



# CITY of NOVI CITY COUNCIL

**Agenda Item H  
October 10, 2016**

**SUBJECT:** Approval to award Janitorial Services contract to Du All Cleaning Inc., in the amount of \$84,198.00 (annually) and amend the budget.

**SUBMITTING DEPARTMENT:** Information Technology- Facilities Management

**CITY MANAGER APPROVAL:** 

<b>EXPENDITURE REQUIRED</b>	<b>\$84,198</b>
<b>AMOUNT BUDGETED</b>	<b>\$64,340</b> ( \$32,000 101-265.00-814.000 ) ( \$24,340 101-301.00-814.000 ) ( \$ 8,000 101-442.00-814.000 )
<b>APPROPRIATION REQUIRED</b>	<b>\$19,860</b>
<b>LINE ITEM NUMBER</b>	101-265.00-814.000 \$12,460 101-301.00-814.000 \$ 4,630 101-442.00-814.000 \$ 2,770

**BACKGROUND INFORMATION:**

For over fifteen years the City of Novi outsources janitorial services for the Civic Center, Community Center, Police Department Headquarters, Firing Range, Department of Public Services and Township Hall. The current contract was established in 2014 and consisted of a one year contract with (2) one year renewals.

A Request for Proposal (RFP) was posted on the Michigan Intergovernmental Trade Network (MITN) website which sent email notices to 174 firms. A mandatory pre-bid meeting/site visit was held on August 11, 2016 which was attended by fourteen firms.

Civic Center	\$44,460
Police	\$28,968
DPS	<u>\$10,770</u>
Total	\$84,198

Seven proposals were received and reviewed. The contract is annual with two renewal options in one year increments based on satisfactory performance. Du All Cleaning Inc was identified as submitting the most comprehensive proposal within our budgeted amount. During the course of the evaluation period, in reviewing a supplemental questionnaire to the bid package, speaking with references, meeting with company representatives, and visiting job sites, our team believes Du All Cleaning Inc. understands the project scope. This firm also has experience with other municipalities including the City of Warren, City of Troy, and the City of Ann Arbor.

**RECOMMENDED ACTION:** Approval to award Janitorial Services contract to Du All Cleaning Inc., in the amount of \$84,198.00 (annually) and amend the budget.

	1	2	Y	N
<b>Mayor Gatt</b>				
<b>Mayor Pro Tem Staudt</b>				
<b>Council Member Burke</b>				
<b>Council Member Casey</b>				

	1	2	Y	N
<b>Council Member Markham</b>				
<b>Council Member Mutch</b>				
<b>Council Member Wrobel</b>				

**RESOLUTION**

NOW, THEREFORE BE IT RESOLVED that the following  
Budget Amendment for Janitorial Services is authorized:

	INCREASE (DECREASE)
<b>General Fund</b>	
<b>APPROPRIATIONS</b>	
<b>Facility Operations</b>	
Other Services and Charges	12,460
<b>Police Department</b>	
Other Services and Charges	4,630
<b>Department of Public Services</b>	
Other Services and Charges	2,770
<b>TOTAL APPROPRIATIONS</b>	<u>\$ 19,860</u>
<b>Net Increase (Decrease) to Fund Balance</b>	<u><u>\$ (19,860)</u></u>

I hereby certify that the foregoing is a true and complete copy of a  
resolution adopted by the City Council of the City of Novi  
at a regular meeting held on October 10, 2016

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Cortney Hanson  
City Clerk

	Qty	GDI - Unit Cost	GDI - Annual Cost	Du-All Unit Cost	Du-All Annual Cost
<b>Item 1 - City Hall</b>	12	\$ 3,718.77	\$ 44,625.24	\$ 1,517	\$ 18,200
City Hall - Optional Cleaning Saturday		23.00/hr		\$ 90	
<b>Item 2 - Community Center/Atrium</b>	12	\$ 5,263.23	\$ 63,158.76	\$ 2,123	\$ 25,480
<b>Item 3 - Police Dept</b>	12	\$ 4,839.96	\$ 58,079.52	\$ 2,284	\$ 27,408
<b>Item 4 - DPS Sept - May</b>	9	\$ 812.47	\$ 7,312.23	\$ 870	\$ 7,830
<b>Item 4 - DPS - June Aug</b>	3	\$ 812.47	\$ 2,437.41	\$ 980	\$ 2,940
<b>Item 5 - Gun Range</b>	12	\$ 233.11	\$ 2,797.32	\$ 130	\$ 1,560
<b>Item 6 - Township Hall</b>	6	\$ 538.04	\$ 3,228.24	\$ 130	\$ 780
<b>TOTAL</b>			<b>\$ 181,639</b>		<b>\$ 84,198</b>

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# THE CITY OF NOVI

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**Janitorial Services**

**AUGUST 25, 2016**  
**DU-ALL CLEANING, INC.**  
**13334 W. Star Dr., Shelby Twp., MI 48310**



13334 W Star Dr.  
Shelby Twp., MI 48315  
Tel: (586) 580-3617  
Direct: (586) 709-9517  
Fax: (586) 884-6177  
www.duallcleaning.com

08/25/16

**The City of Novi**

Janitorial Services Bid for:        **The City of Novi**

Dear Ms. Sue Morianti ,

First of all, we would like to thank you for the opportunity to bid the janitorial services for the City of Novi.

Du-All Cleaning, Inc. is a full service commercial cleaning company with over 14 years of experience and a current staff of 117 employees, full-time and part-time. We specialize in cleaning government facilities, childcare centers, and public schools. We currently provide such services for very similar organizations such as: Mott Community College, City of Warren, City of Pontiac/Court House, Wayne County, Waterford Township, Bloomfield Hills Public Library, Oakland County Buildings, City of Ann Arbor, City of Flint, City of Taylor, City of Riverview, City of Wayne, City of Sterling Heights, City of Farmington Hills, as well as many other commercial buildings. Our company takes pride in our work and always maintains a professional attitude at our job sites. Du-All Cleaning, Inc. trains all the employees with the Spartan Cleaning Chemicals program. Once they pass their classes, they become certified. For more information, contact our instructor Denny Brennan (see attachment).

Du-All Cleaning, Inc. does background checks through Ricco Investigations/ ICHAT and drug screening Inspection Protection Plus. We are very confident that Du-All Cleaning, Inc. will provide the City of Novi with exceptional service every time. If chosen for this contract, we would like to have up to two-weeks notice to start the work. Du-All Cleaning, Inc. will provide the City of Novi with all of the following equipment: walk behind machines, burnishers, back pack vacuums, Tornado Hepa Vacuums, janitorial cards, wet vacuums, blowers, and ladders. Also, if requested, all supplies, paper products, hand soap, garbage bags, consumable products etc. Du-All Cleaning, Inc. will purchase all these supplies from E&R Industrial, Certified Products, which supply green chemical cleaning products. Additionally, we will provide MSDS sheets in all of your janitorial closets.

We honor all of our prices for the full term of the contract.

We have a quality control list in place, which specifies the exact work that needs to be done based on your request whether it is on a daily, weekly, or monthly schedule. If you would like, we will submit a copy to you for your review prior to starting work if awarded the contract. Each employee designated at a certain building will pick up the keys at the beginning of the shift and return them when work is completed. We can provide a lock box for each set of keys for added security.

Our emergency call response time will be within 30 minutes. In case of a non-emergency call, the response time will be within one hour. You may contact us via phone number (586) 580-3617 or email: [mondi@dualcleaning.com](mailto:mondi@dualcleaning.com) or [irena@dualcleaning.com](mailto:irena@dualcleaning.com) .

I would like to assure you that we do all we can to find the right people that will fit the professional atmosphere of the City of Novi. We have a great working relationship with all of our customers and will gladly provide you with references that we provide similar services.

Please feel free to call me anytime, if you have any questions or need additional information about our company. I look forward to hearing from you and possibly creating a great relationship with the staff of the City of Novi.

Thank you and have a wonderful day.

Sincerely,

A handwritten signature in black ink that reads "Mondri Rakaj". The signature is written in a cursive style with a small flourish at the end of the last name.

Mondi Rakaj

President

Du-All Cleaning, Inc.

[mondi@dualcleaning.com](mailto:mondi@dualcleaning.com)

## QUALIFICATIONS:

Du-All Cleaning, Inc. is a full service cleaning contractor, that has been serving the tri-county area successfully for over 14 years. We consider ourselves to be the problem solvers of our industry. We provide our customers with quality services and full satisfaction. Also, we have been successful through difficult times, helping our customers save money, but still maintain their facilities. A key to our growth and success is due to our management's ability to understand the customer's needs, along with our hard working trained staff that is well equipped for any job, allowing us to achieve customer's satisfaction.

## MISSION STATEMENT:

To offer unmatched quality commercial cleaning services to all customers.

## WHAT WE SEEK TO BECOME:

Du-All Cleaning Inc. will be recognized as a preeminent janitorial service leader. We will continue to provide training for our employee's development and advancement in order to achieve total customer satisfaction. Also, ongoing assessments to continue quality improvements will result in expanding our company's reputation, creating opportunities for growth. Our goal is to be one of the top providers in the industry.

## COMMUNICATION:

Du-All Cleaning Inc. believes that an established line of communication with all personnel is imperative to be able to guarantee quality, consistency and stability. Therefore, communication log books will be placed in your facility. These log books will help resolve any concerns that arise quickly and efficiently. Our staff is to read and date, sign and correct concerns written in the log book. These books also help us evaluate our employees and their work. Also, we will provide you with contact information for the area supervisor who is available 24 hours a day, seven days a week.

## STANDARDS:

- Quality control
- Professionalism
- Cleanliness
- Honesty
- Knowledgeable
- Communication
- Goal orientated

## EMPLOYEES:

- Honest
- Dependable
- Experienced
- Skilled
- Professional



- Certified
- Drug Free

**VALUES:** Du-All Cleaning, Inc. shares the following values as it works hard to accomplish its mission.

- Our customers are partners in creating value, their loyalty is our reward
- Integrity and honesty
- Accountability to customers for commitments, results and quality
- High standards of working conditions and respect for our employees
- Good ethical behavior

#### **SIZE OF THE COMPANY:**

Du-All Cleaning, Inc. is a company on the rise as Michigan's fastest growing family owned cleaning company with many repeat customers. We pride ourselves in our employees and owe our success to them as well as our efficient management techniques. We are now over 117 employees strong, and several fleets of trucks for different categories of building services.

As a multi-million-dollar company in the building service industry, we have 2 locations in Michigan and are looking to purchase a new larger headquarters soon to accommodate our growth in the industry. We take our business seriously, as we strive to be the best in our industry. Our company is always looking for better ways and better technology to do the job more efficient, more cost effective and greener.

#### **YEARS IN BUSINESS:**

Starting out in humble beginnings, Du-All Cleaning, Inc. is now proud to say we have been in business for 14 years and are looking forward to another 14 years and beyond.

At Du-All Cleaning Inc. We Do It All  
State of Michigan Finest Janitorial Cleaning Company

- ❖ Premium Commercial Janitorial Service
- ❖ Floor Maintenance Programs
- ❖ Hi-Tech Floor Strip and Re-Coat
- ❖ Tile Strip and Wax
- ❖ High Speed Burnishing
- ❖ Tile and Grout Cleaning and Resealing
- ❖ Epoxy Floor Maintenance Programs
- ❖ Building Maintenance Service
- ❖ Consulting Service
- ❖ On Site Training and Supervision
- ❖ Truck Mounted Carpet Cleaning
- ❖ Carpet Maintenance Programs
- ❖ Scrub and Steam Carpet Cleaning
- ❖ Extraction Spot Cleaning
- ❖ 24 Hour Flood Restoration Clean-up
- ❖ Grounds Service
- ❖ Specialty Environment Cleaning
- ❖ Uniformed and Certified Employees
- ❖ Window Cleaning
- ❖ Construction Clean-up
- ❖ Floor Care Machine Sales, Service and Rentals
- ❖ Free Building Analysis

## References

1. City of Warren  
5460 Arden Ave., Warren, MI 48092  
Bldg Sq Ft: 255000  
Contact Person: John Grassi/Superintendent  
Phone Number: (586) 268-8400  
Email: [jgrassi@cityofwarren.org](mailto:jgrassi@cityofwarren.org)
2. 50<sup>th</sup> District Court  
70 North Saginaw, Pontiac, MI 48323  
Bldg Sq Ft: 35,000  
Contact Person: Lynnete Ward/Court Administrator  
Phone Number: (248) 758-3815  
Email: [lward@pontiac.mi.us](mailto:lward@pontiac.mi.us)
3. Bloomfield Twp Public Library  
1099 Lone Pine Rd, Bloomfield Twp., MI 48302  
Bldg Sq Ft: 107,500  
Contact Person: Joel Dion/Facility Manager  
Phone Number: (248) 642-5800 ext 130  
Email: [dionjoel@btpl.org](mailto:dionjoel@btpl.org)
4. City of Taylor  
23555 Goddard Rd, Taylor, MI 48180  
Bldg Sq Ft: 129,000  
Contact Person: Guido Ulin/Facilities Manager  
Phone Number: (313) 363-0100  
Email: [gulin@ci.taylor.mi.us](mailto:gulin@ci.taylor.mi.us)
5. City of Flint  
1101 S Saginaw St., Flint, MI 48502  
Bldg Sq Ft: 272,000  
Contact Person: Kathryn Neuman / Facilities Maintenance  
Phone Number: (810) 766-7135, Ext.2625  
Email: [kneumann@cityofflint.com](mailto:kneumann@cityofflint.com)

## Operating Plan

Du-All Cleaning, Inc. will provide 6 part-time staff, 1 full-time staff, 1 supervisor, and a project manager designated to oversee the operations at The City of Novi. The supervisor will check the work every day and night to make sure that nothing is missed. There will be an additional three back up employees on call in case of employee absenteeism. In that case, the supervisor will contact the management and they will make arrangements for the person on call to show up and ensure that the work crew is not short-handed and the work is performed in a satisfactory manner.

We would like to make arrangements two weeks prior to starting the project for the supervisors and staff to do a walk through. At this time, all concerns will be addressed and any questions will be answered. Every corner will be inspected to ensure satisfactory quality at all times. At the beginning we will provide additional staff to correct any issues that you currently have.

Below is a list of the staff that will be employed:

Jeffrey Marsden: Supervisor 17 years experience

Pam Schultheis: Supervisor 12 years experience back up supervisor

Pellumb Shkempi: Janitor

Luljeta Njebza: Janitor

Diane Burton: Janitor Back up employee

All janitors have at least five years experience in janitorial services. All employees go through extensive training and certification.

## Satisfied Customers

- 50<sup>th</sup> District Court
- Motor City Carpet
- City of Novi
- City of Ann Arbor
- City of Troy
- County of Wayne
- City of Flint
- City of Warren
- Bloomfield Twp. Library
- Community Bowling Centers
- Waterford Twp.
- Bastone's Brewery
- City of Sterling Heights
- Wayne County Buildings
- City of Riverview
- Sterling Lanes
- Regal Lanes
- Warren Public Library
- City of Taylor
- Creative Child Care
- City of Wayne
- Mott Community College
- HopCat

We would be glad to produce a contact person and telephone numbers on an as needed basis. Due to the stature of many of our clients, they asked not to publish their contact information.

Du-All Cleaning Inc. currently cleans over 4.5 million square feet of commercial facilities, providing all our services to our customers.

## Employee Qualifications Requirements

At Du-All Cleaning Inc. our hiring practices are some of the strictest in the industry. We care who puts on the Du-All uniform and represents our company. More importantly, we care who goes into your business. We do not hire every person who applies at our company like some competitors do. We have a list of high priority hurdles they must pass to be employed at Du-All Cleaning, Inc. before they even begin the training process.

- A private investigator will run criminal background checks on all potential employees. The company that we use is Ricco Investigation Services of Utica.
- A copy of employee's background and drug screen results can be submitted to customer upon request.
- Any applicant that does not pass the background and drug screen will not be employed by Du-All Cleaning, Inc.
- Drug screening is done by board certified doctors and not a test kit from the drug store. This is to assure that employee prospects are completely free of drugs.
- All employees must be in uniforms. Employees must wear Du-All Cleaning, Inc. uniforms at all times while working with no jeans or ripped clothing.
- Security badge with picture and employee number along with level of position so our customers know who is who at all times.



- All employees must be certified in job safety practices.
- All employees must be certified in several areas of cleaning and practicing.
- A general manager will conduct monthly unannounced visits to job site for quality control.
- Employees are not allowed to have visitors at the job site at any time.
- Employees must never touch anything on the desks, shelves, countertops etc.
- A mandatory building security class for each employee before they begin work. This is taught in house.
- Emergency protocol is set up for each building with the customer for fire, flood, robbery, etc.
- Police, fire dept., ambulance and all other emergency contact numbers are given to the staff.
- Additional security policies for a certain facility can be implemented at the request of that customer.

## Du-All Cleaning Inc. Employee Training Program

- We are always looking for experienced workers, but each employee will receive the training in the following
  - Customer Service Training
  - Security Training
  - Safety Training
  - Cleaning Techniques for housekeeping, restroom, windows, floors
  - At Du- All Cleaning Inc. we have in house specialty crews we schedule and are trained for the following
    - Large floors strip & wax
    - Large carpet cleaning
    - Emergency flood cleanup (On call 24hrs per day)
    - Window cleaning at high level
    - Air duct cleaning
    - Chemical products & training is done through Betco Chemical - Spartan Chemical and in house training
- We also train all of our building supervisors in customer service and business communication techniques.
- Du-All Cleaning Inc. can do custom employee training for special tasks that may be needed for a unique facility.
- Our company strives to keep up with the cleaning industry's latest techniques, chemicals and cleaning equipment. We attend trade shows annually and meet with our vendors on a quarterly basis to receive the latest in industry news.
- All uniforms have a logo and trucks are lettered with the Du-All Cleaning Inc. logo.



## Cleaning Chemicals and Supplies

We at Du-All Cleaning Inc. have access to a large variety of cleaning chemicals and professional training. We can offer a Green cleaning program upon request from customer to help keep the environment safe. Not only do we use top industry chemicals, but we also sell them to other cleaning companies and customers. All MSDS chemical data sheets are kept on each job site and customer copies are available. All employees are trained in chemical application and safety. We can set up our customers on a hand soap program with free dispensers and better pricing. We offer different acrylic floor finishes for different floor types and different amounts of foot traffic. Du-All Cleaning Inc. offers better cleaning chemical products and diluted products to save our customer's time and money.





## Compliance

Du-All Cleaning Inc. shall at all times observe and comply with all laws, ordinances, regulations and codes of the federal, state, county and other local government agencies, which may in any manner affect the performance of our services. We shall not discriminate against any worker, employee or applicant because of race, religion, creed, age, sex or national origin. We are consistently keeping current on all laws, ordinances, regulations and codes.

## Equipment

Du-All Cleaning Inc. will furnish at its' own cost and expense, all labor and cleaning equipment needed to complete service. All equipment will be maintained in working condition in accordance with laws and regulations of the State of Michigan. Equipment will pass any and all inspections. All Equipment for new accounts, are purchased brand new. Below is a list of equipment to be used:

- Vacuum Cleaners
- Mop bucket/wringers
- Mops
- Dust mops
- Trash barrels
- Feather and poly dusters
- Dust pans
- Brooms
- Toilet mops
- Wet floor signs
- Buffers
- Extractors
- Nobles walk-behind floor machines



CITY OF NOVI

CONTRACTOR QUALIFICATIONS QUESTIONNAIRE

JANITORIAL SERVICES

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

Name of Firm DU ALL CLEANING INC.  
Address: 13334 W STAR DR  
City, State Zip SHELBY TWP, MI 48315  
Telephone 586-580-3617 Fax 586-884-6177  
24 Hour/7-Day Emergency Telephone Number 586-709-9517  
Agent's Name (please print) STEVE KORBAL / MONDI RAKAJ  
Agent's Title DIRECTOR OF OPERATIONS  
Email Address: MONDI@DUALLCLEANING.COM  
Website WWW.DUALLCLEANING.COM

1. Organizational structure: Corporation, Partnership, etc. CORPORATION
2. Firm established: 2002 Years in business: 14
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?  
DU ALL CLEANING CO.
5. How many full time employees? 37 Part time? 81
6. Please describe your employee hiring and training procedures.  
DU ALL CLEANING PERFORMS DETAILED BACKGROUND CHECKS ON ALL EMPLOYEES USING RICCO INVESTIGATION SERVICES. ALL EMPLOYEES MUST COMPLETE DRUG SCREENING. EMPLOYEES ARE TRAINED IN JOB SAFETY, OSHA, CUSTOMER SERVICE, CHEMICAL PRODUCTS AND TRAINING DONE THROUGH RICCO. CHEMICAL - SPARTAN CHEMICAL AND IN HOUSE TRAINING.
7. Please describe your background check procedures and qualifications for employment.  
DU ALL CLEANING INC, WILL HAVE ALL NEW

EMPLOYEES SCREENED FOR ANY FELONY and MISDEMEANOR. ALL NEW EMPLOYEES MUST PASS A DRUG TEST THROUGH CONCENTRA. DUALL CLEANING PERFORMS ANNUAL CRIMINAL BACKGROUND CHECKS AND DRUG SCREENING ON ALL EMPLOYEES

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

DUALL CLEANING PERFORMS CRIMINAL BACKGROUND CHECKS ON CURRENT EMPLOYEES ANNUALLY BY RTCCO INVESTIGATION SERVICES.

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

DUALL CLEANING, INC  
13334 WEST STAR DRIVE  
SHELBY TWP, MI 48315

10. Distance of this facility from Novi Civic Center. 40 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.

CITY OF NOVI - ALL RENEWALS AWARDED 2008-2012  
CITY OF ANN ARBOR - CURRENT CONTRACT  
CITY OF TROY - CURRENT CONTRACT  
COUNTY OF WAYNE - CURRENT CONTRACT  
CITY OF FLINT - CURRENT CONTRACT  
CITY OF WARREN - CURRENT CONTRACT  
50th DISTRICT COURT - CURRENT CONTRACT  
WATERFORD TOWNSHIP - CURRENT CONTRACT  
CITY OF RIVERVIEW - 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.

RIVERVIEW POLICE  
 ANN ARBOR POLICE  
 TAYLOR POLICE  
 ROYAL OAK POLICE  
 DOUI POLICE  
 FLINT POLICE

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

DWALL CLEANING HAS BEEN IN BUSINESS FOR  
 OVER 14 YEARS WITH MANY REPEAT CUSTOMERS.  
 WE ARE A MULTI-MILLION DOLLAR COMPANY WITH  
 TWO LOCATIONS IN MICHIGAN. WE TAKE OUR  
 BUSINESS SERIOUSLY, AS WE STRIVE TO BE THE BEST IN  
 OUR INDUSTRY.

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

Location	Number of employees to be assigned to each building	Number of hours to be worked by each employee each day	Will any of these on-site employees be shift supervisors? How many?
City Hall	2 EMPLOYEES	3	1 SUPERVISOR
Community Center/ Atrium	2 EMPLOYEES	3	1 SUPERVISOR
Police Department	2 EMPLOYEES	3	1 SUPERVISOR
DPS	1 EMPLOYEE	3	1 SUPERVISOR
Indoor Gun Range	1 EMPLOYEE	1	1 SHIFT LEADER
Township Hall	1 EMPLOYEE	1	1 SHIFT LEADER

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

50<sup>th</sup> DISTRICT COURT, MOTOR CITY CARPET, CITY OF ANN ARBOR,  
 CITY OF TROY, COUNTY OF WAYNE, CITY OF FLINT, CITY OF WARREN  
 BLOOMFIELD TWP LIBRARY, WATERFORD TWP, CITY OF STERLING HEIGHTS,  
 WAYNE COUNTY BUILDINGS, CITY OF RIVERVIEW, WARREN PUBLIC LIBRARY

CITY OF TAYLOR, CITY OF WAYNE, MOTT COMMUNITY COLLEGE

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 (7) SANITORY VACUUM, (1) WALK-BEHIND MACHINE, (7) AUTO-SCRUBBERS, (6) JANITORIAL CARTS, (6) GARBAGE CANS, (6) 1ST AID KIT, (8) MOP BUCKETS, (4) BLOWERS, (3) SHOP VAC, (2) LADDER, (3) NOBLE BUFFING MACHINE, (10) BROOMS, (10) DUSTERS

Equipment available \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

DU-ALL CLEANING, INC IS CONFIDENT THAT WE WILL BE ABLE TO CARRY-OUT AND PERFORM ALL SERVICES OUTLINED IN THIS CONTRACT BASED ON OUR PRACTICAL EXPERIENCE NOT ONLY FOR THE CITY OF NOVI, BUT MULTIPLE OTHER MUNICIPALITIES.

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.

TWO WEEKS PRIOR TO BEGINNING WORK, WE WOULD LIKE THE OPPORTUNITY TO PERFORM A WALK THROUGH WITH OUR JANITORIAL STAFF TO GO OVER CONTRACT SPECIFICATIONS. WE WILL IMPLEMENT OUR QUALITY CONTROL PROCEDURES, TO INCLUDE: COMMUNICATION LOG BOOK, DAILY WEEKLY AND MONTHLY TASK LISTS, SHIFT SUPERVISORS WILL ENSURE ALL WORK IS COMPLETED TO OUR HIGHEST STANDARDS.

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 DU-ALL CLEANING, INC, WE PRIDE OURSELVES IN OFFERING GREEN CLEANING CHEMICALS AND CLEANING PROCEDURES. WE MAKE COMMUNICATION A TOP PRIORITY AND WELCOME FEEDBACK. ANY ISSUES WILL BE ADDRESSED WITHIN 24 HOURS. YOUR SATISFACTION IS IMPORTANT AND YOUR LOYALTY IS OUR REWARD.

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.

WE UTILIZE COMMUNICATION LOG BOOKS, SHIFT LEADERS AND SUPERVISORS TO ENSURE THE HIGHEST QUALITY WORK AND SATISFACTION. HAVING OPEN LINES OF COMMUNICATION AND STRICT QUALITY STANDARDS HAS PROVEN TO BE VERY BENEFICIAL TO OUR PROCESS.

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 CITY OF WARREN  
Address 5460 ARDEN AVE WARREN MI 48092  
Phone 586-268-8400 Contact name JOHN GROSSI  
Scope of work Janitorial Services  
Contract dates 11-1-2001 — 10-31-2016

Company CITY OF TAYLOR  
Address 23535 GODDARD RD TAYLOR MI 48180  
Phone 313-363-0100 Contact name GUIDO ULIN  
Scope of work Janitorial Services  
Contract dates 12-1-2012 — 12-1-2017

Company BLOOMFIELD TWP LIBRARY  
Address 1099 LONE PINE RD BLOOMFIELD TWP MI

Phone 248-642-5800 X130 Contact name Joel Dion  
Scope of work Janitorial Services  
Contract dates June 1, 2011 - June 30, 2018

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

No  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: Mondi Rakaj

Representative's Name (please print) MONDI RAKAJ

Date 08/23/16



**PARKS AND RECREATION**

5460 ARDEN  
WARREN, MI 48092  
(586) 268-8400  
[www.cityofwarren.org](http://www.cityofwarren.org)

May 12, 2014

To Whom it may concern:

Du All Cleaning has been cleaning the City of Warren Parks and Recreation buildings since November, 2011. They have been cleaning the Warren Community Center, Owen Jax Recreation Center and the Fitzgerald Recreation Center. The total square footage of these buildings totals 180,000 sq. ft. Du All has been doing a good job keeping our buildings clean and in order. The owner of the company is very attentive to our needs and handles any situations that may arise in a timely fashion.

I would recommend them to handle any cleaning needs that you have.

If you have any questions, feel free to give me a call at (586) 258-2041.

Sincerely,

A handwritten signature in black ink that reads "John P. Grassi".

John P. Grassi  
Recreation Superintendent



RICK SOLLARS  
*Mayor*

CYNTHIA A. BOWER  
*City Clerk*

EDWARD L. BOURASSA  
*Treasurer*

# City of Taylor

23555 GODDARD ROAD  
TAYLOR, MICHIGAN 48180

PHONE: (734) 287-6550 (Menu) - FAX: (734) 374-1343  
[www.cityoftaylor.com](http://www.cityoftaylor.com)

*CITY COUNCIL*

LINDA PARKER-CRAIG  
*Chairwoman*

ANGELA CROFT  
*Chairwoman Pro-Tem*

DANIEL A. BZURA  
ALEX GARZA  
CHARLES JOHNSON  
LINDA M. ROBERTS  
TIMOTHY WOOLLEY

April 25, 2014

To Whom It May Concern:

Du All Cleaning, Inc. has been providing a high standard of janitorial services to our City Hall, Courthouse, Fire Department and Police Department for the past four years.

The uniformed staff is friendly, professional, and reliable and work well with both residents and employees of our buildings. They are always considerate in entering our offices during meetings to ensure that their janitorial performances will not disrupt the meeting in progress. And often times, when needed, they will return to make sure that they have completed all tasks before moving on to another building.

I highly recommend Du All Cleaning, Inc. and am confident that your janitorial and custodial needs will be met when working with them.

Sincerely,



Mayor Rick Sollars,  
City Of Taylor



# CITY OF FLINT

## INFRASTRUCTURE AND DEVELOPMENT

Dayne Walling  
Mayor

Darnell Earley  
Emergency Manager

Howard Croft  
Director

April 23, 2014

To Whom It May Concern:

Du All Cleaning, Inc. has been cleaning numerous buildings for the City of Flint since July, 2012. They have been responsible for cleaning the municipal center, police department, fire department, 911, Fleet garage, as well as various senior centers. All the buildings combined equal 272,000 sq. ft. We have been very happy with their work. Any issues that have come up have been promptly addressed to our satisfaction.

The Du All Cleaning crews show up on time every day and are very reliable. They are also open to any suggestions we may give. They are pleasant and courteous, and deal well with both residents and city employees.

I do not hesitate to recommend Du-All Cleaning, Inc. If you have any questions, feel free to give me a call at 810 766-7135.

Sincerely,

Howard Croft  
Director of Infrastructure



innovative *by* nature

**Bryan K. Barnett**  
Mayor

April 21, 2014

City Council

**Stephanie Morita**  
District 1

**Adam Kochenderfer**  
District 2

**Greg Hooper**  
District 3

**Thomas W. Wiggins**  
District 4

**Kevin S. Brown**  
At-Large

**Mark A. Tisdell**  
At-Large

**Michael Webber**  
At-Large

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To Whom It May Concern:

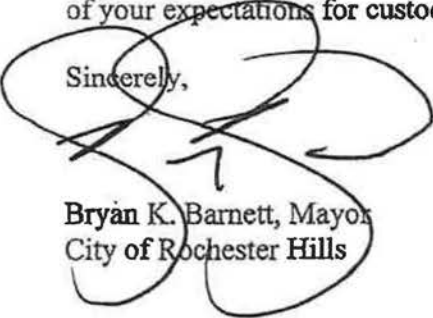
Du All Cleaning, Inc. has provided janitorial services for the City of Rochester Hills since August 2012. They currently clean our City Hall, Department of Public Services, Museum, and Fire Department Headquarters.

During their time here, they have established and maintained the high standard of performance and professionalism that the City of Rochester Hills requires. We also experience ease in dealing with the company through their exceptional management and professional staff.

The uniformed staff, which we see daily in our buildings, is pleasant, professional, and available for work throughout the day and evening.

I highly recommend Du All Cleaning, Inc. and can confidently assure you that all of your expectations for custodial and janitorial services will be met.

Sincerely,



**Bryan K. Barnett, Mayor**  
City of Rochester Hills

## **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 Du All Cleaning, Inc., whose address is 13334 W. Star Dr., Shelby Township, MI 48315, (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 November 1, 2016 and end on October 31, 2017. 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 Peter E. Auger and City Clerk Cortney Hanson  
Contractor: Mondi Rakaj, President
- 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.

**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:

\_\_\_\_\_  
Date: \_\_\_\_\_

\_\_\_\_\_  
Date: \_\_\_\_\_

CITY OF NOVI

\_\_\_\_\_  
By: Robert J. Gatt  
Its: Mayor

\_\_\_\_\_  
By: Corney Hanson  
Its: Clerk

WITNESS AND DATES  
OF SIGNATURES:

\_\_\_\_\_  
Date: \_\_\_\_\_

DU ALL CLEANING, INC.

\_\_\_\_\_  
By: Mondir Rakaj  
Its: President





**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	\$ 1516.66	\$ 18,200.00
Optional Nightly Cleaning	Saturday	\$ 90.00	NA

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

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 2,123.33	\$ 25,480.00

**ITEM #3 – Novi Police Department, 45125 Ten Mile Road**

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 days/week/2 <sup>nd</sup> floor, 7 days/week/1 <sup>st</sup> floor	Month	\$ 2,284.00	\$ 27,408.00

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

Item	Unit	Unit price	Total Cost
Nightly cleaning 5 times/week, September – May	Month	\$ 870.00	\$ 7,830.00 for 9 months
Nightly cleaning 5 times/week, June – August (includes the 3- stall seasonal lavatory)	Month	\$ 980.00	\$ 2,940.00 for 3 months

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

Item	Unit	Unit price	Total Annual Cost
1 day/week	Month	\$ 130.00	\$ 1560.00

**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	\$ 130.00	\$ 780.00

**COMMENTS/EXCEPTIONS (all exceptions must be listed):**

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**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:** 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) DU ALL CLEANING INC

Address 13334 W STAR DR

City SHELBY TWP State MI Zip 48315

Telephone 586-580-3617 Fax 586-884-6177

Representative's Name MONDI RAKAJ

Representative's Title PRESIDENT

Authorized Signature Mondi Rakaj

E-mail MONDI@DUALLCLEANING.COM

Date 08/23/16

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# THE CITY OF NOVI

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Janitorial Services

AUGUST 25, 2016  
DU-ALL CLEANING, INC.  
13334 W. Star Dr., Shelby Twp., MI 48310



13334 W Star Dr.  
Shelby Twp., MI 48315  
Tel: (586) 580-3617  
Direct: (586) 709-9517  
Fax: (586) 884-6177  
www.duallcleaning.com

08/25/16

The City of Novi

Janitorial Services Bid for:       The City of Novi

Dear Ms. Sue Morianti ,

First of all, we would like to thank you for the opportunity to bid the janitorial services for the City of Novi.

Du-All Cleaning, Inc. is a full service commercial cleaning company with over 14 years of experience and a current staff of 117 employees, full-time and part-time. We specialize in cleaning government facilities, childcare centers, and public schools. We currently provide such services for very similar organizations such as: Mott Community College, City of Warren, City of Pontiac/Court House, Wayne County, Waterford Township, Bloomfield Hills Public Library, Oakland County Buildings, City of Ann Arbor, City of Flint, City of Taylor, City of Riverview, City of Wayne, City of Sterling Heights, City of Farmington Hills, as well as many other commercial buildings. Our company takes pride in our work and always maintains a professional attitude at our job sites. Du-All Cleaning, Inc. trains all the employees with the Spartan Cleaning Chemicals program. Once they pass their classes, they become certified. For more information, contact our instructor Denny Brennan (see attachment).

Du-All Cleaning, Inc. does background checks through Ricco Investigations/ ICHAT and drug screening Inspection Protection Plus. We are very confident that Du-All Cleaning, Inc. will provide the City of Novi with exceptional service every time. If chosen for this contract, we would like to have up to two-weeks notice to start the work. Du-All Cleaning, Inc. will provide the City of Novi with all of the following equipment: walk behind machines, burnishers, back pack vacuums, Tornado Hepa Vacuums, janitorial cards, wet vacuums, blowers, and ladders. Also, if requested, all supplies, paper products, hand soap, garbage bags, consumable products etc. Du-All Cleaning, Inc. will purchase all these supplies from E&R Industrial, Certified Products, which supply green chemical cleaning products. Additionally, we will provide MSDS sheets in all of your janitorial closets.

We honor all of our prices for the full term of the contract.

We have a quality control list in place, which specifies the exact work that needs to be done based on your request whether it is on a daily, weekly, or monthly schedule. If you would like, we will submit a copy to you for your review prior to starting work if awarded the contract. Each employee designated at a certain building will pick up the keys at the beginning of the shift and return them when work is completed. We can provide a lock box for each set of keys for added security.

Our emergency call response time will be within 30 minutes. In case of a non-emergency call, the response time will be within one hour. You may contact us via phone number (586) 580-3617 or email: [mondi@dualcleaning.com](mailto:mondi@dualcleaning.com) or [irena@dualcleaning.com](mailto:irena@dualcleaning.com) .

I would like to assure you that we do all we can to find the right people that will fit the professional atmosphere of the City of Novi. We have a great working relationship with all of our customers and will gladly provide you with references that we provide similar services.

Please feel free to call me anytime, if you have any questions or need additional information about our company. I look forward to hearing from you and possibly creating a great relationship with the staff of the City of Novi.

Thank you and have a wonderful day.

Sincerely,

A handwritten signature in black ink that reads "Mondri Rakaj". The signature is written in a cursive style with a small flourish at the end.

Mondri Rakaj

President

Du-All Cleaning, Inc.

[mondi@dualcleaning.com](mailto:mondi@dualcleaning.com)

**QUALIFICATIONS:**

Du-All Cleaning, Inc. is a full service cleaning contractor, that has been serving the tri-county area successfully for over 14 years. We consider ourselves to be the problem solvers of our industry. We provide our customers with quality services and full satisfaction. Also, we have been successful through difficult times, helping our customers save money, but still maintain their facilities. A key to our growth and success is due to our management's ability to understand the customer's needs, along with our hard working trained staff that is well equipped for any job, allowing us to achieve customer's satisfaction.

**MISSION STATEMENT:**

To offer unmatched quality commercial cleaning services to all customers.

**WHAT WE SEEK TO BECOME:**

Du-All Cleaning Inc. will be recognized as a preeminent janitorial service leader. We will continue to provide training for our employee's development and advancement in order to achieve total customer satisfaction. Also, ongoing assessments to continue quality improvements will result in expanding our company's reputation, creating opportunities for growth. Our goal is to be one of the top providers in the industry.

**COMMUNICATION:**

Du-All Cleaning Inc. believes that an established line of communication with all personnel is imperative to be able to guarantee quality, consistency and stability. Therefore, communication log books will be placed in your facility. These log books will help resolve any concerns that arise quickly and efficiently. Our staff is to read and date, sign and correct concerns written in the log book. These books also help us evaluate our employees and their work. Also, we will provide you with contact information for the area supervisor who is available 24 hours a day, seven days a week.

**STANDARDS:**

- Quality control
- Professionalism
- Cleanliness
- Honesty
- Knowledgeable
- Communication
- Goal orientated

**EMPLOYEES:**

- Honest
- Dependable
- Experienced
- Skilled
- Professional

- Certified
- Drug Free

**VALUES:** Du-All Cleaning, Inc. shares the following values as it works hard to accomplish its mission.

- Our customers are partners in creating value, their loyalty is our reward
- Integrity and honesty
- Accountability to customers for commitments, results and quality
- High standards of working conditions and respect for our employees
- Good ethical behavior

**SIZE OF THE COMPANY:**

Du-All Cleaning, Inc. is a company on the rise as Michigan's fastest growing family owned cleaning company with many repeat customers. We pride ourselves in our employees and owe our success to them as well as our efficient management techniques. We are now over 117 employees strong, and several fleets of trucks for different categories of building services.

As a multi-million-dollar company in the building service industry, we have 2 locations in Michigan and are looking to purchase a new larger headquarters soon to accommodate our growth in the industry. We take our business seriously, as we strive to be the best in our industry. Our company is always looking for better ways and better technology to do the job more efficient, more cost effective and greener.

**YEARS IN BUSINESS:**

Starting out in humble beginnings, Du-All Cleaning, Inc. is now proud to say we have been in business for 14 years and are looking forward to another 14 years and beyond.



**At Du-All Cleaning Inc. We Do It All**  
**State of Michigan Finest Janitorial Cleaning Company**

- ❖ Premium Commercial Janitorial Service
- ❖ Floor Maintenance Programs
- ❖ Hi-Tech Floor Strip and Re-Coat
- ❖ Tile Strip and Wax
- ❖ High Speed Burnishing
- ❖ Tile and Grout Cleaning and Resealing
- ❖ Epoxy Floor Maintenance Programs
- ❖ Building Maintenance Service
- ❖ Consulting Service
- ❖ On Site Training and Supervision
- ❖ Truck Mounted Carpet Cleaning
- ❖ Carpet Maintenance Programs
- ❖ Scrub and Steam Carpet Cleaning
- ❖ Extraction Spot Cleaning
- ❖ 24 Hour Flood Restoration Clean-up
- ❖ Grounds Service
- ❖ Specialty Environment Cleaning
- ❖ Uniformed and Certified Employees
- ❖ Window Cleaning
- ❖ Construction Clean-up
- ❖ Floor Care Machine Sales, Service and Rentals
- ❖ Free Building Analysis

References

1. City of Warren  
5460 Arden Ave., Warren, MI 48092  
Bldg Sq Ft: 255000  
Contact Person: John Grassi/Superintendent  
Phone Number: (586) 268-8400  
Email: [jgrassi@cityofwarren.org](mailto:jgrassi@cityofwarren.org)
2. 50<sup>th</sup> District Court  
70 North Saginaw, Pontiac, MI 48323  
Bldg Sq Ft: 35,000  
Contact Person: Lynnete Ward/Court Administrator  
Phone Number: (248) 758-3815  
Email: [lward@pontiac.mi.us](mailto:lward@pontiac.mi.us)
3. Bloomfield Twp Public Library  
1099 Lone Pine Rd, Bloomfield Twp., MI 48302  
Bldg Sq Ft: 107,500  
Contact Person: Joel Dion/Facility Manager  
Phone Number: (248) 642-5800 ext 130  
Email: [dionjoel@btpl.org](mailto:dionjoel@btpl.org)
4. City of Taylor  
23555 Goddard Rd, Taylor, MI 48180  
Bldg Sq Ft: 129,000  
Contact Person: Guido Ulin/Facilities Manager  
Phone Number: (313) 363-0100  
Email: [gulin@ci.taylor.mi.us](mailto:gulin@ci.taylor.mi.us)
5. City of Flint  
1101 S Saginaw St., Flint, MI 48502  
Bldg Sq Ft: 272,000  
Contact Person: Kathryn Neuman / Facilities Maintenance  
Phone Number: (810) 766-7135, Ext.2625  
Email: [kneumann@cityofflint.com](mailto:kneumann@cityofflint.com)

### **Operating Plan**

Du-All Cleaning, Inc. will provide 6 part-time staff, 1 full-time staff, 1 supervisor, and a project manager designated to oversee the operations at The City of Novi. The supervisor will check the work every day and night to make sure that nothing is missed. There will be an additional three back up employees on call in case of employee absenteeism. In that case, the supervisor will contact the management and they will make arrangements for the person on call to show up and ensure that the work crew is not shorthanded and the work is performed in a satisfactory manner.

We would like to make arrangements two weeks prior to starting the project for the supervisors and staff to do a walk through. At this time, all concerns will be addressed and any questions will be answered. Every corner will be inspected to ensure satisfactory quality at all times. At the beginning we will provide additional staff to correct any issues that you currently have.

Below is a list of the staff that will be employed:

Jeffrey Marsden: Supervisor 17 years experience  
Pam Schultheis: Supervisor 12 years experience back up supervisor  
Pellumb Shkemi: Janitor  
Luljeta Njebza: Janitor  
Diane Burton: Janitor Back up employee

All janitors have at least five years experience in janitorial services. All employees go through extensive training and certification.

**Satisfied Customers**

- 50<sup>th</sup> District Court
- Motor City Carpet
- City of Novi
- City of Ann Arbor
- City of Troy
- County of Wayne
- City of Flint
- City of Warren
- Bloomfield Twp. Library
- Community Bowling Centers
- Waterford Twp.
- Bastone's Brewery
- City of Sterling Heights
- Wayne County Buildings
- City of Riverview
- Sterling Lanes
- Regal Lanes
- Warren Public Library
- City of Taylor
- Creative Child Care
- City of Wayne
- Mott Community College
- HopCat

We would be glad to produce a contact person and telephone numbers on an as needed basis. Due to the stature of many of our clients, they asked not to publish their contact information.

Du-All Cleaning Inc. currently cleans over 4.5 million square feet of commercial facilities, providing all our services to our customers.

### Employee Qualifications Requirements

At Du-All Cleaning Inc. our hiring practices are some of the strictest in the industry. We care who puts on the Du-All uniform and represents our company. More importantly, we care who goes into your business. We do not hire every person who applies at our company like some competitors do. We have a list of high priority hurdles they must pass to be employed at Du-All Cleaning, Inc. before they even begin the training process.

- A private investigator will run criminal background checks on all potential employees. The company that we use is Ricco Investigation Services of Utica.
- A copy of employee's background and drug screen results can be submitted to customer upon request.
- Any applicant that does not pass the background and drug screen will not be employed by Du-All Cleaning, Inc.
- Drug screening is done by board certified doctors and not a test kit from the drug store. This is to assure that employee prospects are completely free of drugs.
- All employees must be in uniforms. Employees must wear Du-All Cleaning, Inc. uniforms at all times while working with no jeans or ripped clothing.
- Security badge with picture and employee number along with level of position so our customers know who is who at all times.



- All employees must be certified in job safety practices.
- All employees must be certified in several areas of cleaning and practicing.
- A general manager will conduct monthly unannounced visits to job site for quality control.
- Employees are not allowed to have visitors at the job site at any time.
- Employees must never touch anything on the desks, shelves, countertops etc.
- A mandatory building security class for each employee before they begin work. This is taught in house.
- Emergency protocol is set up for each building with the customer for fire, flood, robbery, etc.
- Police, fire dept., ambulance and all other emergency contact numbers are given to the staff.
- Additional security policies for a certain facility can be implemented at the request of that customer.

### Du-All Cleaning Inc. Employee Training Program

- We are always looking for experienced workers, but each employee will receive the training in the following
  - Customer Service Training
  - Security Training
  - Safety Training
  - Cleaning Techniques for housekeeping, restroom, windows, floors
  - At Du- All Cleaning Inc. we have in house specialty crews we schedule and are trained for the following
    - Large floors strip & wax
    - Large carpet cleaning
    - Emergency flood cleanup (On call 24hrs per day)
    - Window cleaning at high level
    - Air duct cleaning
    - Chemical products & training is done through Betco Chemical - Spartan Chemical and in house training
- We also train all of our building supervisors in customer service and business communication techniques.
- Du-All Cleaning Inc. can do custom employee training for special tasks that may be needed for a unique facility.
- Our company strives to keep up with the cleaning industry's latest techniques, chemicals and cleaning equipment. We attend trade shows annually and meet with our vendors on a quarterly basis to receive the latest in industry news.
- All uniforms have a logo and trucks are lettered with the Du-All Cleaning Inc. logo.



### **Cleaning Chemicals and Supplies**

We at Du-All Cleaning Inc. have access to a large variety of cleaning chemicals and professional training. We can offer a Green cleaning program upon request from customer to help keep the environment safe. Not only do we use top industry chemicals, but we also sell them to other cleaning companies and customers. All MSDS chemical data sheets are kept on each job site and customer copies are available. All employees are trained in chemical application and safety. We can set up our customers on a hand soap program with free dispensers and better pricing. We offer different acrylic floor finishes for different floor types and different amounts of foot traffic. Du-All Cleaning Inc. offers better cleaning chemical products and diluted products to save our customer's time and money.



... ..

### **Compliance**

Du-All Cleaning Inc. shall at all times observe and comply with all laws, ordinances, regulations and codes of the federal, state, county and other local government agencies, which may in any manner affect the performance of our services. We shall not discriminate against any worker, employee or applicant because of race, religion, creed, age, sex or national origin. We are consistently keeping current on all laws, ordinances, regulations and codes.

### **Equipment**

Du-All Cleaning Inc. will furnish at its' own cost and expense, all labor and cleaning equipment needed to complete service. All equipment will be maintained in working condition in accordance with laws and regulations of the State of Michigan. Equipment will pass any and all inspections. All Equipment for new accounts, are purchased brand new. Below is a list of equipment to be used:

- Vacuum Cleaners
- Mop bucket/wringers
- Mops
- Dust mops
- Trash barrels
- Feather and poly dusters
- Dust pans
- Brooms
- Toilet mops
- Wet floor signs
- Buffers
- Extractors
- Nobles walk-behind floor machines





CITY OF NOVI  
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE  
JANITORIAL SERVICES

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

Name of Firm DU ALL CLEANING INC.  
Address: 13334 W STAR DR  
City, State Zip SHELBY TWP, MI 48315  
Telephone 586-580-3617 Fax 586-884-6177  
24 Hour/7-Day Emergency Telephone Number 586-709-9517  
Agent's Name (please print) STEVE KORBAL / MONDI RAKAJ  
Agent's Title DIRECTOR OF OPERATIONS  
Email Address: MONDI@DUALLCLEANING.COM  
Website WWW.DUALLCLEANING.COM

1. Organizational structure: Corporation, Partnership, etc. CORPORATION

2. Firm established: 2002 Years in business: 14

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?  
DU ALL CLEANING CO.

5. How many full time employees? 37 Part time? 81

6. Please describe your employee hiring and training procedures.  
DU ALL CLEANING PERFORMS DETAILED BACKGROUND CHECKS ON ALL EMPLOYEES USING BICO INVESTIGATION SERVICES. ALL EMPLOYEES MUST COMPLETE DRUG SCREENING. EMPLOYEES ARE TRAINED IN JOB SAFETY, OSHA, CUSTOMER SERVICE, CHEMICAL PRODUCTS AND TRAINING DONE THROUGH BICO.

7. Please describe your background check procedures and qualifications for employment.  
CHEMICAL - SPARTAN CHEMICAL AND IN HOUSE TRAINING  
DU ALL CLEANING INC WILL HAVE ALL NEW

EMPLOYEES SCREENED FOR ANY FELONY and MISDEMEANOR. ALL NEW EMPLOYEES MUST PASS A DRUG TEST THROUGH CONCENTRA. DWALL CLEANING PERFORMS ANNUAL CRIMINAL BACKGROUND CHECKS AND DRUG SCREENING ON ALL EMPLOYEES

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

DWALL CLEANING PERFORMS CRIMINAL BACKGROUND CHECKS ON CURRENT EMPLOYEES ANNUALLY BY RTCCO INVESTIGATION SERVICES.

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

DWALL CLEANING, INC  
13334 WEST STAR DRIVE  
SHELBY TWP, MI 48315

10. Distance of this facility from Novi Civic Center. 40 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.

CITY OF NOVI - ALL RENEWALS AWARDED 2008-2012  
CITY OF ANN ARBOR - CURRENT CONTRACT  
CITY OF TROY - CURRENT CONTRACT  
COUNTY OF WAYNE - CURRENT CONTRACT  
CITY OF FLINT - CURRENT CONTRACT  
CITY OF WARREN - CURRENT CONTRACT  
50th DISTRICT COURT - CURRENT CONTRACT  
WATERFORD TOWNSHIP - CURRENT CONTRACT  
CITY OF RIVERVIEW - 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.

RIVERVIEW POLICE  
 ANN ARBOR POLICE  
 TAYLOR POLICE  
 ROYAL OAK POLICE  
 DOUI POLICE  
 FLINT POLICE

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

DWALL CLEANING HAS BEEN IN BUSINESS FOR  
 OVER 14 YEARS WITH MANY REPEAT CUSTOMERS  
 WE ARE A MULTI-MILLION DOLLAR COMPANY WITH  
 TWO LOCATIONS IN MICHIGAN. WE TAKE OUR  
 BUSINESS SERIOUSLY, AS WE STRIVE TO BE THE BEST IN  
 OUR INDUSTRY.

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

Location	Number of employees to be assigned to each building	Number of hours to be worked by each employee each day	Will any of these on-site employees be shift supervisors? How many?
City Hall	2 EMPLOYEES	3	1 SUPERVISOR
Community Center/ Atrium	2 EMPLOYEES	3	1 SUPERVISOR
Police Department	2 EMPLOYEES	3	1 SUPERVISOR
DPS	1 EMPLOYEE	3	1 SUPERVISOR
Indoor Gun Range	1 EMPLOYEE	1	1 SHIFT LEADER
Township Hall	1 EMPLOYEE	1	1 SHIFT LEADER

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

50<sup>th</sup> DISTRICT COURT, MOTOR CITY CARPET, CITY OF ANN ARBOR,  
 CITY OF TROY, COUNTY OF WAYNE, CITY OF FLINT, CITY OF WARREN  
 BLOOMFIELD TWP LIBRARY, WATERFORD TWP, CITY OF STERLING HEIGHTS,  
 WAYNE COUNTY BUILDINGS, CITY OF RIVERVIEW, WARREN PUBLIC LIBRARY

CITY OF TAYLOR, CITY OF WAYNE, MOTT COMMUNITY COLLEGE

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 (7) SANITORY VACUUM, (1) WALK-BEHIND MACHINE, (7) AUTO-SC RUBBERS, (6) JANITORIAL CARTS, (6) GAR BAGE CANIS, (6) 1ST AID KIT, (8) MOP BUCKETS, (4) BLOWERS, (3) SHOP VAC, (2) LADDER, (3) NOBLE BUFFING MACHINE, (10) BROOMS, (10) DUSTERS

Equipment available \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

DU-ALL CLEANING, INC IS CONFIDENT THAT WE WILL BE ABLE TO CARRY-OUT AND PERFORM ALL SERVICES OUTLINED IN THIS CONTRACT BASED ON OUR PRACTICAL EXPERIENCE NOT ONLY FOR THE CITY OF NOVI, BUT MULTIPLE OTHER MUNICIPALITIES.

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.

TWO WEEKS PRIOR TO BEGINNING WORK, WE WOULD LIKE THE OPPORTUNITY TO PERFORM A WALK THROUGH WITH OUR JANITORIAL STAFF TO GO OVER CONTRACT SPECIFICATIONS. WE WILL IMPLEMENT OUR QUALITY CONTROL PROCEDURES, TO INCLUDE: COMMUNICATION LOG BOOK, DAILY WEEKLY AND MONTHLY TASK LISTS, SHIFT SUPERVISORS WILL ENSURE ALL WORK IS COMPLETED TO OUR HIGHEST STANDARDS.

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 DU-ALL CLEANING, INC, WE PRIDE OURSELVES IN OFFERING GREEN CLEANING CHEMICALS AND CLEANING PROCEDURES. WE MAKE COMMUNICATION A TOP PRIORITY AND WELCOME FEEDBACK. ANY ISSUES WILL BE ADDRESSED WITH-IN 24 HOURS. YOUR SATISFACTION IS IMPORTANT AND YOUR LOYALTY IS OUR REWARD.

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.

WE UTILIZE COMMUNICATION LOG BOOKS, SHIFT LEADERS AND SUPERVISORS TO ENSURE THE HIGHEST QUALITY WORK AND SATISFACTION. HAVING OPEN LINES OF COMMUNICATION AND STRICT QUALITY STANDARDS HAS PROVEN TO BE VERY BENEFICIAL TO OUR PROCESS.

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 CITY OF WARREN  
Address 5460 ARDEN AVE WARREN MI 48092  
Phone 586-268-8400 Contact name JOHN GROSSI  
Scope of work Janitorial Services  
Contract dates 11-1-2001 — 10-31-2016

Company CITY OF TAYLOR  
Address 23535 BODDARD RD TAYLOR MI 48180  
Phone 313-363-0100 Contact name GUIDO ULIN  
Scope of work Janitorial Services  
Contract dates 12-1-2012 — 12-1-2017

Company BLOOMFIELD TWP LIBRARY  
Address 1099 LONE PINE RD BLOOMFIELD TWP MI 48302

Phone 248-642-5800 x130 Contact name Joel Dion  
Scope of work Janitorial Services  
Contract dates June 1, 2011 - June 30, 2018

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

No  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: Mondi Rakaj

Representative's Name (please print) MONDI RAKAJ

Date 08/23/16

**PARKS AND RECREATION**

5460 ARDEN

WARREN, MI 48092

(586) 268-8400

[www.cityofwarren.org](http://www.cityofwarren.org)

May 12, 2014

To Whom it may concern:

Du All Cleaning has been cleaning the City of Warren Parks and Recreation buildings since November, 2011. They have been cleaning the Warren Community Center, Owen Jax Recreation Center and the Fitzgerald Recreation Center. The total square footage of these buildings totals 180,000 sq. ft. Du All has been doing a good job keeping our buildings clean and in order. The owner of the company is very attentive to our needs and handles any situations that may arise in a timely fashion.

I would recommend them to handle any cleaning needs that you have.

If you have any questions, feel free to give me a call at (586) 258-2041.

Sincerely,

A handwritten signature in black ink that reads "John P. Grassi".

John P. Grassi  
Recreation Superintendent

RICK SOLLARS  
*Mayor*

CYNTHIA A. BOWER  
*City Clerk*

EDWARD L. BOURASSA  
*Treasurer*

# City of Taylor

23555 GODDARD ROAD  
TAYLOR, MICHIGAN 48180

PHONE: (734) 287-6550 (Menu) - FAX: (734) 374-1343  
[www.cityoftaylor.com](http://www.cityoftaylor.com)

SCHEDULE A

Page 24 of 72

LINDA PARKER-CRAIG  
*Chairwoman*

ANGELA CROFT  
*Chairwoman Pro-Tem*

DANIEL A. BZURA  
ALEX GARZA  
CHARLES JOHNSON  
LINDA M. ROBERTS  
TIMOTHY WOOLLEY

April 25, 2014

To Whom It May Concern:

Du All Cleaning, Inc. has been providing a high standard of janitorial services to our City Hall, Courthouse, Fire Department and Police Department for the past four years.

The uniformed staff is friendly, professional, and reliable and work well with both residents and employees of our buildings. They are always considerate in entering our offices during meetings to ensure that their janitorial performances will not disrupt the meeting in progress. And often times, when needed, they will return to make sure that they have completed all tasks before moving on to another building.

I highly recommend Du All Cleaning, Inc. and am confident that your janitorial and custodial needs will be met when working with them.

Sincerely,



Mayor Rick Sollars,  
City Of Taylor





# CITY OF FLINT

## INFRASTRUCTURE AND DEVELOPMENT

Dayne Walling  
Mayor

Darnell Earley  
Emergency Manager

Howard Croft  
Director

April 23, 2014

To Whom It May Concern:

Du All Cleaning, Inc. has been cleaning numerous buildings for the City of Flint since July, 2012. They have been responsible for cleaning the municipal center, police department, fire department, 911, Fleet garage, as well as various senior centers. All the buildings combined equal 272,000 sq. ft. We have been very happy with their work. Any issues that have come up have been promptly addressed to our satisfaction.

The Du All Cleaning crews show up on time every day and are very reliable. They are also open to any suggestions we may give. They are pleasant and courteous, and deal well with both residents and city employees.

I do not hesitate to recommend Du-All Cleaning, Inc. If you have any questions, feel free to give me a call at 810 766-7135.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Croft", written over a horizontal line.

Howard Croft  
Director of Infrastructure

innovative *by* nature



**Bryan K. Barnett**  
Mayor

April 21, 2014

City Council

**Stephanie Morita**  
District 1

**Adam Kochenderfer**  
District 2

**Greg Hooper**  
District 3

**Thomas W. Wiggins**  
District 4

**Kevin S. Brown**  
At-Large

**Mark A. Tisdal**  
At-Large

**Michael Webber**  
At-Large

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To Whom It May Concern:

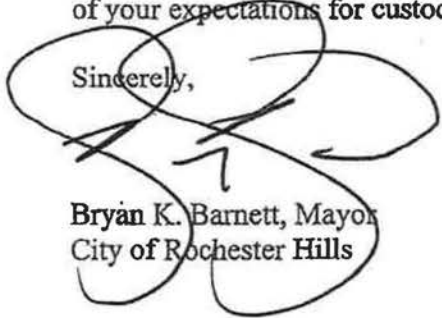
Du All Cleaning, Inc. has provided janitorial services for the City of Rochester Hills since August 2012. They currently clean our City Hall, Department of Public Services, Museum, and Fire Department Headquarters.

During their time here, they have established and maintained the high standard of performance and professionalism that the City of Rochester Hills requires. We also experience ease in dealing with the company through their exceptional management and professional staff.

The uniformed staff, which we see daily in our buildings, is pleasant, professional, and available for work throughout the day and evening.

I highly recommend Du All Cleaning, Inc. and can confidently assure you that all of your expectations for custodial and janitorial services will be met.

Sincerely,



Bryan K. Barnett, Mayor  
City of Rochester Hills



**NOTICE - CITY OF NOVI**  
**REQUEST FOR PROPOSALS**  
**JANITORIAL SERVICES**

The City of Novi will receive sealed proposals for **Janitorial Services** according to the specifications of the City of Novi.

**A mandatory pre-proposal meeting and walk-through will be held Thursday, August 11, 2016 promptly at 9:00 A.M.** beginning at the Novi Civic Center, 45175 Ten Mile Rd., Novi, MI 48375-3024.

Sealed proposals, *with fee proposals in a separate sealed envelope*, will be received until **2:00 P.M.** prevailing Eastern Time, **Thursday, August 25, 2016**. Fee proposals will not be opened at this time.

All proposals shall be addressed as follows and delivered to:

**CITY OF NOVI**  
**CITY CLERK'S OFFICE**  
45175 Ten Mile Rd.  
Novi, MI 48375-3024

OUTSIDE OF MAILING ENVELOPE/PACKAGE MUST BE PLAINLY MARKED "**JANITORIAL SERVICES RFP**" AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award a contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; to subdivide the award, and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

Sue Morianti  
Purchasing Manager

Notice Dated: August 4, 2016

**NOTICE TO PROPOSERS:**

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of RFP documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those contractors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, [www.mitn.info](http://www.mitn.info) and obtain an official copy.



**CITY OF NOVI**  
**JANITORIAL SERVICES**  
**INSTRUCTIONS TO PROPOSERS**

This RFP is issued by the Purchasing Office of the City of Novi.

**IMPORTANT DATES**

RFP Issue Date	August 4, 2016
<b>Mandatory Pre-proposal Meeting/Walk Through</b>	<b>Thursday, August 11, 2016, promptly at 9:00 A.M.</b> City of Novi 45175 Ten Mile Road Novi, MI 48375
Last Date for Questions	Wednesday, August 17, 2016 by 12:00 P.M. Please submit all questions via email to: Sue Morianti, Purchasing Manager <a href="mailto:smorianti@cityofnovi.org">smorianti@cityofnovi.org</a>
<b>Response Due Date</b>	<b>Thursday, August 25, 2016 by 2:00 P.M.</b>

**MANDATORY PRE-PROPOSAL MEETING/WALK-THROUGHS**

The mandatory pre-proposal meeting & walk-through begins promptly at the time listed above and will be closed thereafter to latecomers. It is the contractor's responsibility to take traffic, weather, etc. into consideration in order to arrive at the pre-proposal meeting/walk-throughs on time. All proposers **MUST** participate in the walk through inspection tour conducted by City personnel on the date specified above and familiarize themselves with any conditions which may affect performance & proposed prices. The walk-through tour will begin immediately following the pre-proposal meeting.

**PROPOSAL SUBMITTALS**

Provide **one (1)** original proposal, signed in ink. Original proposal may be clipped but should not be stapled or bound. **FEE PROPOSAL FORMS MUST BE SEALED IN A SEPARATE ENVELOPE. DO NOT INCLUDE ANY PRICING OR FEES IN YOUR TECHNICAL PROPOSAL.** No other distribution of the proposal will be made by the Contractor. Proposal must be signed by an official authorized to bind the Contractor to its provisions.

FAILURE TO SUBMIT PRICING ON THE PROPOSAL FORM PROVIDED BY THE CITY OF NOVI MAY CAUSE THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND INELIGIBLE FOR AWARD.

YOUR PROPOSAL SHOULD CONSIST OF THE FORMS REQUIRING YOUR COMPLETION (ie Proposal Form and Contractor Questionnaire), OTHER DOCUMENTATION WHICH MAY BE REQUESTED, AND ANY OTHER INFORMATION YOU WOULD LIKE TO SUBMIT IN ORDER TO

DOCUMENT YOUR QUALIFICATIONS. PLEASE DO NOT SUBMIT THE ENTIRE RFP DOCUMENT PACKAGE AS PART OF YOUR PROPOSAL.

**CHANGES TO THE RFP/ADDENDUM**

Should any prospective Proposer be in doubt as to the true meaning of any portion of the RFP, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the staff member indicated above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at [www.mitn.info](http://www.mitn.info) . Any addendum issued by the City shall become part of the RFP and subsequent contract and shall be taken into account by each proposer in preparing its proposal. Only written addenda are binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

**SUBMISSION OF PROPOSAL**

Proposals must be submitted in a sealed envelope. Outside of mailing envelope must be labeled with name of contractor and name of proposal. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at City Clerk's Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone a proposal opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. **Proposals must show unit and total prices if requested. In case of mistakes in price extension, unit pricing shall govern.** ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

**RESPONSIVE PROPOSALS**

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided. Any exceptions to the specifications must be noted on the proposal form.

**EXCEPTIONS**

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

**CONTRACT AWARD**

The contract that will be entered into will be that which is most advantageous to the City of Novi, prices and other factors considered. The City reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest proposer, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interests of the City of Novi.

After contract award, notification will be posted on the MITN website at [www.mitn.info](http://www.mitn.info).

**SELECTION PROCESS**

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation.

Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, references, capacity, methodology, references, and previous experience with the contractor may be overriding factors, and price may not be determinative in the issuance of a contract or award.

The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

The City will thoroughly review all proposals received. After an initial review of all proposals, a select few of the highest scored proposals will receive further consideration at the sole discretion of the City.

Do not assume the City has any knowledge about your organization and the services you have to offer, nor should you assume the City will conduct any preliminary research into your organization. It is the proposer's responsibility to completely and thoroughly document their proposal.

The City of Novi reserves the right to accept any or all alternative proposals and award a contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; to subdivide the award, and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Nov

### **SELECTION CRITERIA**

For proposals that receive further consideration, the successful contractor will be chosen on the basis of the apparent greatest benefit to the City, including but not limited to the following:

1. Experience and qualifications
2. Capacity to perform the work
3. References and past performance
4. Methodology/Work plan
5. Cost / Fees for services rendered
6. Possible Site Visit to a building currently being cleaned by Contractor (for short-listed firms only)
7. Interviews with one or more short-listed firms may be conducted

### **BID BOND**

A Bid must be accompanied by Bid security made payable to OWNER (City of Novi) in an amount of 5% of Bidder's maximum Bid price. The required security must be in the form of a Bid bond by a surety licensed to conduct business in the State of Michigan and named in the current list of "Surety Companies Acceptable on Federal Bonds" as published in the Federal Register by the Audit Staff Bureau of Accounts, U.S. Treasury Department or a certified or bank cashier's check made payable to the City of Novi. Attorneys-in-fact who execute the Bid Security or Bid Bond on behalf of the Surety shall affix to the bond a certified copy of the power of attorney. The Bid security of the successful Bidder will be retained until the Agreement has been executed and the successful bidder has furnished the required Contract security, whereupon Bid Security will be returned. If Bidder fails to execute and deliver the Agreement and furnish the required Contract security within ten days of Award, Owner may annul the Award and the Bid security of that Bidder will be forfeited. The Bid Security of any bidder whom owner believes to have a reasonable chance of receiving the Award may be retained by the OWNER until the earlier of the seven (7) days after the effective date of the Agreement or 90 days after the RFP is due.

**PERFORMANCE BOND**

A Performance Bond shall be provided by the successful contractor within five (5) days from the date of award in an amount at least equal to 100% of the initial year contract price as security for the faithful performance of this contract. After the initial contract year, Contractor shall provide a performance bond for each contract renewal. The value of the bond shall be equal to the annual price total of the active buildings.

***Please note that the City of Novi requires some very specific language as indicated in the sample bond attached as part of this RFP document. There will be no exceptions. If the awarded contractor is not able to provide a bond with this exact language, the award will be rescinded. It is in the Contractor's best interest to make sure they can provide a bond with our required language. The City will not accept a check as performance surety.***





cityofnovi.org

**CITY OF NOVI**  
**GENERAL CONDITIONS**

**INSURANCE**

A certificate of insurance naming the City of Novi as additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements in Attachment A is to be provided to the City and remain in force during the entire contract period.

**TAX EXEMPTION**

It is understood that the City of Novi is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested. The City of Novi's tax exempt number is 38-6032551.

**DOWN-PAYMENTS OR PRE-PAYMENTS**

Any proposal submitted which requires a down-payment or prepayment prior to delivery and full acceptance of the item(s) as being in conformance with specifications will not be considered for award.

**CONTRACT TERMINATION**

The City may terminate and/or cancel this contract (or any part thereof) at any time during the term, any renewal, or any extension of this contract, upon thirty days (30) days written notice to the Contractor, for any reason, including convenience without incurring obligation or penalty of any kind. The effective date for termination or cancellation shall be clearly stated in the written notice.

**INVOICING**

Invoices for the City of Novi may be mailed to City of Novi, Attn: Finance Department, 45175 Ten Mile Road, Novi, MI 48375, or emailed to: [invoices@cityofnovi.org](mailto:invoices@cityofnovi.org).

**TRANSFER OF CONTRACT/SUBCONTRACTING**

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City of Novi. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City of Novi for such acts or omissions.

**CONTRACT RENEWAL**

No contract shall be automatically renewed at the end of any contract term.

**NO EXCLUSIVE CONTRACT**

Contractor agrees and understands that the contract shall not be construed as an exclusive agreement and further agrees that the City may, at any time, secure similar or identical products/services at its sole option.

**NON-DISCRIMINATION**

In the hiring of employees for the performance of work described in this ITB and subsequent contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

**ACCEPTANCE OF PROPOSAL CONTENT**

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

**DISCLOSURE**

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this ITB is available without redaction to any individual or organization upon request.

**ECONOMY OF PREPARATION**

Proposals should be prepared simply and economically, providing a straightforward and concise description of the proposer's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP.

The City of Novi is not liable for any costs incurred by proposer's prior to issuance of a contract.

**MATERIAL SAFETY DATA SHEETS (MSDS)**

All City of Novi purchases require a Material Safety Data Sheet, ("MSDS"), where applicable, in compliance with Miosha "Right To Know" law. The MSDS must include the following information:

1. The chemical name and the common name of the toxic substance.
2. The hazards or other risks in the use of the toxic substance, including:
  - a) The potential for fire, explosion, corrosivity, and reactivity;
  - b) The known acute and chronic health effects of risks from exposure, including the medical conditions which are generally recognized as being aggravated by exposure to the toxic substance; and
  - c) The primary routes of entry and symptoms of overexposure.
3. The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
4. The emergency procedure for spills, fire, disposal, and first aid.
5. A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.

6. The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

**INDEPENDENT PRICE DETERMINATION**

By submission of a proposal, the proposer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other Competitor; and
- (b) No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

- (c) He is the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or
- (d) He is not the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



**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 trash can 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) DPS: located near restrooms
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 the 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, 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 commence 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, employee's full name, date of birth, social security number, and copy of valid driver's license or Michigan ID card.
- 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. Independence Day, July 4
7. Labor Day, 1st Monday in September
8. Veteran's Day, November
9. Thanksgiving Day, 4th Thursday in November
10. Day after Thanksgiving, 4th Friday in November
11. Christmas Eve, December 24
12. Christmas Day, December 25
13. 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.

**S. WORK STANDARDS.**

Detailed work standards are listed in Appendix A.

CITY OF NOVI BUILDING INFORMATION SUMMARY SHEET

	City Hall	Community Center & Atrium	Police Department	DPS	Indoor Gun Range	Township Hall
<b>Address</b>	45175 Ten Mile Rd.	45175 Ten Mile Rd.	45125 Ten Mile Rd.	26300 Lee BeGole Dr.	26350 Lee BeGole Dr.	45275 Ten Mile Rd.
<b>Frequency of cleaning</b>	5 days/week	7 days/week	2nd floor: 5 days/week; 1st floor: 7 days/week	5 days/week, several areas only 2 days/week	once per week	Restrooms: 3 days/week; Entire building: once per week
<b>Facility Hours</b>	Monday-Friday 8 am - 5 pm	Monday-Friday 6 am - 10 pm; Saturday 7 am - Midnight; Sunday 8 am - Midnight	24/7	Monday-Friday 7:30 am - 5:00 pm		
<b>Cleaning Hours</b>	5 pm until finish	8 pm until finish	See special instructions	5 pm until finish	Sunday: beginning at 8 am	After 7 pm
<b>Restricted Areas</b>	Server Room	Parks & Recreation storage room	Crime Lab	Server Room	Range area & ammunition storage room	None
<b>Number of Floors</b>	2	1	2	2	1	1
<b>Total Square Feet *</b>	30,000	35,000	37,000	3,000	700	1,500
<b>Carpeted (SF)*</b>	21,000	4,000	12,000	2,500	0	0
<b>Vinyl Tile (SF)*</b>	1,000	10,500	10,000	0	700	0
<b>Ceramic Tile (SF)*</b>	9,000	10,000	4,000	800	0	500
<b>Hardwood Floor (SF)*</b>	0	1,800	0	0	0	1,000
<b>Rubber Floor (SF)*</b>	0	0	0	700	0	0
<b>Painted Concrete Floor (SF)*</b>	0	0	0	1,804	0	0
<b>Restrooms</b>	1	6	8	2	1	2
<b>Stairwells</b>	2	2	3	1	0	0
<b>Elevators</b>	0	1	1	1	0	0
<b>Drinking Fountains</b>	0	3	3	1	1	1
<b>Entranceways</b>	2	2	3	1	1	1
<b>Cells</b>	0	0	11	0	0	0

\*All Square Foot measurements are approximate.

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

Clean throughout the entire 2 story section of the building, including but not limited to offices, restrooms, conference rooms, copy room, lunch rooms/breakrooms, stairways, hallways, Council chambers.

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

Cleaning Hours: Monday – Friday after 5 p.m.

Restricted area: Server Room

**Special Instructions:** Must adjust schedule to clean Council Chambers & conference room behind Council Chambers after the meetings are over. Server room is cleaned only at the request of the Facility Operations Manager. The Mayor's Conference Room is included in City Hall cleaning.

<b>GENERAL CLEANING - THROUGHOUT BUILDING</b>	<b>Frequency of Service</b>
- 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
 <b>OFFICES/CONFERENCE ROOMS COMMON AREAS/COPY ROOM/HALLWAYS</b>	
- 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
- 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, wet mop, and disinfect vinyl 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	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Dust window blinds	Quarterly
- Strip, seal, wax vinyl floor area	Quarterly
- 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 vinyl floors	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 vinyl floor area	Quarterly
- 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, seat protectors, and paper towels	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, window sills, ledges and vents	Weekly

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

Facility Hours: Monday – Friday 6 am - 10 pm  
 Saturday 7 am - Midnight  
 Sunday 8 am - Midnight

Frequency of cleaning: 7 days/week

Cleaning Hours: Sunday - Saturday, 8 P.M. until finish

Restricted Areas: Parks & Recreation Storage Room

**SPECIAL INSTRUCTIONS:** Includes but is not limited to: atrium, atrium restrooms (first floor and second floor), office & conference space in Parks, Recreation, and Cultural Services, Older Adult Services, and Youth Assistance, Information desk, conference tables/chairs & seating areas in atrium. Contractor shall not clean the kiosk near the stairway in the atrium.

Must adjust schedule to clean after the meetings and activities are completed at night. Do not clean the Parks & Recreation storage room. Parks offices and meeting rooms must be cleaned on Friday nights.

**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/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 dias 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 vinyl floor area Quarterly

**ATRIUM/COUNCIL CHAMBERS**

- Dust horizontal surfaces including tables, piano cover, display cabinets Daily
- Vacuum all floor mats. Straighten mats. Daily
- Spot vacuum carpets and sweep floors when 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 window sills Monthly
- Damp wipe all base moldings Monthly

**KITCHEN/LUNCHROOM/BREAKROOM**

- 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 vinyl floors Quarterly

**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, seat protectors, and paper towels 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, window sills, 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.

Frequency 5 days/week/2nd floor  
7 days/week/1st floor

Facility Hours: 24/7

Cleaning Hours: see Special Instructions

Restricted Areas: Crime Lab

**SPECIAL INSTRUCTIONS:** Shift coverage needs to be approved by the Budget Analyst. Contractor cannot begin cleaning in the building until after 5:00 p.m. and everything needs to be completed by 6:00 a.m. There is no cleaning of locker rooms or floors on the 1<sup>st</sup> floor during shift changes (6:00 p.m. – 8:00 p.m.). The three (3) trash containers at the back doors need to be emptied on a daily basis. Jail cells need to be thoroughly cleaning on a daily basis.

**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 vinyl floor area Quarterly
- 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 vinyl floors Quarterly
- Vacuum ceiling air vents Monthly

**RESTROOMS/SHOWERS**

- Clean and disinfect all restroom/shower 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, seat protectors, and paper towels 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
- Replace shower curtain as needed when directed by Facilities Management Specialist (curtain to be provided by the City) As needed

**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 vinyl floor area Quarterly

**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, window sills, 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 SERVICES  
 26300 Lee BeGole Dr., Novi, MI 48375

Facility Hours: 7:30 A.M. - 5:00 P.M. Monday- Friday

Frequency of cleaning: 5 days per week

Cleaning Hours: 6 P.M. until finish

Restricted Areas: Server Room

**SPECIAL INSTRUCTIONS:**

	<b>Frequency of Service</b>
<b>GENERAL CLEANING - THROUGHOUT BUILDING</b>	
- 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
<b>OFFICES/CUBICLES/CONFERENCE ROOMS/COMMON AREA</b>	
- 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
- 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
<b>KITCHEN/LUNCHROOM (INCLUDES CONFERENCE ROOM USED AS BREAKROOM/LUNCHROOM)</b>	
- 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
- Wet mop hard surface floors	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
- Damp wipe and disinfect appliances and cabinet, including ice maker Monthly
- Vacuum ceiling air vents Monthly
- Strip, seal, wax vinyl floor area Quarterly
- Lounge area in main bay-damp wipe & disinfect tables, clean front of vending machines Weekly

**WATER and SEWER LUNCH ROOM**

- Scour/clean and disinfect sink Tuesday & Friday
- Clean and disinfect counters and tables Tuesday & Friday
- Damp wipe and disinfect appliances and cabinet Tuesday & Friday
- Sweep and wet mop and disinfect floors Tuesday & Friday

**RESTROOMS (includes 3-stall seasonal lavatory trailer from June 1 - August 31)**

- 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, seat protectors, and paper towels 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
- Replace shower curtain as needed when directed by Facilities Management Specialist (curtain to be provided by the City) As needed

**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

**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)**

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

**STAIRWELL (Water and Sewer stairwell to mezzanine)**

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

**PERSONAL CARE ROOM**

- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include desks) Bi-Weekly or as requested
- Clean and disinfect counters and tables Bi-Weekly or as requested
- Sweep and wet mop/disinfect floor Bi-Weekly or as requested

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

Cleaning Frequency: once per week

Cleaning Hours: Sunday beginning at 8 a.m.

Restricted Areas: Range Area and Ammunition Storage Room

**SPECIAL INSTRUCTIONS:** Cleaning required once per week (Sunday at 8 a.m.). All areas will be cleaned except the actual shooting range. An officer will meet the cleaning staff to unlock all rooms and stay on site while the range is being cleaned.

<b>GENERAL CLEANING - THROUGHOUT BUILDING</b>	<b>Frequency of Service</b>
- 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
<b>LOBBY/ALL ROOMS/SOUND LOCK ENTRANCE (DOES NOT INCLUDE THE RANGE)</b>	
- 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 vinyl floor area	Quarterly
<b>RESTROOM</b>	
- 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, seat protectors, and paper towels 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) Weekly
- Damp wipe walls when smudges noticed Weekly

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

Cleaning frequency: Restrooms: three days/week (Tuesday, Wednesday, & Thursday)  
Entire building: once per week (Tuesday)

Cleaning Hours: after 7 p.m.

Restricted Areas: None

**SPECIAL INSTRUCTIONS:** Cleaning will only be required from May 1<sup>st</sup> to October 31<sup>st</sup> each year.

<b>GENERAL CLEANING</b>	<b>Frequency of Service</b>
- Empty trash receptacles throughout building and replace liners	3 times/week
- Remove all trash collected to designated area	3 times/week
- Clean cobwebs	3 times/week
<b>ALL ROOMS</b>	
- 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 window sills	Bi-Weekly
- Clean hardwood floors with approved cleaner	Quarterly
<b>RESTROOMS</b>	
- 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, 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

**CITY OF NOVI  
INSURANCE REQUIREMENTS  
ATTACHMENT A**

1. The Contractor shall maintain at its expense during the term of this Contract, the following insurance:
  - a. **Worker's Compensation** insurance with the Michigan statutory limits and Employer's Liability insurance with minimum limits of **\$100,000** (One Hundred Thousand Dollars) each accident.
  - b. **Commercial General Liability Insurance** – The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance, Personal Injury, Bodily Injury and Property Damage on an "Occurrence Basis" with limits of liability not less than **\$1,000,000** (One Million Dollars) per occurrence combined single limit.
  - c. **Automobile Liability** insurance covering all owned, hired and non-owned vehicles with Personal Protection insurance to comply with the provisions of the Michigan No Fault Insurance Law including Residual Liability insurance with minimum bodily injury limits of **\$1,000,000** (One Million Dollars) each person and **\$1,000,000** (One Million Dollars) each occurrence and minimum property damage limits of **\$1,000,000** (One Million Dollars) each occurrence.
2. All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice date to the City; alternately, contractor may agree to provide notice of such cancellation or reduction.
3. The City of Novi shall be named as Additional Insured for General Liability and Auto Liability. Certificates of Insurance evidencing such coverage shall be submitted to City of Novi, Purchasing Department, 45175 Ten Mile Road, Novi, Michigan 48375-3024 prior to commencement of performance under this Contract and at least fifteen (15) days prior to the expiration dates of expiring policies. A current certificate of insurance must be on file with the City for the duration of the contract. Said coverage shall be primary coverage rather than any policies and insurance self-insurance retention owned or maintained by the City. Policies shall be issued by insurers who endorse the policies to reflect that, in the event of payment of any loss or damages, subrogation rights under those contract documents will be waived by the insurer with respect to claims against the City
4. The Contractor shall be responsible for payment of all deductibles contained in any insurance required hereunder.
5. If, during the term of this Contract, changed conditions or other pertinent factors should in the reasonable judgment of the City render inadequate insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be effected at the

Contractor's expense, under valid and enforceable policies, issued by the insurers of recognized responsibility which are well-rated by national rating organizations and are acceptable to the City.

6. If any work is sublet in connection with this Contract, the Contractor shall require each subcontractor to effect and maintain at least the same types and limits of insurance as fixed for the Contractor.
7. The provisions requiring the Contractor to carry said insurance shall not be construed in any manner as waiving or restricting the liability of the Contractor under this contract.
8. The City has the authority to vary from the specified limits as deemed necessary.

#### **ADDITIONAL REQUIREMENTS**

#### **HOLD HARMLESS/INDEMNITY**

1. The Contractor agrees to fully defend, indemnify and hold harmless the City, its City Council, its officers, employees, agents, volunteers and contractors from any claims, demands, losses, obligations, costs, expenses, verdicts, and settlements (including but not limited to attorney fees and interest) resulting from:
  - A. Acts or omissions by the Contractor, its agents, employees, servants and contractors in furtherance of execution of this Agreement, unless resulting from the sole negligence and tort of the City, its officers, employees, agents and contractors.
  - B. Violations of state or federal law involving whether administrative or judicial, arising from the nature and extent of this Agreement.
  - C. The Contractor agrees to defend the City from and against any and all actions or causes of action, claims, demands or whatsoever kind or nature arising from the operations of the Contractor and due to the acts or omissions of the Contractor or its agents, including, but not limited to, acts of omissions alleged to be in the nature of gross negligence or willful misconduct. The Contractor agrees to reimburse the City for reasonable attorney fees and court costs incurred in the defense of any actions, suits, claims or demands arising from the operations of the Contractor under this Agreement due to the above-referenced acts or omissions.
2. The Contractor agrees that it is its responsibility and not the responsibility of the City of safeguard the property and materials used in performing this Contract. Further the Contractor agrees to hold the City harmless for any loss of such property and materials used in pursuant to the Contractor's performance under this Contract.
3. 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.

**PERFORMANCE BOND**

KNOW ALL MEN BY THESE PRESENTS THAT \_\_\_\_\_  
as Principal, hereinafter called the CONTRACTOR, and \_\_\_\_\_  
\_\_\_\_\_ as Surety, hereinafter called Surety, and held and firmly bound unto

CITY OF NOVI, MICHIGAN

as Obligee, hereinafter called the OWNER, in the amount of \_\_\_\_\_  
\_\_\_\_\_ Dollars (\$ \_\_\_\_\_ )  
for the payment of which the CONTRACTOR and SURETY bind themselves, their heirs,  
executors, administrators, successors and assigns, jointly and severally, firmly by these  
presents.

WHEREAS, the CONTRACTOR has been awarded a Contract by the OWNER for  
the construction of  
*Janitorial Services*

in accordance with specifications prepared by *City of Novi*, which award was conditioned  
on the CONTRACTOR providing this Performance Bond and which Contract upon being fully  
executed by the OWNER and the CONTRACTOR shall by reference automatically be made  
a part hereof, and is hereinafter referred to as "the Contract."

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that, if the  
CONTRACTOR shall promptly and faithfully perform said Contract, in accordance with the  
terms and conditions of the Contract, then the CONTRACTOR and SURETY shall have no  
further obligation under this bond; otherwise it shall remain in full force and effect, subject,  
however, to the following conditions.

1. The SURETY hereby waives notice of any alteration or extension of time  
under the Contract made by the OWNER.

2. SURETY'S obligation under this Performance Bond shall arise after the  
OWNER has declared a Contractor Default as defined below, formally terminated the  
Contract or the CONTRACTOR'S right to complete the Contract, and notified the SURETY of  
the OWNER'S claim under this Performance Bond.

3. When the OWNER has satisfied the conditions of Paragraph 2 above,  
the SURETY shall, at the SURETY'S sole cost and expense, undertake one or more of the  
following actions:

a. Arrange for the CONTRACTOR to perform and complete the Contract;  
provided, however, that the SURETY may not proceed with this option, except upon the  
express written consent of the OWNER, which consent may be withheld by the OWNER for  
any reason; or

b. Perform and complete the Contract itself, through qualified contractors who are acceptable to the OWNER, through a contract between the SURETY and qualified contractors, performance and completion of which shall be undertaken in strict accordance with the terms and conditions of the Contract, including (but not limited to) time for completion; or

c. Tender payment to the OWNER in the amount of all losses incurred by the OWNER as a result of the Contractor Default, as determined by the OWNER, for which the SURETY is liable to the OWNER, including all costs of completion of the Contract and all consequential losses, costs, and expenses incurred by the OWNER as a result of the Contractor Default, and including all unpaid fees or payments owed to the OWNER by the CONTRACTOR under the Contract, except that SURETY'S payment under this option shall in no event exceed the limit of the Bond Amount. The SURETY may not proceed with this option, in lieu of the options set forth in paragraphs (a) or (b) above, except upon the express written consent of the OWNER, which consent may be withheld by the OWNER for any reason.

4. The SURETY shall proceed under Paragraph 3, above, within fourteen (14) business days after notice from the OWNER to the SURETY of the Contractor Default, of the formal termination of the Contract or the CONTRACTOR'S right to complete the Contract, and of the OWNER'S intention to have SURETY complete the Contract, except that SURETY shall proceed within twenty-four (24) hours after notice where the notice states that immediate action by SURETY is necessary to safeguard life or property.

5. If SURETY fails to proceed in accordance with Paragraphs 3 and 4, above, then SURETY shall be deemed to be in default on this Performance Bond three (3) business days after receipt of written notice from OWNER to SURETY demanding that SURETY perform its obligations under this Performance Bond. Thereafter, if notice to SURETY is without effect, OWNER shall be entitled to enforce any legal or equitable remedies available to OWNER, including completion of the Contract by contractors of its own choosing or OWNER'S employees or agents, and CONTRACTOR and SURETY shall, jointly and severally, be liable for all costs of such completion and all consequential losses, costs, and expenses so incurred (including all unpaid fees and expenses owed to the OWNER by the CONTRACTOR as a result of the CONTRACTOR'S default).

6. After OWNER has terminated the Contract or the CONTRACTOR'S right to complete the Contract, and if SURETY is proceeding under subparagraphs 3(a) or 3(b) above, then the responsibilities of SURETY to the OWNER shall not be greater than those of the CONTRACTOR under the Contract, and the responsibilities of the OWNER to the SURETY shall not be greater than those of the OWNER under the Contract. SURETY shall be obligated to the limit of Bond Amount as set forth on the front page; subject, however, to a commitment by the OWNER for payment to the SURETY of the Balance of the Contract Price in mitigation of costs and damages on the Contract. SURETY shall be obligated, without duplication, for:

a. The responsibilities of CONTRACTOR for correction of defective or unsuitable work and performance and completion of the Contract.

b. Additional legal, design professional, and delay costs incurred by the OWNER as a result of the Contractor's Default, and as a result of SURETY'S actions or failures to act under Paragraph 5, above;

c. Liquidated damages as specified in the Contract, or, if no liquidated damages are specified in the Contract, actual damages and consequential damages incurred by the OWNER as a result of delayed performance or nonperformance of Contract by the CONTRACTOR or the SURETY; and

d. Payment of all unpaid and due and owing fees or payments owed to the OWNER under the Contract at the time of the Contractor Default.

7. To the extent of payment to the SURETY of the Balance of the Contract Price, SURETY shall defend, indemnify, and hold harmless OWNER from all claims, suits, causes of actions, and demands (including all costs of litigation and a reasonable attorney's fee), which are brought against the OWNER by the CONTRACTOR or by any other party and which arise from or by reason of payment to the SURETY the Balance of the Contract Price.

8. All notices to SURETY or CONTRACTOR shall be mailed or delivered to the respective addresses shown on the signature page. In the event of a change in address of SURETY or CONTRACTOR, such party shall promptly provide notice to the OWNER and the other party, with such notice to include the Contract number and this Performance Bond number.

9. Any provision of this Performance Bond that conflicts with the statutory or legal requirements of Michigan Public Act 213 of 1963 shall be deemed deleted here from and the provisions of such statutory or other legal requirements shall be deemed incorporated herein.

10. The law controlling the interpretation or enforcement of this Performance Bond shall be Michigan law.

11. Definitions

a. Balance of the Contract Price: The total amount payable by the OWNER to the CONTRACTOR under the Contract after all proper adjustments have been made, including change orders and credits due the OWNER, reduced by all valid and proper payments made to or on behalf of the CONTRACTOR under the Contract and reduced further by all direct costs and expenses incurred by the OWNER as a result of the Contractor Default, including costs of additional supervision or inspection by OWNER of the CONTRACTOR'S work under the Contract and fees and expenses paid to consultants or others hired by the OWNER for purposes of monitoring or investigating the CONTRACTOR'S work under the Contract.

b. Contract: The agreement between the OWNER and the CONTRACTOR identified on the front page.

c. Contractor Default: "Contractor Default" shall mean the failure or refusal of the CONTRACTOR, after written notice from the OWNER, to cure or remedy, or commence to sure or remedy, a violation of the contract within the time for such cure or remedy under the Contract. "Contractor Default" shall also mean the occurrence of an "event of default" or a "termination for cause" as those or similar terms are defined or provided for in the Contract's terms, conditions, and provisions.

Signed and Sealed This \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

In the Presence of: \_\_\_\_\_ *(fill-in name of contractor)*

WITNESS

\_\_\_\_\_  
Principal

\_\_\_\_\_  
Title

WITNESS

\_\_\_\_\_  
Surety

\_\_\_\_\_  
Title

\_\_\_\_\_  
Address of Surety

\_\_\_\_\_  
Bond No. City Zip Code



**CITY OF NOVI**  
**RFP JANITORIAL SERVICES**  
**ADDENDUM #1**

**INTENT:** This addendum has been issued to modify and/or interpret the original specifications for the RFP named above. Unless otherwise instructed, the information contained within this Addendum shall take precedence over anything contrary in the original specifications, and shall hereinafter be considered as part of the package.

**RESPONSE:** The Contractor shall verify receipt of this Addendum on the Fee Proposal Form.

**CONTENTS:** Included in this Addendum are seven (7) pages of written addenda description (includes an updated Building Summary sheet and 3 pages of pre-proposal sign-in sheets). Floor plan drawings for the Civic Center are included as a separate document.

**CLARIFICATIONS:**

1. Community Center/Atrium (7days/week cleaning) – includes the Mayor's conference room, the hallway next to the Council chambers, the restroom in this hallway, and the Council conference room which is behind the Council chambers.
2. City Hall (5 days/week cleaning) – includes the Council chambers
3. The floor plan for the Civic Center (City Hall, Community Center and Atrium) has been included.
4. Department of Public Services - includes cleaning of Mechanic's office and Park Supervisors offices according to the schedule of other offices.
5. Department of Public Services - includes cleaning of display cases weekly.
6. Police Department
  - SRT office (near mechanics bay) & Crime lab will be cleaned upon request.
  - Restroom/Showers cleaning includes the locker rooms. The bench is to be cleaned and disinfected daily and the lockers should be wiped off (including top of lockers) on a weekly basis.
7. Page 19 of 57 (Call backs and Deductions) – The definition of a "call-back", the number of call-backs that result in unsatisfactory performance, and the results of

unsatisfactory performance is clearly listed in this section. Two (2) call-backs during one (1) month period or more than six (6) call-backs in a year would give the City the right to terminate the contract if we believed that was in the best interest of the City.

Sue Morianti  
Purchasing Manager

Notice dated: August 15, 2016

CITY OF NOVI BUILDING INFORMATION SUMMARY SHEET (UPDATED)

	City Hall	Community Center & Atrium	Police Department	DPS	Indoor Gun Range	Township Hall
<b>Address</b>	45175 Ten Mile Rd.	45175 Ten Mile Rd.	45125 Ten Mile Rd.	26300 Lee BeGole Dr.	26350 Lee BeGole Dr.	45275 Ten Mile Rd.
<b>Frequency of cleaning</b>	5 days/week	7 days/week	2nd floor: 5 days/week; 1st floor: 7 days/week	5 days/week, several areas only 2 days/week	once per week	Restrooms: 3 days/week; Entire building: once per week
<b>Facility Hours</b>	Monday-Friday 8 am - 5 pm	Monday-Friday 6 am - 10 pm; Saturday am - Midnight; Sunday 8 am - Midnight	24/7	Monday-Friday 7:30 am - 5:00 pm		
<b>Cleaning Hours</b>	5 pm until finish	8 pm until finish	See special instructions	5 pm until finish	Sunday: beginning at 8 am	After 7 pm
<b>Restricted Areas</b>	Server Room	Parks & Recreation storage room	Crime Lab	Server Room	Range area & ammunition storage room	None
<b>Number of Floors</b>	2	1	2	2	1	1
<b>Total Square Feet of Floor To Be Cleaned*</b>	22,000	35,300	32,000	5,804	700	1,500
<b>Carpeted (SF)*</b>	21,000	4,000	12,000	2,500	0	0
<b>Vinyl Tile (SF)*</b>	1,000	10,500	16,000	0	700	0
<b>Ceramic Tile (SF)*</b>	0	19,000	4,000	800	0	500
<b>Hardwood Floor (SF)*</b>	0	1,800	0	0	0	1,000
<b>Rubber Floor (SF)*</b>	0	0	0	700	0	0
<b>Painted Concrete Floor (SF)*</b>	0	0	0	1,804	0	0
<b>Restrooms</b>	0	7	8	2	1	2
<b>Stairwells</b>	2	2	3	1	0	0
<b>Elevators</b>	0	1	1	1	0	0
<b>Drinking Fountains</b>	0	3	3	1	1	1
<b>Entranceways</b>	2	2	3	1	1	1
<b>Cells</b>	0	0	11	0	0	0

\*All Square Footages are approximate.