

cityofnovi.org

CITY of NOVI CITY COUNCIL

**Agenda Item D
August 11, 2014**

SUBJECT: Approval to award Janitorial Services contract, for one year with (2) one year renewals to American Cleaning LLC., in the amount of \$64,752.00 (annually).

SUBMITTING DEPARTMENT: Facilities Management

CITY MANAGER APPROVAL: 

EXPENDITURE REQUIRED	\$64,752.00
AMOUNT BUDGETED	\$67,500
APPROPRIATION REQUIRED	\$N/A
LINE ITEM NUMBER	101-265.00-814.000 (\$30,612), 101-301.00-814.000 (\$25,140), 101-442.00-814.000 (\$9000)

BACKGROUND INFORMATION:

For over fifteen years the City has contracted out 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 2012 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 June 18, 2014 which was attended by fifteen firms.

Ten proposals were received and reviewed. The contract is annual with two renewal options in one year increments based on satisfactory performance. American Cleaning LLC. 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 American Cleaning LLC. understands the project scope. This firm also has experience with other municipalities including the City of Wixom, City of Ferndale, Charter township of Shelby, and the City of Rochester.

RECOMMENDED ACTION: Approval to award Janitorial Services contract, for one year with (2) one year renewals to American Cleaning LLC., in the amount of \$64,752.00 (annually).

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Fischer				

	1	2	Y	N
Council Member Markham				
Council Member Mutch				
Council Member Wrobel				

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 American Cleaning Company LLC, whose address is 52844 Karon Dr., Macomb Twp., MI 48042, (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 September 1, 2014 and end on August 31, 2015. Upon mutual consent of the Client and the Contractor, the contract may be renewed two (2) additional years in one (1) year increments at the same prices, terms, and conditions.

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. Dispute Resolution/Arbitration. The parties agree that any disputes regarding a claimed violation of this agreement shall first be submitted in writing to the other party in an attempt to settle the matter before pursuing other legal actions or notices provided for in this agreement. Such written communication shall clearly state the problem or concern, allow sufficient time for a written response from the other party, and culminate in a face-to-face meeting to determine if a remedial action is possible. In no event shall this process take more than thirty (30) days, unless a specific extended period of time is agreed to by both parties in writing as being necessary. The aforementioned initial written communications between the parties also shall indicate whether the party is willing to submit the dispute to binding arbitration, non-binding mediation or other form of alternate dispute resolution, and share equally the costs for same. Upon the parties agreeing to any such method of dispute resolution and a timetable for doing so, pursuit of other legal actions shall be deferred until the process has been completed. In any binding arbitration, the arbitrator shall provide a written statement of the reasons and basis for an award or decision, a judgment of the Oakland County Circuit Court may be entered based on the arbitration award or decision, and each party shall be responsible for their own costs and attorney fees.
- F. 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.
- G. 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: Interim City Manager Victor Cardenas and City Clerk Maryanne Cornelius
Contractor: Brisida Bibashani, Owner
- H. Changes. Any changes in the provisions of this Contract must be in writing and signed by the Client and Contractor.

- I. 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.
- J. 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.
- K. 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:

CITY OF NOVI

Date: _____

By: Robert J. Gatt
Its: Mayor

Date: _____

By: Maryanne Cornelius
Its: Clerk

WITNESS AND DATES
OF SIGNATURES:

AMERICAN CLEANING LLC

Date: _____

By: Brisida T. Bibashani
Its: Owner

Company Name AMERICAN CLEANING COMPANY LLC



**CITY OF NOVI
JANITORIAL SERVICES
PROPOSAL FORM**

The undersigned, as bidder, 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 bidders, 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:

BID ITEM #1 – Civic Center, 45175 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 1,197.00	\$ 14,364.00
Optional Nightly Cleaning	Saturday	\$ 85.00	NA

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

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 1,269.00	\$ 15,228.00

BID ITEM #3 - Novi Police Headquarters, 45125 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 days/week/2 nd floor, 7 days/week/1 st floor	Month	\$ 2,010.00	\$ 24,120.00

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

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 750.00	\$ 9,000.00

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

Item	Unit	Unit price	Total Annual Cost
1 day/week	Month	\$ 85.00	\$ 1,020.00

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

Item	Unit	Unit price	Total Annual Cost
1 day/week	Month	\$ 85.00	\$ 1,020.00

TOTAL YEARLY PRICE 1+2+3+4+5+6 = \$ 64,752.00

ALTERNATE #1 – NOVI PUBLIC LIBRARY, 45255 Ten Mile Road, Novi, MI

Item	Unit	Unit price	Total Annual Cost
7 days/week	Month	\$ 3,650.00	\$ 43,800.00

ALTERNATE #2 – NORTHVILLE CITY HALL, 215 W. Main Street, Northville, MI

Item	Unit	Unit price	Total Annual Cost
Option 1: 3 days/week	Month	\$ 839.99	\$ 10,079.88
Option 2: 3 days per week with elimination of trash removal task	Month	\$ 739.99	\$ 6,479.88

ALTERNATE #3

Carpet Cleaning \$ 2.00 Sq. Yd.

ALTERNATE #4

Upholstery Cleaning (Office Chairs) \$ 5.00 EA

Cleaning Leather Chairs (Council Chambers) \$ 5.00 EA

Upholstery Cleaning (Meeting Room/Auditorium Seating) \$ 5.00 EA

The undersigned agrees that the hourly cost for unspecified cleaning services if requested shall be \$ 20.00 per hour. Material for unspecified cleaning services shall be billed at cost plus 15 %.

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 bid documents.

Yes _____ No

COMMENTS/EXCEPTIONS (all exceptions must be listed):

We acknowledge receipt of the following Addenda: 2
(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:

Firm Name AMERICAN CLEANING COMPANY LLC

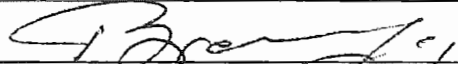
Address 52844 KARON DR,

City, State Zip MACOMB TWP, MI 48042

Phone No. 586-677-9240 Fax No. 586-677-9328

Representative Name BRISIDA T . BIBASHANI
(please print)

Title: OWNER

Signature: 

Date: 7/8/2014

ORIGINAL

AMERICAN CLEANING LLC.



52844 Karon Dr. • Macomb Twp., MI, 48042
Phone: (586)-677-9240 • Fax: (586)-677-9328
E-mail: budi42@hotmail.com

LETTER of INTEREST

July 07, 2014

To Whom It May Concern:

On behalf of AMERICAN CLEANING LLC I would like to indicate our interest in the Custodial Request for Proposal (RFP) solicited by the City of Novi.

AMERICAN CLEANING LLC is a Michigan based commercial cleaning service company that has been providing the metropolitan area with exceptional service for the past thirteen years. We operate in Oakland County, Macomb County, Wayne County and surrounding areas since 1998. Our portfolio contains a varied mix of governmental and non-governmental clients in this segment – from the large corporate (150,000 Sft.) right through to the smaller office (2,000Sft.) needing our services. Our services include: Building maintenance, office cleaning, carpet shampooing/steam extraction, wall washing, restroom cleaning, floor stripping & waxing, porter services, janitorial services, post construction clean up and made on call services. Most services are available on a two hour notice. We do provide our services seven days a week and supervise all our work with bonded and insured employees to meet our customer's needs and standards. AMERICAN CLEANING LLC continues to bolster its reputation by providing continuous training to its employees and supervisors. This allows us to stay abreast of changes in the field, thus boosting the quality of service. AMERICAN CLEANING LLC continues to follow its owner's example of placing the customer above all else employees from all aspects of the firm understand this policy. This sole factor allows AMERICAN CLEANING's reputation to remain strong in the cleaning industry and continue to grow.

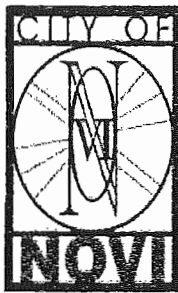
Therefore, AMERICAN CLEANING LLC., is proud to offer its best custodial services to the City of Novi Facilities. We are confident that based on our excellent reputation, great customer testimonials, long experience as service provider and utilization of all our capacities, and most of all our qualified staff, we are able to meet all the requirements stipulated on the City of Novi's RFP and deliver an outstanding and extremely efficient janitorial service at any time and at a very competitive cost.

Thank you for your consideration.

Sincerely,



BRISIDA T. BIBSAHNI
Owner



cityofnovi.org

**CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE**

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

Name of Firm American Cleaning LLC

Address: 52844 Karon Dr.

City, State Zip 48042

Telephone (586)677-9240 Fax (586)677-9328

24 Hour/7-Day Emergency Telephone Number (586)855-4086

Agent's Name (please print) BRISIDA T. BIBASHANI

Agent's Title OWNER

Email Address: budi42@hotmail.com

Website N/A

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

2. Firm established: 1998 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?

N/A

5. How many full time employees? 15 Part time? 28

6. Please describe your employee hiring and training.

Prospective Employee Hiring and Training: All applicants prior to interview must complete a mandatory skills assessment exam. This timed exam includes mathematics, spelling, grammar, critical thinking and writing skills. Upon successful pass of this exam, the candidate is then interviewed by the management to determine acceptability into the company. Experience is not a prerequisite, since we train all our new employees in our methods and to our standard. New employees are supervised nightly for as long as it takes to ensure that they can adhere to the standard to which they were trained. After this probation period, employees are further motivated to do good work through quality of work bonuses based on inspections. We always treat our hard working team members with the respect and courtesy they deserve. Our low turnover and long term client relationships are the strongest indication that we have an excellent group of employees. Trust and respect between management and employees is essential toward

meeting our goal of operating a quality business with integrity. At AMERICAN CLEANING LLC, we do provide our permanent employees with advancement opportunities. Our employees are fully insured and bonded for your protection.

Employee Intensive training: It's not enough to just show a new employee how to clean. We try to thoroughly train our people by demonstrating our methods, by observing and correcting the new employee's work, by requiring that they read our Training Manual & Employee Handbook, and by following up with supervision and reinforcement training when needed. We follow a checklist of training categories to ensure that nothing gets missed. If awarded the contract, the following training will be provided to all our newly arrived employees prior to contract initiation.

a) **Building Maintenance Health & Safety Training Program**

The following topics are covered:

Safety Orientation - Chemical Hazards -Electrical Hazards - Ergonomic Hazards - Injuries on the Job – Planning for Emergencies – Robberies and Assaults – Slips and Free Falls.

b) **WHMIS training** for all our employees (45min video training): The training course covers the following: *WHMIS Introduction, WHMIS Roles & Responsibilities, WHMIS Symbols, WHMIS Labels, Controlled Products, MSDS Forms, Interactive Exercises, Quizzes & Tests and Employee Certification.*

d) **Basic Bio Hazard Training:** *This program provides general knowledge to our cleaning technicians and supervisors about working safely in environments where biological hazards may be encountered.*

Numbers of hours training before being assigned. List specific job functions trained on:

45 Minutes for employees and managers every twice a year (WHMIS)

15-30 Minutes for supervisor and managers once a year

3 Hours Bio Hazard Training for supervisors and employees

Adequate trained personnel and supervision will be furnished to ensure quality services at your facilities. Frequent supervision of our employees ensures top quality job performance. Our ratio of one supervisor to every six employees surpasses industry standards. Our success and reputation depends on our customer's satisfaction. We take our quality of work seriously and personally. If awarded the contract, AMERICAN CLEANING LLC will assign a project-manager to oversee its janitorial services, and of course provide contact information (that includes contact-availability 24 hours per day, seven days per week or in case of an emergency.

7. Please describe your background check procedures and qualifications for employment.

Each new employee we hire for the job is screened thoroughly (background and drug test included). We check up last four references and depending on clients job/bid specifications we also run background checks with law enforcement authorities before we offer the job to the candidates. Per client job/bid specifications, we look for employees who are interested on a flexible work schedule or prefer to work days or evenings, who have a good work history demonstrating trustworthiness and reliability, and they must have good references from previous employers that confirm the traits we are looking for in our employees. After they go through the above steps and successfully pass the basic math testing, the candidates are being offered the job.

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

Every year each current employee is being required to provide a fresh background check report to update their file

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

52844 Karon Dr. Macomb Twp. MI 48042 and 6957 Greely Rd. Utica, MI 48317

10. Distance of this facility from Novi Civic Center. 40 min/32 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, and if you are still continuing services for that agency.

Please see Attached Sheets for more details on page 13 & 14

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.

Please see Attached Sheets for more details on page 16 & 19

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

Please see Attached Sheets for more details on page 15

15. Identify the minimum number of employees in your firm who would be responsible for each facility during a scheduled cleaning shift at each of the facilities below.

All shift supervisors should be specially noted:

Civic Center 3 People

Community Center 3 People

Police Headquarters 3 People

Department of Public Services 1 Person

Police Indoor Gun Range 1 Person

Township Hall 1 Person

Library (Alternate #1) 4 People

Northville City Hall (Alternate #2) 1 Person

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

CITY OF FERNDALE - CITY OF FERNDALE POLICE DEPARTMENT - CHARTER TOWNSHIP OF SHELBY and POLICE DEPARTMENT - 41-A JURIDICAL DISTRICT COURT - STATE OF MICHIGAN - DEPARTMENT OF STATE (Unemployment and Environmental Protection Offices) - STATE OF MICHIGAN (Secretary of State Offices) - WAYNE COUNTY (Health Department, Library and other management offices) - MACOMB COUNTY (Courts) - HOLLYWOOD CABINETS INC. - PM ENVIROMENTAL - D'ANNA ASSOCIATES - CITY OF WIXOM - CITY OF ROCHESTER - CITY OF TROY (Parks & Recreation Department) - DETROIT ART AND SCIENCE ACADEMY - MACOMB TOWNSHIP RECREATION CENTER .

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.

AMERICAN CLEANING LLC., is committed to providing quality janitorial services that deliver the highest levels of customer satisfaction. We are committed to the concepts of follow up and follow through. Our effective quality control program is a key factor that proves why our retention rates far exceed our industry standards. Our site supervisors perform regular building inspections (on daily basis) to ensure standard and accountability. Quick response and resolution of issues is a hallmark of our great reputation and success. Depending on the nature of the problem, our standard problem resolution/response time is within 2 (two) business hours and on the same day. Therefore, we at AMERICAN CLEANING LLC, assure that you can feel confident that problem resolution and additional assistance will be delivered to your facilities promptly and within the above mentioned time frame. Failure to meet the above standard on our end should be implied as a credit or refund applied to customer account. American Cleaning LLC has gone GREEN since 2005. All cleaning products we use are environmentally friendly and cost effective.

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.

Please see document attached about our Quality Assurance Program. Following fanatically the ten steps of the program has always guaranteed positive results as well as assisted our management in planning, controlling and delivering efficient and high cleaning standards to our current customers. The Quality Assurance Program is our guide to quick resolution of problems based on a frequent and effective line of communication built between our senior management and the clients' office. Customer testimonials are available upon request.

22. Please list the steps taken by your company to assist with those employees who have reading problems or cannot communicate in English:

Reading Problem Employees – Not Applicable

English Barrier Employees – Company will provide FREE interpretation all the time at no additional cost to our client.

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

Company CHARTER TOWNSHIP OF SHELBY

Address 52700 VAN DYKE, SHELBY TWO, MI 48315

Phone 586-731-0300 Contact name JOSEPH J. YOUNGBLOOD

Company CITY OF WIXOM
Address 49015 PONTIAC TR. WIXOM, MI 48393
Phone 248-624-0890 Contact name MICHAEL P. HOWELL


Company CITY OF FERNDALE
Address 300 W. NINE MILE RD, FERNDALE, MI 48220
Phone 248-546-2519 Contact name LOYD CURETON

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

No Yes

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

THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS

Signature of Authorized Company Representative: 

Representative's Name (please print) Brisida Bibashani

Date 7/8/2014

AMERICAN CLEANING LLC.



52844 Karon Dr. • Macomb Twp., MI, 48042
Phone: (586)-677-9240 • Fax: (586)-677-9328
E-mail: budi42@hotmail.com

QUALITY CONTROL PROGRAM

Quality is at the heart of our business and as such we ensure the effective delivery of a Quality Control Program. Our employees are trained as to the necessity of compiling information in our logbooks, noting deficiencies and problems but more importantly focusing on solutions. Logbooks are reviewed on a daily basis with the logs, assigning actions as required, and signing off on those actions. This quality control program ensures quick resolution of problems while also clearly communicating with both senior management and the client.

Following is a summary of our ten steps Quality Control Program we implement at AMERICAN CLEANING LLC:

Prospective Employee Screening and Hiring: When we interview people, we look for applicants who have janitorial experience and are highly motivated to do janitorial work, who have the right attitude, and who have the necessary abilities we or our new clients are looking for. Each new employee we hire for the job is screened thoroughly (background and drug test included). We check up last four references and depending on clients job/bid specifications we also run background checks with law enforcement authorities before we offer the job to the candidates. Per client job/bid specifications, we look for employees who are interested on a flexible work schedule or prefer to work days or evenings, who have a good work history demonstrating trustworthiness and reliability, and they must have good references from previous employers that confirm the traits we are looking for in our employees. Thorough screening is the first step to reducing turnover and finding people who will do well at janitorial.

Employee Intensive training: It's not enough to just show a new employee how to clean. We try to thoroughly train our people by demonstrating our methods, by observing and correcting the new employee's work, by requiring that they read our Training Manual & Employee Handbook, and by following up with supervision and reinforcement training when needed. We follow a

checklist of training categories to ensure that nothing gets missed. If awarded the contract, the following training will be provided to all our newly arrived employees prior to contract initiation.

b) *Building Maintenance Health & Safety Training Program*

The following topics are covered:

Safety Orientation - Chemical Hazards -Electrical Hazards - Ergonomic Hazards - Injuries on the Job – Planning for Emergencies – Robberies and Assaults – Slips and Free Falls.

b) **WHMIS training** for all our employees (45min video training): The training course covers the following: *WHMIS Introduction, WHMIS Roles & Responsibilities, WHMIS Symbols, WHMIS Labels, Controlled Products, MSDS Forms, Interactive Exercises, Quizzes & Tests and Employee Certification.*

d) **Basic Bio Hazard Training:** This program provides general knowledge to our cleaning technicians and supervisors about working safely in environments where biological hazards may be encountered.

Numbers of hours training before being assigned. List specific job functions trained on:

45 Minutes for employees and managers every twice a year (WHMIS)

15-30 Minutes for supervisor and managers once a year

3 Hours Bio Hazard Training for supervisors and employees

Adequate trained personnel and supervision will be furnished to ensure quality services at your facilities. Frequent supervision of our employees ensures top quality job performance. Our ratio of one supervisor to every six employees surpasses industry standards. Our success and reputation depends on our customer's satisfaction. We take our quality of work seriously and personally. If awarded the contract, AMERICAN CLEANING LLC will assign a project-manager to oversee its janitorial services, and of course provide contact information (that includes contact-availability 24 hours per day, seven days per week or in case of an emergency).

Supervision: It is our company policy to frequently supervise every newly arrived staff and make sure they all understand what is required of them and so that they learn to implement our high quality standards as well as meet our client's expectations. After they have proven (probation period 90 days) they can be reliable and trustworthy, we continue to inspect their work on a daily and weekly basis; more often depending on the difficulty of the building and the performance of the employee. If awarded the contract, AMERICAN CLEANING LLC will assign a Project Manager (PM) who will be on site on daily basis and will ensure quality standards are being met.

Employee Regular Performance Evaluations: Feedback through regular evaluations is an important tool we use to let our employees know if their work performance and cleaning quality is meeting our standards. It helps them understand where they need to improve, and clearly re-

enforces our expectations. We give each employee an evaluation form on payday along with their bonus for work well done.

Build an effective line of communication: Showing respect, being supportive and clearly communicating expectations is very important to a positive working relationship and for getting good performance from employees. Most people do better work when they are treated with respect and are recognized for their hard work and for the contribution they make. Our management continually makes efforts to keep communication lines open to our employees for their input, or should they need to express their concerns or grievances. Employees should feel safe to air reasonable grievances without retaliation from supervisors or management.

Staff appreciation (incentives): We try to offer significant incentives to our employees to reduce turnover and make their work more rewarding. We pay a higher than average wage for our services through our bonus system for quality work and reliability. AMERICAN CLEANING LLC., offers opportunities for advancement to employees who are motivated and able to take on more responsibility and move up to a supervisory or other job opening.

Extra detail cleaning by the Managers, Supervisors and Owners: No matter how reliable and good the majority of our employees are at their work, there will occasionally be details that are missed. People have their good days and bad days, and sometimes tasks get overlooked, and the quality of work can slide. This will happen in even the very best of companies, no matter how comprehensive their quality control program is. The extra detail work done by Bridgett, Vera, Cesk and our supervisors (Genta, Ibrahim, Tomson and Klaudia) is one more way we attend to detail and try to make sure that tasks are not overlooked. We are very hands-on.

Proper equipment and cleaning supplies: Cleaning personnel cannot clean efficiently and well without the proper equipment, tools and cleaning products to help them do good work. We want our employees to take pride in their work. When they know that they have the best tools and products at their disposal, it encourages them to do better work. We make a huge effort to keep our custodial closets, carts clean and tidy and the janitorial supply areas organized. Cleaning tools should be in good condition, and most importantly our equipment technician (Albert) checks our floor care machines and vacuums regularly to ensure that they are in good condition.

OSHA compliance and ergonomics awareness: At AMERICAN CLEANING LLC, we ensure that our cleaning products are properly labeled and that MSDS forms are at each site along with very specific building specifications. Via WHIMIS training, we train and educate our employees to understand what cleaning chemicals they use, and how to work safely and avoid illness and injury on the job. We have had very few on the job injuries over the 15 years our company has been in business. This is something to be very proud of in this industry. At AMERICAN CLEANING LLC, our major goal is make sure that we create a safe work environment to our employees and make it possible for them to perform their duties without any risk to their health and wellbeing.

The following is a list of Municipalities we proudly serving:

CITY OF FERNDALE

521 East Cambourne
Ferndale, MI 48220
Contact Person: LOYD CURETON
Tel: 248-546-2519
Contract From: JUNE 1/2008 TO: Present

CITY OF FERNDALE POLICE DEPARTMENT

521 East Cambourne
Ferndale, MI 48220
Contact Person: LOYD CURETON
Tel: 248-546-2519
Contract From: JUNE 1/2008 TO: Present

CHARTER TOWNSHIP OF SHELBY

52700 Van Dyke Ave,
Shelby Twp, MI 48316
Contact Person: Paul Gjeldum
Tel: 586-731-0300
Contract From: January 3/2000 To: Present

41-A JURIDICAL DISTRICT COURT

51660 VAN DYKE, SHELBY TWP, MI 48316
CONTACT: LAURA PORTER, COURT ADMINISTRATOR
Tel: (586) – 726-2177

Contract From: January 3/2000 To: Present

STATE OF MICHIGAN - DEPARTMENT OF STATE

Purchasing Services
430 W. Allegan, Austin Bldg., 4th Fl.
Lansing, MI 48918
Agency Contact: Dave Smith
Tel: 517-335-2756

1. CONTRACT NO. 231N0200022
From: 02/01/2010 To: 01/31/2015
2. CONTRACT NO.231B0200019
From: 01/1202009 To: Present

STATE OF MICHIGAN

Department Of Technology, Management and Budget
Purchasing Operations

530 W. ALLEGAN, LANSING, MI 48933
Agency Contact:
Adam Koenigsknecht
Tel: 517-335-6481

1. **CONTRACT NO. 071B0200234**
From: 06/01/2010 To: 05/01/2014 (one-year option)
2. **CONTRACT NO. 071B1300111**
From: 12/01/2010 To: 11/30/2014 (one-year option)
3. **CONTRACT NO. 071I0200249**
From: 1/1/2011 To: Present

WAYNE COUNTY

Department of Management and Budget
Purchasing Division
500 Griswold, 15th Floor,
Detroit, MI 48226

1. **CONTRACT NO.37-09-081**
From: 10/02/2009 To: 10/02/2012
Purchasing Agent: Janice Henry
Tel: 313-224-5151

From: 07/01/2010 To: Present (two years extensions.)

CITY OF WIXOM

49045 Pontiac Trail,
Wixom, MI 48393
Contact Person: Michael P. Howell
Tel: 248-624-0141
Contract From: May, 2010 - Present

CITY OF ROCHESTER

400 Sixth Street,
Rochester, MI 48307
Contact Person: JACK CROWLEY
Tel: 248-651-5165
Contract From: June 1/ 2010 – To: Present

AMERICAN CLEANING LLC is a commercial cleaning company with thirteen years of quality service in building maintenance industry. We operate in Oakland County, Macomb County, Wayne County and surrounding areas since owner Brisida T. Bibashani started the company in

1998. As a small minority woman owned and operated business, we are personally committed to upholding a standard of excellence in our work. We strive to conduct ourselves with integrity at all times - towards our clients, employees, and our community. Our professional staff has serviced many of satisfied customers in South East Michigan. We do provide our services seven days a week and supervise all our work with bonded and insured employees to meet our customer's needs and standards.

AMERICAN CLEANING LLC., is a registered company with Michigan Department of Labor and Economic Growth as a Limited Liability Company and certified by Macomb County Clerk's Office in Michigan. All services we offer are being fully insured by Michigan Insurance Company.

AMERICAN CLEANING LLC can provide cleaning and janitorial services to any facility of any size. Be it a small office building or a multi-tenanted high-rise building, AMERICAN CLEANING LLC can meet its customer needs at a competitive price and work within the realms of your specifications. The industries we currently service include: commercial office, educational, aviation, industrial and manufacturing, healthcare, and facilities for federal, state, and local government. Our company is now proudly serving clients in several different counties in the state of Michigan. Today, AMERICAN CLEANING LLC counts 37 cleaning technicians who clean more than 2.5 million square feet on a nightly basis, delivering superior quality and service at all times

In 2002, we purchased a 3,000 sq ft building for housing our main offices in Macomb Township. We also rent a storage facility which provides over 15,000 sq ft of our supplies storage space. Two additional trucks were bought to move equipment and supplies to client's destinations. As part of our growing philosophy, two more experienced regional project managers joined our staff in the main office in 2010.

OUR SERVICES

We provide janitorial cleaning services for all types of buildings, from office buildings to retail locations to industrial plants and construction sites. It does not matter to us whether you have a small small/big area, one office or hundreds of rooms in a corporate office; we are ready to take care of your commercial cleaning needs by always offering an outstanding service that best fit your demands.

Regarding the janitorial services AMERICAN CLEANING LLC is proud to offer its best services to City of Novi on daily, weekly, monthly, quarterly, semi-annually and annually basis. AMERICAN CLEANING LLC will guarantee quality cleanliness throughout the duration of the contract. Our company will provide Deliverables/Services and otherwise do all things necessary for or incidental to the performance of work, as set forth in the Bid Janitorial Details, Tasks and Cleaning Frequency Chart.

AMERICAN CLEANING LLC also offers a variety of commercial cleaning service packages to suit your every need, whether it is the occasional cleaning service, emergency cleaning service or daily heavy-duty cleaning company.

FINANCIAL STABILITY

AMERICAN CLEANING LLC was founded in 1998 with the goal of building long-term service partnerships with mid to large size enterprises and is privately owned and operated by Brisida and Cesk Bibashani, our owners. AMERICAN CLEANING LLC has grown to become a trusted janitorial service provider to several local government agencies and other entities in the State of Michigan, offering its unique and very cost-efficient building maintenance services.

Regional Presence

The philosophy of our success begins with the belief that a county-based organization is better able to establish and sustain customer-focused business relationships within the building maintenance industry. Since inception, AMERICAN CLEANING LLC has grown into a \$450,000 company in 2011 serving the needs of many organizations in various counties in the State of Michigan, including many local government entities, courthouses, libraries, senior citizen centers, park and recreations centers, police stations and municipalities. Our regional success has helped us become the leading service provider in three major counties of Michigan such as: Macomb, Oakland and Wayne County.

AMERICAN CLEANING LLC is well positioned to sustain growth and succeed in today's challenging economy. The company will continue to impact the marketplace with its innovative building maintenance solutions, top-notch staff, customer satisfaction and value delivered.

Renowned Growth

With \$ 450,000 in sales in 2011 and a 10-year average revenue growth rate of almost 16%, AMERICAN CLEANING LLC is financially stable and among the strongest of any other janitorial service providers in the State of Michigan. Our ability to sustain growth for several years in a row, with total sales more than doubling since 1998 has afforded us the opportunity to increase headcount by almost 20% three-years running.

Proactive Readiness

AMERICAN CLEANING LLC is constantly changing and reinventing ourselves to stay competitive. In 2005, we reorganized the services into three specialized janitorial practices. These specialized services including residential and commercial maintenance and limited product supplier will assist us in providing a better, faster and a more cost-effective service to our valued customers especially in this challenging economy. Our best forecast predicts that customers will continue to maximize the use of our services for their facilities, achieve cost savings and gain competitive advantage. Customers will rely on our services to benefit of a fresh

clean work environment, increase the cleaning areas by utilizing environment friendly cleaning products.

Prudent Reinvestment

To grow and develop our service offerings, AMERICAN CLEANING LLC continues to invest strategically in the future including almost \$20,000 in 2012 for expansion of our service/product delivery fleet and \$8,700 for our marketing campaign in 2013. These investments have resulted in over 13% growth in our services revenues last year alone and 15% over a three year average. Our investment also includes continued and upgrade \$5,000 of our office facility and equipment with new computers, copy machines and radio communication systems. We are proud to note, that all corporate investments have been funded internally without any need to borrow externally. Our debt to equity ratios is zero. The ongoing investment in our cleaning solution areas and our commitment to customer satisfaction has been the driving force for opening new doors and engaging competitive accounts. AMERICAN CLEANING LLC added more than 5 new and big accounts in 2013 and 3 other ones in 2014.

1) CITY OF FERNDALE POLICE DEPARTMENT

521 East Cambourne
Ferndale, MI 48220
Contact Person: Loyd Cureton
Tel: 248-546-2519
Contract From: JUNE 1/2008 TO: Present

Scope of work: This is an on-going contract. AMERICAN CLEANING COMPANY LLC provides all personnel, equipment, tools, cleaning chemicals, supervision and other items necessary to perform the services as described in the Ferndale Twp Police Dept. janitorial contract specifications. Our key objective is to maintain the police department in such a manner that facilities provide a healthy, clean, and safe work environment for officials and public. AMERICAN CLEANING COMPANY LLC provides deliverables/service and staff as set forth in the contracts specifications. Quite successfully, AMERICAN CLEANING COMPANY LLC performs the following tasks (under this ongoing contract): Carpet and Spot Cleaning, Floor Cleaning/Thorough Sweeping, Damp Mopping and Spray Buffing, Wet Mopping, Scrubbing and Buffing, Damp Wiping, Stripping, Sealing, and Waxing, Empty Waste Receptacles, thorough restroom cleaning (Fill Dispensers, Dusting, Clean and Disinfect Sinks, Clean Glass and Mirrors, Clean and Disinfect Toilets and Urinals, Clean and Disinfect Walls, Doors, Partitions and Handrails, Service Restroom, Cleaning/Disinfecting Drinking Fountains, Stainless Steel (Brass) Cleaning High Traffic Areas, Spray Buff Hard. Also, in periodic basis and per customer request, we do provide bio-hazard cleaning services.

Floors, Strip and Refinish, Scrub - Restroom Floors/Hard, Wall Spot Cleaning, Desk and computer Dusting, Remove Recyclable Paper (as applicable), Clean Air Bars and Vents, Glass Cleaning (Lobby areas), Emergency clean up. AMERICAN CLEANING COMPANY LLC, provides (3) part time cleaning technicians Monday through Saturday. All other specialty services that are outlined in this contract are being rendered based on customer special request or as scheduled on contract by our specialty technicians.

2) CITY OF WIXOM POLICE DEPARTMENT

49045 Pontiac Trail,
Wixom, MI 48393
Contact Person: Michael P. Howell
Tel: 248-624-0141
Contract From: May, 2010 - Present

Scope of work: This is an on-going contract. AMERICAN CLEANING COMPANY LLC provides all personnel, equipment, tools, chemical and paper supplies, supervision and other items necessary to perform the services as described in the Wixom Twp Police Dept. janitorial contract specifications. Our key objective is to

maintain the police department in such a manner that facilities provide a healthy, clean, and safe work environment for officials and public. AMERICAN CLEANING COMPANY LLC provides deliverables/service and staff as set forth in the contracts specifications. Quite successfully, AMERICAN CLEANING COMPANY LLC performs the following tasks (under this ongoing contract): Carpet and Spot Cleaning, Floor Cleaning/Thorough Sweeping, Damp Mopping and Spray Buffing, Wet Mopping, Scrubbing and Buffing, Damp Wiping, Stripping, Sealing, and Waxing, Empty Waste Receptacles, thorough restroom cleaning (Fill Dispensers, Dusting, Clean and Disinfect Sinks, Clean Glass and Mirrors, Clean and Disinfect Toilets and Urinals, Clean and Disinfect Walls, Doors, Partitions and Handrails, Service Restroom, Cleaning/Disinfecting Drinking Fountains, Stainless Steel (Brass) Cleaning High Traffic Areas, Spray Buff Hard. Also, in periodic basis and per customer request, we do provide bio-hazard cleaning services.

Floors, Strip and Refinish, Scrub - Restroom Floors/Hard, Wall Spot Cleaning, Desk and computer Dusting, Remove Recyclable Paper (as applicable), Clean Air Bars and Vents, Glass Cleaning (Lobby areas), Emergency clean up. AMERICAN CLEANING COMPANY LLC, provides (3) part time cleaning technicians Monday through Saturday. All other specialty services that are outlined in this contract are being rendered based on customer special request or as scheduled on contract by our specialty technicians.

3) CITY OF ROCHESTER POLICE DEPARTMENT

400 6th St, Rochester, MI 48307, United States

Contact Person: Jack Crowley

Tel: 248-651-5165

Contract From: May, 2009 - Present

Scope of work: This is an on-going contract. AMERICAN CLEANING COMPANY LLC provides all personnel, equipment, tools, chemical and paper supplies, supervision and other items necessary to perform the services as described in the Rochester Twp Police Dept. janitorial contract specifications. Our key objective is to maintain the police department in such a manner that facilities provide a healthy, clean, and safe work environment for officials and public. AMERICAN CLEANING COMPANY LLC provides deliverables/service and staff as set forth in the contracts specifications. Quite successfully, AMERICAN CLEANING COMPANY LLC performs the following tasks (under this ongoing contract): Carpet and Spot Cleaning, Floor Cleaning/Thorough Sweeping, Damp Mopping and Spray Buffing, Wet Mopping, Scrubbing and Buffing, Damp Wiping, Stripping, Sealing, and Waxing, Empty Waste Receptacles, thorough restroom cleaning (Fill Dispensers, Dusting, Clean and Disinfect Sinks, Clean Glass and Mirrors, Clean and Disinfect Toilets and Urinals, Clean and Disinfect Walls, Doors, Partitions and Handrails, Service

Restroom, Cleaning/Disinfecting Drinking Fountains, Stainless Steel (Brass) Cleaning High Traffic Areas, Spray Buff Hard. Also, in periodic basis and per customer request, we do provide bio-hazard cleaning services.

Floors, Strip and Refinish, Scrub - Restroom Floors/Hard, Wall Spot Cleaning, Desk and computer Dusting, Remove Recyclable Paper (as applicable), Clean Air Bars and Vents, Glass Cleaning (Lobby areas), Emergency clean up. AMERICAN CLEANING COMPANY LLC, provides (3) part time cleaning technicians Monday through Saturday. All other specialty services that are outlined in this contract are being rendered based on customer special request or as scheduled on contract by our specialty technicians.

4) CITY OF ROSVILLE POLICE DEPARTMENT

29753 Gratiot Ave, Roseville, MI 48066, United States

Contact Person: Scott Pruzinsky

Tel: 586-445-5475

Contract From: May, 2013 - Present

Scope of work: This is an on-going contract. AMERICAN CLEANING COMPANY LLC provides all personnel, equipment, tools, chemical and paper supplies, supervision and other items necessary to perform the services as described in the City of Roseville Police Dept. janitorial contract specifications. Our key objective is to maintain the police department in such a manner that facilities provide a healthy, clean, and safe work environment for officials and public. AMERICAN CLEANING COMPANY LLC provides deliverables/service and staff as set forth in the contracts specifications. Quite successfully, AMERICAN CLEANING COMPANY LLC performs the following tasks (under this ongoing contract): Carpet and Spot Cleaning, Floor Cleaning/Thorough Sweeping, Damp Mopping and Spray Buffing, Wet Mopping, Scrubbing and Buffing, Damp Wiping, Stripping, Sealing, and Waxing, Empty Waste Receptacles, thorough restroom cleaning (Fill Dispensers, Dusting, Clean and Disinfect Sinks, Clean Glass and Mirrors, Clean and Disinfect Toilets and Urinals, Clean and Disinfect Walls, Doors, Partitions and Handrails, Service Restroom, Cleaning/Disinfecting Drinking Fountains, Stainless Steel (Brass) Cleaning High Traffic Areas, Spray Buff Hard. Also, in periodic basis and per customer request, we do provide bio-hazard cleaning services.

Floors, Strip and Refinish, Scrub - Restroom Floors/Hard, Wall Spot Cleaning, Desk and computer Dusting, Remove Recyclable Paper (as applicable), Clean Air Bars and Vents, Glass Cleaning (Lobby areas), Emergency clean up. AMERICAN CLEANING COMPANY LLC, provides (3) part time cleaning technicians Monday through Saturday. All other specialty services that are outlined in this contract are being rendered based on customer special request or as scheduled on contract by our specialty technicians.

EQUIPMENT LIST

EQUIPMENT	TYPICAL USE	MAKE/ MODEL MANUFACTURER	APPROXIMATE AGE OF EQUIPMENT & OWNED OR RENTED
ACS Cleaning Carpet Extractors	Carpet and upholstery cleaning	Minuteman – Model No. C45014-01	2006 ----- OWNED
Gotcha Portable Carpet Cleaner	To clean carpet	Gotcha – Model No. C46200-00	2004 -----RENTED
Vacuums	X7BC1431 /Blue	Hoover-	2007 ----- OWNED
Upright Commercial Vacuum	Vacuum carpet areas	Eureka –Model No. SC888	2007----- OWNED
Tilt Truck	SSR9T13BLA/Grey	Rubbermaid	2005----- OWNED
Cleaning Clutch Plates Pad Drivers	Floor cleaning holes of diameter 5"	Flo-Pac – Model General 4101 A	2006----- RENTED
Cleaning pad brushes drivers	Floor medium scrubbing	Flo-Pac – Model General 2U591	2005----- OWNED
Stripping floor pads	To strip, scrub, buff, clean and burnish floors	3M-High productivity stripping Model Pad 7300	2004----- OWNED
Scrubbing floor pads	To strip, scrub, buff, clean and burnish floors	3M-Scrubbing floor pads Model Pad 5300	2004----- OWNED
Burnishing floor pads	To strip, scrub, buff, clean and burnish floors	3M- Burnishing floor pads Model Pad 3100	2006----- OWNED
Wet Foot Finish Mops	Floor cleaning	Rubbermaid – Model No. A412	2008 -----OWNED
Flat Finish Mop	Mops wider floor area-trash and dust removal mop	Rubbermaid – Model No. E050/E052/E051	2004 -----OWNED
Mop Wringers and Buckets	Floor cleaning	Rubbermaid-Model No. 7570/ Yellow	2008 -----OWNED
Mop Handles	To help clean the floor –Allows to change mop heads quickly and easily	ABCO Products- Model No. Side Gate 3U682 yellow	2003 -----OWNED
Window Squeegees	Clean window and remove partition smudges	Haviland – Model No. 3U424	2001 -----OWNED
Floor Squeegees & Scrapers	To remove water and clean floors	Unger- Model No. FP60C	2002 -----OWNED
Safety signs and Barrier Chains	Et floor caution sign	Rubermaid – Model No. 6612-77/6114-77/6112-00	2003----- OWNED
B-line floor scrubbing machines	Hard floor care machine Scrubbing stains stripping finishes	Minuteman – Model No. M13075-00	2002 ----- RENTED
Janitorial Round Dollies	Designed for hold trash	Rubbermaid – Model No. 3U624 44-Gallon Container Gray	2007 -----OWNED
Round Caddy Bags	To hold all materials for services	Rubbermaid – Model No. 1CG18	2007 -----OWNED
Plastic Pales	To carry water and other heavy duty cleaning	Rubbermaid - Model No. 2617/2614	2003 -----OWNED
Feather Dusters	To clean dust	Texas Feathers Inc. – Model No. 612G/928	2009 -----OWNED
Dual Action Floor Sweeper	To sweep floors, carpet areas in lobbies and hallways – energy saving	Rubbermaid – Model No. 4213	2008 -----OWNED
Dust Pans 12"	To collect floor sweepings and trash	Rubbermaid – Model No. 6	2000 -----OWNED
Dryers	To help dry wet surfaces	Tornado – Model No. 98772	2006 -----RENTED

Industrial Duty Shoulder Vacuum	To help clean floor corners and other areas with difficult access.	Hoover-- Model No. C2075-080	2005 -----OWNED
Commercial Wet/Dry Vacuum	To pick noncombustible materials, dust, dirt, litter, water from carpet and floor surfaces	Dayton - Model No. N/A	2004 -----OWNED
Cleaning Pressure Washer	Ideal to for industrial cleaning, contract cleaning, concrete and steel work	Excell Corporation -- Model No. XR 2500	2003-----OWNED

CLEANERS/SUPPLIES

CLEANERS/SUPPLIES	TYPICAL USE	MATERIAL SPECIFICATIONS	IDENTIFY BRAND & ESTIMATED QTY
Foamy Q & A Acid Disinfectant Cleaner	To clean and disinfect toilets, sinks, tubs and floors	This is ready to use acid based cleaner disinfectant with special foaming action for fast and efficient cleaning. Used to cleaning ceramic tiles, fiberglass, quarry tile, chrome & stainless steel. Recommended to be used in schools, hospitals, hotels and other public places only.	Spartan -- Quantity in No. 14 Gal.
Power Clear Liquid	To clean windows and other glass areas	Non-ammoniated. Good for use on all surfaces. Quickly dissolves grease, dirt and smoke film from windows, doors, mirrors, plexglass and other glass surfaces. Its film free formula will not streak.	SupplyDen -- Quantity in No. 20Gal.
RJ-8 Tile and Grout Cleaner	To clean tile and Floor Grouts	RJ-8 Cleans & deodorizes a variety of hard surfaces in a restroom including doors, vinyl, curtains and porcelain sinks, Contains water and Sodium Hypochlorite	Spartan -- Quantity in No. 20 Gal.
Windex	Glass cleaner	Glass cleaner with Amonia-D for commercial and industrial use only. Excellent multi purpose cleaner for other hard surfaces like stainless steel, chrome, mirrors, tile, plastic. Contains no Phosporus. 1 Gal. Drum	Johnson Family Company Quantity in No. 25 Gal.
Floor Mate Liquid	To clean excessively dirty areas	Contains no acid. It can be used in on dishes, hands or high traffic areas. It is non alkaline formula prevents damage to floor finishes and leaves film-free surfaces. Comes in 1 Gal drum	Michigan Maintenance Supply Company Quantity in No. 13 Gal.
Comet Cleaning Powder	To disinfect and clean tough stains	To be used for tough cleaning problems. It clean & disinfects porcelain, stainless steel, and fiberglass. It brightens porcelain and makes solid surfaces ultra cleaned, puts glisten back into stainless steel. Packed in 28OZ container Contains 75% recycled material and no phosphate	Corian -- Quantity in No. 28 containers
Glass Cleaner	Clean all glass & mirrored surfaces	Special grease-cutting actives & surfactants loosen soil in contact	Windex -- 15 Boxes

Stainless Steel Sprayer	To clean & polish	Oil based. Contains no abrasive or acid substances. Doesn't leave powdery residue. Not to be used on cooking utensils. Packed in 15OZ containers	Sprayway Company – Quantity in No. 15 containers
Graffiti Removal	To remove graffiti and tough marks	This is a soy & corn biobased product. For industrial use only. Contains Petroleum distillate, soybean oil methyl esters (CAS#67784809), Ethyl lactate (CAS#976433), Alcohol ethoxylate (CAS#34398011) and 1-undecanol (CAS#112425) Packed in 1 Quart containers	Spartan – Quantity in No. 10 Quarts.
Carpet and Rug Shampoo & Conditioner	Lotion to clean carpets and upholstery fabrics	Formulated to clean carpet and upholstery fabrics better, Lifts dirt up and out. Packed in 46OZ containers. 15 to 1 concentrate! Double strength soil retardants! Contains water, sodium lauryl sulfate, ethylene glycol, mono butyl, coco fatty diethanolamide.	TREWAX CO. – Quantity No. 170OZ.
Floor Finish	To wax and shine vinyl floors	Full line of floor care products that works for both resilient and no resilient floors. Synthetic polymer floor finish/sealer produces a "wet look" gloss. Repairs easily and resists scuffs, scratches and heel marks. For conventional, high-speed and ultra-high-speed machines. Dries fast; no sealer required. Coverage: 2,000-3,000 sq. ft. per bottle. Suggested for floor application: Vinyl and Linoleum. Packed in 1 Gal. containers	Johnson Diversity – Quantity in No. 10 Gal.
Yellow Flock Rubber Gloves	For general cleaning and mild chemical handling	Chemical-resistant to mild detergents, acids, solvents, alkalies and germicides. 12" length with embossed nonslip grip. 18-20 mils thick. Packed 12 in a box.	Galaxy – Quality in No. 8 boxes
Hand Soap	Standard Dispenser Refill	Packed in small packs 800mL 27FLOZ. Product No. DER-8100. Contains water, sodium laureth sulfate. Cocamide DEA, butylenes Glycol, Citric Acid, methylchloroisothiazolinone.	Legasse Sweet Co. Quantity in No. 90packs
Cleaning Liquid Soaps	To sanitize hands	All purpose lotion soap. Economical soap for all bulk soap dispensers. Concentrated formula. 55 Gal. Drum	Gojo - Quantity in No, 500 Gal.
Toilet Tissue	Restroom personal use	Two-ply high quality tissue offers unique quilted embossing for maximum softness, thickness, strength and absorbency	Georgia-Pacific Quantity in No. 2000 Rolls
Disposable Toilet Seat Covers	To cover toilet seat for total sanitation	Sanitary, flushable seat cover is completely biodegradable and disintegrates rapidly to prevent clogging toilet. Cover fully encloses seat for total sanitation	Hospeco- Quantity in No. 500 packets
C-Fold Towels	Wipe hands	Specially designed for added strength to reduce tabbing during dispensing. Exclusive embossed patterns enhance softness and absorbency. Made 100%	Georgia-Pacific Quantity in No. 900 packets

		with recycled paper fiber.	
Cleaning Scouring Pads	Wipe and Clean various surfaces (like desks, tables and sinks)	Scotch-Brite Power Pad No. 2000 - Scours faster than conventional abrasive scouring pads and scratches less. Multipurpose pad cleans toughest jobs. Effective on heavily encrusted pots, pans, and kitchen.	3- M Quantity in No. 200
Microfiber Cleaning Towels	To clean, Dry, Wipe and Polish all surface areas.	Ultra absorbent towel. Scratch and lint free. 80% polyester, 20% Polyamide. Microfiber is a revolutionary polyester/polyamide fabric which is 100 times finer than human hair, containing 90,000 microfibers per square inch. Captures dust, dirt, and grime, surfaces instantly become clean, dry and shines.	Proforce Commercial Products - Quantity No. 600 towels
Scrubbing Sponges	Quickly removes grease and grime.	Scotch-Brite Medium Duty No. 74Dual action pad cleans and scours with medium abrasive on one side, absorbs and carries solution to work surfaces on the other. Provides effective wet scrubbing action.	3-M Quantity in No. 180
Concentrated Delimer	To dissolve heavy dirt and grease	Contains phosphoric acid, corrosive Normal and heavy scale 4OZ per gallon of water. Packed in 1 Gal. containers.	Arrow Chemical Products Quantity in No. 30 Gal.
Super Sparybuff	To shine and buff vinyl tiles floors	Solvent-Based Spray buffing concentrate. Contains water (CAS#7732185), Petroleum distillates (CAS#64741657) Diethylene glycolmonoethyl ether (CAS#1119000), Oleic acid (CAS#112801). Packed in 1 Gal. container	Spartan - Quality in No. 30 Gal.
Floor Finish (I-Shine)	To shine vinyl tile floors	25% High solids floor finish. Optically Enhanced Patented Polymer Technology. Contains Water (CAS#7732185). Acrylic polymer, Diethylene glycol monoethyl ether (CAS#111900), Trybutoxyethyl phosphate (CAS#78513), Styrene/Acrylic copolymer. Pack in 5Gal containers.	Spartan - Quality in No. 100Gal.

PROJECT PLAN MANAGEMENT

METHODOLOGY

AMERICAN CLEANING uses team support work as a style of our cleaning services. Through this methodology our company uses special trained employees who undertake specific tasks. On the flip side, such methodology enables us to save our valuable customers a considerable amount of money on labour and equipment by correctly structuring and scheduling the cleaning operations. Because our employees are trained in specific tasks, there is accountability and no time and equipment wastage. We have production rates that determine how long it takes to undertake any cleaning task. Because this method covers all areas that require cleaning, it improves the standard of our cleaning services dramatically. The following are some of the responsibilities assigned to the staff.

1. Cleaner- Janitor

Main duties include trash collection, empty garbage containers, replace garbage bags, clean up of assigned areas and buildings, floor mop and sweeping, graffiti removal. Other duties include: outside grounds liter pickup – pickup ground trash around building grounds including lawn and flower areas.

2. Restroom Cleaning Janitors

This specialist focuses on cleaning all toilet bowls, floors, urinals, mirrors, walls and empty waste bins. Equipment and consumables and materials used in toilets are not used anywhere else for hygienic purposes. Clean and disinfect public restrooms and keep them sanitary – toilets, sinks, toilets floors, shower stalls (when applicable) and urinals, restocking toilet tissue, soap and hand towels. Clean up, sweep, mop the floor and graffiti removal.

3. Utility Employee – Janitor

These well trained employees take care of all floor cleaning surfaces (including special services such as floor stripping, waxing and finishing). They are responsible to maintain, control and run heavy equipment. Utility employees are trained and have special skills in order to run heavy duty machineries and special cleaning duties. These employees will be in charge of other highly qualified jobs and for emergency services on as needed basis.

AMERICAN CLEANING LLC will provide all equipment and supplies, vehicles and tool necessary to perform the requested services. Our equipments are always pre-checked by utility employees to make sure they are in good working order all the time and meet all safety requirements. AMERICAN CLEANING LLC will provide each of their employees with a clean uniform with company logo clearly printed to identify them on the fair grounds. All our uniforms are blue golf shirts with beige pants and white sneakers and boots.

SCHEDULING

Cleaning service described in the bid guide lines will performed in accordance with City of Novi contract specifications (daily, monthly, semi-annually and annually). The AMERICAN CLEANING LLC., will observe holidays observed by customer. Our company is prepared to adapt this work schedule to coincide with the needs and requests of the customer provided that such requests do not alter the cost of operations.

CONTRACT MANAGEMENT - NO SUBCOTRACTORS

If awarded the contract, all persons assigned by AMERICAN CLEANING LLC to perform janitorial services under the contract will be employees of AMERICAN CLEANING LLC. No sub-contracting companies will be hired to render either regular or specialized services. At this point, AMERICAN CLEANING LLC claims full responsibility for the successful performance and completion of all of the services and deliverables.

MANAGEMENT TRANSITION PLAN

Naturally, during this service transitions AMERICAN CLEANING LLC will experience a few growing pains. Most changes require some period of adjustment, though AMERICAN CLEANING LLC will want to do its best to shield its customers from any interruptions or service glitches. Therefore, AMERICAN CLEANING LLC will try to achieve as seamless a transition as possible based on the following START-UP STRATEGY:

- A) Upon Contract award notice the following duties will be implemented.
 - **20 (Twenty days)** before the contract starts, establish contacts and set up a line of communication (call a meeting) with the current contractor to coordinate the service transitioning process.
 - Set-up dates for building inspections.
 - Select management team to be in charge of transitioning process.
- B) **15 (Fifteen days)** before contract starts, our Transition Management Team will conduct a joint property inspection with the building administrator and current contractor to examine the site and familiarize itself with conditions under which AMERICAN CLEANING LLC will conduct its work. Once the inspection is completed transition deadlines and supervisors/technicians work schedules (define day and time) will be identified. Other duties include:
 - Ensure necessary machineries and cleaning supplies are being purchased
 - Re-examination of Location Specification Sheet and all other duties articulated in it.
 - Congregate and review supervisors and technician positions. Define and accomplish their positions' requirements.
 - Organize and launch job openings campaign.
 - Assess new staff skills by conducting job interviews and applicable competency tests.
 - Run background check (including their legal status in U.S.A.) for new supervisors and technicians after they successfully pass the competency test.
 - Hire and train new supervisors and technicians (*this process will take approximately eleven days*).

- Arrange meeting with building administrator to introduce new cleaning crew and conduct a second tour of facility (with supervisors and technicians)
 - Re-examine security information and preventive actions.
 - Provide new uniform for supervisors/technicians
 - Institute billing system for the new contract
 - Ensure that all employees have a copy of the facility specifications and special services to be rendered.
- C) Prepare and implement a succession plan together that intends to guide AMERICAN CLEANING LLC's staff forward with a minimal amount of conflict.
- D) **10 (Ten days)** before the contract starts the following are tasks to be accomplished:
- Finalize all supervisor/technician new account orientation, work scheduling and each basic and specific duty.
 - Familiarize new supervisors/technicians with our objectives and new project quality standards, expectations, emergency, security, rules and regulations.
 - Ensure supply and machinery inventory is available to be delivered to customer facility.
 - Conduct formal practical training and orientation for newly hired staff before the contract starts.
- E) Begin and finalize the transition process on the defined day and within 24 hours.
- F) **1 (One day)** before the contract starts one of member of our Transition Management Team will:
- Set-up time and meet with Building Administrator in person.
 - Pick up facility keys
 - Pick up new alarm codes or passes (when applicable) to enter the building.
 - Bring and post (display) into a designated area all Material Safety Data Sheets for all cleaning chemicals to be used.
- G) AMERICAN CLEANING LLC agrees and will comply with all stipulations articulated in the specification sheet as well as the rest of definitions in the transition responsibilities section.

First Day of Service: AMERICAN CLEANING LLC takes over property and launches implementation of the anticipated contract. All equipment and supplies are being delivered. Special request log book and other safety and quality tracking forms are being provided to better track and solve customer complaints.



CERTIFICATE OF LIABILITY INSURANCE

AMERI-1 OP ID: MA

DATE (MM/DD/YYYY)

07/07/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Custom Insurance Agency 6300 22 Mile Suite 4 Shelby Twp., MI 48317 David Giancola	CONTACT NAME: _____
	PHONE (A/C No. Ext): _____ FAX (A/C No): _____ E-MAIL ADDRESS: _____
INSURER(S) AFFORDING COVERAGE	
INSURER A: Michigan Insurance Company	NAIC # 10857
INSURER B: MSI	
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED American Cleaning LLC
 Brielda
 52488 Karon Drive
 Macomb, MI 48044

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY		CPJ0008052	08/08/2014	08/08/2015	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					MED EXP (Any one person) \$ 5,000
	<input checked="" type="checkbox"/> ADDL INSURED					PERSONAL & ADV INJURY \$ 1,000,000
A	<input checked="" type="checkbox"/> PER CONTRACT		AGGREGATE LIMIT	08/08/2014	08/08/2015	GENERAL AGGREGATE \$ 2,000,000
	GENL AGGREGATE LIMIT APPLIES PER:					PRODUCTS - COMP/OP AGG \$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					\$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY		CCJ0007842	08/08/2014	08/08/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input type="checkbox"/> ANY AUTO ALL OWNED AUTOS	<input type="checkbox"/> SCHEDULED AUTOS				BODILY INJURY (Per person) \$
	<input checked="" type="checkbox"/> HIRED AUTOS	<input checked="" type="checkbox"/> NON-OWNED AUTOS				BODILY INJURY (Per accident) \$
						PROPERTY DAMAGE (PER ACCIDENT) \$
						\$
A	<input checked="" type="checkbox"/> UMBRELLA LAB	<input checked="" type="checkbox"/> OCCUR	CXJ0001765	08/08/2014	08/08/2015	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> EXCESS LAB	<input type="checkbox"/> CLAIMS-MADE				AGGREGATE \$ 1,000,000
	<input type="checkbox"/> DED	<input checked="" type="checkbox"/> RETENTION \$				\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		WCJ0006300	08/08/2014	06/08/2016	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in MI)	<input type="checkbox"/> Y <input type="checkbox"/> N				E.L. EACH ACCIDENT \$ 500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below	N/A				E.L. DISEASE - EA EMPLOYEE \$ 500,000
						E.L. DISEASE - POLICY LIMIT \$ 500,000
B	NSI		NFQ1136874-3	04/30/2014	04/30/2015	BOND 60,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

CITY OF NOVI
 45175 TEN MILE RD
 NOVI, MI 48376

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
 David Giancola