

MEMO 25-17

TO: Frank Schulte, City Administrator
FROM: James Kowalski, Director of Public Services *J.K.*
DATE: June 3, 2025
SUBJECT: Recommendation – Janitorial Services for Municipal Buildings

An "Invitation to Bid" for Janitorial Services for Municipal Buildings was advertised in the Grosse Pointe News and mailed to eleven companies. The following bids were received at the bid opening on June 3, 2025.

Zeppelin Cleaning Services	\$36,872.72 / year
Triple F Services	\$38,632.84 / year
CleanNet of Greater Michigan Inc.	\$39,500.00 / year
Anago of Metro Detroit	\$43,016.00 / year
Delta Home Cleaning	\$69,480.00 / year
Hudson's Make It A Palace LLC	\$113,600.00 / year
Jani King	\$69,480.00 / year

Zeppelin Cleaning Services submitted the low bid in the amount of \$36,872.72 per year. Their references have been checked and their work has been satisfactory in the communities listed.

Therefore, I am requesting Council approval of the 3-year contract for Janitorial Services for Municipal Buildings from July 1, 2025 through June 30, 2028, to Zeppelin Cleaning Services, 21210 Harper Avenue, St. Clair Shores, MI 48080 in the amount of \$36,872.72 in fiscal years 2025/2026, 2026/2027, and 2027/2028.

Attached is a copy of an updated contract, approved by the city attorney, as well as a current certificate of insurance. This is a budgeted item that will be included in each fiscal year budget in accounts 101-265-818.000 in the amount of \$19,884.72 and 101-774-818.104 in the amount of \$16,988.00.

Please contact me if you have any questions concerning this matter.

Recommend approval of the above stated and do not believe any benefit will accrue to the City by seeking further competitive bids. Approved for Council consideration.



Frank Schulte, City Administrator

6-10-25

Date

Fund Certification: Account numbers and amounts have been verified as presented.



Steven Schmidt, Treasurer/Comptroller

6/10/25

Date

JANITORIAL SERVICES FOR MUNICIPAL BIDS

June 3, 2025

10:00 a.m.

COMPANY	SIGNED BID YES -- NO	TOTAL AMOUNT	Corrected Total for Fiscal Year*
Hudson's Make It A Palace LLC	Yes	\$10,000.00	\$113,600.00
CleanNet	Yes	\$5,575.00	\$39,500.00
Triple F Services	Yes	\$5,978.57	\$38,632.84
Anago of Metro Detroit	Yes	\$6,262.00	\$43,016.00
Jani King	Yes	\$13,780.02	\$163,122.40
Delta Home Cleaning	Yes	\$9,790.00	\$69,480.00
Zeppelin Cleaning Svc.	Yes	\$5,904.06	\$36,872.72

*Corrected total includes 12 months of cleaning municipal complex and Cook Schoolhouse and 4 months of cleaning the aquatic facility women's locker room from Memorial Day to Labor Day
IN ATTENDANCE:



CITY OF GROSSE POINTE WOODS

20025 Mack Plaza Drive
Grosse Pointe Woods, MI 48236

May 14, 2025

INVITATION TO BID

Sealed bids will be received by the City of Grosse Pointe Woods at the office of the City Clerk, 20025 Mack Plaza, Grosse Pointe Woods, Michigan 48236 until **10:00 a.m. on Tuesday, June 3, 2025**, at which time and place bids will be publicly opened and read aloud for furnishing the following item as described herein:

JANITORIAL SERVICES FOR **CITY OF GROSSE POINTE WOODS MUNICIPAL BUILDINGS**

Bid sheets should be submitted in a sealed, opaque envelope bearing the following notation:

CITY CLERK
CITY OF GROSSE POINTE WOODS
20025 MACK PLAZA
GROSSE POINTE WOODS, MI 48236-2397

CLEARLY MARKED "JANITORIAL SERVICES"

- A. All bids shall be submitted exclusive of any sales tax, excise tax, etc.
- B. The bidder shall list on a separate sheet of paper any variation from or exceptions to the conditions and specifications of this bid. This sheet shall be labeled "Exceptions to Bid Conditions and Specifications", and shall be attached to the bid.
- C. All bids must state delivery date or schedule proposed.
- D. All bids shall incorporate any requirements of the Michigan State laws and shall incorporate all safety equipment and standards in conformance with the latest regulations of the Occupational Safety and Health Administration (OSHA).

The City of Grosse Pointe Woods reserves the right to accept or reject any and all bids, to waive any informality in the bidding process or minor deviations from the specifications in a proposal and to accept any bid that deems itself in the best interest of the city.

SPECIFICATIONS JANITORIAL SERVICES FOR MUNICIPAL BUILDINGS

SCOPE OF WORK:

The City of Grosse Pointe Woods requests proposals for work to be performed as described in the detailed specifications that follow this section. The specifications are based upon the frequency of performing each janitorial function.

MATERIALS & EQUIPMENT:

Contractor will be required to furnish all equipment (i.e. Vacuums, mop bucket, brooms, sponges, cloths, toilet brushes, etc.).

The city will furnish all cleaners, paper towels, hand soap, toilet tissue, and deodorant toilet cakes to contractor upon request.

The contractor will not be permitted to use any cleaning, polishing or waxing products that are not first approved by the city. Cleaning compounds detrimental to vinyl or rubber tile, aluminum or wood must not be used. All products used must be of a non-hazardous material to the public. The use of bleach is prohibited. Material Safety Data Sheets (MSDS) of all chemicals used in municipal buildings will be on file with the city.

RESERVATIONS:

The city herein expressly reserves the following rights:

1. To reject any or all bids.
2. To waive any or all irregularities in bids submitted.
3. To consider the competency and responsibility of bidders and their proposed subcontractors in making the awards.
4. The city reserves the right to extend the contract with the existing contractor for additional periods, as long as service requirements and contract price remains the same.

INTERPRETATION OF PROPOSED CONTRACT DOCUMENTS:

If a bidder finds apparent discrepancies in, or omissions from, the work schedules or other documents, or is in doubt as to meanings, bidder shall at once notify the city, which will send written instructions to all bidders. For any questions regarding the contract contact Director James Kowalski at (313) 343-2460. Any bulletins or addenda so issued by the city are to be covered in the proposal, and in closing the contract, will become a part of the agreement.

EXAMINATION OF BUILDING AND CONDITIONS:

Before submitting a proposal, bidders should carefully examine the buildings and fully inform themselves as to all existing conditions and limitations. To schedule an appointment to examine the buildings, please call the Department of Public Works at (313) 343-2460.

FILLING IN BID FORMS:

Each bid shall be made on and in accordance with the form accompanying these instructions, and all blank spaces in the form shall be filled, in ink. Numbers shall be stated both in writing and figures and in case of discrepancy, the written version shall control. The signatures shall be in longhand and the completed form shall be without interlineations, alteration or erasure. **Bids shall be enclosed in a sealed envelope and directed to the city to the name and address given in the Notice to Bidder in an envelope clearly marked "Janitorial Services."**

MODIFICATION OF PROPOSAL:

No oral, telegraphic, telephone or email proposals or modifications will be considered.

AGREEMENT:

A contract will be required to be entered into by the successful bidder.

NAME OF BIDDER:

If the bidder is a corporation, the corporate name should appear on the bid, together with the state of incorporation, the address of its registered office, and the names of the president and secretary thereof.

If the bid is submitted by a partnership, or two or more persons engaged in a joint venture, the names, addresses and birth dates of all persons composing the partnership or engaged in the joint venture shall be disclosed. An individual, operating under an assumed business name, shall indicate that he/she is the sole owner and proprietor of the business using such name, providing name, address and birth date.

WORKING HOURS:

The City and contractor will establish a mutually convenient time for all janitorial work to be performed for the following days:

- Municipal Complex, including City Hall (*all offices*), Municipal Court, Community Center (*only restrooms*), and Public Safety common areas and restrooms – Wed and Fri [2 days] – after 5:00 PM.
- Public Safety offices and lock up area in the Municipal Complex and the detached Detective Bureau building (*including offices, kitchen and restrooms*) - Fri [1 day] – at 3:00 PM.
- Municipal Court offices (offices close at 4:30 PM). Absent Voter office (*located in basement*), and Information Technology office - Fri [1 day] – at 4:00 PM.
- Cook Schoolhouse and Community Center kitchen – Wed [1 day] – at 4:00 PM
- Aquatic Facility women's locker room and restrooms, including showers (located at 23000 E. Jefferson, St. Clair Shores) – Seasonally from opening day (Memorial Day) to closing (Labor Day) – Sun-Sat [7 days] – one female, five hours from 1:00 PM – 6:00 PM. **Please note July 1, 2025 will be first day for this contract and ending June 30, 2028.*

PAYMENT OF CONTRACT:

Payment will be made by the City of Grosse Pointe Woods within thirty (30) days of receipt of an invoice on a monthly basis.

EMPLOYEE LISTING:

The contractor will be required to furnish the city with a complete employee listing. Employee listing will be according to the facility where the employee will work. No new employees will work in a facility without prior notice being given to the city's representative.

Each member of the janitorial staff shall provide proof of their proper name to the City by a copy of either a Michigan driver's license and/or Michigan State ID card. The Department of Public Safety will investigate all potential staff members with a warrant and criminal history background check.

Upon a satisfactory background investigation, the janitorial staff member will be issued a City picture identification card to be worn at all times while in the building. Anyone not wearing the ID card will not be granted entry to the building.

INSURANCE:

The successful bidder shall provide to the City a copy of the Certificate of Insurance for the following:

- Liability insurance in the amount of \$1,000,000 combined limits, bodily injury, personal property and liability;
- Workers' compensation insurance as required by State statute;
- Fidelity bond in the sum of Ten Thousand (\$10,000) Dollars for bidder and each employee covering any loss through theft, conversion or misappropriation of the City's money, securities or property.

TERM:

Term is for three (3) years from July 1, 2025 to June 30, 2028 with option to extend for one additional year including the same terms and conditions at a cost to be negotiated at time of extension.

TERMINATION:

The contract may be terminated by either party upon forty-five (45) days' notice in writing by one party to the other party, such notice specifying the date said contract shall terminate.

At any time after the first 90 days of performance, if city finds contractor has not complied with the specifications, it shall give notice that the contract will terminate on a stated date to be not less than 20 nor more than 60 days from the date of notice. Such notice shall document deficiencies in such contract performance.

AREAS TO BE SERVICED:**Municipal Buildings at 20025 Mack Plaza**

The interior and exterior of the Municipal Buildings at 20025 Mack Plaza includes all first floor offices, conference, meeting rooms, receptions areas, general offices, lobbies, the Council-Court Room, halls and stairways, including the basement Absent Voter office, basement hallways, basement restrooms, Community Center kitchen and restrooms, the Cook Schoolhouse, and Public Safety Detective Bureau Office building, kitchen and restrooms. The following area is EXCLUDED: Public Safety Apparatus Room, basement pistol range, and Community Center meeting rooms.

Existing Floor Plan of the first floor and the basement of the municipal complex and the Cook Schoolhouse are attached hereto and made a part of the specifications as Exhibit A, B, C, & D to receive janitorial service:

First floor area of Municipal Complex (Exhibit A):	18,075 square feet
Basement floor area of Municipal Complex (Exhibit B):	7,748 square feet
Community Center <i>*only bathrooms and kitchen</i> (Exhibit A and C):	532 square feet
Cook Schoolhouse (Exhibit D):	1,150 square feet
Detective Bureau Offices	800 square feet
TOTAL SQUARE FEET:	28,305 square feet

Aquatic Facility at 23000 E. Jefferson, St. Clair Shores

Only the women's locker room, bathhouse, and restrooms in the Aquatic Facility at 23000 E. Jefferson in St. Clair Shores are to be cleaned. Existing Floor Plan is attached hereto and made a part of the specifications as Exhibit E to receive janitorial service:

Aquatic Facility (Exhibit E)	2,363 square feet
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SCHEDULE AND WORK TO BE ACCOMPLISHED:

WEDNESDAY AND FRIDAY AFTER 5:00 PM:

MUNICIPAL COMPLEX - INCLUDING CITY HALL (*ALL OFFICES*), COMMUNITY CENTER (*ONLY RESTROOMS*), MUNICIPAL COURT, AND PUBLIC SAFETY COMMON AREAS AND RESTROOMS

1. **Entrances, common areas, conference rooms, cubicles, kitchens (*Public Safety and City Hall Only*), and offices (*City Hall only*):**
 - Empty all trash receptacles and remove trash to dumpster.
 - Empty all shredding bins into garbage dumpster.
 - Vacuum all carpeting and mats.
 - Clean hard surface floors to remove debris and spillage.
 - Dust mop and wet mop hard floor surfaces.
 - Inspect and clean up building entrance areas.
 - Clean sinks, counters, chairs and tables in kitchen areas.
 - Restock paper towels, tissues, and hand soap in kitchen areas.
 - Check stairways for debris and clean when necessary.
 - Keep front lobby clean and wipe down counters.
2. **Restrooms:**
 - Restock hand towel, tissue, toilet paper and hand soap.
 - Remove trash and wipe down trash cans.
 - Clean mirrors, partitions, and doors.
 - Disinfect all counters and sinks.
 - Disinfect toilets and urinals.
 - Spot clean walls.
 - Wet mop and rinse all floors.

FRIDAY AT 3:00 PM:

PUBLIC SAFETY OFFICES AND LOCK UP AREA IN THE MUNICIPAL COMPLEX AND THE DETACHED DETECTIVE BUREAU BUILDING (*INCLUDING OFFICES, KITCHEN, AND RESTROOMS*)

1. **Offices, lock up area, and Detective Bureau Building common areas and kitchen:**
 - Empty all trash receptacles and remove trash to dumpster.
 - Empty all shredding bins into garbage dumpster.
 - Vacuum all carpeting and mats for debris.
 - Clean hard surface floors to remove debris and spillage.
 - Dust mop and wet mop hard floor surfaces.
 - Inspect and clean up building entrance areas.
 - Clean sinks, counters, chairs and tables in kitchen areas.
 - Restock paper towels, tissues, and hand soap in kitchen areas.
 - Keep front lobby clean and wipe down counters.
2. **Restrooms:**
 - Restock hand towel, tissue, toilet paper and hand soap.
 - Remove trash and wipe down trash cans.

- Clean mirrors, partitions, and doors.
- Disinfect all counters and sinks.
- Disinfect toilets and urinals.
- Spot clean walls.
- Wet mop and rinse all floors.

FRIDAY AT 4:00 PM:

MUNICIPAL COURT OFFICES (offices close at 4:30 PM), ABSENT VOTER OFFICE (*LOCATED IN BASEMENT*), AND INFORMATION TECHNOLOGY OFFICE

1. Offices:

- Empty all trash receptacles and remove trash to dumpster.
- Empty all shredding bins into garbage dumpster.
- Vacuum all carpeting and mats for debris.
- Clean hard surface floors to remove debris and spillage.
- Dust mop and wet mop hard floor surfaces.
- Inspect and clean up building entrance areas.

WEDNESDAY:

COOK SCHOOLHOUSE AND COMMUNITY CENTER KITCHEN

1. Common area (*Cook Schoolhouse only*) and kitchens:

- Empty all trash receptacles and remove trash to dumpster.
- Empty all shredding bins into garbage dumpster.
- Clean all mats for debris.
- Clean hard surface floors to remove debris and spillage.
- Dust mop and wet mop hard floor surfaces.
- Inspect and clean up building entrance areas.
- Clean sinks, counters, chairs and tables in kitchen areas.
- Restock paper towels, tissues, and hand soap in kitchen areas.

2. Restrooms (*Cook Schoolhouse only*):

- Restock hand towel, tissue, toilet paper and hand soap.
- Remove trash and wipe down trash cans.
- Clean mirrors, partitions, and doors.
- Disinfect all counters and sinks.
- Disinfect toilets and urinals.
- Spot clean walls.
- Wet mop and rinse all floors.

SUNDAY THROUGH SATURDAY * FROM MEMORIAL DAY TO LABOR DAY:

AQUATIC FACILITY WOMEN'S LOCKER ROOM, RESTROOMS, AND SHOWERS (LOCATED AT 23000 E. JEFFERSON, ST. CLAIR SHORES)

1. Locker room:

- Empty all trash receptacles and remove trash to dumpster.
- Clean hard surface floors to remove debris and spillage.
- Dust mop and wet mop hard floor surfaces.

2. Restrooms, including showers:

- Restock hand towel, tissue, toilet paper, and soap.
- Restock shampoo and soap in showers.
- Remove trash and wipe down trash cans.
- Clean mirrors, partitions, and doors.
- Disinfect all counters and sinks.
- Disinfect toilets.
- Clean shower drains (hair, etc.).
- Wipe shower dividers.
- Remove splash marks from around basins.
- Spot clean walls.
- Wet mop and rinse all floors.

MUTUAL UNDERSTANDING:

Janitor/supply closets, equipment and materials will be kept in a neat, clean and orderly condition at all times. Janitorial/supply closets are located in the Administrative men's restroom and ladies' restroom/lounge areas, Basement, and the Public Safety Apparatus Storage area – *see Exhibits A-E*.

It is understood by the contractor that the city will engage the services of outside vendors for the performance of the following services which the contractor may also quote:

- Interior wall washing annually;
- Interior and exterior window washing semi-annually;
- Resilient tile floor/strip/seal maintenance semi-annually;
- Carpet and mat cleaning quarterly;
- Ceramic tile washing semi-annually; and
- Window blind washing semi-annually.

BIDDER'S REFERENCE PAGE

(Submit with Bid)

The Contractor shall submit references for municipal or commercial building janitorial services, which the City can verify. Each reference shall be for work actually performed by the Bidder (subcontractor references are not applicable).

ALL REFERENCES WILL BE TREATED AS THE CONTRACTOR'S CONFIDENTIAL BUSINESS INFORMATION. Previous work for the City may be used as a reference. Complete each item for all 4 references.

Owner/Agency:	
Address:	
Address:	
City, State, Zip	
Contact:	
Phone:	

Owner/Agency:	
Address:	
Address:	
City, State, Zip	
Contact:	
Phone:	

Owner/Agency:	
Address:	
Address:	
City, State, Zip	
Contact:	
Phone:	

Owner/Agency:	
Address:	
Address:	
City, State, Zip	
Contact:	
Phone:	

Only contractors experienced in this type of work will be considered. Failure to provide sufficient verifiable references will result in rejection of this bid.

CITY OF GROSSE POINTE WOODS

IT IS UNDERSTOOD THAT THE CITY OF GROSSE POINTE WOODS IS A GOVERNMENTAL UNIT AND AS SUCH IS EXEMPT FROM THE PAYMENT OF ALL STATE AND FEDERAL TAXES APPLYING ON THE ABOVE MENTIONED EQUIPMENT, AND THE ABOVE PRICES THEREFORE DO NOT INCLUDE THIS AMOUNT.

The bidder by execution of the proposal thereby declares that the bid is made without collusion with any other person, firm or corporation making any other bid, or who otherwise would make a bid, and agrees to furnish all bid items in strict accordance with all Federal Regulatory Measures.

All bids must be submitted on the city's bid sheet.

Submission of a bid will be construed as a conclusive presumption that the bidder is thoroughly familiar with the bid sheet and specifications, and that he understands and agrees to abide by each and all of the stipulations and requirements contained therein.

BIDDERS ARE REQUESTED TO SUBMIT ALL AVAILABLE DATA AND DESCRIPTIVE LITERATURE COVERING THE EQUIPMENT PROPOSED TO BE FURNISHED.

THE UNDERSIGNED, by execution of this bid, certified that he is the _____ of the firm named as bidder in the bid; and that he signs the bid on behalf of the firm; and that he is authorized to execute the same in behalf of said firm.

NAME AND ADDRESS OF BIDDER:

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

SUBMITTED BY _____
(NAME) (TITLE)

(SIGNATURE)

TELEPHONE _____ FAX _____

DATE _____

CITY OF GROSSE POINTE WOODS

BID SHEET

THE UNDERSIGNED DECLARES THAT A CAREFUL EXAMINATION HAS BEEN MADE OF THE ITEM OF THE ACCOMPANYING SPECIFICATIONS INCLUDED IN THIS BID SHEET AND THE UNDERSIGNED UNDERSTANDS ALL OF THE REQUIREMENTS OF SAME. IT IS FURTHER UNDERSTOOD THAT THE UNDERSIGNED WILL CONTRACT TO DELIVER WITHIN THE SPECIFIED TIME, DATE, AFTER THE ISSUANCE OF THE CITY'S PURCHASE ORDER, ANY ITEMS AS CONTAINED IN THIS BID AND IN ACCORDANCE WITH SPECIFICATIONS; TO-WIT:

JANITORIAL SERVICES FOR MUNICIPAL BUILDINGS

MONTHLY MUNICIPAL COMPLEX - INCLUDING CITY HALL (*ALL OFFICES*), COMMUNITY CENTER (*ONLY RESTROOMS*), MUNICIPAL COURT, AND PUBLIC SAFETY COMMON AREAS AND RESTROOMS COST

\$ _____

MONTHLY PUBLIC SAFETY OFFICES AND LOCK UP AREA IN THE MUNICIPAL COMPLEX AND THE DETACHED DETECTIVE BUREAU BUILDING (*INCLUDING OFFICES, KITCHEN, AND RESTROOMS*) COST

\$ _____

MONTHLY MUNICIPAL COURT OFFICES, ABSENT VOTER OFFICE (*LOCATED IN BASEMENT*), AND INFORMATION TECHNOLOGY OFFICE COST

\$ _____

MONTHLY COOK SCHOOLHOUSE AND COMMUNITY CENTER KITCHEN COST

\$ _____

MONTHLY AQUATIC FACILITY WOMEN'S LOCKER ROOM, RESTROOMS, AND SHOWERS COST * *ONLY FROM MEMORIAL DAY TO LABOR DAY*

\$ _____

TOTAL COST PER MONTH

\$ _____

TOTAL COST IN WRITING

DELIVERY DATE _____

COMPANY NAME _____

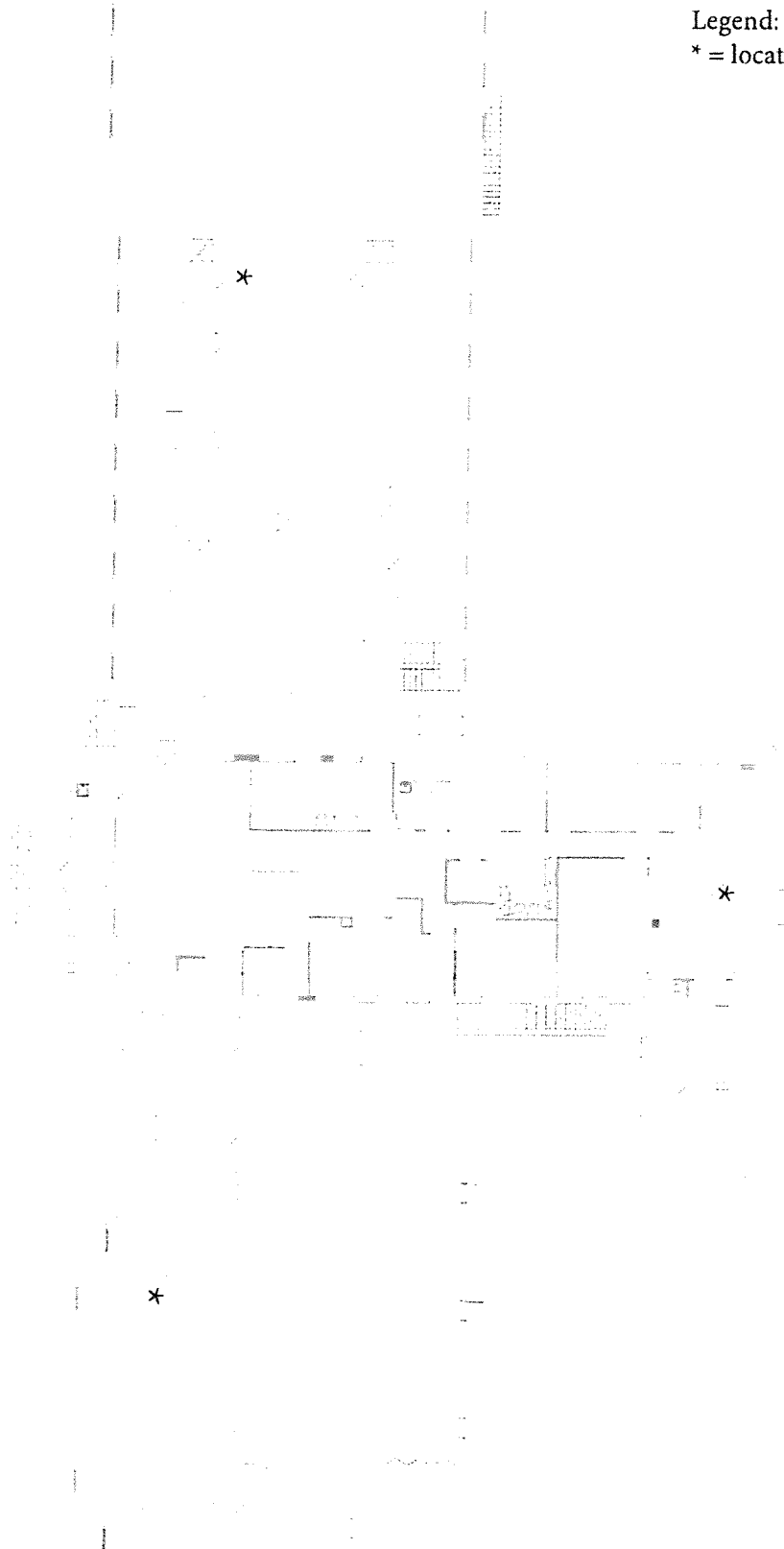
CONTACT PERSON _____

TELEPHONE _____ FAX _____

Exhibit A

Legend:

* = location of janitorial closets for storage purposes



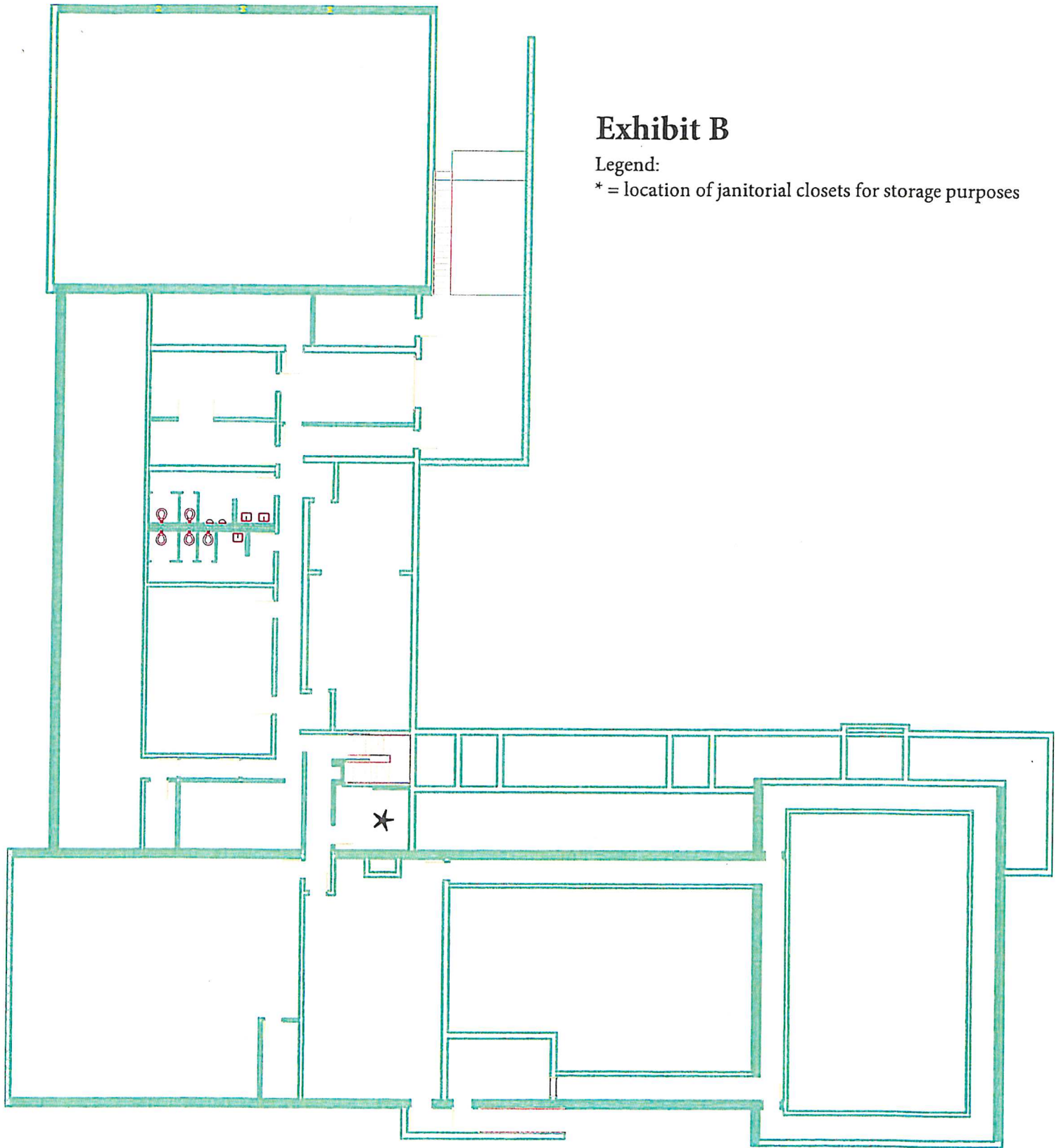


Exhibit B

Legend:

* = location of janitorial closets for storage purposes

Exhibit C

(only cleaning bathrooms and kitchen)

Legend:

* = location of janitorial closets for storage purposes

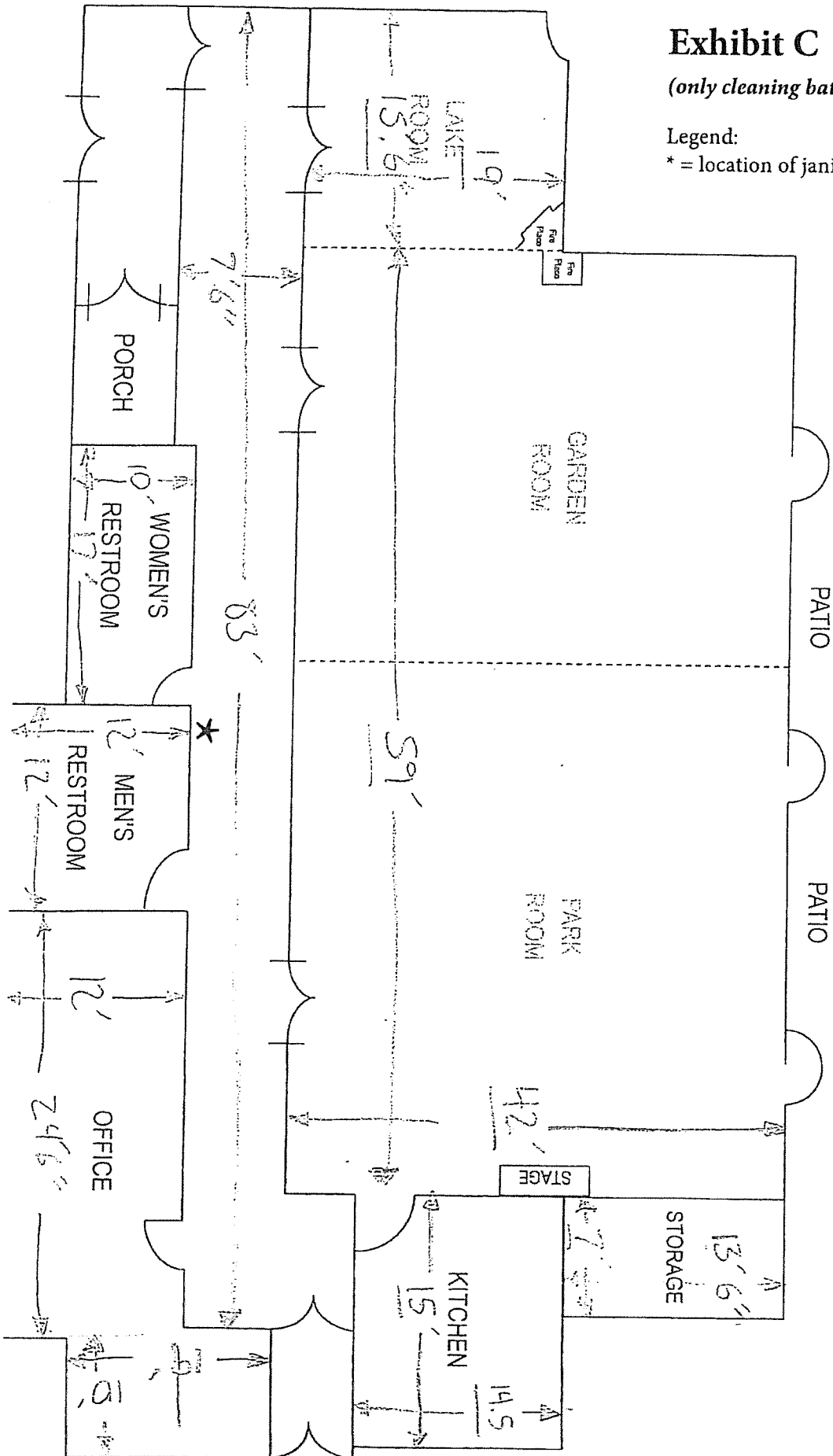


Exhibit D

Legend:

* = location of janitorial closets for storage purposes

COOK
SCHOOL
HOUSE

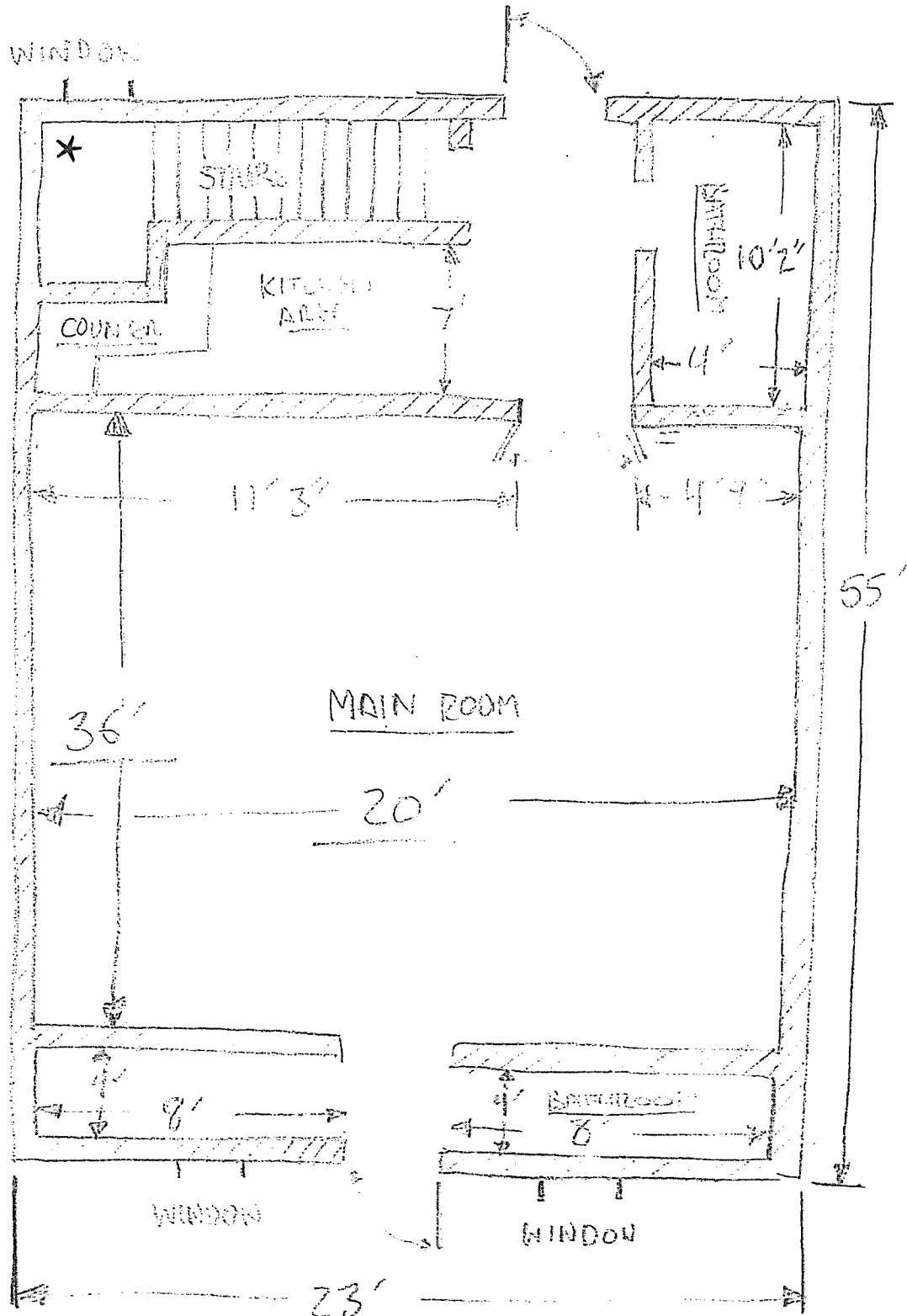
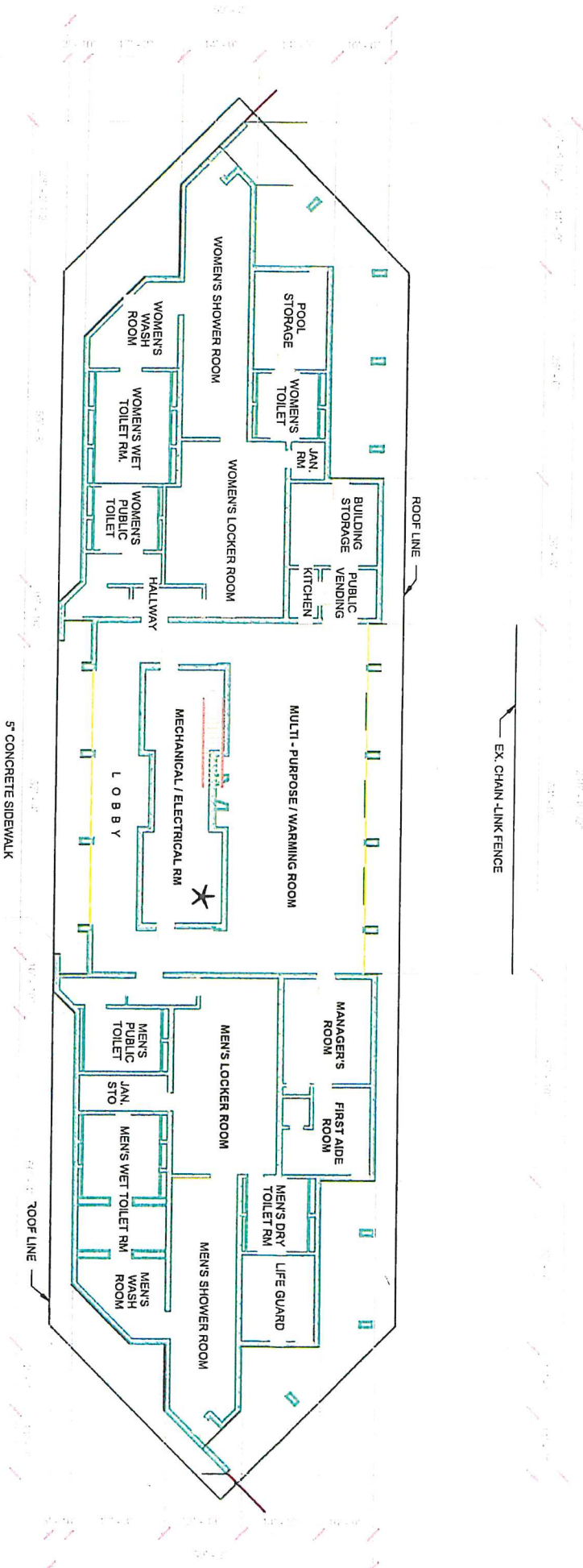


Exhibit E

Legend:

* = location of janitorial closets for storage purposes





JANITORIAL SERVICES PROPOSAL

Prepared For:
City of Grosse Pointe Woods

PREPARED BY:

Dorrie Brennan

Zeppelin Cleaning Services
21210 Harper Avenue
St Clair Shores, MI 48080

Date: May 28, 2025

City of Grosse Pointe Woods
Attn: City Clerk
20025 Mack Plaza Drive
Grosse Pointe Woods, MI 48236 - 2397

Dear City of Grosse Pointe Woods Facilities Management:

I am writing to propose our Zeppelin Cleaning Services for professional commercial cleaning services for the City of Grosse Pointe Woods' municipal buildings, offices, and pool house. We are a locally owned and operated cleaning company with 18+ years of experience, dedicated to delivering exceptional, reliable, and customized cleaning solutions to meet the unique needs of our clients. In fact, we are already serving GPW in the DPW building and the Community Kitchen in the Mack Plaza.

At Zeppelin, we understand the importance of maintaining clean, safe, and welcoming environments for city employees, visitors, and residents. We offer the following services:

- **Daily/Weekly Cleaning:** Thorough cleaning of offices, restrooms, lobbies, and common areas, including dusting, vacuuming, and sanitizing high-touch surfaces.
- **Floor Care:** Stripping, waxing, and polishing hard floors, as well as carpet cleaning and maintenance.
- **Specialized Sanitization:** Deep cleaning and disinfection to ensure a hygienic environment, using eco-friendly and industry-approved products.
- **Flexible Scheduling:** Services tailored to your schedule, including after-hours cleaning to minimize disruption.
- **Custom Solutions:** Plans designed to meet the specific needs of each facility, with attention to budget and priorities.

Our team is fully trained, bonded, and insured, and we use state-of-the-art equipment and effective cleaning products to ensure top-quality results. We pride ourselves on reliability, attention to detail, and commitment to customer satisfaction. We have successfully served other municipalities in the region, such as Grosse Pointe Park and Grosse Pointe City.

Thank you for considering Zeppelin Cleaning Services. We look forward to the possibility of serving your community and contributing to the high standards of Grosse Pointe Woods.

Sincerely,
Dorrie Brennan, Sales Executive
Zeppelin Cleaning Services
313-409-7392 / dorrie@zepsservices.com

CUSTOMER EXPERIENCE

Before we introduce ourselves and explain how we can help you, it's important to describe what we aim to achieve through our partnership with you and your company.

Fewer Complaints, More Productivity

We often hear from our customers and potential clients that they're overwhelmed with work and don't have time to deal with janitorial issues. Zeppelin uses technology to ensure our cleaners are clocking in onsite and have access to a checklist of cleaning tasks for each room of your facility. This reduces any room for errors and ensures that you get a complete clean on each visit.

Peace of Mind, Reduced Anxiety

As with any vendor, you and your team must trust your janitorial company to deliver on their promises consistently. It's frustrating and stressful when a vendor's service is unreliable. We've implemented systems, such as having backup team members ready to step in when needed, to ensure work is carried out as expected, every time!

Clean Facility, Shared Values

The state of a facility speaks volumes about a company's values. Companies that strive for excellence across the board usually maintain clean and well-organized premises. We seek to align ourselves with companies that share our dedication to upholding high standards in the cleanliness and appearance of their buildings. Furthermore, considering your specific industry, we're committed to collaborating with your team to ensure strict adherence to your specific regulations and guidelines.

COMPANY HISTORY & OVERVIEW

Beginnings

Zeppelin Cleaning Services began its journey in 2007 when Chris Cooper established the company in Grosse Pointe, MI. Like many other cleaning and facility service startups, Zeppelin sprang from the entrepreneurial drive of its founder. Juggling his full-time job elsewhere, Chris initially cleaned buildings in the evenings until the venture expanded enough to sustain his family. Thus, Zeppelin Cleaning Services was born. Chris taught himself the cleaning business over time, with the help of a mentor and folks he met along the way. In 2019, Chris took on partners that allowed him to grow the business and the rest is history!



Expansion

Over the last several years, Chris has built out the company with an Operations Manager, HR and Staffing Specialist and a Sales Executive. The team of cleaners has grown from a handful to over one hundred. Zeppelin Cleaning Services strives to continue its growth in a responsible and sustainable manner.



100+
TEAM MEMBERS



150+
CUSTOMERS



140+
FACILITIES



17
YEARS IN BUSINESS

STAFFING PLAN

In this section, we outline our strategy for staffing your facility to efficiently tackle the assigned scope of services, address any concerns or requests from your staff, and conduct regular meetings with your team to oversee and improve service delivery at your facility.

Team Member Recruiting

Each team member goes through our comprehensive 4-step Hiring and Onboarding Process, ensuring they're well-suited for your facility's needs and that all necessary documents are gathered. Our 4-step Training Process then equips team members with the skills they need to work efficiently, effectively, and safely. This training is conducted in person and on site.

4-Step Recruiting, Hiring, Onboarding Process

Application - Prospective team members complete an electronic application via our applicant tracking system (ATS), which includes pre-qualification questions to streamline recruitment.

Interviews - Pre-qualified candidates undergo in-person interviews offering insight into the scale and scope of our janitorial program.

Screenings - Before receiving an offer, all applicants must pass a criminal background check.

Onboarding - Once an offer is accepted, our HR and Hiring Specialist assists in gathering the required employment documents. New hires receive information on company policies, benefits, etc.

4-Step Training Process

Orientation - New team members familiarize themselves with our culture and expectations, receive uniforms and necessary PPE, and are introduced to our employee engagement application, SWEPT.

Safety Training - They undergo comprehensive safety training, covering general safety topics and site-specific protocols.

Basic Cleaning Training - New hires learn proper cleaning techniques through video instruction and quizzes, focusing on restroom and work area cleaning tasks.

On-The-Job Training - During their first several cleans, new team members shadow a Shift Supervisor or Account Manager to familiarize themselves with the facility, cleaning supplies, tools, and workflows.

Team Member Retention

Opportunity for Advancement - We provide diverse pathways for career growth within our organization. Our President began his career as a cleaner!

Low Team Member-to-Supervisor Ratio - A pivotal approach to reducing turnover is ensuring regular interaction and support for team members. Therefore, we maintain a team member-to-supervisor ratio of 20:1 or less.

Market-Based Wages - We are committed to offering competitive wages to our cleaning team, matching or slightly exceeding market rates for janitorial positions.

PRICING DETAILS, ASSUMPTIONS AND CLARIFICATIONS

Monthly Price for Base Services – The proposed price is monthly. There are no additional add-on charges. If you or your team requests work to be performed outside the scope of work, such as increased task frequencies or including additional spaces/tasks, we will work with you to adjust the monthly price accordingly.

VCT Restoration Services – VCT restoration services (stripping and refinishing) are charged by the square foot. Please call for an estimate.

Carpet Cleaning, Tile/Grout Cleaning, Air Duct Cleaning, Dryer Vent Cleaning – all services available and estimates provided upon request.

Payment Terms – The pricing above assumes 15-day payment terms.

Cleaning Supplies – The proposed pricing includes all necessary cleaning supplies, including cleaning chemicals, cleaning rags, plastic gloves, brooms, mops, mop buckets, mop heads, etc.

Cleaning Equipment – The proposed pricing includes the cleaning equipment necessary to complete the scope of work, including mop buckets, mop heads, mop sticks, vacuums, rags, brute, caddy.

Consumable Supplies – The proposed pricing does not include the cost of consumable supplies, including toilet tissue, hand soap, hand towels, trash can liners, etc. If you are interested in Zeppelin providing your consumable products, please reach out for an estimate.

Annual Price Adjustment – To provide appropriate wage adjustments for our team, our pricing assumes annual price adjustments tied to an agreed-upon cost-of-living index.

SERVICE APPROACH

Although some facilities may have similar service traits, each possesses enough individuality to necessitate a tailored operational strategy. This strategy serves as the foundation for ensuring consistent service delivery. This section details work planning, quality metrics, and implementation planning.

Work Planning

Using information gathered during the walk through and other relevant documents like maps and drawings, we will create detailed work plans for each area that needs cleaning. These plans will include specific details for each space, such as:

Supplies and Tools - A thorough list of cleaning supplies (like chemicals and protective gear) and tools (such as mops and floor scrubbers) needed for the job.

Order of Tasks - A step-by-step guide outlining the order in which tasks should be completed based on the type of space being cleaned and the number of team members working on it.

Service Tips - Useful information to help the team work efficiently and achieve effective results.

Verification - Clear instructions on verifying that tasks have been completed satisfactorily and that all supplies and equipment have been properly removed from the space.

Quality Performance Metrics

We have two main ways of measuring how well our work is being done and whether your team is satisfied with it. The first is by getting feedback directly from you and your team, and the second is by assessing our performance. Here's how we collect and analyze these metrics:

Feedback requests – You will hear from the sales team and operations team requesting feedback on services. Zeppelin uses this feedback to adjust our services accordingly.

Site Visit Quality Inspections – A Field Supervisor will regularly visit your site and note their opinions on the quality of our work. If they find any areas that need improvement, we'll create actionable work tickets to address them.

Partnership Meetings

Partnership Meetings provide a formal setting for your facilities team and our leadership to discuss how the program is performing. Depending on the size and frequency of the account, we can schedule onsite meetings to review the success of the program.

BIDDER'S REFERENCE PAGE

(Submit with Bid)

The Contractor shall submit references for municipal or commercial building janitorial services, which the City can verify. Each reference shall be for work actually performed by the Bidder (subcontractor references are not applicable).

ALL REFERENCES WILL BE TREATED AS THE CONTRACTOR'S CONFIDENTIAL BUSINESS INFORMATION. Previous work for the City may be used as a reference. Complete each item for all 4 references.

Owner/Agency:	City of Grosse Pointe Park
Address:	15000 Mack Avenue
Address:	
City, State, Zip	Grosse Pointe MI 48230
Contact:	Lydia Williams OR Nick Sizeland
Phone:	313-822-4365

Owner/Agency:	City of Grosse Pointe
Address:	17147 Mawmee Avenue
Address:	
City, State, Zip	Grosse Pointe MI 48230
Contact:	Pete Randazzo
Phone:	313-417-1181

Owner/Agency:	Detroit Achievement Academy / Detroit Prep
Address:	7000 Peter Drive, Detroit MI 48235
Address:	8411 Sylvester Avenue, Detroit MI 48214
City, State, Zip	
Contact:	Alexa O'Brien, COO
Phone:	404-200-3588

Owner/Agency:	Detroit Tigers / Comerica Park
Address:	2100 Woodward Avenue
Address:	
City, State, Zip	Detroit MI 48201
Contact:	Mike Kiefer, operations
Phone:	734-748-3142

Only contractors experienced in this type of work will be considered. Failure to provide sufficient verifiable references will result in rejection of this bid.

CITY OF GROSSE POINTE WOODS

IT IS UNDERSTOOD THAT THE CITY OF GROSSE POINTE WOODS IS A GOVERNMENTAL UNIT AND AS SUCH IS EXEMPT FROM THE PAYMENT OF ALL STATE AND FEDERAL TAXES APPLYING ON THE ABOVE MENTIONED EQUIPMENT, AND THE ABOVE PRICES THEREFORE DO NOT INCLUDE THIS AMOUNT.

The bidder by execution of the proposal thereby declares that the bid is made without collusion with any other person, firm or corporation making any other bid, or who otherwise would make a bid, and agrees to furnish all bid items in strict accordance with all Federal Regulatory Measures.

All bids must be submitted on the city's bid sheet.

Submission of a bid will be construed as a conclusive presumption that the bidder is thoroughly familiar with the bid sheet and specifications, and that he understands and agrees to abide by each and all of the stipulations and requirements contained therein.

BIDDERS ARE REQUESTED TO SUBMIT ALL AVAILABLE DATA AND DESCRIPTIVE LITERATURE COVERING THE EQUIPMENT PROPOSED TO BE FURNISHED.

THE UNDERSIGNED, by execution of this bid, certified that he is the Sales executive of the firm named as bidder in the bid; and that he signs the bid on behalf of the firm; and that he is authorized to execute the same in behalf of said firm.

NAME AND ADDRESS OF BIDDER:

COMPANY NAME Zeppelin Cleaning Services

ADDRESS 21210 Harper Avenue

CITY St Clair Shores STATE MI ZIP 48080

SUBMITTED BY Dorrie Brennan - Sales Executive
(NAME) (TITLE)

Patti D. Brennan
(SIGNATURE)

TELEPHONE 313 409 7392 FAX _____

DATE 5/28/25

CITY OF GROSSE POINTE WOODS

BID SHEET

THE UNDERSIGNED DECLARES THAT A CAREFUL EXAMINATION HAS BEEN MADE OF THE ITEM OF THE ACCOMPANYING SPECIFICATIONS INCLUDED IN THIS BID SHEET AND THE UNDERSIGNED UNDERSTANDS ALL OF THE REQUIREMENTS OF SAME. IT IS FURTHER UNDERSTOOD THAT THE UNDERSIGNED WILL CONTRACT TO DELIVER WITHIN THE SPECIFIED TIME, DATE, AFTER THE ISSUANCE OF THE CITY'S PURCHASE ORDER, ANY ITEMS AS CONTAINED IN THIS BID AND IN ACCORDANCE WITH SPECIFICATIONS; TO-WIT:

JANITORIAL SERVICES FOR MUNICIPAL BUILDINGS

MONTHLY MUNICIPAL COMPLEX - INCLUDING CITY HALL (*ALL OFFICES*), COMMUNITY CENTER (*ONLY RESTROOMS*), MUNICIPAL COURT, AND PUBLIC SAFETY COMMON AREAS AND RESTROOMS COST

\$ 1,170.00

MONTHLY PUBLIC SAFETY OFFICES AND LOCK UP AREA IN THE MUNICIPAL COMPLEX AND THE DETACHED DETECTIVE BUREAU BUILDING (*INCLUDING OFFICES, KITCHEN, AND RESTROOMS*) COST

\$ 112.50

MONTHLY MUNICIPAL COURT OFFICES, ABSENT VOTER OFFICE (*LOCATED IN BASEMENT*), AND INFORMATION TECHNOLOGY OFFICE COST

\$ 151.66

MONTHLY COOK SCHOOLHOUSE AND COMMUNITY CENTER KITCHEN COST

\$ 172.90

MONTHLY AQUATIC FACILITY WOMEN'S LOCKER ROOM, RESTROOMS, AND SHOWERS COST * *ONLY FROM MEMORIAL DAY TO LABOR DAY*

\$ 4,247.00

TOTAL COST PER MONTH

\$ 1,657.06 → \$5,904.06
with pool house

TOTAL COST IN WRITING

DELIVERY DATE 5/28/25

COMPANY NAME Zeppelin Cleaning Services

CONTACT PERSON Dorrie Brennan

TELEPHONE 313 409 1392 FAX _____

Exceptions to Bid Conditions and Specifications

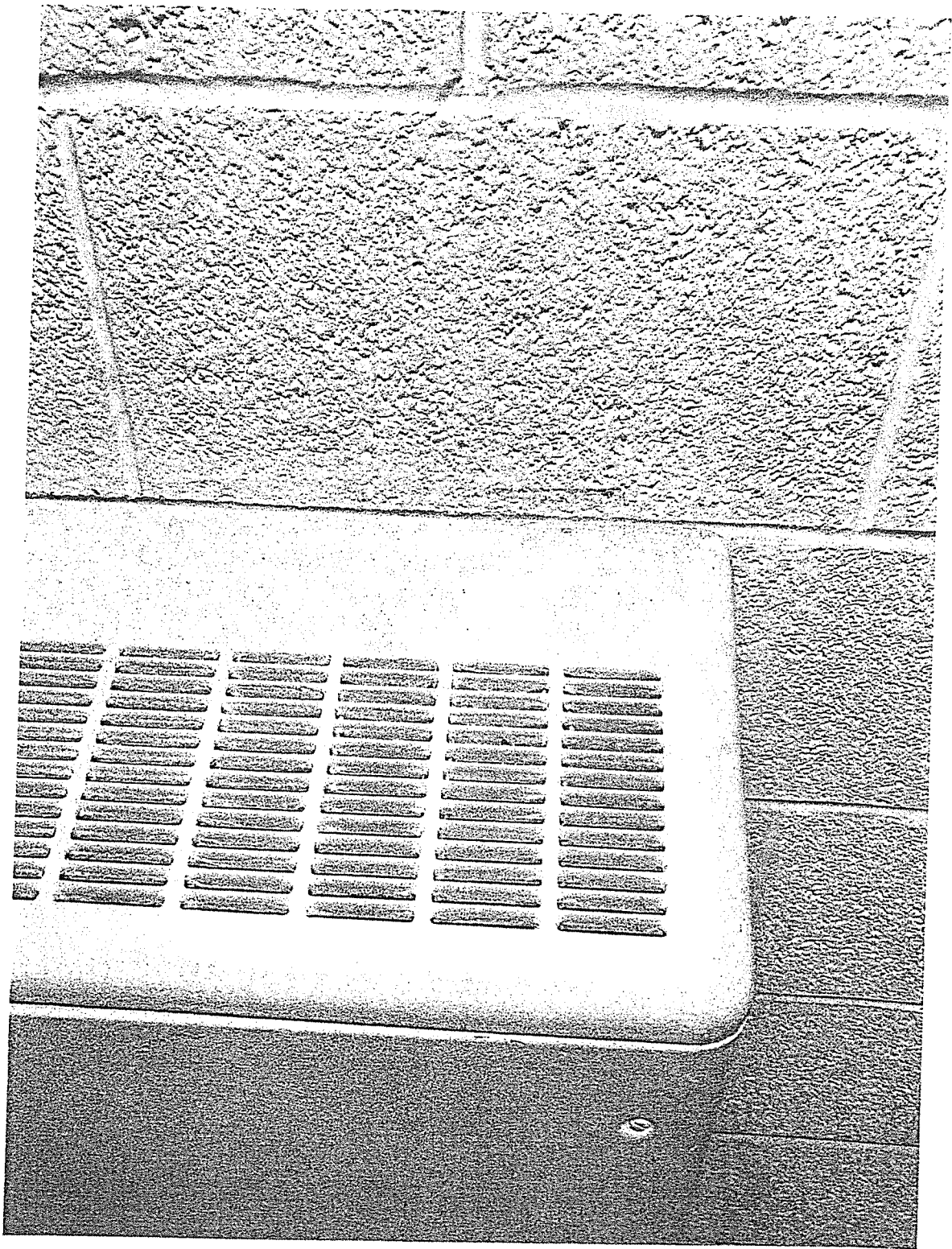
The RFP requires 5 hours per day, 7 days per week, for the summer months. To be more cost-effective, I would like to propose nightly cleaning, after hours. This would reduce costs significantly.

Women's Pool House	Cost per month
RFP Frequency (7x week, 1pm-6pm porter)	\$4,247.00
Suggested Frequency (7x week, after hours clean)	\$2,123.00
Savings	\$2,124.00

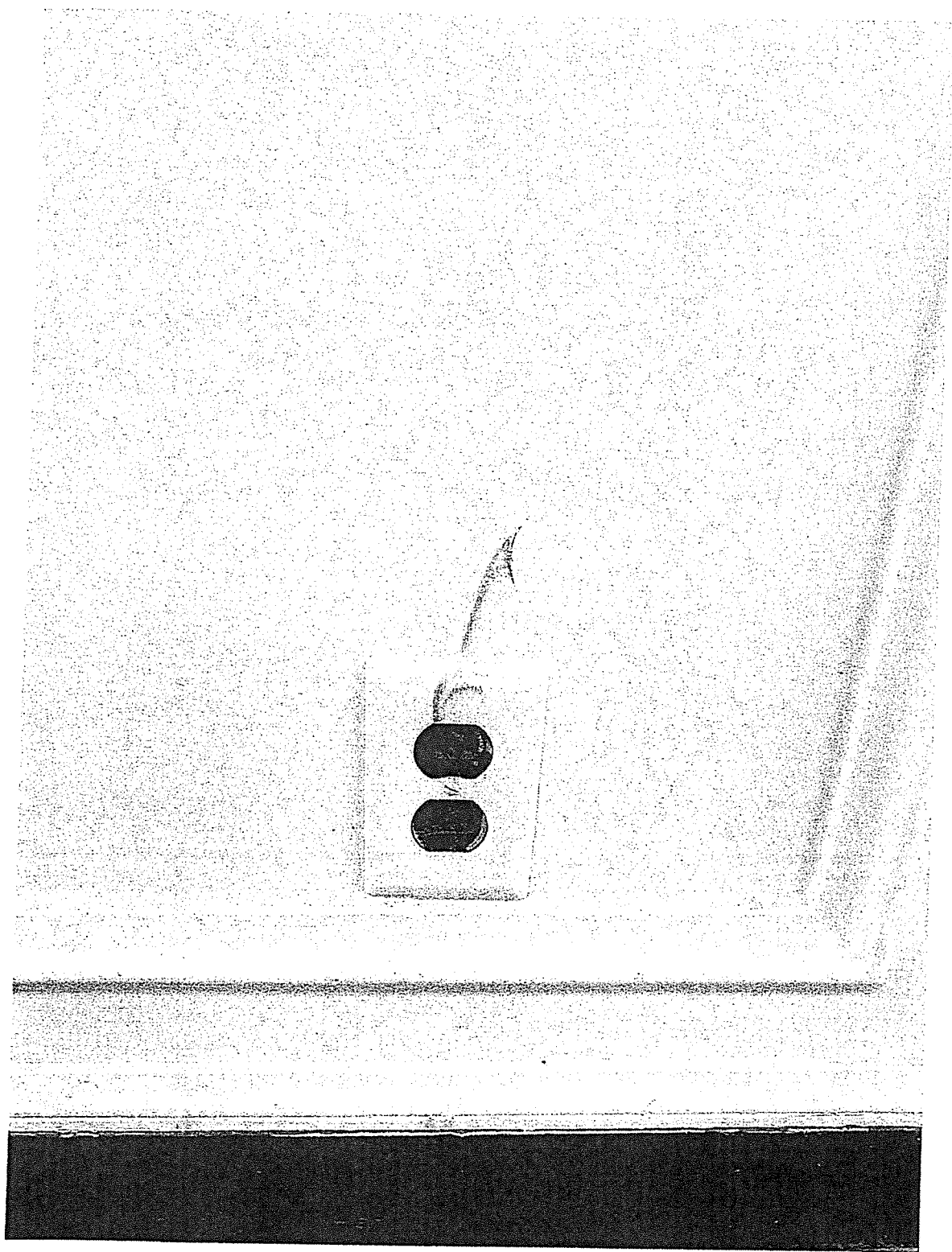
Knowing you have a maintenance staff that operates the pool and lifeguard staff, perhaps they could be responsible for picking up debris throughout the day and refilling dispensers. *If this is **not** agreeable, please know that Zeppelin Cleaning is happy to provide a porter for the 1pm-6pm window, daily.*

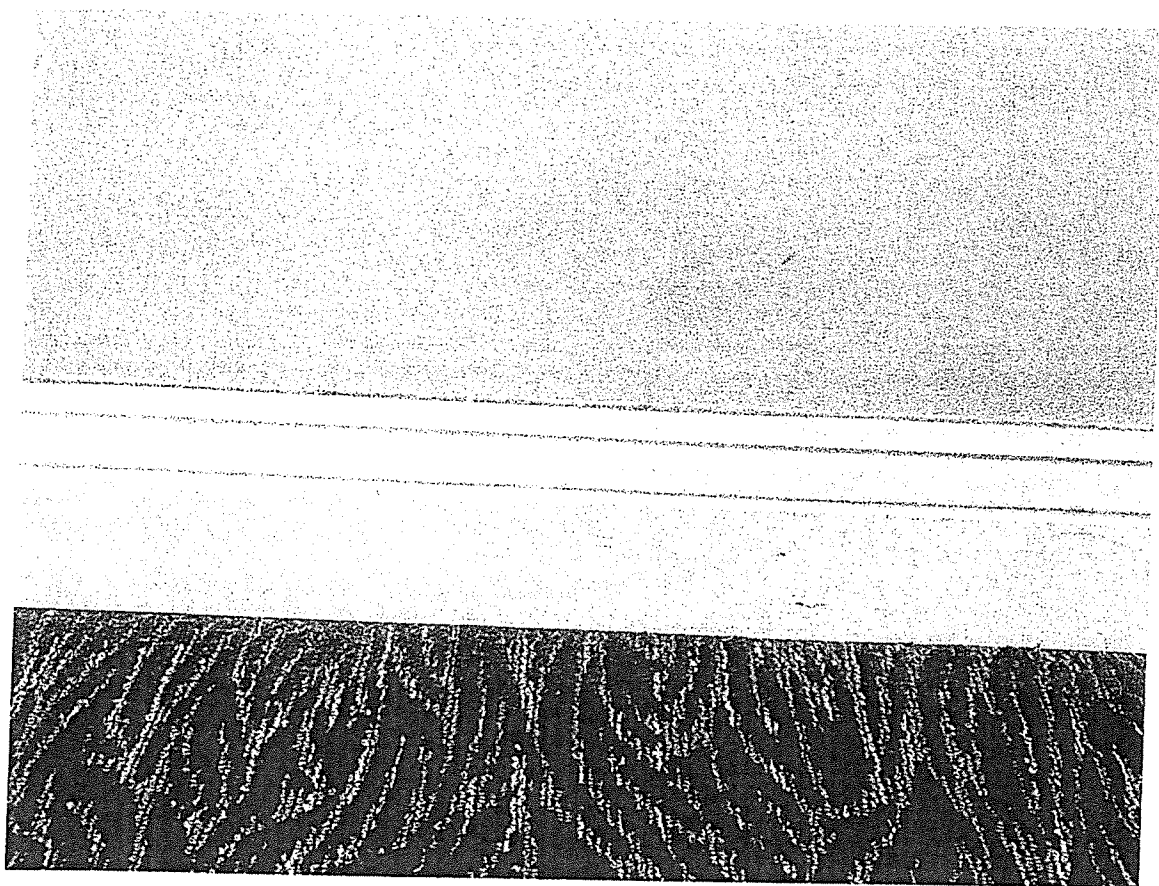
Areas of concern noted on walk through

Please see below for areas documented on the walk through that need more attention to detail and would be prioritized by the Zeppelin team.





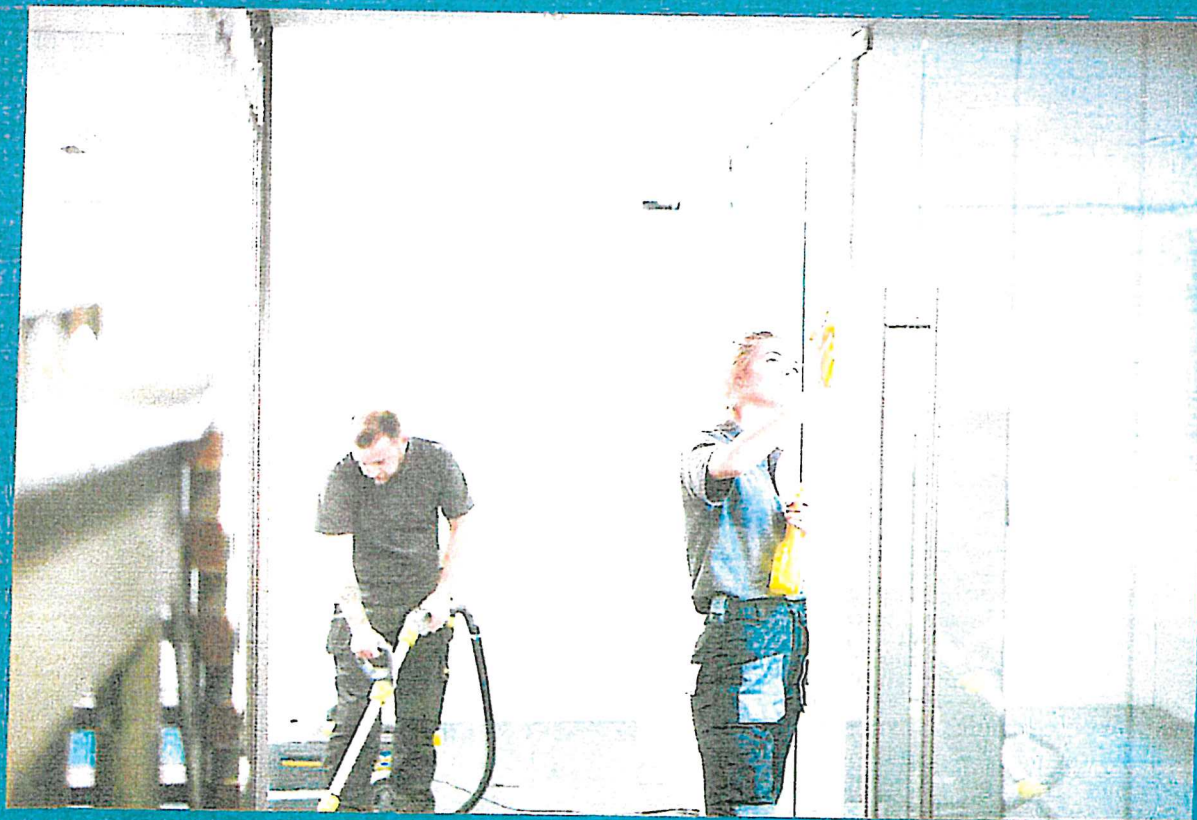




ZEPPELIN

CLEANING SERVICES

COMMERCIAL CLEANING



5.0 ★★★★★ 1,500+



5.0 ★★★★★ 450+

zepservices.com

dorrie@zepservices.com

(313) 409-7392

ZEPPELIN SERVICES

ABOUT ZEPPELIN

Zeppelin Cleaning Services was established in 2007. From the very beginning, Zeppelin has focused on value and quality with a "people first" philosophy. We proudly have 1,500+ 5-Star-Google Reviews, 400+ 5-Star- Facebook Reviews and are thankful to be recognized as one of the best in the business!

WHY CHOOSE ZEPPELIN?

- Reliable & Consistent services
- Bonded & Insured
- Worker's Compensation
- 24 hour on-call management
- Employees thoroughly trained on industry standards
- Personalized plans to fit your needs and budget
- Uninterrupted service - we NEVER miss a clean!
- Background checked employees



ZEPPELIN SERVICES

JANITORIAL SERVICES



- General cleaning (dusting, vacuuming, mopping, surface wiping)
- Restroom cleaning and sanitization
- Trash and recycling removal
- Kitchen and breakroom cleaning
- Entrance and lobby cleaning
- Floor care (sweeping, polishing)
- Night Crews and Day Porters

SPECIALTY SERVICES

- Air Duct Cleaning
- Tile and Grout Cleaning
- Stripping and Waxing of Floors
- Carpet Cleaning
- Upholstery Cleaning
- Dryer Vent Cleaning
- Water Damage Restoration



WHY HIRE ZEPPELIN?

JANITORIAL

1

Unwavering Attention to Detail

We pride ourselves on our thoroughness and commitment to leaving no detail overlooked.

2

Uninterrupted Service

We stand behind our service with a guarantee that we will never miss a scheduled clean.

3

Excellent Value

We offer competitive pricing for high-quality cleaning services, providing exceptional value for your investment.

4

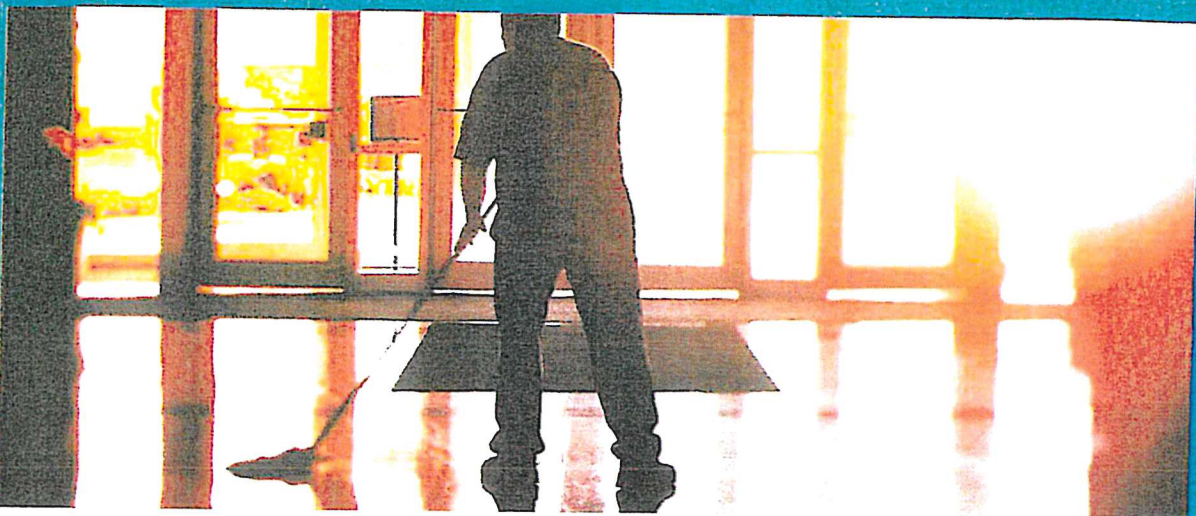
24/7 Customer Service

Our dedicated customer service team is available around the clock to address any questions or concerns promptly.

5

Improved environment for staff

Having professional cleaning allows staff to focus on the task at hand, increases productivity, reduces sick days and enhances overall morale.



WHAT OUR CUSTOMERS ARE SAYING

ZEPPELIN
CLEANING SERVICES

"Thank you for last week's cleanings. The ladies were here early and did a phenomenal job! The owners and the VP's made comments on how maintained the property looks. We appreciate you being able to accommodate us with the schedule changes to help with making this day a success. You are the Best!"

- Lasha, KMG Prestige

"Zep has consistently provided us with high-quality janitorial services and excellent customer service for the past four years. They have an amazing staff who are both reliable and responsive. I am thankful for all their hard work and allowing me to not worry about office cleanliness!"

-Chrissy, MI Cancer Specialists



"As a Director of Operations working in schools, partnering with Zeppelin has been one of the best decisions I have made in my professional career. Zeppelin is accountable, responsive, and the essence of what a true partnership is. Partnering with Zeppelin has afforded me, and the rest of the Crew, the bandwidth and capacity to focus on the many other responsibilities we as educators face; and, I am forever grateful for the partnership and work Zeppelin consistently builds and maintains."

-Elijah, Detroit Prep Charter School

TO LEARN MORE...

Dorrie Brennan, Sales
313-409-7392 mobile
313-731-2111 office
dorrie@zepservices.com

JANITORIAL SERVICES CONTRACT FOR
GROSSE POINTE WOODS MUNICIPAL BUILDINGS

THIS AGREEMENT is entered into this ____ day of _____, 2025, by and between the City of Grosse Pointe Woods, a Municipal Corporation, Wayne County, Michigan (“City”), and Zeppelin Cleaning Services, 21210 Harper Avenue, St. Clair Shores, Michigan (“Contractor”).

WITNESSETH:

WHEREAS, the Contractor has offered to extend pricing for the period July 1, 2025 through June 30, 2028 for janitorial services for the City of Grosse Pointe Woods Municipal Buildings in accordance with the instructions, specifications, and contract documents accepted by City Council on _____, including a provision that the City could extend the contract for additional periods as long as service requirements and the contract price remained the same;

NOW THEREFORE, in consideration of the mutual undertakings of the parties it is agreed by and between the parties as follows:

1. The “contract documents” defined as follows: this Contract, the Invitation to Bid dated May 14, 2025, the Specifications for Janitorial Services for the Municipal Building, the Bidder’s Reference Page, the Bid Sheet dated May 28, 2025, and the Certification of Bidder Form, shall be incorporated herein by reference, and shall become a part of this contract, and shall be binding upon both parties.
2. The Contractor agrees that it will, during the term of this contract or any extension, perform duties and provide janitorial services for the City of Grosse Pointe Woods Municipal Building in accordance with the contract documents, and in compliance with all provisions of applicable Federal, State and local laws pertaining to the functions to be performed hereunder.
3. The City agrees that it will, upon satisfactory performance of the work as required in the contract documents, pay the Contractor \$36,872.72 per annum as specified in its proposal. Payments will be made on a monthly basis within thirty (30) days of receipt of an invoice.
4. This contract shall have a term of three (3) years, commencing July 1, 2025 to June 30, 2028, or until terminated by either party giving not less than thirty (30) days advance written notice of termination.

5. The Contractor agrees to indemnify, defend and hold the City harmless from any and all claims or damages occasioned by, or arising out of, or in connection with, the performance of its duties hereunder, and agrees to secure and keep in force all insurance as required by the contract documents.
6. The Contractor shall file with the City a fidelity bond, which bond is incorporated herein by reference, and made a part of this contract.
7. The Contractor shall add the City as an additional insured on its commercial general liability insurance and shall furnish proof of such insurance to the City of Grosse Pointe Woods.
8. In the event the Contractor shall fail, neglect or refuse to perform any or all of its duties under the contract, the City may perform such duties, and charge all costs incurred in connection therewith to the Contractor, and may deduct such costs from any monies due, or to become due to the Contractor. Such remedy shall be non-exclusive of any other remedies the City may have, (including but not limited to termination of this contract) and the exercise thereof shall be in addition to, and without prejudice to, whatever other rights the City may have against the Contractor in the event of a breach.
9. It is the intent of the parties that the Contractor shall utilize on a consistent basis the same employees to perform the services in an effort to avoid any retraining or background investigations. The City shall be informed of any change in personnel seven days in advance.

CITY OF GROSSE POINTE WOODS, MI
A Municipal Corporation

Witnessed by:

By: _____
Frank Schulte, City Administrator

Zeppelin Cleaning Services
Contractor

By: _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/19/2024

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 have ADDITIONAL INSURED provisions or 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
InPro Insurance Group, Inc.
2095 E. Big Beaver Road, Suite 100
Troy MI 48063

CONTACT
NAME: InPro Insurance Group, Inc.

PHONE
(A/C, No., Ext.): 248-526-3260

FAX
(A/C, No.): 248-526-3261

E-MAIL
ADDRESS: certificates@inproagent.com

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A: Michigan Millers Mutual Ins Co

✓ 14508

INSURER B: Midwest Employers Casualty Co

✓ 23612

INSURER C:

INSURER D:

INSURER E:

INSURER F:

INSURED
Zeppelin Services Inc
21210 Harper Ave
Saint Clair Shores MI 48080

ZEPPE-01

COVERAGES

CERTIFICATE NUMBER: 2036642491

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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	C0560482	7/11/2024	7/11/2025	EACH OCCURRENCE \$ 1,000,000 ✓ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		V0516261	7/11/2024	7/11/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 ✓ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0		L0305200	7/11/2024	7/11/2025	EACH OCCURRENCE \$ 4,000,000 ✓ AGGREGATE \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	ZEPPE-D	1/1/2025	12/31/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 ✓ E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

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

The City of Grosse Pointe Woods, all employees, elected and appointed officials, boards and commissions and volunteers is included as an additionally insured with respect to operations performed by the named insured

CERTIFICATE HOLDER

City of Grosse Pointe Woods
1200 Parkway Drive
Grosse Pointe Woods MI 48236

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

WESTERN SURETY COMPANY • ONE OF AMERICA'S OLDEST BONDING COMPANIES



Western Surety Company

JANITORIAL SERVICE BOND Bond No. 65096878

In consideration of an agreed premium, Western Surety Company, a South Dakota corporation, hereby agrees to indemnify Zeppelin Services, Inc.

of 81 Kercheval Suite 300, Grosse Pointe Farms, MI 48236
(the "Obligee"), against loss of money or other property, real or personal, belonging to any and all subscribers (the "Subscriber") to its services, or in which the Subscriber has a pecuniary interest, or for which the Subscriber is legally liable, which the Subscriber shall sustain as the result of any fraudulent or dishonest act, as hereinafter defined, of an Employee or Employees of the Obligee acting alone or in collusion with others, and for which the Obligee is liable, the amount of indemnity on each of such Employees being Ten Thousand and 00/100
DOLLARS (\$10,000.00).

THE FOREGOING AGREEMENT IS SUBJECT TO THE FOLLOWING CONDITIONS AND LIMITATIONS:

TERM OF BOND:

SECTION 1. The term of this bond begins with the 5th day of June, 2020, at 12:00 o'clock night, standard time, at the address of the Obligee above given, and ends at 12:00 o'clock night, standard time, on the effective date of the cancellation of this bond in its entirety.

DISCOVERY PERIOD:

SECTION 2. Loss is covered under this bond only (a) if sustained through any act or acts committed by any Employee of Obligee while this bond is in force as to such Employee, and (b) if discovered prior to the expiration or sooner cancellation of this bond in its entirety as provided in Section 11, or from its cancellation or termination in its entirety in any other manner, whichever shall first happen.

DEFINITION OF EMPLOYEE:

SECTION 3. The word Employee or Employees, as used in this bond, shall be deemed to mean, respectively, one or more of the natural persons (except directors or trustees of the Obligee, if a corporation, who are not also officers or employees thereof in some other capacity) while in the regular service of the Obligee in the ordinary course of the Obligee's business during the term of this bond, and whom the Obligee compensates by salary or wages and has the right to govern and direct in the performance of such service, for whom a premium has been paid, and who are engaged in such service within any of the States of the United States of America, or within the District of Columbia, Puerto Rico, the Virgin Islands, or elsewhere for a limited period, but not to mean brokers, factors, commission merchants, consignees, contractors, or other agents or representatives of the same general character.

FRAUDULENT OR DISHONEST ACT:

SECTION 4. A FRAUDULENT OR DISHONEST ACT OF AN EMPLOYEE OF THE OBLIGEE SHALL MEAN AN ACT WHICH IS PUNISHABLE UNDER THE CRIMINAL CODE IN THE JURISDICTION WITHIN WHICH ACT OCCURRED, FOR WHICH SAID EMPLOYEE IS TRIED AND CONVICTED BY A COURT OF PROPER JURISDICTION.

MERGER OR CONSOLIDATION:

SECTION 5. If any natural persons shall be taken into the regular service of the Obligee through merger or consolidation with some other concern, the Obligee shall give the Surety written notice thereof and shall pay an additional premium on any increase in the number of Employees covered under this bond as a result of such merger or consolidation computed pro rata from the date of such merger or consolidation to the end of the current premium period.

NON-ACCUMULATION OF LIABILITY:

SECTION 6. Regardless of the number of years this bond shall continue in force and the number of premiums which shall be payable or paid, the liability of the Surety under this bond shall not be cumulative in amounts from year to year or from period to period.

LIMIT OF LIABILITY UNDER THIS BOND AND PRIOR INSURANCE:

SECTION 7. With respect to loss or losses caused by an Employee or which are chargeable to such Employee as provided in Section 4 and which occur partly under this bond and partly under other bonds or policies issued by the Surety to the Obligee or to any predecessor in interest of the Obligee and terminated or cancelled or allowed to expire and in which the period for discovery has not expired at the time any such loss or losses thereunder are discovered, the total liability of the Surety under this bond and under such other bonds or policies shall not exceed, in the aggregate, the amount carried under this bond on such loss or losses or the amount available to the Obligee under such other bonds or policies, as limited by the terms and conditions thereof, for any such loss or losses, if the latter amount be the larger.

DEDUCTIBLE:

SECTION 8. The Surety shall not be liable under this bond on account of any loss or losses through fraudulent or dishonest acts committed by any Employee of Obligee, unless the amount of such loss or losses, after deducting the net amount of all reimbursement and/or recovery, including any cash deposit taken by the Obligee, obtained or made by the Obligee or the Surety on account thereof, prior to payment by the Surety of such loss or losses, shall be in excess of ONE HUNDRED DOLLARS (\$100.00), and then for such excess only, but in no event for more than the amount of insurance carried on such Employee under this bond. If more than one Employee commits the fraudulent or dishonest act resulting in such loss or losses, said deductible amount shall apply to each Employee so involved.

Form 1375-9-2019

WESTERN SURETY COMPANY • ONE OF AMERICA'S OLDEST BONDING COMPANIES

SALVAGE:

SECTION 9. If the Obligor shall sustain any loss or losses covered by this bond which exceed the amount of coverage provided by this bond, the Obligor shall be entitled to all recoveries, except from suretyship, insurance, reinsurance, security or indemnity taken by or for the benefit of the Surety, by whomsoever made, on account of such loss or losses under this bond until fully reimbursed, less the actual cost of effecting the same; and less the amount of the deductible carried on the Employee causing such loss or losses; and any remainder shall be applied to the reimbursement of the Surety.

CANCELLATION AS TO ANY EMPLOYEE:

SECTION 10. This bond shall be deemed cancelled as to any Employee: (a) immediately upon discovery by the Obligor, or by any partner or officer thereof not in collusion with such Employee, of any fraudulent or dishonest act on the part of such Employee; or (b) at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served upon the Obligor or sent by mail. Such date, if the notice be served, shall be not less than ten (10) days after such service, or, if sent by mail, not less than fifteen (15) days after the mailing. The mailing by Surety of notice, as aforesaid, to the Obligor at its principal office shall be sufficient proof of notice.

CANCELLATION AS TO BOND IN ITS ENTIRETY:

SECTION 11. This bond shall be deemed cancelled in its entirety at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served by the Obligor upon the Surety or by the Surety upon the Obligor, or sent by mail. Such date, if the notice be served by the Surety, shall be not less than ten (10) days after such service, or if sent by the Surety by mail, not less than fifteen (15) days after the date of mailing. The mailing by the Surety of notice, as aforesaid, to the Obligor at its principal office shall be sufficient proof of notice. The Surety shall refund to the Obligor the unearned premium computed pro rata if this bond be cancelled at the instance of the Surety, or at short rates if cancelled or reduced at the instance of the Obligor.

PRIOR FRAUD, DISHONESTY OR CANCELLATION:

SECTION 12. No Employee, to the best of the knowledge of the Obligor, or of any partner or officer thereof not in collusion with such Employee, has committed any fraudulent or dishonest act in the service of the Obligor or otherwise. If prior to the issuance of this bond, any fidelity insurance in favor of the Obligor or any predecessor in interest of the Obligor and covering one or more of the Obligor's Employees shall have been cancelled as to any of such Employees by reason of (a) the discovery of any fraudulent or dishonest act on the part of such Employees, or (b) the giving of written notice of cancellation by the insurer issuing said fidelity insurance, whether the Surety or not, and if such Employees shall not have been reinstated under the coverage of said fidelity insurance or superseding fidelity insurance, the Surety shall not be liable under this bond on account of such Employees unless the Surety shall agree in writing to include such Employees within the coverage of this bond.

LOSS—NOTICE—PROOF—LEGAL PROCEEDINGS:

SECTION 13. At the earliest practical moment, and at all events not later than fifteen (15) days after discovery of any fraudulent or dishonest act on the part of any Employee by the Obligor, or by any partner or officer thereof not in collusion with such Employee, the Obligor shall give the Surety written notice thereof and within four (4) months after such discovery shall file with the Surety affirmative proof of loss, itemized and duly sworn to, and shall upon request of the Surety render every assistance, not pecuniary, to facilitate the investigation and adjustment of any loss. No suit to recover on account of loss under this bond shall be brought before the expiration of two (2) months from the filing of proof as aforesaid on account of such loss, nor after the expiration of twelve (12) months from the discovery as aforesaid of the fraudulent or dishonest act causing such loss. If any limitation in this bond for giving notice, filing claim or bringing suit is prohibited or made void by any law controlling the construction of this bond, such limitation shall be deemed to be amended so as to be equal to the minimum period of limitation permitted by such law.

TEMPORARY EMPLOYEES:

SECTION 14. The Obligor shall not at any time while this bond is in force direct any temporary employee(s) to any subscriber's premises unless such person(s) is/are accompanied by a foreman who is in the regular employ of the Obligor. For purposes of this restriction, any person who works less than the normal working hours established by his employer or otherwise fails to meet the definition of "Employee" above is considered a temporary employee.

EXCLUSIONS:

SECTION 15. This bond does not apply to loss that is an indirect result of any act or loss caused by or involving one (1) or more Employees, whether the result of a single act or series of acts, covered by this insurance including, but not limited to, loss resulting from:

- a. The Obligor's inability to realize income that would have been realized had there been no loss covered by this bond.
- b. Payment of damages of any type for which the Obligor is legally liable. Compensatory damages arising directly from a covered loss will be paid.
- c. Payment of costs, fees, or other expenses incurred by the Obligor in establishing either the existence or the amount of loss under this bond.

This bond does not apply to expenses related to any legal action.


OTHER INSURANCE:

SECTION 16. This bond does not apply to loss recoverable or recovered under other insurance or indemnity. However, if the limit of the other insurance or indemnity is insufficient to cover the entire amount of the loss, this bond will apply to that part of the loss, other than that falling within any Deductible Amount, not recoverable or recovered under the other insurance or indemnity, but not for more than the amount of indemnity as stated above.

DATED June 4th, 2020.

WESTERN SURETY COMPANY

By



Paul T. Bruffat, Vice President



Western Surety Company

RIDER

It is hereby mutually agreed and understood by and between the Insured and _____
Western Surety Company _____,
that instead of as originally written:

The definition of Employee found in Section 3 of the bond be amended
to read as follows:

Owners/Officers are hereby excluded from the coverage of the bond.

No further changes other than above.

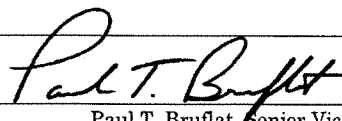
Nothing herein contained shall be held to vary, alter, waive or extend any of the terms, limits or
conditions of the _____ bond _____, except as hereinabove set forth.

This Rider becomes effective on the _____ 5th _____ day of _____ June _____, 2020, at
twelve and one minute o'clock a.m., standard time.

Attached to and forming part of _____ bond _____ No. _____ 65096878
issued by _____ Western Surety Company _____
to _____ Zeppelin Services, Inc. _____

Signed this _____ 4th _____ day of _____ June _____, 2020.

By _____



Paul T. Bruflat, Senior Vice President





PO Box 5077 Sioux Falls SD 57117-5077

1-800-331-6053
Fax 1-605-335-0357
www.cnasurety.com

TO THE INSURED:

Enclosed is the JANITORIAL SERVICES BOND you requested. **To protect you and your employees against unjustified allegations of dishonesty, the employee must be convicted before coverage will apply.**

You have taken the first step toward protecting your subscribers from potential losses due to dishonest acts of your employees. To more completely protect your subscribers, you should make sure your business has the following controls over employees when working at a third-party's place of business or home.

1. Thorough BACKGROUND AND REFERENCE CHECKS before hiring.
2. On-site SUPERVISION of employees.
3. Adequate CONTROL OVER KEYS AND BUILDING ACCESS.
4. Unannounced INSPECTIONS of employees at work site.

With these controls and a bond, the likelihood of a loss to your subscribers is substantially reduced.

Sincerely,

Paul T. Bruflat
Senior Vice President

Enclosure