



CITY OF NOVI CITY COUNCIL
FEBRUARY 5, 2024

SUBJECT: Consideration of approval to award the Janitorial Services contract to Master Maintenance in the amount of \$199,674.18 for a one (1) year contract with the option of two (2) one-year renewals.

SUBMITTING DEPARTMENT: Integrated Solutions, Facilities Management

EXPENDITURE REQUIRED	\$199,674.18
AMOUNT BUDGETED	\$230,000.00
APPROPRIATION REQUIRED	\$0
LINE ITEM NUMBER	101-265.00-814.200

BACKGROUND INFORMATION:

The City of Novi contracts janitorial services for the following locations: City Hall/Civic Center, Public Safety Building, Firing Range, Department of Public Works (DPW), Township Hall, and Lakeshore Park Community Building. The current contract was established in 2023 and consisted of a one-year contract with two one-year renewals. After evaluating the current vendor's performance, and with input from our partners at each location covered by the agreement, we have opted not to renew the existing contract with the current contractor.

A Request for Proposal (RFP) was posted on the Michigan Intergovernmental Trade Network (MITN) website. A mandatory pre-bid meeting/site visit was held on January 11, 2024, which eleven firms attended. Six proposals were received and reviewed by a team consisting of staff from Public Safety, Facilities Management, and DPW. During the evaluation, the team reviewed the supplemental questionnaire to the bid package, performed walkthroughs of the facilities, spoke with references, and met with company representatives of each proposal. Wayne County Roads Division, Macomb Township, and Chesterfield Township are currently contracting Master Maintenance. All three provided excellent references and positive feedback on

Master Maintenance. The team believes Master Maintenance understands the scope of work and can carry out the contract.

RECOMMENDED ACTION: Approval to award the Janitorial Services contract to Master Maintenance for \$199,674.18 for a one (1) year contract with the option for two (2) one-year renewals.

CONTRACT FOR JANITORIAL SERVICES

THIS CONTRACT FOR SERVICES AND MATERIALS ("Contract"), shall be considered as made and entered into as of the date of the last signature ("Effective Date"), and is between the City of Novi, a Michigan municipal corporation, whose address is 45175 Ten Mile, Novi, Michigan 48375, (hereinafter referred to as "Client"), and RNA Facilities Management, whose address is 4103 Varsity Drive Suite A Ann Arbor, MI. 48108, (hereinafter referred to as "Contractor").

THE CLIENT AND CONTRACTOR AGREE AS FOLLOWS:

Article I. Statement and Performance of Work.

For payment by the Client as provided under this Contract, Contractor shall provide the materials and perform the services described on and in Schedule A (the "Work"), which is attached hereto and made a part of this Contract by this reference, in a competent, accurate, efficient, timely, good, professional, thorough, complete and responsible manner, and in compliance with the terms and conditions set forth below.

Article II. Timing of Performance.

Performance of this Contract shall commence on February 15, 2024 and end on February 16, 2025. Upon mutual consent of the Client and the Contractor, the contract may be renewed two (2) additional years in one (1) year increments.

Article III. Contract Price and Payment.

Subject to the terms and conditions of this Contract, the Client agrees to pay Contractor an amount services and materials as specifically set forth in the completed Proposal attached which is part of the attached Schedule A. Such payments are in exchange for and consideration of the timely and satisfactory performance and completion of the work required under and pursuant to this Contract. The Client agrees to pay Contractor amounts due within thirty (30) days of receipt of an itemized billing/invoice from Contractor detailing all materials provided and work performed in connection with the billing and the hours and charges applicable to each such item. Such itemized billings shall be submitted and shall be paid only upon satisfactory completion of the work itemized in the billing.

All costs and expenses incurred by Contractor under this Contract are deemed to be included in the amounts set forth in Schedule A. Contractor will obtain written approval of the Client prior to proceeding with any work that is not stated on Schedule A; otherwise, the Client will not be billed for such extra/additional work.

Payments shall be made upon verification of invoices received by the Client. All payments to Contractor shall be submitted by mail at Contractor's address first listed above, unless Contractor provides written notice of a change in the address to which such payments are to be sent.

Article IV: Termination.

- A. 1. For cause: In the event that either party shall breach the terms and conditions of this Contract, the aggrieved party may notify the other party, in writing via certified mail, of such breach and demand that the same be remedied within ten (10) days. If the defaulting party fails to remedy the breach as demanded, the aggrieved party shall then have the right to terminate by giving the defaulting party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law, or if a receiver or trustee of any of a party's property shall be appointed and such appointments shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days' notice in writing of such termination.
2. For convenience: The Client may terminate the agreement, in whole or in part, without showing cause upon giving thirty (30) days written notice to the Contractor. The Client shall pay all reasonable costs incurred by the Contractor up to the date of notice of termination. The Contractor will not be reimbursed for any anticipatory profits that have not been earned up to the date of notice of termination.
- B. In the event this Contract is terminated before completion, the Client shall not be responsible to make any further payments for work performed after the effective date of such termination, and shall pay Contractor for such materials as have been delivered and for such work as has been completed and is eligible for payment under the terms of this Contract through the date of such termination. In all events, the Client shall only be responsible to make the payments described in the preceding sentence if, at the Client's request, Contractor continues to fully perform its duties and obligations in full compliance with the terms of this Contract through the effective date of the termination.

Article V: Independent Contractor Relationship.

- A. In the performance of this Contract, the relationship of Contractor to the Client shall be that of an independent contractor and not that of an employee or agent of Client. Contractor is and shall perform under this Contract as an independent contractor, and no liability or responsibility with respect to benefits of any kind, including without limitation, medical benefits, worker's compensation, pension rights, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either party as a result of the performance of this Contract.

Contractor, as an independent contractor, is not authorized to enter into or sign any agreements on behalf of the Client or to make any representations to third parties that are binding upon the Client.

- B. Contractor represents that it will dedicate sufficient resources and provide all necessary personnel required to perform the work described in Schedule A in accordance with the terms and conditions of this Contract. Except as may be specifically stated and agreed to in Schedule A, Contractor shall perform all of the work under this Contract

and no other person or entity shall be assigned or sub-contracted to perform the work, or any part thereof, unless approved by the Client in advance.

Article VI: Liability and Insurance.

- A. Contractor agrees to indemnify and hold harmless the Client, its elected and appointed officials and employees, from and against any and all claims, demands, suits, losses and settlements, including actual attorney fees incurred and all costs connected therewith, for any damages which may be asserted, claimed or recovered against the Client by reason of (i) personal injury, death and/or property damages which arises out of or is in any way connected or associated with the actions or inactions of Contractor in performing or failing to perform the work; or (ii) civil damages which arise out of any dispute between Contractor and its subcontractors, affiliates, employees or other private third parties in connection with this Contract. Contractor specifically agrees that it is Contractor's responsibility, and not the responsibility of the Client, to safeguard the property and materials used in performing this Contract. Contractor agrees to hold the City harmless from any loss of or damage to such property and materials used in connection with Contractor's performance of this Contract.

- B. Contractor shall provide evidence of adequate insurance coverage in the types and amounts set forth on Schedule A, which is attached hereto and incorporated herein by this reference. Such insurance shall be maintained at the specified level of coverage throughout the term of this Contract, including any extension of such term, and will cover all work, acts and omissions by and on behalf of Contractor in connection with this Contract, with the Client as named additional insureds, but with such coverage being primary and non-contributory as described in the attached Schedule A.

Article VII: Information.

It is expressly acknowledged and agreed that all reports, opinions, compilations, research work, studies, data, materials, artifacts, samples, documents, plans, drawings, specifications, correspondence, ledgers, permits, manuals, applications, contracts, accountings, schedules, maps, logs, invoices, billings, photographs, videotapes and all other materials generated by and/or coming into the possession of Contractor during the term of this Contract, and any extension thereof, that in any way relate to the performance of work by Contractor under this Contract or that are otherwise related or relevant to the work, belong exclusively to the Client and shall be promptly delivered to the Client upon the termination of this Contract or, at any time, upon the Client's request.

Article VIII: General Provisions.

- A. Entire Agreement. This instrument, together with the attached Schedules, contains the entire Contract between the Client and Contractor. No verbal agreement, conversation, or representation by or between any officer, agent, or employee of the parties hereto, either before or after the execution of this Contract, shall affect or modify any of the terms or obligations herein contained.

- B. Compliance with Laws. This Contract and all of Contractor's work and practices shall be subject to all applicable state, federal and local laws, ordinances, rules or regulations, including without limitation, those which apply because Client is a public

governmental agency or body. Contractor represents that it is in compliance with all such laws and eligible and qualified to enter into this Contract.

- C. Governing Law. This Contract shall be governed by the laws of the State of Michigan.
- D. Assignment. Contractor shall not assign this Contract or any part thereof without the written consent of the Client. This Contract shall be binding on the parties, their successors, assigns and legal representatives.
- E. Third Parties. It is the intention of the parties hereto that this Agreement is not made for the benefit of any private third party. It is acknowledged that Client may receive a portion of the funding for the payments under this Contract from one or more private sources, and it is understood by Contractor that it is hired by Client to work exclusively for Client (and by extension for the Township should the work be accepted and implemented by the Township) and Contractor agrees that no private party or parties will be allowed to hold sway or influence, in any way, over Contractor's performance of the work.
- F. Notices. Written notices under this Contract shall be given to the parties at their addresses contained in this Contract by personal or registered mail delivery to the attention of the following persons:
- Client: City Manager Victor Cardenas and City Clerk Cortney Hanson
Contractor: Master Maintenance
- G. Changes. Any changes in the provisions of this Contract must be in writing and signed by the Client and Contractor.
- H. Waivers. No waiver of any term or condition of this Contract shall be binding and effective unless in writing and signed by all parties, with any such waiver being limited to that circumstance only and not applicable to subsequent actions or events.
- I. Jurisdiction and Venue of Contract. This Contract shall be considered for all purposes, including the establishment of jurisdiction and venue in any court action between the parties, as having been entered into and consummated in the City of Novi, Oakland County, Michigan.
- J. Conflict. In the event of any conflict or inconsistency between the above provisions of this Contract and either or both of the attached Schedules, the provisions in the above text shall govern.
- K. Anti-Discrimination. The Contractor shall not discriminate against any employee, or applicant for employment because of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.

IN WITNESS WHEREOF, the Client and the Contractor have executed this Contract in Oakland County, Michigan, as of the date first listed above.

WITNESS AND DATES
OF SIGNATURES:

CITY OF NOVI

Date: _____

By: Justin Fischer
Its: Mayor

Date: _____

By: Cortney Hanson
Its: Clerk

WITNESS AND DATES
OF SIGNATURES:

CONTRACTOR

Date: _____

By: Master Maintenance
Its:

SCHEDULE A will be attached to and become part of the contract. Schedule A consists of the contractor's proposal and the RFP documents.



**CITY OF NOVI
JANITORIAL SERVICES**

**FEE PROPOSAL FORM
(MUST BE SEALED IN A SEPARATE ENVELOPE)**

The undersigned, as proposer, declares that he has visited the building(s) to be cleaned and has familiarized himself with the type of services desired and has carefully examined the specifications and instructions to proposers, which he understands and accepts as sufficient for the purpose, and agrees he will furnish to the City the specified services and will accept in full payment therefore the following amounts:

ITEM #1 – City Hall, 45175 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 2,882.34	\$34,588.08
Optional Nightly Cleaning	Saturday	\$ 175.00	NA

ITEM #2 – Community Center/Atrium, 45175 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 4,149.38	\$49,792.56

ITEM #3 - Novi Police Department, 45125 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 days/week/2 nd floor, 7 days/week/1 st floor	Month	\$ 5,023.33	\$60,279.96

ITEM #4 – Department of Public Works, 26300 Lee BeGole Dr.

Item	Unit	Unit price	Total Cost
Nightly cleaning 5 times/week	Month	\$ 2,330.29	\$ 27,963.48

ITEM #5 – Indoor Gun Range, 26350 Lee BeGole Dr.

Item	Unit	Unit price	Total Annual Cost
5 days/week, as specified	Month	\$ 1,130.38	\$ 13,564.56

ITEM #6 – Township Hall, 45375 Ten Mile Rd.

Item	Unit	Unit price	Total Annual Cost (6 months)
3 days/week, as specified (May – Oct)	Month	\$ 355.98	\$ 2,135.88

ITEM #7 – Lakeshore Park, 601 South Lake Dr.

Item	Unit	Unit price	Total Annual Cost (6 months)
7 days/week, as specified (May – Oct)	Month	\$ 1,386.78	\$ 8,320.68
3 days/week, as specified (Nov-April)	Month	\$ 504.83	\$ 3,028.98

COMMENTS/EXCEPTIONS (all exceptions must be listed):

No exceptions

We have included a letter from our bonding company indicating that we are able to obtain a Performance Bond with the specific language & format as specified in the RFP documents.

Yes No

We understand that if we are not able to get the required performance bond after the contract has been awarded, the contract award will be rescinded.

Yes No

We acknowledge receipt of the following Addenda: 1
(please indicate numbers)

NON-IRAN LINKED BUSINESS

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duly authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

THIS PROPOSAL SUBMITTED BY:

Company (Legal Registration) Master Maintenance Corporation

Address 2701 Interstate 94 Service Drive

City Ypsilanti State Michigan Zip 48198

Telephone (734) 699-0100 Fax (734) 699-3002

Representative's Name Anthony P. Smith

Representative's Title Vice President

Authorized Signature 

E-mail asmith@mastermaintenance.com

Date January 17, 2024



CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE
JANITORIAL SERVICES

Failure to answer all questions could result in rejection of your proposal.

Name of Firm Master Maintenance Corporation
Address: 2701 Interstate 94 Service Drive
City, State Zip Ypsilanti, Michigan 48198
Telephone (734) 699-0100 Fax (734) 699-3002
24 Hour/7-Day Emergency Telephone Number 248-302-0009
Agent's Name (please print) Anthony P. Smith
Agent's Title Vice President
Email Address: asmith@mastermaintenance.com
Website www.mastermaintenance.com

1. Organizational structure: Corporation, Partnership, etc. Corporation
2. Firm established: 1991 Years in business: 33
3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No Yes _____ Reason: _____
4. Under what other or former names has your organization operated?
Servis Group, Midwest Carpet Cleaning, Master Maintenance National
5. How many full time employees? 126 Part time? 113
6. Please describe your employee hiring and training procedures.
Hiring - Phone screen, in person interview, offer and background authorization, on boarding which
includes review of safety policies and procedures, schedule state date and ensure both the
manager/supervisor and the new hire have contact information and specific directions,
Training - initially trained by manager/supervisor including site specific training
including Scope of Work, safety training, and quality inspections.
7. Please describe your background check procedures and qualifications for employment.

Master Maintenance is committed to ensuring a safe and secure working environment for all employees. As part of our hiring process, we conduct thorough background checks to assess the qualifications and integrity of potential candidates. These checks may include a review of criminal history, employment verification, and educational credentials. We adhere to all applicable laws and regulations throughout this process, treating each candidate with fairness and confidentiality.

8. Please describe your background check procedures on current employees.

If a client requires additional background checks we can comply with that requirement.

Currently we only run additional background checks if there is cause.

9. Address of facility that will service this account. Include office and any equipment/storage locations.

1325 Hilton Road, Ferndale, MI 48220

10. Distance of this facility from Novi Civic Center. approximately 20 Miles

11. Are you able to provide insurance coverage as required by this RFP? YES

12. Provide information relative to the experience your company has had working with municipalities. Please provide the names of municipalities where service was provided, whether all available contract renewals were awarded, and if you are still continuing services for that agency. Include additional sheet, if necessary.

Macomb Township Recreation Department and Water Department - under current renewed contract.

City of Shelby Township all buildings- Provided electrostatic disinfecting during the pandemic.

Currently not providing service but I am sure that they would call us again if the need arises.

Chesterfield Township DPW, Community Center, Municiple offices - under current contract

13. Provide information relative to the experience your company has had working with Police Departments. Please provide the names of sites where service was provided.

Master Maintenance provided disinfecting services during the Covid 19 pandemic for the Shelby Township Police Department.

14. Provide information relative to the experience and financial capability of your company to carry out the terms of this contract.

Master Maintenance has been in business since 1991 and has revenues in excess of 16 million dollars annually. Detailed financial information can be provided upon request.

15. Identify the number of employees in your firm who would be assigned to clean each facility during a scheduled cleaning shift for each of the facilities below. All shift supervisors/managers should be specially noted.

Location	Number of employees to be assigned to clean each building each night		Number of hours to be worked by each employee each night		Total number of "cleaning" hours each night	Are any of the cleaning people considered supervisors or managers? If so, how many?	Will there be any additional managers on site each night? If so, how many hours per night?
City Hall	2	X	2.5	=	5	No	Yes, 8 Hours*
Community Center/ Atrium	2	X	2.25	=	4.5	No	Yes, 8 Hours*
Police Department	2	X	3	=	6	No	Yes, 8 Hours *
DPW	2	X	2	=	4	No	Yes, 8 Hours*
Indoor Gun Range	2	X	1	=	2	No	Yes, 8 Hours*

Township Hall	2	X	.5	=	1	No	Yes, 8 Hours*
Lakeshore Park	2	X	1	=	2	No	Yes, 8 Hours*

Describe the assignment of managers here, if necessary, to clarify the table above:

*A manager will either be available or onsite each night for 8 hours.

16. How many clients does your company currently serve with the type of services described? Provide a list.

Master Maintenance currently provides services to Chesterfield township, Macomb Township, and Wayne County road commission with the type of services described. Additionally, we have several customers including office buildings industrial sites, medical, and Education facilities.

17. Provide a list of equipment that will be on site and available for use by the crew performing the cleaning (including vacuums, scrubbers, buffers, etc). Provide an additional sheet if necessary.

Equipment to be kept on site Equipment provided is but is not limited to following
Maid Carts, Mop buckets, brutes with dollies, upright vacuums, wide area vacuums, backpack
vacuums, walk behind scrubbers, Buffers, and gondolas.

Equipment available All equipment mentioned above will be available.

18. Based on your company resources, are you able to perform all janitorial expectations outlined in this contract within the timeframe allocated?

Absolutely, Master Maintenance is fully equipped and committed to meeting all janitorial expectations outlined in the contract within the designated timeframe. Our team is well-

trained, experienced, and equipped with the necessary resources to efficiently and effectively carry out the specified tasks.

19. Provide the company's method of approach or work plan to meet the City's needs for the scope of work specified, **including start-up timeline** and start-up procedures. Use an additional sheet if necessary.

Our phased start-up plan, initiated within the specified timeframe, prioritizes high-impact areas while maintaining open communication with City representatives. More detailed information is provided in the "Transition Period" section of the proposal.

20. Provide a description of your company's philosophy relative to customer satisfaction (handling complaints, offering suggestions, etc) and the implementation of environmentally friendly cleaning solutions.

At Master Maintenance, our company philosophy revolves around prioritizing customer satisfaction through proactive measures and environmentally friendly practices. We are dedicated to addressing customer concerns promptly, handling complaints with a solutions-oriented approach, and actively seeking and implementing suggestions to enhance our services.

21. As part of your proposal, your company is requested to provide a Quality Assurance Plan. Please explain how similar plans offered through your company have been effective with other clients.

Through regular inspections, feedback mechanisms, and continuous staff training, we maintain and exceed quality expectations. As a partner of the city of Novi, our goals are to confirm your needs and expectations, develop solutions that deliver desired outcomes measuring our performance and value we are providing. Continuing improvements and communicate cost savings.

We stay 100% committed to quality.

22. **References:** Provide at least three (3) references for projects that are comparable in scope to this RFP. Several references from municipalities would be desirable.

Company Chesterfield Township
Address 47275 Sugarbush Rd, Chesterfield, MI 48047
Phone 586) 949-0400 Contact name Jodi Veriduci
Scope of work Janitorial
Contract dates Jan 1 2023- Jan 1 2026

Company Macomb Township
Address 54111 Broughton Road Macomb, MI 48042
Phone 586-992-0710 Contact name Christopher Nosseck
Scope of work Janitorial, Carpet Cleaning, Floor Stripping and refinishing
Contract dates 8/27/2021-8-27-2024

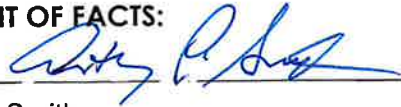
Company Wayne County Road Commission
Address 33809 Michigan Ave, Wayne, MI 48184
Phone 313.213.5079 Contact name Dale Poplin
Scope of work Janitorial
Contract dates October 2019- Present

23. Claims & Suits: Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.

No X Yes _____

24. Provide any additional information you would like to include which may not be included within this Questionnaire. You may attach additional sheets.

THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS:

Signature of Authorized Company Representative: 

Representative's Name (please print) Anthony P. Smith

Date January 17, 2024



Insurance & Bonds

January 24, 2024

City of Novi
45175 Ten Mile Road
Novi, MI 48375 - 3024

Re: **Master Maintenance Corporation**
Project: Janitorial Services

To Whom It May Concern,

This letter is to inform you that Master Maintenance Corporation is a valued surety client of Philadelphia Indemnity Insurance Company. Master Maintenance Corporation remains in good standing with Philadelphia Indemnity Insurance Company, and is afforded surety capacity up to \$5,000,000.00 in the aggregate. Philadelphia Indemnity Insurance Company currently has an "A++ (Superior)" Rating and Financial Category Size of XV by A.M. Best Company, and is listed on the U.S. Treasury Department Circular 570 List of Certified Companies.

Master Maintenance Corporation is a well experienced company with a strong financial position and an excellent reputation. McGriff Insurance Services, LLC has the privilege of providing bonds for Master Maintenance Corporation, and we have the utmost confidence in them.

If Master Maintenance Corporation requests that Philadelphia Indemnity Insurance Company provide Performance and/or Payment Bonds, we are prepared to execute the bonds, subject to Philadelphia Indemnity Insurance Company's acceptable review of the contract terms and conditions, bond forms, documentation of full contract funding and any other underwriting considerations at the time of the request.

Consideration and issuance of bonds is a matter solely between Master Maintenance Corporation and Philadelphia Indemnity Insurance Company, and no liability is assumed to you or to third parties by the issuance of this letter.

Very truly yours,

A handwritten signature in blue ink, appearing to read 'R. Hardy Mitchell', with a long horizontal flourish extending to the right.

R. Hardy Mitchell
McGriff Insurance Services, LLC

2000 International Park Drive, Suite 600
Birmingham, Alabama 35243
Tel: (205) 252-9871
McGriff Insurance Services, LLC

Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

Bid Bond

CONTRACTOR:

(Name, legal status and address)

Master Maintenance Corporation
P.O. Box 601
Belleville, MI 48112

OWNER:

(Name, legal status and address)

City of Novi
45175 Ten Mile Road
Novi, MI 48375 - 3024

SURETY:

(Name, legal status and principal place of business)

Philadelphia Indemnity Insurance Company

One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004-0950

Mailing Address for Notices

One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004 - 0950

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

BOND AMOUNT: 5%

Five Percent of Bidder's Maximum Bid Price

PROJECT:

(Name, location or address, and Project number, if any)

Janitorial Services

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 24th day of January, 2024.



(Witness) Brooke Price

Master Maintenance Corporation
(Principal) _____ (Seal)

By: 

(Title) VICE PRESIDENT



(Witness) Tiffany Zahn

Philadelphia Indemnity Insurance Company
(Surety) _____ (Seal)

By: 

(Title) Richard H. Mitchell, Attorney-in-Fact

PHILADELPHIA INDEMNITY INSURANCE COMPANY

One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004-0950

Power of Attorney

KNOW ALL PERSONS BY THESE PRESENTS: That PHILADELPHIA INDEMNITY INSURANCE COMPANY (the Company), a corporation organized and existing under the laws of the Commonwealth of Pennsylvania, does hereby constitute and appoint Robert R. Freel, Mark W. Edwards II, Alisa B. Ferris, Jeffrey M. Wilson, Richard H. Mitchell, Robert M. Verdin, of McGriff Insurance Services, Inc., its true and lawful Attorney-in-fact with full authority to execute on its behalf bonds, undertakings, recognizances and other contracts of indemnity and writings obligatory in the nature thereof, issued in the course of its business and to bind the Company thereby, in an amount not to exceed \$50,000,000.00

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of PHILADELPHIA INDEMNITY INSURANCE COMPANY on the 14th of November, 2016.

RESOLVED: That the Board of Directors hereby authorizes the President or any Vice President of the Company: (1) Appoint Attorney(s) in Fact and authorize the Attorney(s) in Fact to execute on behalf of the Company bonds and undertakings, contracts of indemnity and other writings obligatory in the nature thereof and to attach the seal of the Company thereto; and (2) to remove, at any time, any such Attorney-in-Fact and revoke the authority given. And, be it

FURTHER RESOLVED: That the signatures of such officers and the seal of the Company may be affixed to any such Power of Attorney or certificate relating thereto by facsimile, and any such Power of Attorney so executed and certified by facsimile signatures and facsimile seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking to which it is attached.

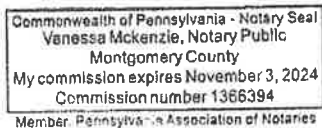
IN TESTIMONY WHEREOF, PHILADELPHIA INDEMNITY INSURANCE COMPANY HAS CAUSED THIS INSTRUMENT TO BE SIGNED AND ITS CORPORATE SEAL TO BE AFFIXED BY ITS AUTHORIZED OFFICE THIS 5TH DAY OF MARCH, 2021.



(Seal)

John Glomb, President & CEO
Philadelphia Indemnity Insurance Company

On this 5th day of March, 2021 before me came the individual who executed the preceding instrument, to me personally known, and being by me duly sworn said that he is the therein described and authorized officer of the PHILADELPHIA INDEMNITY INSURANCE COMPANY; that the seal affixed to said instrument is the Corporate seal of said Company; that the said Corporate Seal and his signature were duly affixed.



Notary Public:

Vanessa McKenzie

residing at:

Bala Cynwyd, PA

My commission expires:

November 3, 2024

I, Edward Sayago, Corporate Secretary of PHILADELPHIA INDEMNITY INSURANCE COMPANY, do hereby certify that the foregoing resolution of the Board of Directors and the Power of Attorney issued pursuant thereto on the 5th day March, 2021 are true and correct and are still in full force and effect. I do further certify that John Glomb, who executed the Power of Attorney as President, was on the date of execution of the attached Power of Attorney the duly elected President of PHILADELPHIA INDEMNITY INSURANCE COMPANY.

In Testimony Whereof I have subscribed my name and affixed the facsimile seal of each Company this 24th day of January, 2024.



Edward Sayago, Corporate Secretary
PHILADELPHIA INDEMNITY INSURANCE COMPANY

Master Maintenance Corporation
P.O. Box 601
Belleville, Michigan 48112

JANITORIAL SERVICES RFP

**CITY OF NOVI
FINANCE DEPARTMENT - SECOND FLOOR
45175 Ten Mile Road
Novi, Michigan 48375-3024**

FEE PROPOSAL

Includes Bid Bond

*1.25.2024
3:57 pm
Muller*



REQUEST FOR PROPOSAL (RFP)

City of Novi, Michigan

PRESENTED TO:

Tracey Marzonie
Purchasing Accountant

PRESENTED BY:

Anthony P. Smith
Master Maintenance
01/26/2024



**Master
Maintenance**

A **SERVIS** COMPANY



01/26/2024



**Master
Maintenance**

A SERVIS COMPANY

Tracey Marzonie
Purchasing Accountant
Novi, Michigan

Dear Tracey,

Enclosed is our complete proposal for janitorial services for the City of Novi, Michigan. Master Maintenance takes great pride in performing the highest quality services at affordable rates. We carry insurance and bonding for your protection and offer a list of quality references. Our reputation has been built by providing consistent and dependable service, as our customers will attest.

We are particularly aware of the extra care and attention required for these facilities. Our management staff is prepared to exceed your highest expectations of cleanliness and service. Please know that all decisions made and actions taken in our company revolve around our core values, no exceptions!

These four essential tenets are non-negotiable, timeless and unchanging in our organization:

- ❏ We live with honesty and integrity
We are committed to conducting our business with transparency and fairness in all dealings
- ❏ We treat everyone with dignity and respect
We treat everyone even better than they expect to be treated
- ❏ We fulfill all of our obligations
You can count on us to do what we say we will do, every time, every job, every opportunity
- ❏ We give back to the community
We inspire our employees to make a positive impact by investing their time and resources in the communities we serve

A few points we should emphasize:

- We are a privately-owned company with daily owner involvement
- We are a Michigan headquartered company located in Ypsilanti, Michigan
- Our management team has over 150 years combined experience
- We perform criminal conviction background checks
- We have one of the lowest employee turnover rates in the industry, 1/12 of the industry average
- We hire only legal US citizens and pay all of our payroll taxes
- We carry workers' compensation, liability insurance and bond all employees
- We have a quality assurance program that delivers consistent service
- 80% of our customers have been with us twice the industry average
- 20% of our customers have been with us more than 10 years
- We utilize industry specific software for our payroll, work scheduling, job cost, AR, AP, HR

If you have questions or concerns, please call us at your earliest convenience. We look forward to working with you and servicing your maintenance needs, both now and for years to come.

Respectfully,

Anthony P. Smith
Vice President



**CITY OF NOVI
JANITORIAL SERVICES**

SPECIFICATIONS

A. GENERAL SCOPE OF WORK – ALL LOCATIONS.

1. It is the intention of City of Novi to contract for the services of one or more qualified custodial service providers to provide cleaning/custodial services at various City buildings. The Contractor shall employ trained, reliable, quality conscious custodians and supervisors.
2. It is the objective of the City to obtain the full cleaning performance in accordance with the terms of the specifications, general cleaning standards, and the quality of work requirements in this Contract. Clean and well-maintained buildings are the City's goals, and while deduction provisions for work omitted or improperly performed is designed to protect the City's interest, it is not ordinarily a desirable substitute for getting the job accomplished. The City is contracting for the complete performance of each cleaning job as identified in the Specifications, and deductions will, therefore, be made as stipulated.
3. The successful contractor shall furnish and administer all supervision, labor, and equipment.
4. Water and electricity shall be supplied by the City. Hand soap, toilet paper, paper towels, toilet seat protectors, and trashcan liners shall be furnished by the City of Novi as required for the satisfactory performance of work of this Contract.
 - a) Water access locations:
 - 1) City Hall: On first floor in hallway next to Council chambers
 - 2) Community Center/Atrium: located in loading dock area
 - 3) Police Department: located in janitor's storage closet
 - 4) DPW: located near restrooms In Janitors closet
5. It is intended that the services include all functions normally considered a part of workmanlike, satisfactory custodial maintenance whether or not they are specifically listed herein.
6. This contract does not include window washing of windows on the exterior walls of the building (neither inside nor outside) or the atrium windows. Glass doors and glass panels that are part of an entrance and glass within the buildings are included in this contract.
7. Services to be performed under this Contract shall be subject to inspection and approval by the Facilities Management Specialist or his

designated representative. There shall be no deviations from any part of the Contract or from any approved schedule without prior written approval from the City. *Deductions will be an indication that work is not being performed per the Contract Specifications.* The City reserves the right to terminate this Contract for non-performance at any time it feels such termination is warranted.

8. The City reserves the option to change required days, hours, add, or delete locations to this contract.
9. The Contractor shall provide and maintain a manual listing of all cleaning products to be used on this Contract, as well as M.S.D.S. sheets for those products, sign-in sheets, timesheets, and work requirements for that location. M.S.D.S sheets shall be kept in the same location as the chemicals.

B. CONTRACT PERIOD.

1. If a contract is executed as a result of the proposal, it stipulates a fixed price for services. The contract period will be for one (1) year. Upon mutual consent of the City and the successful proposer, the contract may be renewed two (2) times in one (1) year increments at the same terms and conditions of the original contract.
2. The City may, from time to time, find it necessary to continue this contract on a month-to-month basis only, not to exceed a six (6) month period. Such month-to-month extended periods shall be by mutual agreement of both parties, with all provisions of the original contract or any extension thereof remaining in full force and effect.

C. SAFETY.

1. The Contractor shall take all necessary precautions for the safety of their employees performing the work under this Contract. The Contractor shall direct and properly maintain at all times, as required by job conditions and work progress, all necessary safeguards for the protection of the workmen and the public.
2. The contractor will be familiar with and operate within the guidelines set forth by the Occupational Safety and Health Act (OSHA) and Michigan Occupational Safety and Health Act (MOSHA) which affect custodial and housekeeping operations.
3. All of the Contractor's employees who are assigned to the City of Novi shall be able to read, write, and speak American English.

D. FIRE PROTECTION AND PREVENTION.

1. The Contractor shall comply with fire protection measures as described in all fire prevention Codes.
2. The Contractor shall not store combustible supplies of any kind in any City building. The Contractor shall consider contaminated buckets, mops, cloths, and brushes as potentially subject to spontaneous heating and shall not store such items in City buildings. All buckets shall be emptied and cleaned after each use and all used materials shall be thoroughly cleaned or properly bagged and removed from the premises.

E. BUILDING SECURITY

1. At no time will the Contractor block open exterior doors or impede the function of their latching.
2. The Contractor or their employees shall not grant access to the buildings to any persons who are not a member of the Contractor's staff.
3. Keys/ID badges will be provided as required for access to the building at time of assignment. The Contractor shall be responsible for the safekeeping of building keys and return keys at expiration of the Contract. No additional keys will be furnished for locks. The Contractor shall be charged for any locksmithing services due to loss of keys/badges. Contractor shall be charged for replacement for loss of any ID badges.
4. Any and all interior doors unlocked by contractor employees for cleaning purposes shall be relocked after completion of services.
5. All interior doors shall be closed unless otherwise indicated by special instructions.
6. Prior to leaving the building and/or completed section of building, it shall be the responsibility of the Contractor to close and lock all windows, extinguish all non-automated lights, except as otherwise directed and to securely fasten and/or lock all doors.

F. ENERGY CONSERVATION

1. Energy conservations shall be practiced. Lights in unoccupied areas should be turned off, except where automatically controlled, and windows and doors are to be kept closed.

G. INSPECTIONS.

1. Each day prior to opening, the Facilities Management Specialist, or designee, shall inspect the previous day's work to ensure that each task has been completed in a good and workmanlike manner and to the satisfaction of the City agency. The Contractor shall fill in the cleaning service checklist, noting any incomplete task(s), and sign and date the form. The Facilities Management Specialist, or designee, will review and verify the checklist. The Facilities Management Specialist, or designee, will note the date, time, and sign the checklist after inspecting, and will notify the Contractor of any deficiencies. The Contractor shall sign the checklist and note the date and time as acceptance of the deficiencies that need to be corrected.

H. CORRECTIONS.

1. When the Contractor is advised by the Facilities Management Specialist, or designee, of an incomplete task, the deficiency shall be corrected by the Contractor's employees completing the task(s) in question within twenty-four (24) hours of the notification.

I. STORAGE SPACE, JANITOR'S CLOSET AND LOCKER ROOM.

1. Space available in the building will be assigned to the Contractor for the storage of bulk supplies and the equipment to be used in the performance of the work of the Contract. The Contractor's employees shall keep this space in a neat and orderly condition.
2. The Contractor shall be responsible for all spills caused by their employees. Spills caused by leaky trash bags or spills outside of janitor's closets shall be especially noted. When necessary, the Contractor shall be responsible for the cleanup of those spills and shampoo carpets in areas needed as a result of Contractor's employee negligence. If the Contractor does not correct the spill to the satisfaction of the City, the City reserves the right to hire another contractor to correct the spills. The cost to hire the additional contract will be deducted from the Contractor's monthly invoice.

J. CLEANING CHEMICAL PRODUCTS & SUPPLIES.

1. The City requires that the Contractor uses good quality products. The products used under this Contract shall be approved prior to use during the Contract. The Contractor shall supply a list of all products to be used and MSDS sheets for all chemicals to be used in City Buildings while providing this Contract's services. Each Proposer shall include MSDS sheets

with the Proposal Response for products known to be used by the Proposer for these services.

2. The Contractor shall furnish all equipment and materials, not provided by the City. Water and electricity shall be provided by the City. Hand soap, toilet paper, paper towels, sanitary napkins, toilet seat protectors, and trash liners will be furnished by the City of Novi as required for the satisfactory performance of the work of this Contract.

K. EQUIPMENT REQUIREMENTS.

1. The Contractor shall provide floor vacuums compliant with the following minimum Specifications and provide the City with validation of compliance. The vacuum system's minimum requirements include filtration efficiency capable of trapping 99% of contaminants as small as 0.3 micron. The Contractor shall comply with the manufacturer's specifications for filter bag replacement and follow the manufacturer's recommendation for filter change frequency.
2. The Contractor shall furnish supplies meeting the Specifications. These supplies and equipment include, but are not limited, to the following:
 - Vacuum cleaners
 - Floor buffing machines
 - Clean, mop heads
 - Brushes and rags
 - Buckets
 - Brooms
 - Dusters

L. QUALIFICATION OF PROPOSERS.

1. The successful proposer shall meet the requirements below in order to be considered for an award of Contract:
 - a) Shall have a satisfactory record of past performance. Past performance on City contracts will be considered as well as reference recommendations.
 - b) Shall have successfully performed Contracts similar in nature and dollar value within the past three (3) years. Proposers shall provide a list including contact information of three (3) most recent contracts of same scope and size. Failure to do so may be cause for rejection of the Proposal Response.
 - c) Shall have been in business under the same business name for a period of not less than three (3) years.

- d) Shall demonstrate methodology/work plan and provide samples of sign-in sheets, time sheets, and work checklists with their proposal.
- e) Shall have the ability to obtain background investigations on their employees at no additional cost to the City. All background investigations shall be submitted to the City prior to commencement of contract, for all new employees added to the contract, at all contract renewals, and as requested by the City during the term of the Contract.
- f) A site visit by the City designee of a building presently being cleaned by the short-listed list of contractors may be requested prior to award.

M. LABOR AND WAGE REQUIREMENTS.

- 1. The Contractor is responsible for the payment of all salaries, wages, bonuses, Social Security, Worker's Compensation, taxes, Federal and State Unemployment Insurance, and any and all taxes relating to the personnel furnished under this Contract.
- 2. The Contractor is responsible for withholding State and Federal Income Taxes and F.I.C.A. Taxes shall also comply with all other laws relating to employees, such as wage and hourly laws, safety and health requirements, and collective bargaining laws.

N. BACKGROUND INVESTIGATIONS.

- 1. Contractor will provide a background check on each employee including, employee's full name, date of birth, social security number, and copy of valid driver's license or Michigan ID card. Contractor's employees who are assigned to the Police Department and the Firearms Training Center must complete an additional background check to be performed by City of Novi Police Department and fingerprinting prior to authorization to work at those sites.
- 2. The Contractor shall assume the cost and responsibility to have background checks done for each employee assigned to each facility.
- 3. The Contractor shall guarantee that the background check and required documentation is completed and provided to the City prior to assignment of the employee(s) to a City building.
- 4. Background checks shall be repeated for each employee assigned at the commencement of each Contract renewal period unless a new employee has been investigated within thirty (30) days prior to the end of the previous

Contract period and is deemed acceptable. The City may require confirmation at any time during the Contract that all employees working at City locations have received favorable background investigations.

5. The Contractor shall not assign any individual convicted of the following offenses: Abduction, Homicide, Rape, Aggravated Assault, Assault with Intent to Murder, or Assault with Intent to Rob.
6. The Contractor shall not assign any individual convicted, or having uncompleted probation for the following offenses: Burglary, Breaking and Entering, Carrying or Wearing a Weapon, Destruction of Property, Possession or Possession of a Controlled Dangerous Substance with Intent to Distribute, Explosives, Kidnapping, Theft/Larceny, Maiming, Manslaughter, Sexual Assault, Robbery, Shoplifting, Distribution of a Controlled Substance, or Theft.
7. The Contractor may seek exception to the above guidelines governing acceptability for assignment to the facility by providing documented specifics pertaining to convictions of the employee in question. The City will, at its sole discretion, accept or reject the requested exception.

O. HOLIDAYS.

For providing custodial services under this contract, the work week shall be as indicated on the Building Information Summary Chart. In buildings that require a five-day work week, the following holidays will be observed by the contractor.

Any work necessary to be performed on Saturdays, Sundays or legal City holidays in areas scheduled for seven-day work weeks shall be performed **without** additional expense to the City.

1. New Year Day, January 1
2. Martin Luther King's Birthday
3. Presidents Day, February
4. Good Friday, last Friday before Easter
5. Memorial Day, last Monday in May
6. Juneteenth, June 19
7. Independence Day, July 4
8. Labor Day, 1st Monday in September
9. Veteran's Day, November
10. Thanksgiving Day, 4th Thursday in November
11. Day after Thanksgiving, 4th Friday in November
12. Christmas Eve, December 24
13. Christmas Day, December 25
14. New Year's Eve, December 31

P. CONTRACTOR RESPONSIBILITIES.

1. The Contractor shall assume all administrative and supervision responsibilities for own staff and ensure all work performed is of high quality in accordance with good practices, procedures, and industry standards. The Contractor shall conform to all Federal, State, and Local Laws and Governmental Regulations.
2. The Contractor will designate an individual to act as project supervisor. The project supervisor shall be available to the contractor's employees and to the Facilities Management Specialist, or his designee, at all times by use of a cell phone or other reliable means. The project supervisor shall monitor employee performance, attendance, and punctuality and work closely with the Facilities Management Specialist, or his designee in assuring contract compliance.
3. Contractor shall provide for the City a registry of employees approved and assigned to work at the work site locations and ensure the registry is updated prior to new employee assignments. New employees (assigned at the beginning of the contract, or at any time during the contract or any renewals) may not begin work at a City facility until they have passed a background check, all information has been provided to the City, and they have been approved by the Facilities Management Specialist or his designee.
4. All employees assigned to the City must be fluent enough in the American English language to read and understand chemical labels and signs, as well as converse understandably with City management and other City personnel. The contractor's project supervisor must be fluent in American English.
5. The Contractor shall take all necessary precautions for the safety of the employees performing the work under this Contract. The Contractor shall direct and properly maintain at all times, as required by job conditions and work progress, all necessary safeguards for the protection of workmen and the public.
6. The Contractor's employees shall not have family members or non-employees present at the assignment location.
7. The Contractor's employees shall not engage in cell phone conversations during the course of work.
8. The Contractor's employees shall vacate the City premises promptly upon completion of the assignment.
9. Employees of the contractor will eat and take work breaks in specific areas and will not be allowed to eat or take breaks in offices.

10. The Contractor shall require all their employees to wear a badge with photo identification and a uniform stating the company name as identification for admittance into the building and as means of identification during the time their employees are in the building. This is mandatory.
11. The Contractor will not allow any of their employees to use the City of Novi ID badge of another one of the contractor's employees. This is strictly prohibited.
12. The Contractor will not allow their employees to smoke within any City facility or within 100 feet from any entrance. Smoking is prohibited per ordinance.
13. The Contractor shall carefully screen, train, and supervise each employee providing services under this Contract. Employees shall comply with all requirements as stated in this solicitation.
14. The Contractor shall report promptly to the Facilities Management Specialist, or his designated representative, any building deficiencies such as leaky faucets, stopped toilets or drains, broken fixtures, or any unsafe conditions.
15. The City may require the dismissal of any employee who the City determines, at its sole discretion, as incompetent, careless, insubordinate, or who violates any governmental law, rule, or regulation in a City facility. Additionally, the City may require the reassignment of any employee whose continued employment is contrary to consistently good relationships with City staff. The City may require, at its sole discretion, reassignment and restricted access of any employee the City believes may be a safety and/or security risk.
16. The City, at its discretion and authority, may require the departure from the premises of any employee(s) found to be noncompliant with uniform and badge requirements as set forth in this Contract.
17. The Contractor shall provide and update as necessary for the City 's on-site records an affirmation of background investigations performed and the employee(s)' acceptability for assignment to the work location. Background investigations of Contractor's employees may be verified by the City at any time during this Contract.
18. The Contractor shall require their employees to comply with the instructions pertaining to conduct and building regulations. All employees shall sign in and sign out in the facility's security log book upon entering and leaving the building. Sign in and sign out shall be in accordance with the set schedule agreed upon by both the Contractor and the City. Copies of log in sheets shall be submitted with the Contractor's invoice.

19. Once trash has been disposed of in the dumpsters, employees shall ensure the gates to the containment area are closed and latched. Employees may be required to set alarms at some locations. This information shall be provided to the Contractor prior to commencing work.
20. Assure that the Contractor's employees shall not disturb papers on desks, open drawers in any desks or other furniture, use City telephones or any other City equipment or appliances in the building (such as radios, coffee pots, microwave ovens, or televisions), or use equipment or appliances belonging to City employees.
21. While performing services under this Contract, the Contractor's employees shall not use illegal drugs or alcohol, or be under the influence of illegal drugs or alcohol.
22. The Contractor shall assume full responsibility for any and all damage or claim for damage, injury to persons, property, and equipment that may result from any services performed under this Contract. The Contractor shall be held liable by the City for damages caused by its employees to any equipment, apparatus, or installed property in the City facilities in which work is performed in accordance with this RFP.
23. Contractor must commit to a number of qualified staff dedicated to accomplishing all of the tasks required on the attached list. If at any time the number of staff service falls off and staff is determined to be less than what was committed in the RFP, the City of Novi reserves the right to cancel the contract for non-performance.
24. Performance evaluation meetings will be scheduled during regular business hours as needed to keep services compliant with specifications.

Q. CALL BACKS AND DEDUCTIONS.

For all work that is performed in an unsatisfactory manner, the contractor shall be given a "call-back". A "call-back" shall be defined as an unscheduled call to the contractor to complete or correct any portion of work not completed satisfactorily during the regularly scheduled time the work should have been done. All "call-backs" shall be answered and the work completed or corrected within the next regularly scheduled work period or at the direction of the Facilities Management Specialist or his designee, the unsatisfactory work shall be completed immediately.

Examples of unsatisfactory performance, as it relates to "call-backs", include but are not limited to the following:

- Nonperformance of or unsatisfactory performance of any portion of the work as specified and scheduled.
- Non-responsive to "call-backs"

Results of unsatisfactory performance:

- "Call-backs" in excess of two (2) within an invoice period shall result in a deduction of fifty (\$50.00) dollars from that period's invoice with fifty (\$50.00) dollars deducted for each "callback" thereafter.
- Two (2) "call-backs" during a one (1) month period or more than six (6) times in a year constitutes grounds for contract termination.

Deduction for no-show: one twentieth (1/20) of the monthly service cost will be deducted from each invoice period for failure to perform cleaning service on any given day. Two (2) no shows during a one (1) month period or more than six (6) times in a year constitutes grounds for contract termination.

R. EMPLOYEE CONDUCT.

The City reserves the right to request the removal of any contractor's employee for reasonable cause. Such causes shall include, but are not limited to, the following:

- Wearing of inappropriate clothing and/or uniform
- Engaging in loud, boisterous and unprofessional conduct
- Unauthorized use, disposition and/or misappropriation of City and/or City employee's personal property
- Use of City telephones for personal calls is prohibited
- Engaging in unlawful and unauthorized acts
- Misrepresentation of facts
- Failure to meet acceptable standards of personal cleanliness and neatness, bearing and demeanor.
- Not following procedures or doing job correctly.
- Smoking within any City facility or within 100 feet of any entrance.

BUILDING NAME: CITY HALL (2 story section of Civic Center building)
45175 Ten Mile Road, Novi, MI 48375

Clean throughout the 2-story section of the building, including but not limited to offices, conference rooms, copy room, lunch rooms/breakrooms, stairways, hallways. Council Chambers is included with the City Hall cleaning.

Facility Hours: Monday – Friday, 8:00 am – 5:00 pm

Frequency of Cleaning: Monday – Friday, 5 days/week

Cleaning Hours: Monday – Friday, 5:00 pm until finish

Restricted area: Server Room

Special Instructions: Must adjust schedule to clean Council Chambers after the meetings are over. Server room is cleaned only at the request of the Facility Operations Manager.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in lunchroom)	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
OFFICES/CONFERENCE ROOMS COMMON AREAS/COPY ROOM/HALLWAYS/COUNCIL CHAMBERS	
- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include office desks)	Daily
- Clean and disinfect counters, including Council dais	Daily
- Spot vacuum carpets and sweep floors where debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Wash and clean inside and outside of security glass with approved cleaner	Daily
- Sweep, wet mop, and disinfect vinyl floors including luxury vinyl tile	Daily
- Clean both sides of glass partitions and transom glass with approved cleaner	Weekly
- Dust high reach areas	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Clean smudges from all glass and tabletops	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Dust window blinds	Quarterly
- Strip, seal, wax tile floor area	Annually
- Vacuum ceiling air vents	Monthly

KITCHEN/LUNCHROOM/BREAKROOM

- Scour/clean and disinfect sink Daily
- Clean and disinfect kitchen counters and tables Daily
- Clean and disinfect door handle Daily
- Dust mop hard surface floors with treated dust mop Daily
- Spot vacuum carpets and sweep floors when debris is noticeable Daily
- Sweep, wet mop, and disinfect Luxury vinyl floors (LVT) Daily
- Fully vacuum carpets from wall to wall, including rugs/mats Weekly
- Dust high reach areas Weekly
- Spot clean doors, door frames, light switches Weekly
- Clean and disinfect appliances and cabinets Monthly
- Strip, seal, wax tile floor area Annually
- Vacuum ceiling air vents Monthly

RESTROOMS

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Daily
- Clean mirrors Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers Daily
- Sweep, wet mop, and disinfect floors Daily
- Machine scrub floors that can't be completely cleaned with wet mopping Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Daily
- Clean and flush floor drain with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Daily
- Sweep debris. Vacuum mats/floors within vestibule and inside atrium. Daily
- Straighten mats Daily
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. Daily
- Remove salt stains (seasonal) Daily
- Clean walls when smudges noticed Weekly

STAIRS, STAIRWELLS, AND LANDINGS

- Clean and disinfect railings Daily
- Sweep/dust mop stairs and landings Daily
- Wet mop stairs and landings Every other day
- Vacuum corners and hard to reach areas Weekly
- Dust high surfaces, walls, woodwork, windowsills, ledges and vents Weekly

BUILDING NAME: COMMUNITY CENTER / ATRIUM (in the Civic Center Building)
45175 Ten Mile Road, Novi, MI 48375

Includes but is not limited to: atrium; atrium restrooms (first floor and second floor); balcony area on 2nd floor overlooking atrium, including short hallways leading to offices; drinking fountain in 2nd floor hallway; Mayor’s conference room, hallway & restroom next to Council Chambers, and Council conference room (behind Council chambers), office & conference space in Parks, Recreation, and Cultural Services, Older Adult Services, and Youth Assistance; Information desk; conference tables/chairs & seating areas in atrium. Does not include the Council chambers, which is included in City Hall cleaning. Facilities Office Monday - Friday only.

Facility Hours: Monday – Friday, 6:00 am – 10:00 pm
Saturday, 7:00 am – 12:00 am
Sunday, 8:00 am – 12:00 am

Frequency of Cleaning: Sunday – Saturday, 7 days/week

Cleaning Hours: Sunday - Saturday, 8:00 pm until finish

Restricted Areas: Parks & Recreation Storage Room

SPECIAL INSTRUCTIONS: Must adjust schedule to clean after the meetings and activities are completed at night. Parks offices and meeting rooms must be cleaned on Friday nights. Do not clean the Parks & Recreation storage room. Do not clean the kiosk near the stairway in the atrium.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in atrium)	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
OFFICES/CONFERENCE ROOMS/COMMON AREAS/COMMUNITY ROOMS	
- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include office desks)	Daily
- Clean and disinfect counters	Daily
- Pickup and dispose of any trash left on counters or floors in common areas.	Daily
- Spot vacuum carpets and sweep floors when debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Sweep, wet mop, and disinfect vinyl floors	Daily
- Sweep, machine scrub, and disinfect ceramic tile floors	Daily
- Dust mop hardwood floors	Daily
- Clean smudges from all glass and horizontal surfaces	Daily

- Clean glass partitions and transom glass with approved cleaner Weekly
- Dust high reach areas Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly
- Dust window blinds Quarterly
- Strip, seal, wax tile floor area Annually

ATRIUM

- Dust horizontal surfaces including tables, display cabinets Daily
- Vacuum all floor mats. Straighten mats. Daily
- Spot vacuum carpets and sweep floors where debris is noticeable Daily
- Wash and clean plexiglass with approved cleaner (2nd floor railings) Daily
- Sweep and machine scrub and disinfect ceramic tile floors Daily
- Dust, clean and disinfect Information Desk in atrium Weekly
- Clean glass doors and glass walls inside and outside of Council chambers Weekly
- Dust windowsills Monthly
- Damp wipe all base moldings Monthly

KITCHEN

- Scour/clean and disinfect sink Daily
- Clean and disinfect kitchen counters and tables Daily
- Clean and disinfect door handles Daily
- Sweep and wet mop/disinfect hard surface floors Daily
- Spot vacuum carpets when debris is noticeable Daily
- Damp wipe appliances and cabinets Daily
- Fully vacuum carpets from wall to wall, including rugs/mats Weekly
- Dust high reach areas Weekly
- Spot clean doors, door frames, light switches Weekly
- Clean and disinfect appliances and cabinets Monthly
- Vacuum ceiling air vents Monthly
- Clean and flush drains and grease traps with germicidal detergent, followed by a second flushing with clean rinse water. Monthly
- Strip, seal, wax tile floors Annually

RESTROOMS

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Daily
- Clean mirrors Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers Daily
- Sweep floors Daily
- Wet mop and disinfect floors Daily

- Machine scrub floors that can't be completely cleaned with wet mopping Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Daily
- Clean and flush floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly

HALLWAYS/DRINKING FOUNTAINS

- Clean, polish and disinfect drinking fountain fixtures Daily
- Vacuum all floor mats. Straighten mats. Daily
- Sweep and wet mop and disinfect vinyl floors Daily
- Sweep and machine scrub and disinfect ceramic tile floors Daily
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly
- Damp wipe all base moldings Monthly
- Strip, seal, wax vinyl floor area Quarterly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Daily
- Sweep debris from vestibule and the first 10 feet outside of entrance door. No debris shall be left on the sidewalk Daily
- Vacuum mats/floors within vestibule and inside atrium. Replace mats in proper position (straightened and do not block doors) Daily
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Weekly

ELEVATOR

- Spot vacuum carpets when debris is noticeable Daily
- Spot clean and polish all stainless steel using stainless steel cleaner Daily
- Spot clean walls Daily
- Damp wipe and disinfect buttons (inside and outside) Daily
- Clean door tracks and threshold plates (scrub brush or vacuum) Daily
- Clean and polish inside and outside of elevator doors and fascia Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats Weekly
- Fully clean interior walls Weekly
- Vacuum ceiling grates Quarterly

STAIRS, STAIRWELLS, AND LANDINGS

- Clean and disinfect railings Daily
- Sweep/dust mop stairs and landings Daily
- Every other day
- Wet mop stairs and landings day
- Vacuum corners and hard to reach areas Weekly
- Dust high surfaces, walls, woodwork, windowsills, ledges and vents Weekly

BUILDING NAME: POLICE DEPARTMENT
 45125 Ten Mile Road, Novi, MI 48375

Clean throughout the entire building, including but not limited to offices, restrooms, conference rooms, meeting rooms, lunch rooms/breakrooms, stairways, and hallways.

Facility Hours: 24/7

Frequency of Cleaning: 1st Floor: Sunday – Saturday, 7 days/week
 2nd Floor: Monday – Friday, 5 days/week

Cleaning Hours: 8:00 pm – 6:00 am

Restricted Areas: SRT Room and Crime Lab

SPECIAL INSTRUCTIONS: Contractor cannot begin cleaning in the building until after 8:00 p.m. and everything needs to be completed by 6:00 a.m. The three (3) trash containers at the back doors need to be emptied on a daily basis. Jail cells need to be thoroughly cleaned on a daily basis. SRT Room and Crime Lab are to be cleaned upon request.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in lunchroom)	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
OFFICES/CONFERENCE ROOMS/COMMON AREAS	
- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include desks)	Daily
- Damp wipe and disinfect counters	Daily
- Spot vacuum carpets and sweep floors when debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Wash and clean inside and outside of security glass with approved cleaner	Daily
- Sweep and wet mop and disinfect vinyl floors	Daily
- Sweep and machine scrub and disinfect ceramic tile floors	Daily
- Wet mop non-carpeted floors	Daily
- Clean both sides of glass partitions and transom glass with approved cleaner	Weekly
- Dust high reach areas	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Clean smudges from all glass and tabletops	Daily
- Spot clean doors, door frames, light switches	Weekly

- Dust window blinds Quarterly
- Strip, seal, wax tile floor area Annually
- Vacuum ceiling air vents Monthly

KITCHEN/LUNCHROOM/BREAKROOM/TRAINING CENTER

- Scour/clean and disinfect sink Daily
- Clean and disinfect kitchen counters and tables Daily
- Clean and disinfect door handles Daily
- Dust mop hard surface floors with treated dust mop Daily
- Spot vacuum carpets when debris is noticeable Daily
- Sweep, wet mop, and disinfect hard surface floors Daily
- Fully vacuum carpets from wall to wall, including rugs/mats Daily
- Dust high reach areas Weekly
- Spot clean doors, door frames, light switches Weekly
- Damp wipe and disinfect appliances and cabinets Monthly
- Strip, seal, wax tile floors Annually
- Vacuum ceiling air vents Monthly

RESTROOMS/SHOWERS/LOCKER ROOMS

- Clean and disinfect all restroom/shower fixtures, sinks, commodes, and urinals Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations, locker room benches Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Daily
- Clean mirrors Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers Daily
- Clean & disinfect bench Daily
- Sweep floors Daily
- Wet mop and clean/disinfect floors Daily
- Machine scrub floors that can't be completely cleaned with wet mopping Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Daily
- Damp clean and disinfect all surfaces of showers, including walls, curtains and doors. Daily
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Wipe front of lockers and dust top of lockers Weekly
- Vacuum ceiling air vents Monthly

HALLWAYS/DRINKING FOUNTAINS

- Clean, polish and disinfect drinking fountain fixtures Daily
- Vacuum all floor mats. Straighten mats. Daily

- Sweep and wet mop hard surface floors Daily
- Machine scrub hard surface floor surfaces Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly
- Damp wipe all base moldings Monthly
- Strip, seal, wax tile floor area Annually

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Daily
- Sweep debris. Vacuum mats/floors within vestibule and inside entrance and replace in proper position (straightened and not blocking the door) Daily
- Sweep debris 10 feet away from door on outside. No debris is to be left on the sidewalk. Daily
- Remove salt stains (seasonal) Daily

ELEVATOR

- Spot vacuum carpets when debris is noticeable Daily
- Spot clean and polish all stainless steel using stainless steel cleaner Daily
- Spot clean walls Daily
- Damp wipe and disinfect buttons (inside and outside) Daily
- Clean door tracks and threshold plates (scrub brush or vacuum) Daily
- Clean and polish inside and outside of elevator doors and fascia Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats Weekly
- Fully clean interior walls Weekly
- Vacuum ceiling grates Monthly

STAIRS, STAIRWELLS, AND LANDINGS

- Clean and disinfect railings Daily
- Sweep/dust mop stairs and landings Daily
- Wet mop stairs and landings Every other day
- Vacuum corners and hard to reach areas Weekly
- Dust high surfaces, walls, woodwork, windowsills, ledges, and vents Weekly

JAIL CELLS/CELL BLOCK

- Clean and disinfect floors Daily
- Clean and disinfect commodes Daily
- Clean glass windows Daily
- Clean and sanitize telephones Daily

BOOKING AREA

- Sweep/dust mop floors Daily
- Wet mop and disinfect floors Daily
- Clean and disinfect sinks Daily
- Clean and disinfect countertops and shelving Daily

SALLY PORTS

- Sweep/dust mop floors Daily
- Wet mop and disinfect floors Weekly

BUILDING NAME: DEPARTMENT OF PUBLIC WORKS
26300 Lee BeGole Dr., Novi, MI 48375

Facility Hours: Monday- Friday, 7:00 am - 5:00 pm

Frequency of Cleaning: Monday – Friday, 5 days/week

Cleaning Hours: Monday – Friday, 6:00 pm until finish

Restricted Areas: Server Room

SPECIAL INSTRUCTIONS: Includes Mechanic's office and Fleet Asset Managers office Park Maintenance Supervisor's office, and the outbuilding main office, kitchen, and bathroom.

	Frequency of Service
GENERAL CLEANING - THROUGHOUT BUILDING	
- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in lunchroom)	Daily
- Empty outside trash receptacles at all entrances and at gas pumps and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
OFFICES/CUBICLES/CONFERENCE ROOMS/COMMON AREA	
- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include desks)	Daily
- Damp wipe and disinfect counters	Daily
- Clean smudges from all glass and tabletops	Daily
- Spot vacuum carpets and sweep floors when debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Sweep, wet mop & disinfect painted concrete floors	Daily
- Clean both sides of glass partitions and transom glass with approved cleaner	Weekly
- Clean display cases	Weekly
- Dust high reach areas	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Vacuum ceiling air vents	Monthly
- Dust window blinds	Quarterly
KITCHEN/LUNCHROOM	
- Scour/clean and disinfect sink	Daily
- Clean and disinfect kitchen counters and tables	Daily
- Clean and disinfect door handle	Daily
- Dust mop hard surface floors with treated dust mop	Daily
- Wet mop hard surface floors	Daily
- Dust high reach areas	Weekly
- Spot clean doors, door frames, light switches	Weekly

- Damp wipe and disinfect appliances and cabinet, including ice maker Monthly
- Vacuum ceiling air vents Monthly

RESTROOMS, PERSONAL CARE ROOM, Including Locker Rooms

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Daily
- Clean mirrors Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers. Daily
- Sweep floors Daily
- Wet mop and clean/disinfect floors Daily
- Machine scrub floors that can't be completely cleaned with wet mopping Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Daily
- Damp clean and disinfect all surfaces of showers, including walls, curtains, and doors. Daily
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly

HALLWAYS/DRINKING FOUNTAINS

- Clean, polish and disinfect drinking fountain fixtures Daily
- Vacuum all floor mats. Straighten mats. Daily
- Sweep and wet mop ceramic tile floors Daily
- Machine scrub hard surface floor surfaces (except hardwood floors) Daily
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly
- Damp wipe all base moldings & walls Monthly
- Strip, seal, wax vinyl floor area Quarterly
- Remove salt stains (seasonal) Daily

ENTRANCES/VESTIBULES

- Clean glass doors, & windows inside and outside Daily
- Sweep debris. Vacuum mats/floors within vestibule and inside entrance, and replace in proper position (straightened) Daily
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. Daily
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Weekly

ELEVATOR LIFT (IN MECHANICS BAY and Main Bay)

- Sweep and wet mop/disinfect floors Quarterly
- Clean door tracks and threshold plates (scrub brush or vacuum) Quarterly
- Damp wipe walls Quarterly

STAIRWELLS

- Clean and disinfect railings
- Sweep/dust mop stairs and landings
- Wet mop stairs and landings
- Vacuum corners and hard to reach areas

Bi-Weekly
Bi-Weekly
Bi-Weekly
Bi-Weekly

Building Name: **INDOOR GUN RANGE**
 26350 Lee BeGole Dr., Novi, MI 48375

Facility Hours: Variable
 Frequency of Cleaning: Monday – Friday, 5 days/week
 Cleaning Hours: 6:00 pm – 12:00 am
 Restricted Areas: Range Area and Ammunition Storage Room

SPECIAL INSTRUCTIONS: All areas will be cleaned except the actual shooting range. Contractor will access the building using the proximity card system. An officer does not need to be on site.

	Frequency of Service
GENERAL CLEANING - THROUGHOUT BUILDING	
- Empty trash receptacles throughout building and replace liners	Weekly
- Empty outside trash receptacles at all entrances and replace liners	Weekly
- Remove all trash collected to designated area	Weekly
- Clean cobwebs	Weekly
LOBBY/ALL ROOMS/SOUND LOCK ENTRANCE (DOES NOT INCLUDE THE RANGE)	
- Dust horizontal surfaces including tables, counters, etc.	Weekly
- Damp wipe and disinfect tables, counters, etc.	Weekly
- Damp wipe and disinfect door handles	Weekly
- Wash and clean inside and outside of security glass with approved cleaner	Weekly
- Sweep and wet mop and disinfect non-carpeted floors	Weekly
- Clean both sides of glass with approved cleaner	Weekly
- Wash and clean plexiglass with approved cleaner	Weekly
- Scrub and wash rubber mat in entrance to range with required solution	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Vacuum all floor mats. Straighten mats.	Weekly
- Sweep and wet mop ceramic tile floors	Weekly
- Clean, polish and disinfect drinking fountain fixtures	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Damp wipe all base moldings	Monthly
- Machine scrub hard surface floor surfaces	Quarterly
- Dust window blinds	Quarterly
- Strip, seal, wax tile floor area	Annually
RESTROOMS	
- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals	Weekly
- Clean and disinfect counters, trash containers, dispensers, hand dryers.	Weekly

- Clean and disinfect entrance door, wall surfaces, partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Weekly
- Clean mirrors Weekly
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers Weekly
- Sweep floors Weekly
- Wet mop and clean/disinfect floors Weekly
- Machine scrub floors that can't be completely cleaned with wet mopping Weekly
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Weekly
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Dust/vacuum ceiling air vents Monthly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Weekly
- Sweep debris. Vacuum mats/floors within vestibule and inside atrium. Weekly
- Straighten mats Weekly
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. Weekly
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Weekly

Building Name: TOWNSHIP HALL
45275 10 Mile Rd., Novi, MI 48375

Facility Hours: Variable

Frequency of Cleaning: Restrooms: Tuesday, Wednesday, & Thursday, 3 days/week
Entire building: Tuesday, 1 day/week

Cleaning Hours: 7:00 pm until finish

Restricted Areas: None

SPECIAL INSTRUCTIONS: Cleaning will only be required from May 1st to October 31st each year.

GENERAL CLEANING

- | | |
|--|--------------------------------------|
| - Empty trash receptacles throughout building and replace liners | Frequency of Service
3 times/week |
| - Remove all trash collected to designated area | 3 times/week |
| - Clean cobwebs | 3 times/week |

ALL ROOMS

- | | |
|--|-----------|
| - Dust horizontal surfaces including tables, counters, etc. | Weekly |
| - Damp wipe and disinfect counters | Weekly |
| - Spot vacuum carpets and sweep floors when debris is noticeable | Weekly |
| - Damp wipe and disinfect door handles | Weekly |
| - Dust mop and spot clean hardwood floors with approved cleaner | Weekly |
| - Vacuum all floor mats. Straighten mats. | Weekly |
| - Clean and disinfect sink | Weekly |
| - Clean and disinfect door handles & light switches | Weekly |
| - Spot clean doors, door frames | Weekly |
| - Dust windowsills | Bi-Weekly |
| - Clean hardwood floors with approved cleaner | Quarterly |

RESTROOMS

- | | |
|---|--------------|
| - Clean and disinfect all restroom fixtures, sinks, commodes, and urinals | 3 times/week |
| - Clean and disinfect counters, trash containers, dispensers, hand dryers | 3 times/week |
| - Clean and disinfect door, door handles, light switches, wall surfaces, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. | 3 times/week |
| - Clean mirrors | 3 times/week |
| - Replenish toilet paper, seat protectors, hand soap, and paper towels | 3 times/week |
| - Sweep, wet mop, and disinfect floor | 3 times/week |
| - Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner | 3 times/week |
| - Spot clean doors, door frame | Weekly |

- Clean and flush floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Monthly

DRINKING FOUNTAINS (LOCATED OUTSIDE THE BUILDING)

- Clean, polish and disinfect drinking fountain fixtures 3 times/week

ENTRANCE

- Sweep debris off porch 3 times/week
- Sweep debris 10 feet away from door. 3 times/week

Building Name: LAKESHORE PARK CAMP BUILDING
601 South Lake Dr., Novi, MI 48377

Facility Hours: Variable

Frequency of Cleaning: May – October: Sunday – Saturday, 7 days/week
November – April: Monday, Wednesday, & Friday, 3 days/week

Cleaning Hours: 6:00 pm until finish

Restricted Areas: Boiler Room and Server Room

SPECIAL INSTRUCTIONS: All areas will be cleaned except the boiler room and IT closet. There are also three bathrooms accessed from the outside attached to this building that are part of the scope along with three bathrooms inside. Contractor will access the building using the proximity card system. A Novi employee does not need to be on site.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
MAIN MEETING ROOM & SMALLER MEETING ROOM	
- Dust horizontal surfaces including tables, counters, etc.	Daily
- Damp wipe and disinfect tables, counters, etc.	Daily
- Damp wipe and disinfect door handles	Daily
- Sweep and wet mop and disinfect non-carpeted floors	Daily
- Clean both sides of glass with approved cleaner	Daily
- Wash and clean plexiglass with approved cleaner	Daily
- Vacuum all floor mats. Straighten mats.	Daily
- Sweep and wet mop ceramic tile floors	Daily
- Clean, polish and disinfect drinking fountain fixtures	Daily
- Spot clean doors, door frames, light switches	Weekly
- Damp wipe all base moldings	Monthly
- Machine scrub hard surface floor surfaces	Quarterly
- Dust window blinds	Quarterly

RESTROOMS

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers. Daily
- Clean and disinfect entrance door, wall surfaces, partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Daily
- Clean mirrors Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins in vending machines, and paper towels in all dispensers. Daily
- Sweep floors Daily
- Wet mop and clean/disinfect floors Daily
- Machine scrub floors that can't be completely cleaned with wet mopping Weekly
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Weekly
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Dust/vacuum ceiling air vents Monthly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Weekly
- Sweep debris. Vacuum mats/floors within vestibule and inside atrium. Daily
- Straighten mats Daily
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. Daily
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Daily



Get To Know Master Maintenance

There are a lot of misconceptions in the building service industry. Most people think janitors vacuum, mop and take out the trash. That is only a small part of the duties of professional building service contractors. We at Master Maintenance have formed a unique culture of highly trained service professionals. We take great pride in serving others.

Being a team member of Master Maintenance is more than a job. It is a fun, rewarding place to work. There always existed a higher purpose for being in business. It is far more than "making money." It is a sense of pride in all we do. We place high value on the people that we work with, customers and employees alike.

It is our belief that integrity surpasses all other options. Master Maintenance has a core value of integrity, which has existed from the start and remains unchanged to this day. We are a family owned, privately held company that places values and morals at the forefront.

Master Maintenance cannot stress enough the value of forming a partnership with all of our customers. While you are conducting your core business, let us tend to your cleaning services. Hiring Master Maintenance will assure that you are working with a proven partner that has gained a favorable reputation by servicing contracts and facilities for some of the largest facilities and companies in the nation. Master Maintenance Corporation has earned the trust of our clients.

"We're only as good as the job we did last night." We pride ourselves on providing consistent quality service, so that our clients work in an immaculate, productive corporate environment day in and day out.

"Meeting expectations is not enough." A key Master Maintenance difference is our unparalleled desire to exceed client's expectations. You will find our management team, including the President of the Company, on site at all hours to achieve that goal.

"No two clients are the same; we accommodate your unique needs and habits." We customize our work to fit your needs. Master Maintenance will accommodate virtually any request and will work extensively to create the perfect menu of flexible services to meet individual client requirements.



Policies & Standards

Company Background:

Master Maintenance was founded in 1992 as a carpet cleaning company. Like many successful companies, we broadened and diversified our services and found a home in the cleaning field. Cleaning up Michigan and being the number one company for delivering **quality services** in the Midwest is our goal. We are currently engaged in providing custodial and janitorial services to numerous clients in the Detroit metropolitan area, all 50 states, Ontario, and Puerto Rico.

Insurance:

Full coverage is provided including:

1. Liability Insurance
2. Workmen's Compensation
3. Employee Bonding
4. Key Replacement

No Smoking Policy:

At no time and under no conditions are employees of Master Maintenance allowed to smoke in any customer facility.

Schedules:

Accountability of service is a major key to a quality value-added building maintenance program. Master Maintenance will provide a building operation's manual. It is a focus system that records when the weekly, monthly, quarterly, and annual services will be performed. The area manager will document when they are completed. The contact person may review and discuss the schedule with Master Maintenance at any time. This is a tool to improve communication, a significant factor for maintaining a good partnership.

Uniforms:

All employees of Master Maintenance wear easily recognizable uniforms that are always kept clean and presentable. Their grooming will to be neat, clean, and professional. No shorts, halter-tops, T- shirts or tattered clothing is allowed.

Customer Satisfaction Surveys:

We survey customers on a random basis to ensure we are meeting their standards. Results are available to you upon request.

Responsiveness:

Master Maintenance is available to assist with any service issues that may arise outside of normal service hours. Notification in this case is a simple telephone call to our call center or emergency 24/7 number, to be provided upon award to the designated members of your company. If the issue is very serious like a flood or fire you can get in touch with any manager via his/her cell phone.

Technology:

Master Maintenance currently maintains a web site at www.MasterMaintenance.com, which is used to solicit employees and service inquiries. Any communication sent via email is monitored continuously during normal working hours and customers can expect to receive a response within a relatively short period of time. Members of our management team can receive and send emails using smart phones while in the office or out in the field.

Quality Problems?

We at Master Maintenance believe that quality issues are most often a direct result of oversight on the part of our management team. Contributing factors may include misunderstandings between our staff and the customer, and interpretation errors regarding contract requirements and specifications.

To assure that the quality problem is fully understood and that all facets of the problem are attended to, to mitigate reoccurrence, we escalate all quality problems to senior management attention.

While it is not our practice to assign blame, upon the identification of quality issues, we do search for the root cause so the issue may be corrected immediately and completely. A deficiency, once discovered is corrected immediately so as not to inconvenience our customer. Senior management then works directly with the assigned area manager to understand the issue and provide the necessary support to the janitorial staff to resolve the quality problem. The extent of the corrective action is reviewed with the customer to assure the matter meets the customer's expectation. If the issue is of high severity, involving the customer in its resolution, the corrective action shall be reviewed with the customer before action implementation.



Master Maintenance Responsibility

Community Involvement:

Master Maintenance recognizes its responsibility to “give back” to the community, which has given so much to us. We further demonstrate a commitment to corporate citizenship by creating jobs and providing training to help the jobless get back on their feet.

Our management and employees are extremely active in the communities that they live in and work. Many of our employees are active in local civic clubs such as Kiwanis, Lions and the Education Foundation. Also, many employees are active in charitable fund drives and community activities. You might even see one of our staff members ringing a bell at Christmas time or acting as a Big Brother/Big Sister for one of our community’s youth. This year, management at Master Maintenance is currently supporting the Salvation Army in Michigan, packaging gifts and meals for the less fortunate.



Industry Involvement:

As a medium sized company, Master Maintenance endeavors to improve its technical knowledge on a near continuous basis. As a member of the Building Service Contractors Association International (BSCAI), we avail ourselves of the many learning opportunities offered through this industry affiliate, including peer-to-peer networking opportunities as well as various staff training programs.

Through the use of BSCAI and other such associations we are able to maintain a good knowledge of the equipment advances and chemicals applicable to our industry. We have weekly meetings on productivity through technology that could potentially save our customers money.

Within the industry, our management staff is involved in the annual conventions and has been a donating member for the past decade.

We are proud of the professional staff that makes up Master Maintenance. These people are dedicated to their families, communities and our customers.





Employee Hiring/Screening Practices

Master Maintenance prides itself in maintaining a stable and capable workforce, with employee turnover rates 1/12 the national industry average. Even during these tough financial times, we will continue to listen to our employees and develop leaders from within our existing organization, to the extent possible.

Master Maintenance remains committed to complying with all state and federal employment regulations by requiring all applicants to complete an application and have an interview with a Human Resource manager. All employees must complete required governmental forms (which include an I-9 immigration) and provide proper documentation. All workers are paid through our payroll, meaning that they pay their taxes and we pay our portion of their taxes.

When cleaning contractors pay their workers as independent contractors, the Social Security Fund, Medicare Fund and the State is robbed of revenue. The worker has no Social Security benefits accruing, and the worker is not covered by the contractors' Workers Compensation & Liability policies. Therefore, the liability for you, the customer is then wide open.

Drug Test - Performed by Concentra Medical Clinics testing for the qualitative detection of amphetamine, methamphetamine, cocaine, opiates, marijuana and phencyclidine.

Michigan State Criminal Convictions Records Check - Performed by utilizing ICHAT, a government search engine. If the applicant has lived in states other than MI, we perform the additional state records check. Social Security Number Verification - Performed by Business Services Online (BSO) to verify the information provided by applicant is correct and confirm legal working status.

MIOSHA Training - All applicants are trained via video and must pass a written test prior to being placed in a customers' building. Blood Borne Pathogens Training - All applicants are trained via video and must pass a written test prior to being placed in a customer's building.



Transition Period

When Master Maintenance is chosen to service your facility, the transition period can be an extremely uncomfortable time for new customers. We do several things to alleviate the anxiety you may encounter. We completely understand that trusting a new company to clean and service your building is a major factor in your decision-making.

Employee Recruiting – Prior to the startup:

- ❑ Advertisements placed for any additional staff needed
- ❑ Voice mail message left for all our supervisors informing every one of the new job
- ❑ Interview potential employees
- ❑ Drug test and background check all applicants
- ❑ Picture taken for photo ID badges

Employee Training – Prior to the startup:

- ❑ Place new employees in existing buildings to be trained by our best supervisors prior to start-up
- ❑ During orientation – MIOSHA, Hazmat, security, chemical, equipment, specification training
- ❑ Master Maintenance has support staff the first week of the startup consisting of current building supervisors, special services, leads, and vender support that provide OJT.

Management Tour – Prior to the startup:

- ❑ Management will tour the building to learn the layout, idiosyncrasies, alarms, dumpster location and building management introduction
- ❑ Nightly checklist is developed
- ❑ Assignments are composed
- ❑ Project work orders entered into our work order system
- ❑ Building Specific Security Procedures developed

Orientation – Weekend before Monday startup:

- ┆ Prior to start up we meet at the building with the crew
- ┆ Perform MIOSHA, Hazmat training
- ┆ Perform product training, location of dispensers
- ┆ ADP training (how to clock in)
- ┆ Review specifications
- ┆ Review equipment maintenance
- ┆ Review employee incentive programs/awards
- ┆ Review recruiting bonuses
- ┆ Review/train security procedures
- ┆ Receive and review all keys/key cards verifying key inventory
- ┆ Arrange keys per assignments
- ┆ Tour the building with employees
- ┆ Review parking, entrance/exit point, break areas/times
- ┆ Clean all janitorial closets
- ┆ Place all equipment in closets

Startup

- ┆ We have an experienced start up team consisting of our Director of Operations, District Managers, our most experienced Building Supervisors, and our vendor representatives.
- ┆ The startup team works one on one with the new employees providing OJT. This team also helps inspect and lock down the building so that 100% of the building is checked.
- ┆ The startup team stays for as long as needed.



Master of Quality Program

How can we **guarantee quality**? Years ago, Master Maintenance decided to operate differently, setting us apart from all competitors. Instead of being a cheap company apologizing time after time for poor service, we decided to be the contractor known for exceptional quality. With our customer in mind with every decision we make, we introduced a quality assurance program we call Master of Quality. The following has been a backbone of our operational success and exceptional service.

Empowering Employees:

At every level of Master Maintenance, each employee is empowered at their position. Instead of “command and control” management where tasks come down from the top, Master Maintenance management uses a unique approach. The leading principle is that managers should serve the employees, providing them with the support, equipment, training, and assistance needed to get their work done.

Why do we do this? Because the employees are the people who serve the clients and service second to none is our goal. If the employees have the resources they need, clients will receive the service they expect and deserve.

Streamlined Communication:

All levels of Master Maintenance have integrated departments. Sales and Operations work hand in hand so that all issues, mishaps and roadblocks can be resolved with a team approach that will ultimately improve service to you, our customer.

There will never be an issue or complaint that does not pass by the desk of our senior management including the President and Vice President. This will attest to our total commitment to be the best building service contractor.

Quality Control Standards:

Upon award, Master Maintenance will assign a dedicated area manager to your facility to assure all assigned duties are completed. Our area manager will oversee all the work, schedules, and progress on a pre-determined basis. An operations manager will conduct a complete quality inspection regularly of your facilities, overseeing any cleaning or scheduling corrections. They will also contact you, our customer, ensuring that you and all the employees are satisfied with our service.

Service audits can be arranged with your area manager anytime per your requirements. Our employees do not know when the audit is scheduled so they are not able to "get ready" for the inspection. When we inspect, we find it in its normal condition. The audit can generate a punch list, work orders, or job orders. The audit list provides our staff with the focus to improve the identified areas. The cleaning staff has a reasonable amount of time to upgrade routine shortcomings and reply to the report in writing. All documents are preserved for future references. This is an on-going process that will ensure a proper clean.

If the score is below the specified level, an operations manager and the area manager meet. The results are reviewed, and a corrective action plan is established and initiated. The operations manager personally oversees the corrective action and reports to our area manager that the corrective action is in place, has succeeded and will meet and exceed all future service requirements.

Partnering Success Plan

The partnership is designed to involve every employee in the realization of quality solutions. We think of partnering as problem identification, solutions measurements, and results. It's a value system in which employees are trained to understand the significance of the role they play in contributing to and maintaining quality standards and service excellence. This mindset keeps our manager focused on the expectations and results our customers deserve.

Partnership Goals

- ❑ Confirming your needs and expectations.
- ❑ Developing solutions that deliver desired outcomes.
- ❑ Measuring our performance and the value we are providing.
- ❑ Continual improvement and communicating cost saving
- ❑ Stay 100% committed to quality. It's what we do!



Training

We believe that the foundation of high-quality service to which our customers have become accustomed begins with training of our managers and staff members alike.

New Employee Training:

This online training and orientation takes place at Master Maintenance headquarters and is required of all new employees before they are placed on site. Areas covered include:

1. Cleaning solutions and equipment use
2. Restroom cleaning
3. Basic office cleaning
4. Floor maintenance
5. Recycle material separation methods
6. Systematic cleaning (i.e. how to perform duties most effectively)
7. Warnings regarding special requirements, restrictions, security and safety
8. Proper utilization of service specifications
9. Material Safety Data Sheets and "Right to Know" requirements

Follow Up Training:

This training takes place on site under the direction of the Master Maintenance site supervisor, and/or the area manager, which includes:

1. Building emergency and disaster plans
2. Building idiosyncrasies, VIP areas
3. Building specific periodic task schedules
4. Building consumable product reorder processes
5. Areas of improvement identified
6. Proper care of equipment

Supervisor Training:

This on-going component refreshes basic skills, adds technical and advanced skills, and ensures our supervisors can meet our quality and productivity requirements. Our supervisor training is held at the Master Maintenance headquarters regularly and is taught by our operations manager and supply partners, covering topics such as:

1. Introduction of new products and techniques
2. Care and maintenance of equipment
3. Personnel management skills
4. Security and safety in the workplace

Area Manager Training:

This training component consists of both third-party contract training and training sessions held at the Master Maintenance headquarters. Training is provided by outside consultants and supply partners with technical expertise and is tailored to Master Maintenance requirements. As a member of several industry associations, we take advantage of the educational opportunities they provide. Master Maintenance provides operations management personnel with the opportunity to attend industry seminars that improve service quality, safety, productivity, and the value we provide customers. Goals of both training components are to develop and enhance the following skills:

1. Decision-making, resource coordination and service communication
2. Planning, organizing, staffing and record keeping
3. Employee motivation, training, leadership and morale building
4. Cost control, budgeting, and resource management
5. Customer service and quality improvement



Green Cleaning

Master Maintenance Green Cleaning Initiative



Cleaning products are everywhere in our homes and offices: on dishes, countertops, furniture, clothes, floors, windows, and floating through the air. In our war on dirt and germs we may often be making things worse. Many of the conventional cleaning products most companies use are petroleum based and have dubious health and environmental implications. Instead of opting for cleaning products that annihilate everything in their path, there are a variety of natural products and methods that clean and sanitize without the toxic side effects.

Americans spend about 90 percent of their time indoors. EPA studies indicate that human exposure to indoor air pollutants can be 2-5 times, and occasionally up to 100 times higher than outdoor levels.

Poor indoor air quality can produce health effects ranging from headaches and dry eyes to nausea, dizziness, and fatigue. We all want to work in an office environment that is comfortable, clean, and safe. Part of ensuring good indoor air quality, environmental safety, and cleanliness is choosing cleaning products that have a reduced impact on human health and the environment. These products are **green cleaners**.

Many people, families, and cleaning companies especially are still using conventional products. Master Maintenance has switched to green cleaning products. We have researched and chosen several products for everyday cleaning needs.



Additional Services

Master Maintenance has the ability and knowledge to manage all your building maintenance needs. Your facility may undertake building improvements and modifications during the term of the contract that can substantially change the kind of services originally quoted. At Master Maintenance, we remain flexible to fulfill all customer requirements and will endeavor to incorporate such changes into our services in a cost-effective way. **Full janitorial service is what we do**, but we also offer other services including:

- ✦ **Porter Services**
- ✦ **Full-Service Floor Care**
- ✦ **Full-Service Carpet Care & Repair**
- ✦ **Water Damage Restoration**
- ✦ **Fire Damage Restoration**
- ✦ **Construction Clean Up**
- ✦ **Move-In/Out Clean Up**
- ✦ **Window Cleaning**
- ✦ **Building Maintenance & Repair**
- ✦ **Landscaping & Ground Services**
- ✦ **Supply Ordering**

Master Maintenance Corporation
P.O. Box 601
Belleville, Michigan 48112

JANITORIAL SERVICES RFP

**CITY OF NOVI
FINANCE DEPARTMENT - SECOND FLOOR
45175 Ten Mile Road
Novi, Michigan 48375-3024**

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