parking lot sweeping Transparent Window Cleaning - Division of Saber Building Services	None	N/A	N/A



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Member of International Sanitary Supply Assn. Familiarity with ISSA 447 Program	Not member of ISSA. Current member of BSCAI (Bldg Services Contractors Assoc Int) and annually attend both ISSA & BSCAI national conventions	Current membership under 5 million	Familiar w/ ISSA 447 Program Not member of ISSA	CTI currently attends the annual conference
Safety Program	Excellent safety record. "EMR" (exp mod rate) from ins industry for company is 0.71, well below industry standard. Utilizes online training program for safety and bloodborne pathogens provided by Summit Online Training. Safety & Blood-borne training policy provided	Safety Training Program - no major employee injury accident on the job in over 20 years; insurance company greatly reduced exp modification rate; Employee Safety Manual provided	Safety training is part of orientation program as well as additional training classes in specific areas as bloodborne pathogens, infection control, ladder & lifting safety	Safety Manual is available upon request. Certification programs on Safety, bio-hazard, MRSA, property chemical use and dilution ratios (MSDS).
Safety training provided by certified trainer	Yes	Yes	Yes	Yes
Training certificate for RH assigned employees	Yes, if required	Yes	Yes	Yes
Bankruptcy/Reorganization in past 36 months	No	No	No	No
Financial Statement	Yes	No - Information provided	Yes	No - information provided
Insurance Requirements	Yes	Yes	Yes	Yes
Special Advantages:	1-Local company, based in Rochester Hills 2-Transparent window cleaning is already providing services to RH 3-Currently provides services to other govt facilities-Oakland County, 7 locations 4-Clean 4+ million square feet in all SE Michigan 5-Quality Manager solely purposed for customer communication & bldg inspeciton	1-Length of years in business (44 years) 2-Quality of municipalities-City of Royal Oak and City of Grosse Pointe 3-Good Leadership 4-Low turnover 5-Green Cleaning	1-Financial Stability 2-Quality Work 3-Honest and hard working employees 4-Public relations skills/problem solving 5-Full service company, able to handle all your needs	1-Communication 2-Reliable 3-Well trained and prepared work force 4-Your local partner 5-Willing to go above and beyond

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COST PROPOSAL:				
Base Bid-Continual Services				
City Hall:				
Cost Per Month	\$4,200/per month	\$4,200/per month	\$3,800/per month	\$4500/per month
Annual Cost	\$50,400/per year	\$52,400/per year	\$45,600/per year	\$54,000/per year
Dept of Public Services Garage				
Per Hour	\$14.00/per hour	\$14.75/per hour	\$14.00/per hour	\$15.00/per hour
Hours per Day	8 hours	5.5 hours	6 hours	6 to 8 hours per day
On-Call/Optional Additional Services				
Capable of providing additional staffing	Yes	Yes	Yes	Yes
Other City Facilities:				
Per Hour	\$15.00/per hour	\$14.75/per hour	\$15.00/per hour	\$15.00/per hour
Overtime Rate	After 40 hrs per week	No Over Time		Over 40 hrs in 7-day period
State Overtime Rate	\$21.00			\$22.50/per hour
Double Time Rate	N/A	No Double Time		Over 80 hrs in one week
State Double Time Rate				\$30.00/per hour
Exceptions:	N/A			N/A

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NAME	I&B Cleaning Services	ABM Janitorial Services	Kristel Cleaning, Inc.	Copeland Cleaning Services LLC
ADDRESS	Troy MI	Detroit MI	Macomb MI	Westland MI
Years in Business	4 years	30+ years	12 years	8 years
Years providing janitorial services	4 years; owners have over 20 years of janitorial experience	Detroit Branch has been providing services for 30+ years	12 years	8 years providing janitorial services
Full Time Employees	3 Family Members	328 Full Time Employees	42 Full Time Employees	6 Full Time Employees
Part Time Employees	5-10 employees	487 Part Time Employees	74 Part Time Employees	14 Part Time Employees
Experience:	Voluntary job overseas; professional work in United States which generates income. Exp w/ hotels, churches, property bldgs, offices, bingo halls, stadiums and residential homes - all kinds of cleaning services	Builds value while reducing operating expenses while keeping bldgs safe, clean, comfortable & energy efficient. Meet virtually all facility needs; simplified support for all solutions; technology enabled workforce, guaranteed energy & sustainability solutions; service excellence & industry expertise; nationwide presence w/ local experts who understand unique needs of area.	Experience w/ municipal bldgs, commercial bldgs, colleges, schools, industrial buildings. Michigan-based & work in multiple counties; 4 district mgrs responsible for operation of accts. Headquartered in Clawson, MI	Have experience in the janitorial business, but most of all believe in communication which is the most valuable key element in the business
Financial Capability:	Financial Information provided	Five Year Financial Data provided	Financially stable & capability to purchase all necessary equipment, chemicals & items required to operate cleaning of RH.	Financially sound and stable, giving RH more than what competitors are doing.
Staff assigned to City of Rochester Hills	Ilir Jakupi - Owner	Steven Johnson - 15 yrs + institutional asset & property mgmt experience	Ben Pllimaj-VP - 22 years	Lynn Copeland-owner-assigned to managing everyday operations - over 15 yrs exp. When problem occurs, get immediate answer with owner's direct involvement. At least 3 workers assigned to City Hall - new hires from local area.
Number of people dedicated to City Hall	Bujana Jakupi - Supervisor 10 years experience 4 people will be dedicated to City Hall	Joe Widzinski-Sr Manager w/ 25 yrs of proven leadership skill in labor intensive industry; Continuous Quality Imprvmt Danielle Huddleston, over 27 yrs in industry w/ focus on operations; proficient project mgmt, appl development, station analysis, grn cleaning & processes	Mike Jackson - District Mgr - 18 years Vera Liliguraj-Area Supervisor - 8 years	

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ADDRESS	Troy MI	Detroit MI	Macomb MI	Westland MI
Point of Contract/Supervisor	Ilir Jakupi and Bujana Jakupi will be points of contact.	Joe Widzinski	Ben Pllimaj - 20 yrs exp Mike Jackson - 18 yrs exp Kol Vukaj - 25 yrs exp	Lynn Copeland-owner - not afraid to get dirty; in business over 15 years
Number of customers currently serving with similar services	6 customers providing janitorial services	60+		24 Over 20 companies-mostly govt affiliated facilities
Client References	Detroit Public Schools Dept of Licensing & Regulatory Affairs, Detroit Secretary of State, Warren St. Moran Church, Detroit KDC, Dearborn	CBRE/Comerica Ford Motor Company Guardian Bldg/EDC Charter of Wayne Detroit Public Library City of Farmington	City of Troy Ann Arbor Justice Center Clinton Township City of Saline Walsh College	Secretary of State, Saginaw MI Secretary of State, Westland MI Secretary of State, Trenton, MI Secretary of State, Monroe, MI Secretary of State, Oakland County, Clarkston, MI
Availability to begin work	When required	Within 7 days of award	1-Jun-12	Available to start July 1, 2012
Response Time for service call or problem:				
No Shows	1 hour	1.5 hours	1/2 hour	4 hours
Incomplete Cleaning	1 hour	1.0-1.5 hours	1/2 hour	4 hours
Employee Problems	1 hour	1.0 hours	1/2 hour	2 hours
Subcontractors	Not Applicable	Skywalker Window Cleaning, Detroit Like-Nu Carpeting Cleaning, Warren Everclean, Inc., Janitorial Services	None	No subcontractors

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Work Plan	<p>Planning &amp; controlling to get job done; general inspection to identify any shortages &amp; provide specific solution; identify &amp; clean stains &amp; dust on floors, carpets, walls, doors, glasses &amp; furniture; right approach to better determine cleaning effectiveness of equipment, tools &amp; cleaning products. Therefore, we would be able to afford new equipment and fair hours/rate for helpers working with us. Ability to be personally on the job working w/ daily crew &amp; w/ a separate crew for wkly, monthly cleaning tasks. Working every day on site we pay close attn to detail cleaning, an important task of quality of services.</p>	<p>ABM Green Care Cleaning for RH. Begin w/ job specification, security compliance &amp; communications plan. Procedures manual of standard operating procedures to ensure right the first time, every time &amp; to objectively measure quality of services. Site Supervisor responsible for day-to-day operations of program at facility &amp; immediate on-site; dist mgr, sr branch mgr, Reg Dir of Operations, Reg VP; transition plan for smooth start-up; importance of on-going communication; Transition Team: Steve Johnson, Joe Widzinski &amp; Danielle Huddleston</p>	<p>Meet w/ Facilities Mgr at RH as soon as possible after award; review contract for complete understanding &amp; mutual agmt of scope of work outlining the job assignments, frequencies and any special client needs. Will provide telephone numbers; list of key personnel &amp; provide preliminary implementation plan; start-up plan of action; need to identify where and when their equipment and supplies can be brought in</p>	<p>Hire qualified workers; on-site training, daily inspections, provide daily meetings on specs, daily inspections after work is done, employee replmt within 2 hrs to ensure work done on time, quarterly dept progress reviews to assess their system for cleaning City's facility &amp; address risk prevention, code compl, program balance &amp; all documentation, work records, communications notebook, monthly mtgs w/ Fac Mgr/personnel to discuss specs &amp; ensure meeting needs; conduct formal walk-through, employees training to report any unusual occurrences for safety, damage log, products stocks, ensure quality</p>
Training	<p>Training done on the job under supervision of mgr. Make sure employees understand their responsibilities before letting them work on their own; current crew is experienced &amp; reliable &amp; able to carry successfully every challenge.</p>	<p>Training sessions RH location in classrm setting include site-specific rules &amp; regs, ABM policies &amp; procedures &amp; basic job training; concentration on specific work tasks demonstrated by supervisors; visual inspections before completing wk; recurrent training sessions</p>	<p>All new hires required to have multiple trainings as bloodborne pathegens, security awareness, hard floor care, restroom care, chemical awareness, ladder safety, personal protection, equipment use.</p>	<p>Most training on site; Outside trainings include green cleaning certification, safety training, bloodborne pathogens, OSHA compliance, floor care, building emergency procedures, restrm cleaning, janitorial equipment &amp; chemical training</p>
Training/Support for Language Barriers	<p>Supervisors will support all employees w/ language barriers. Experience w/ dealing w/ employees whose English is not first language</p>	<p>Policies &amp; instructions are available in multiple languages. Supervisors &amp; Field Operations Mgrs are available to assist the reading challenged.</p>	<p>Employees w/ language barriers or reading challenged, put to work with reading employees. Never have a problem in this area.</p>	<p>Workers must speak some type of English; will provide training &amp; other tools to assist. Encourage all staff to learn new cultures &amp; embrace diversity</p>



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ADDRESS	Troy MI	Detroit MI	Macomb MI	Westland MI
Member of International Sanitary Supply Assn. Familiarity with ISSA 447 Program	Not a member; Yes - familiar with ISSA 447		Yes	Not a member, but know about this cleaning assn
Safety Program	Every employee must study & pass the janitorial training program. I&B provides the study material and tests the employees before hiring. The training material is OSHA compliant.	ABM Safety & Health Manual, Safety Communications, OSHA Injury & Illness Record Keeping, Motor Veh Recoard Ck, Dr Alert Programs, Loss Control, Medical Coverages, Monthly Safety Training Topics	Safety is company's top priority; objective is to prevent accidents. Positive steps to ensure operations provide clean, safe and healthy environments for everyone. Kaivac cleaning systems.	Program/Policy
Safety training provided by certified trainer	No	Yes	Yes	Yes
Training certificate for RH assigned employees	No	Yes	Yes	Yes
Bankruptcy/Reorganization in past 36 months	No	No	No	No
Financial Statement	Yes	Yes	Yes	No
Insurance Requirements	Yes	Yes	Yes	Yes
Special Advantages:	1-Ability & devotion to personally be on the job everyday 2-Family members will manage, supervise & perform special tasks 3-Experienced & consistent crew 4-Brand equipment & tools & green cleaning products 5-Separation of duties-2 different crews will handle daily and non-daily work	1-Local Company 2- Local Customers 3-Operational support depth 4-Local route crews available 5-Training & education programs including safety	1-Very customer focused and want to provide the best service 2-Expert floor care programs 3-Provide Kaivac machine for daily cleaning 4-Provide a clean to go systems for all buildings 5-Experience in cleaning municipal buildings	1-Grn Cleaning Program-use our own special grn cleaning products 2-Cleaning consistency w/ min turn over rate 3-Proven quality check system design for your facility 4-Employee training each month 5-Quick response for emergency calls

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COST PROPOSAL:				
Base Bid-Continual Services				
City Hall:				
Cost Per Month	\$4,225.00/per month	\$4,300.00/per month	\$3,470.00/per month	\$3,700.00/per mont
Annual Cost	\$50,700/per year	\$51,600/per year	\$41,640.00	\$44,400
Dept of Public Services Garage				
Per Hour	\$13.00/per hour	\$14.77/per hour	\$12.35/per hour	\$15.00/per hour
Hours per Day	8 hours per day	8 hours per day	5 hours per day	8 hours
On-Call/Optional Additional Services				
Capable of providing additional staffing	Yes	Yes	Yes	Yes
Other City Facilities:				
Per Hour	\$12.00/per hour	\$15.00/per hour	\$12.35/per hour	\$15.00/per hour
Overtime Rate	Over 40 hours of working time	OT after 40 hours in a week		OT rate will be anytime over 40 hours
State Overtime Rate	\$15.00	\$22.00	\$18.00	\$12.00
Double Time Rate	We never charge double time	Holiday work is normally charged at		Time paid on holidays
State Double Time Rate		double time \$29.00	\$20.00	\$16.00
Exceptions:				
		Exceptions to employee bonding; language skills, damages; background checks, payment method, performance, etc.		No exceptions-accept all terms

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NAME	Thundermop Maintenance Company	CSM Services, LLC	Building Service Specialists, Inc.	Omni Facility Services
ADDRESS	Waterford MI	Hudsonville MI	Wixom MI	Southfield MI
Years in Business	37 years	13 years	2 years	102 years
Years providing janitorial services	37 years	13 years	18 years	Window cleaning since 1910 & janitorial services shortly thereafter. Late 1960's janitorial services primary service offering
			BSSI mgmt team established in 1994 as Commercial Maintenance Inc. & incorporated as BSSI in 2010 under new ownership.	
Full Time Employees	14 Full Time Employees	150 Full Time Employees	10 Full Time Employees	800 Full Time Employees (Metro Detroit)
Part Time Employees	42 Part Time Employees	250 Part Time Employees	70 Part Time Employees	200 Part Time Employees (Metro Detroit)
Experience:	Past 8 yrs services to RH; 16 yrs service to Oakland County buildings; Oakland County Mental Health Authority, RCOC, Detroit Lions, several medical and multiple private office buildings		Servicing all types of facilities: multi-tenant office space, entertainment venues, public transportation facilities, medical, warehouses & other comm & ind; exp planning & executing proper procedures to fulfill facility specifications. QA Plan includes employee training, transition planning, ongoing site review and management	Full service company-leveraging 100+ yrs experience across various platforms provides unique ability to offer RH a strong & comprehensive service plan. Brings strong value & high quality service systems along w/ integrity of Michigan's leading facility service provider. Comprehensive list of services capable of self-performing & delivered through specialized service divisions; ISO certified
Financial Capability:	No outstanding long term debt; line of credit; positive cash flow; payables current	Financial Information	Financial information provided	Financial Information provided
Staff assigned to City of Rochester Hills	J Parsons-Operations Mgr - 6 yrs	Operations Manager: Robert Blouthier	Projected staffing for RH /City Hall includes	City Hall - 3 people (16 hrs per day)
Number of people dedicated to City Hall	B Kalakay - Supervisor - 14 yrs	w/ 35 plus years of Facilities Mgmt Experience	1 regional supervisor, 1 on-site working supervisor, 3 general labor positions and	DPS - 1 person (8 hrs per day)
	E Burnett - Janitor - 17 yrs	Dedicated Staff to City Hall : 2	1 contract administrator.	Area Operations Mgr: Mike Boomrad - point of contact for RH - will training, advise & guide Resident Mgr; Prior U/M Dearborn project manager.
	P Temple - Janitor - 10 yrs			
	J Crowder - Janitor - 3 yrs			
	B Young - Janitor - 43 yrs			
	W Young - Floor Tech - 15 yrs			

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ADDRESS	Waterford MI	Hudsonville MI	Wixom MI	Southfield MI
Point of Contract/Supervisor	B Kalakay supervisor - past 8 yrs for RH; Currently manages 4 other bldgs in nearby area to City Hall. In his absence, J Parsons and Gene Edwards (owner) available	Robert Clouthier, Operations manager Director & engineer of educational facilities; 28 yrs managing three major school districts; As VP of Operations oversees State of Michigan	Projected staffing for RH /City Hall includes 1 regional supervisor, 1 on-site working supervisor, 3 general labor positions and 1 contract administrator.	Area Operations Manager - Mike Boomrad Resident Manager - many qualified candidates
Number of customers currently serving with similar services	34 customers, some w/ multiple locations	100 plus servicing government, commercial, medical and educational facilities	Currently servicing accounts for 27 full time facilities w/ an estimated square footage of over three million square feet	Currently services thousands of clients and cleans more than 350,000,000 square feet nightly throughout US & Canada
Client References	Oakland County Oakland County Comm Mental Health Road Commission for Oakland County Burton/Share Mgmt The Detroit Lions, Inc.	Allegan County Sparta Area Schools Universal Forest Products Northwest Michigan Surgery Center	St Catherine of Siena Academy, Wixom Youthville Detroit, Detroit AT&T/Johnson Controls, Livonia Detroit Science Center, Detroit Michigan Opera Theater, Detroit	City of Oak Park Kellogg Headquarters & Plants, Battle Creek Ford Motor Company, Dearborn Consumers Energy, multi locations in Mich Blue Cross Blue Shield, Detroit
Availability to begin work	Continue to provide service w/o interruption	35-day implementation plan	Prior to start date Operators Director contacts Facilities Mgr for detailed site inspection. Generally suggest 2 weeks prior to start - transition period	Available immediately; ideally 15-30 days notice. Transition Plan & Schedule.
Response Time for service call or problem:				
No Shows	1 hour	1-1.5 hours	1 hour	1 hour
Incomplete Cleaning	1 hour	1-1.5 hours	1 hour	1 hour
Employee Problems	1/2 hour	1-1.5 hours	1 hour	1 hour
Subcontractors	Gary's Carpet Cleaning Professional Widow Cleaner, Inc.	None	No subcontractors	Prefers to self-perform; intent to self-perform work for Rochester Hills

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Work Plan	Continue current plan of three janitors at City Hall. This gives some coverage if someone calls off sick. Continue with Bill Young at DPS with either Will Young or Kevin Kalakay available to sub to both City Hall and DPS	Create acct file; meet w/ City operations mgr; supervisor monitors employees and quality of work several times a week. Operations Mgr also visits each account on regular basis 1-5 times in 2-wk period; communication via cell phones; software; employee automated timekeeping system; 5-Tiered Mgmt System for task assignment and checklist; semi-annual review; new technology; Kaivac machine to thoroughly clean restrooms; Quality insurance inspections: audits/walk throughs, checklists, chemical training, communications log, customer surveys, newsletters; quality mgr visits monthly; employees are specialists in specific areas of cleaning.	Sight inspection w/ facilities mgr to evaluate each area & determine best practice: labor, materials and services. Labor-review overall organization of custodial operation & evaluation of system appropriatenesses: zone or teams; area assignment & frequency, details, current levels of cleanliness & future expectations; Materials: standardized products; Services: determine frequency & frequency general custodial tasks; operational transition plan will lay ground work for implementaiton of services. Operational planning is lead force to implement short-term adjustments and building of a platform for a long-term plan.	Quality services/Cost Effectively. Utilize Service Engineering to design optimum equipment, training, HR & task scheduling models by analyzing RH unique needs, design service plan to meet needs & within budget, maximize services-task-oriented procedure; analysis of current programs, program development, performance auditing, research & development (equipment, supplies & techniques), technical training programs; Account Installation-Transition Plan- develop transition time line & report to City on progress; 35 items task list for initial service start up.
Training	All new employees get a short administrative orientation from owner regarding expectations about appearance, politeness, performance, equipment care and safety. Training on correct cleaning procedures, chemical measurement & usage occurs on job side by side with immediate supervisor	Employee handbook; Workplace Training; professionalism; appearance, behavior, language, focus on assigned tasks, weapons, report suspicious activity; safety training Reviews, quarterly, annually.	Training of all staff involved; Two required programs conducted by Operations Mgr & Area Mgr - How to Clean & What to Clean. Video; Service Manuals; Actively conducts training & evaluation on service teams; Routine field employee evaluations & employee development is high priority	Training by demonstration group, classroom, on-the-job; Transition Training/Program Design; 4 Phase Training System: I-Orientation, II-Quality, III-Health and Safety, IV-The Building Block System; Frequency: Constant, Daily, Wkly and/or Monthly; Responsibility -site supervisor; Reporting, Records.
Training/Support for Language Barriers	Never had language barrier problem. Reading challenged supported by supervisor & fellow employees-never assigned to work alone.	Supervisor must verify each employee has received & understood required training	Tests & pre-screen all employees to assure these challenges are met. All BSSI employees are English speaking proficient.	SOP direction in written step by step, process flow diagram & pictorial. SOP also available in Spanish & French; reviewed orally by supervisor or mgr w/ every employee. Employs bilingual supervisors

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Member of International Sanitary Supply Assn. Familiarity with ISSA 447 Program	No	CSM is a member of the ISSA; Yes, are familiar with ISSA 447 Standards	Familiar w/ ISSA 447 program and industry standards, but not affiliated with the association	Members of ISSA. Familiar with ISSA 447 program for work loading. It is one piece in a variety of systems & methods used to work load & engineer job sites
Safety Program	No formal written safety program; provide safety training regarding proper use of face masks, use of rubber gloves, understanding MSDA sheets & chemical labels, lifting techniques, use of caution signs. Ins carrier programs-training to avoid accidents & injury in workplace; safe practices handling chemicals, power tools.	Workplace Training: Slip & Fall Hazards, Chemical hazards, sharp objects, falls from heights, bloodborne pathogens, hazard communication programs, personal protective equipment policy & procedures training and certification	Provides ongoing & new hire safety briefing for all employees to keep apprised of MIOSHA Bloodborne Pathogen & Material Safety Data & Handling. Will provide written program/policy upon contract award.	Comprehensive training program-several safety topics; Master Safety Policy includes compliance procedures, training, safety coordinators, reporting, medical care; job site safety, ie, chemicals, hazards communications, energy control lockout policy, motor vehicles, weapons, disciplinary procedures, HIPPA compliance
Safety training provided by certified trainer	No	Yes - Train the Trainer Program	No	Yes
Training certificate for RH assigned employees	No	Yes - Train the Trainer Program	No	Yes
Bankruptcy/Reorganization in past 36 months	No	No	No	No
Financial Statement	No	No	Yes	Yes
Insurance Requirements	Yes	Yes	Yes	Yes
Special Advantages:	1-Experience - 8 years of service in City Hall and 2+ years at DPS 2-Consistency of service -no wild swings in level of service 3-Familiarity-same employee for 8 years in common areas of City Hall 4-Security-no complaints of theft at City Hall or DPS 5-Integrity- a company of proven sound moral principle, character and honesty	1-Quality Service 2-Communications between CSM and City of Rochester Hills 3-Hands on Ownership 4- Corporate Support 5-Cost Savings	1-BSSI is able to provide full & diverse range of industrial & commercial services 2-Extensive depth of self-performed capabilities & partnered services 3-Professional mgmt of commercial janitorial services w/ an organization that values quality & customer satisfaction 4-Continuous improvement of operations including extensive training & educational learning programs networked w/ product distributors/manufacturers 5-Unique, innovative, specialty services - diamond floor polishing, anti-microbial surface treatment & construction trades	1-Third-party audited quality control programs (ISO 9001:2008, ISSA-CIMS cert. 2-Local access to top mgmt (US Headquarters in Oakland County) 3-100+ year old company w/ continuous operations since 1910 4-Extensive janitorial mgmt experience 5-Utilization of the latest high productivity equipment

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COST PROPOSAL:				
Base Bid-Continual Services				
City Hall:				
Cost Per Month	\$4625/per month	\$5969.17/per month	\$4,995.00/per month	\$4,365.00/per month
Annual Cost	\$55,500/per year	\$71,630.04/per year	\$59,940.00/per year	\$52,380.00/per year
Dept of Public Services Garage				
Per Hour	\$15.00/per hour	\$14.50/per hour	\$13.46/per hour	\$13.50/per hour
Hours per Day	8 hours	8 hours	30 hours	8 hours
On-Call/Optional Additional Services				
Capable of providing additional staffing	Yes	Yes	Yes	Yes
Other City Facilities:				
Per Hour	\$20/per hour	\$15.50/per hour	\$13.46/per hour	\$14.50/per hour
Overtime Rate	Saturday	After 40 hours a week	Exceeds workers 8 hr work load	
State Overtime Rate	\$30.00/per hour	Custodian \$21.75/hr Supervisor \$27.00/hr	\$20.00/per hour	\$21.50/per hour
Double Time Rate	Sundays and Holidays	Holidays	Workers required to work during holidays	
State Double Time Rate	\$40.00/per hour	Custodian \$29.00/hr	\$25.00/per hour	\$28.75/per hour
Exceptions:	No Exceptions	Ltr of Exception to submit financial stmts due to FOIA	No exceptions from City specifications	None