



AGENDA ITEM SUMMARY FORM

MEETING DATE: September 11, 2024

PREPARED BY: Amy J Misczak, HR Director/Purchasing Coordinator

AGENDA ITEM CONTENT: Contract Award - RFP 23-02 Custodial Services

AGENDA ITEM SECTION: Bid Awards/Purchases

BUDGETED AMOUNT: \$193,824

FUNDS REQUESTED: \$234,067

FUND: 101-XXX-818-2000/592-565-818-2000*

EXECUTIVE SUMMARY:

Please see attached memo for details.

Funds will be taken from each affected building's contractual budget.

A budget amendment of \$40,242 is requested for approval.

RECOMMENDATION:

To approve the Custodial Contract to Du-All Cleaning in the monthly amount of \$19,505 through June 30, 2025.

Staff and I would respectfully recommend that the custodial contract for all City buildings with the exception of Fire Station #1 and #2 be awarded to Du-All Cleaning for an initial contract period beginning October 1, 2023 through and including June 30, 2025 at a base 12 month cost of \$234,066.72 or \$19,505 per month. Staff and I would request Council authorize the parties to extend on a year-to-year basis thereafter with option to include increases in line with documented expendable product charges or increases in minimum wage. Staff would also respectfully request that Council authorize the City to cancel the contract on a building-by-building basis if necessary due to non-performance, in which case the City would approach either Core Clean Services or GDI (the second and third low bidders, respectively) to take over individual buildings.

This initial contract award will require a budget amendment of \$40,242. Should any subsequent increases due to expendable product increases, wage increases, or reassignment of individual building contracts reach Council threshold of \$15,000 in total, which is approximately 6.4% of the total contract, staff will submit an additional agenda item for review and approval.

DATE: August 30, 2023

TO: Melissa R. Marsh, City Manager

FROM: Amy J. Mischak, HR Director/Purchasing Coordinator
Sean P. Ballantine, DPS Director

RE: Request for Proposal (RFP) MH 23-02 Custodial Services

Madison Heights has renewed the custodial contracts with its current contractors Giant Janitorial and RoadRunr Maintenance for services at various City buildings at the same unit pricing since 2012, a cost containment measure that was a benefit to the City during that time span. With the completion of the new construction at Civic Center Complex, and the resulting changes in square footages, flooring materials, and number of sanitary facilities, staff determined that it would be in the City's best interest to solicit new proposals for custodial services. Therefore, staff prepared Request for Proposal (RFP) MH 23-02 for custodial services and published the document at www.mitn.info on August 2, 2023. This RFP included custodial specifications for City Hall, Active Adult Center, Library, 43rd District Court, Police Department and Department of Public Services buildings. Both fire stations are cleaned in-house by the firefighters, and are not included with the custodial program.

Out of the one hundred seventy-seven (177) vendors who were emailed a notice regarding this opportunity, forty-one (41) companies downloaded the detailed specifications, and ten (10) vendors attended the mandatory walk through on August 14, 2023. On Wednesday, August 23, 2023, six (6) proposals were received and opened publicly, and a seventh bid from Core Cleaning was subsequently discovered date stamped as received by the Clerk's Office within the RFP deadline, but opened at a later date. This bid from Core Cleaning was not low bid, and an amended as-read bid tab was posted at www.mitn.info. The proposal from Core Cleaning is including in the tabulation provided for Council's review.

A representative from Giant Janitorial attended the public RFP opening. Giant currently holds the contract for cleaning City Hall, the Library and the Court. RoadRunr services the Police Department, Active Adult Center and Department of Public Services building. Both Giant and RoadRunr have worked with the City on a month-to-month basis since their contract expirations on June 30, 2023 in order to assist the City during the process of bidding out services. The new initial contract term for custodial services is targeted for October 1, 2023 through June 30, 2025.

The low apparent bidder for all buildings is Du-All Cleaning Inc. out of Sterling Heights with a projected annual cost of \$234,066.72 for all buildings. The City subtracted an estimated amount for expendable supplies to confirm that the pricing would provide for adequate services and competitive wages which would be greater than minimum wage and in line with area market conditions.

The undersigned contacted Mondri Rakaj, President of Du-All to discuss several matters concerning the RFP pricing submitted. It was confirmed that Du-All would be able to have staff available to be fingerprinted and cleared, as well as sufficient supplies to take over the contracts for all listed buildings effective October 1st. Mr. Rakaj confirmed understanding of the minimum required hours for each building as well as after-hours availability for meetings or other programming. Mr. Rakaj demonstrated knowledge of the specification requirements and clear understanding of the City's expectations.

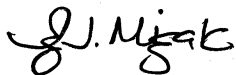
The undersigned checked references for Du-All with Royal Oak Police Department, City of Roseville Public Services and Shelby Township general offices. Each provided positive feedback and noted that Mr. Rakaj was readily available to address any issues that may arise on occasion.

Staff and I would respectfully recommend that the custodial contract for all City buildings with the exception of Fire Station #1 and #2 be awarded to Du-All Cleaning for an initial contract period beginning October 1, 2023 through and including June 30, 2025 at a base 12 month cost of \$234,066.72 or \$19,505 per month. Staff and I would request Council authorize the parties to extend on a year-to-year basis thereafter with option to include increases in line with documented expendable product charges or increases in minimum wage. Staff would also respectfully request that Council authorize the City to cancel the contract on a building-by-building basis if necessary due to non-performance, in which case the City would approach either Core Clean Services or GDI (the second and third low bidders, respectively) to take over individual buildings.

This initial contract award will require a budget amendment of \$40,242. Should any subsequent increases due to expendable product increases, wage increases, or reassignment of individual building contracts reach Council threshold of \$15,000 in total, which is approximately 6.4% of the total contract, staff will submit an additional agenda item for review and approval.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy J. Misczak". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Amy J. Misczak, HR Director/Purchasing Coordinator

City of Madison Heights
RFP 23-02 Custodial Services
RFP Opening Wednesday, August 23, 2023 11am

Number of RFP Notices sent: 177 41 vendors downloaded specs/10 vendors attended mandatory walk through/7 proposals received

	Company Name	City Hall	Library	AAC	Court	Police	DPS	Totals:	12-Month Total	Hourly Special Event Rate
	Du-All Cleaning Sterling Heights MI	\$2,997.33	\$2,999.99	\$3,299.99	\$2,499.00	\$5,890.00	\$1,819.25	\$19,505.56	\$234,066.72	\$25.00
	Core Clean Services Washington, MI	\$3,319.58	\$2,891.25	\$3,426.66	\$1,820.41	\$8,138.33	\$1,820.41	\$21,416.64	\$256,999.68	\$24.00
	GDI Services Southfield MI	\$3,790.00	\$2,894.00	\$3,562.00	\$2,605.00	\$7,108.00	\$2,278.00	\$22,237.00	\$266,844.00	\$22.75
	Road RunR Waterford MI	\$3,700.00	\$3,700.00	\$4,000.00	\$3,000.00	\$7,300.00	\$2,500.00	\$24,200.00	\$290,400.00	\$28.00
	Giant Janitorial Detroit MI	\$3,294.00	\$3,162.00	\$3,294.00	\$2,635.00	\$9,816.00	\$2,162.00	\$24,363.00	\$292,356.00	\$34.00
	Iveza Building Svcs Sterling Heights MI	\$3,856.25	\$3,185.00	\$3,382.25	\$2,730.00	\$9,107.50	\$2,561.25	\$24,822.25	\$297,867.00	\$25.00
	Executive Building Maintenance (EBM) Schaumburg IL	\$4,250.00	\$4,108.71	\$4,462.91	\$2,833.60	\$9,634.23	\$2,479.40	\$27,768.85	\$333,226.20	\$30.00

Sealed Bid

CITY OF MADISON HEIGHTS

RFP #23-02 Custodial Services

COPY

AUGUST 23, 2023

DU-ALL CLEANING, INC.

35474 Mound Rd. Sterling Heights MI 48310 (586) 580-3617



35474 Mound Rd
Sterling Heights MI 48310
Tel: (586) 580-3617
Direct: (586) 709-9517
www.duallcleaning.com

August 23, 2023

City of Madison Heights

Custodial Services Bid for: Library, Active Adult Center, City Hall, 43rd District Court, Police Department, DPW

Dear Amy Mischak, City of Madison Heights,

I would like to thank you for the opportunity to present this proposal to provide the Custodial Services for the City of Madison Heights. Du-All Cleaning, Inc. is a proud Michigan-based company and nothing makes me happier than working with the cities, counties, municipalities, government agencies and businesses that make this state great!

Du-All Cleaning, Inc. is a full-service commercial cleaning and building services company that has been successfully providing services for customers nationwide for over 20 years. We consider ourselves to be the problem solvers of our industry. We provide our customers with quality services and full satisfaction.

After carefully reviewing the RFP for Custodial Services, as well as visiting the job sites, I have a firm grasp on the expectations and requirements of this contracted service. Du-All Cleaning, Inc. specializes in providing commercial cleaning services for municipalities and government agencies, so we are well-versed in the contract specifics and expectations. In our proposal response, we will outline our practices and standards for providing the requested services.

Please feel free to call me anytime, if you have any questions or need additional information about our company. I look forward to hearing from you and to creating a solid community relationship with the staff, visitors and patrons of the City of Madison Heights Municipal and Community Buildings.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mondie Rakaj". The signature is fluid and cursive, with the first name "Mondie" and last name "Rakaj" clearly distinguishable.

Mondie Rakaj
President Du-All Cleaning, Inc.



Service Description – Request for Proposal – Custodial Services

Service Location(s): Assigned Buildings – City of Madison Heights, MI

Service: Commercial Janitorial/Custodial

Property Description: Municipal and Community Spaces

Service Locations:

Madison Heights Public Library – 240 W 13 Mile Rd

Madison Heights Active Adult Center – 260 W 13 Mile Rd

Madison Heights City Hall- 300 W 13 Mile Rd

43rd District Court – 200 W 13 Mile Rd

Madison Heights Police Department – 280 W 13 Mile Rd

Madison Heights Dept of Public Services (DPS) – 801 Ajax Dr

Madison Heights is a city in Oakland County in the U.S. state of Michigan. An inner-ring suburb of Detroit, Madison Heights is located roughly 12 miles north of downtown Detroit. As of the 2020 census, the city had a population of 28,468. The resulting contract drafted from this RFP will call for commercial janitorial and custodial services to be performed at Municipal locations, as well as Community Recreation spaces. Our goal is to provide the best quality of cleaning services so that the visitors and staff of these locations have a safe, clean and happy place to conduct their business or leisure activities.

As we enter the endemic stage of the COVID-19 pandemic, we are reflecting on what we learned during the public health crisis. We adapted to cleaning in new environments, with new equipment and new chemicals. We worked together with our suppliers to ensure all our job sites had the proper equipment, chemicals and training to ensure safe work and leisure activities. When the world shut down, Du-All Cleaning, Inc. stayed open and maintained critically important municipal and community spaces without hesitation. We will do the same for the City of Madison Heights!

Du-All Cleaning, Inc. has over 20 years of experience providing cleaning and building services for a multitude of different environments. Some of our current and past customers include (* current customer):

- **City of Roseville Municipal & Community Buildings***
- **City of Royal Oak Municipal & Community Buildings***
- **City of Saint Clair Shores Municipal & Community Buildings**
- **City of Warren Community Buildings***
- **Suburban Mobility Authority for Regional Transportation (SMART)**
- **Ingham County Municipal & Community Buildings***
- **Shelby Township Municipal & Community Buildings***
- **Motor City Electric***
- **Wayne County Public Health ***
- **City of Southfield Police Department***

Hiring and Training Procedures

Du-All Cleaning, Inc. has a workforce of over 135 employees, encompassing both part time and full-time positions. Our employee retention rate is 97% after 1-year, 81% after 5-years. At Du-All Cleaning, Inc., we realize our employees are our greatest asset and work very hard to find and retain the best Custodial employees in the State. When we do have a need to recruit new talent, we place job ads on community job boards, Indeed and Michigan Works! We believe in hiring from the local community so that our staff has a vested interest in providing clean spaces for work and leisure activities.

Training Program

Du-All Cleaning, Inc. has partnered with Spartan Chemicals to provide training for all of our new employees, as well as annual training for long-term employees, utilizing the CleanCheck Training System. The CleanCheck Training System has been verified through the International Sanitary Supply Association (ISSA) as a Cleaning Industry Training Standard (CITS) advanced certification program for cleaning professionals. We assign the following training courses during our new-hire onboarding process – regardless of prior experience - and annually thereafter:

- | | |
|--------------------------------------|--------------------------------------|
| 1. Advanced Disinfection | 8. OSHA GHS HAZCOM |
| 2. Carpet Care | 9. Pandemic Disinfection |
| 3. Hard Floor Care | 10. Post-Pandemic Clean/Disinfection |
| 4. Healthcare Laundry | 11. ABS's of Cleaning Chemistry |
| 5. Hospitality Laundry | 12. Restroom Care |
| 6. Office Cleaning | |
| 7. OSHA Bloodborne Pathogen Standard | |

Additional Supplemental Training Materials Available in the form of:
Laminated Job Cards with Erasable Pen, available in English and Spanish

Color Coded Product Stickers that correlate to the Job Cards.

Training Certificates will be submitted to Customers upon request. Training is tracked and assigned by our office staff.

1. **Standardized Training:** One of the most important and effective tools at our disposal when striving for consistently clean facilities is utilizing a standardized training program. Every employee, regardless of their experience level, will use the CleanCheck Training System. Once a module is complete, the employee will take a unit test on the material covered in their training session. Employees must also show competence performing the task with their supervisor present before moving on to another module.
2. Using web-based training allows for our employees to access their training modules 24/7/365, in the event that they need immediate clarification on a task or topic.
3. Visual References, such as laminated job cards, are a standard part of our janitorial carts.

4. All Employees assigned to this contact will participate in the following orientation activities:
 - 4a. Physical Building Tour
 - 4b. Task Sheet Orientation
 - 4c. Emergency Protocols (Example: Fire Exits, Emergency Phone Numbers)
 - 4d. Cleaning Chemical Training/MSD Competency
5. A minimum of 30% of the assigned cleaning areas will be fully audited weekly. Supervisors will conduct the audit with assigned staff. This is an opportunity to address any cleaning deficiencies as well as acknowledge potential growth within our organization. This audit schedule ensures that all areas are audited at least monthly. This audit is in addition to the daily quality spot checks.
6. Onsite Supplier Training is an available option for our staff and leadership in the event that a new cleaning chemical or new cleaning equipment is introduced.

How is cleaning staff is monitored/evaluated based upon the effectiveness of their cleaning...

1. Cleaning activities will be monitored by an on-site Supervisor
2. Supervisor will conduct daily quality checks, following the assigned Task Sheets and/or CompuClean Custodial Management Software
3. Supervisor will meet with or talk to building management contacts to ensure we are meeting and exceeding expectations
4. Supervisor will meet with cleaning staff daily, to identify any potential areas of concern and to communicate important messages or information
5. 30-60-90-Day Reviews will be utilized to ensure staff is performing to our high standards prior to the end of their 90-day probationary period
6. Underperforming staff will be identified during spot quality checks and monthly audit
7. Underperforming staff will be replaced with skilled, experienced cleaning professionals

Background Check Procedures

Du-All Cleaning, Inc. screens all applicants using I-Chat, OTIS and the Michigan Sex Offender Registry. Additional background check procedures may be required per RFP/ITB. Du-All Cleaning, Inc. will coordinate with our customers to ensure all appropriate and required background checks are completed prior to job placement. Subsequent background checks are conducted annually or as requested.

Uniforms

All Du-All Cleaning, Inc. staff will be required to wear our standard uniform which consists of a Du-All Cleaning, Inc. T-Shirt (pictured) and clean uniform pants in grey, black or blue (pictured)



Left chest

Full back



Name and purpose of proposed cleaning products and chemicals used by custodial personnel

BCN-15 (non-acid disinfectant)	Shineline Multi-Surface Cleaner
Spartan Glass Cleaner 3261	Appropriate Spartan Brand Cleaning Agents
NABC (Non-Acid Bowl Cleaner)	

Examples of cleaning checklists and describe how Du-All Cleaning, Inc. monitors task completion and that the tasks have been completed successfully

You will find examples of task lists attached to this bid response.

Du-All Cleaning, Inc.'s staff is trained and oriented to their assigned job location utilizing a task sheet and/or Compuclean Custodial Management System. Our staff is expected to initial each task as it is completed. Supervisors will follow along with the task list to check for successful completion during daily quality checks. If a task is found to be incomplete, a coaching session is held with the staff responsible to identify the issue. Failing to complete the task lists accurately is treated as a failure to comply with job duties. Completed Task Sheets are stored by Du-All Cleaning and available to our customers upon request.

Supervision Plan

Du-All Cleaning, Inc. will staff the following positions for this contract:

Contract/Project Manager: Mondri Rakaj, President of Du-All Cleaning, Inc. will serve as your Contract/Project Manager. Mondri Rakaj has over 20 years of contract management experience, specializing in custodial and janitorial service contracts. Mondri will oversee all contract compliance and work together with the Site Supervisor to ensure all contract needs are met, as well as be available to City of Madison Heights staff 24/7/365

Site Supervisor: Your assigned Site Supervisor will have a minimum of 5-years of experience managing the day-to-day operation of a custodial/janitorial service contract. The Site Supervisor is responsible for the management and scheduling of all staff assigned to this contract. Your Site Supervisor will conduct daily and weekly quality checks as well as be responsible for the ordering of all janitorial supplies and equipment. The Site Supervisor will be available to City of Madison Heights staff 24/7/365

Cleaning Chemicals: Du-All Cleaning, Inc. has identified BCN-15 (Spartan Brand) as our preferred chemical for cleaning and disinfecting not only in medical/clinical areas but office spaces as well as it is proven to be a "one-step" disinfectant-cleaner-sanitizer-fungicide-mildewstat-virucide. Staff will be trained and orientated to the dwell-times required for cleaning and disinfecting viruses and bacteria.

Cleaning Method:

1. Staff will utilize proper PPE based on known & unknown contact precautions (Face Mask, Gloves, Gown, etc....)
2. Staff will utilize a top-to-bottom, right-to-left grid approach to clean and disinfect work and clinic spaces
3. Staff will follow posted standards for dwell-time, ensuring areas are properly cleaned and disinfected
4. All trash will be collected and disposed of properly

Cleaning Equipment and Tools (per building)

26" Tennant Floor Machines	Tornado Battery Vacuums	Janitorial Carts
Trash Barrels/Gondola	Sanitaire Commercial Vacuums	Mop Buckets/Mops
Step-Ladders	Extension Poles	Cleaning Chemicals
Hand Tools	Scrapers/Squeegees	Cleaning Rags
Hoses	Dusters	Brooms/Dust Mops

Staffing Plan

Location	Schedule Model (start times)	Hours per Week
Madison Heights Public Library	Mon-Thurs 9:00pm; Fri-Sat 5:30pm	24
Madison Heights Active Adult Center	Mon-Fri 4:30pm	25
Madison Heights City Hall	Mon-Fri 4:00pm-11:30pm	25
43 rd District Court	Mon-Fri 4:30pm	20
Madison Heights Police Department	2 Shifts, set by PD	68
Madison heights DPS	Mon-Fri 5:00pm	15

Detailed staffing information will be provided upon award of contract.



Additional Staffing Information:

All employees must have a minimum of 2-years of verifiable commercial cleaning experience. Preference will be given to potential staff that has provided cleaning services for a municipal or specialty environment.

All staff will complete a background check with Du-All Cleaning, Inc. as well as participate in all job site specific background checks, fingerprinting and all other security clearance activities. Background checks are conducted annually, unless otherwise requested.

Transition of Services

Mondi Rakaj (Project Manager) will work closely with the City of Pontiac Facilities Manager (or other assigned title) to provide a seamless transition of services from your current provider to Du-All Cleaning, Inc. If permitted, we will interview and assess the current staff in place to see if an offer of employment with Du-All Cleaning, Inc. is appropriate. Additional staffing will be secured by placing employment ads within the community, job boards and the local MichiganWorks! Office.

Du-All Cleaning, Inc. will participate in all transition meetings and offer support to your outgoing vendor, should support be necessary.

Du-All Cleaning, Inc. will ensure that all janitorial closets and supply rooms are fully stocked with the proper cleaning chemicals and equipment prior to the first day of service.

Du-All Cleaning, Inc. will need a minimum of a 2-week (4 weeks preferred) lead time to begin services for the City of Madison Heights. This time will allow us to retain and invite new staffing, prepare task lists, complete onboarding for our new cleaning associates as well as time to complete staff training.

Customer Service

Du-All Cleaning, Inc. takes the issue of customer satisfaction very seriously. We are always looking for ways to improve our services and lessen any disruption to your facilities. We seek opportunities to visit with our customers to gauge their satisfaction with our services. We will schedule meetings with our building contacts, walk through the facility together and listen to concerns and feedback. We then take that information and look at our systems to find ways to improve. Customer feedback is shared with our staff as learning opportunities and coaching opportunities. We will not request that our customers fill out comment cards or surveys. We will go to the source, identify solutions and fix problems. When we do a great job, our employees are happy and our customers are happy!



Quality Assurance

The site supervisor has the daily responsibility of reviewing completed task lists, completing random quality assurance checks, and recording the findings as well as following up with staff that may need additional training or support. All cleanable space will be audited at least monthly. Du-All Cleaning, Inc. staff will meet with their supervisor monthly to discuss areas of accolade or concerns. The site supervisor will also be responsible to ordering and maintaining appropriate levels of cleaning chemicals, equipment, and tools.

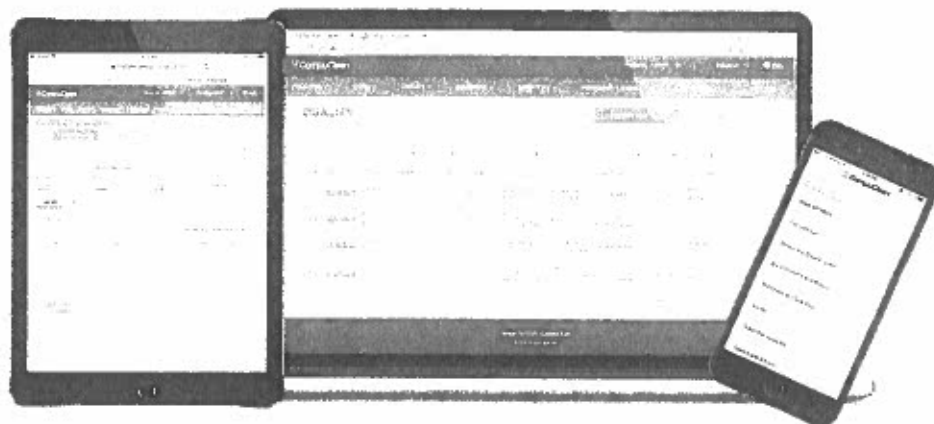
This proposal includes:

Furnishing all necessary equipment, materials, supplies, insurance, supervision, and competent and qualified personnel to perform the commercial custodial services as outlined in RFP- General Scope of Work

Spartan Chemical Company

Custodial Management Made Simple™

Because your
world is busy
enough.



Powerful Management Tools at Your Fingertips

CompuClean® by Spartan Chemical Company, Inc. offers multi-lingual solutions for a host of custodial management challenges with the convenience of cloud-based accessibility.

QUALITY ASSURANCE

Perform quick and effective mobile inspections with the CompuClean Mobile App for iPad®, iPhone®, iPod Touch®, and Android™ devices.

- Inspect any facility with a custom-designed inspection program to drive performance
- Capture signatures to verify inspections
- Create, assign, and complete corrective actions to document resolution of issues
- Capture, track, annotate, and caption images to reinforce inspection results
- Offline mobile inspection capability for audits in areas with no network coverage
- Bar code and scan areas for instant inspection creation



WORK MANAGEMENT

Design a custom work plan for your facilities and effectively communicate assignments and requests to your cleaning personnel.

- Accept work requests from customers and building occupants through a branded web portal
- Text and email notifications of project and work order assignments
- ISSA 612 based workloading
- Customize cleaning and project tasks, productivity rates, and frequencies
- Balance work assignments for maximum employee performance
- Estimate labor costs for new facilities
- Generate charts and graphs to deliver immediate feedback



INVENTORY MANAGEMENT

Streamline inventory purchasing and tracking to reduce costs and eliminate shortages.

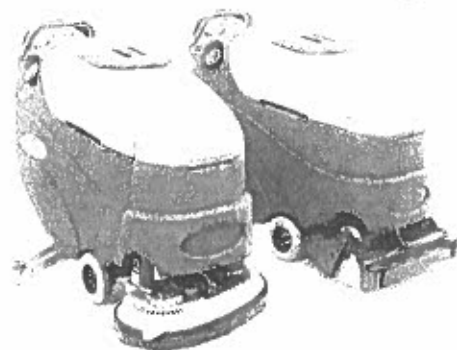
- Improve budget forecasting
- Track transfers and consumption, and identify usage discrepancies
- Document green and certified product usage
- Track SDS for chemicals



CAPITAL EQUIPMENT TRACKING

Get a handle on repair and maintenance costs for your cleaning equipment.

- Reduce down-time and extend equipment life
- Proactive preventative maintenance scheduling
- Store electronic manuals and documentation
- Document repair expenditures and maintenance costs



Cloud and Mobile App Convenience

Instant access, anywhere availability, and included support services make CompuClean an unbeatable value when you partner with Spartan Chemical.

CONVENIENCE

- Available in English, Spanish, and Portuguese
- Same-day account access
- Access complete information anywhere you have an internet connection

VALUE

- Full-access to all program features
 - Training and support are included
 - Upgrades are applied automatically
- Nominal annual fee to cover server maintenance and program enhancement

SERVICE AND SUPPORT

- One-on-one implementation support and data migration
- Custom online training available
- Telephone support included
- Two-day, hands-on CompuClean seminars at Spartan

SECURITY

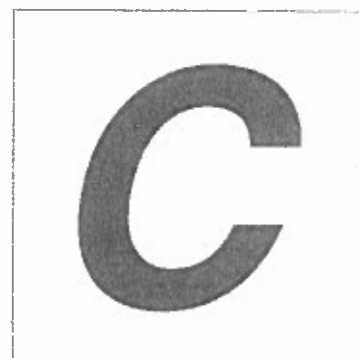
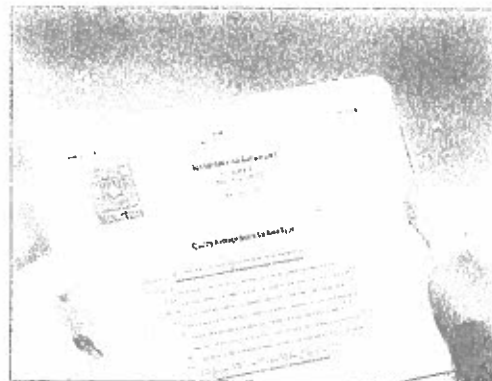
- All information is fully encrypted
- Data is backed up to multiple locations throughout the day
- Access is password protected
- Information is confidential and never shared

SUPPORTED INTERNET BROWSERS

- Google Chrome™, Mozilla Firefox®, Microsoft Edge, Safari, and Internet Explorer® 11

SUPPORTED MOBILE OPERATING SYSTEMS

- Android 5.0 or later, tablets and smartphones
- iPads, iPhones, and iPod Touch (iOS 10 or later)





Spartan Chemical Company
1110 Spartan Drive
Maumee, OH 43537

1-800-537-8990

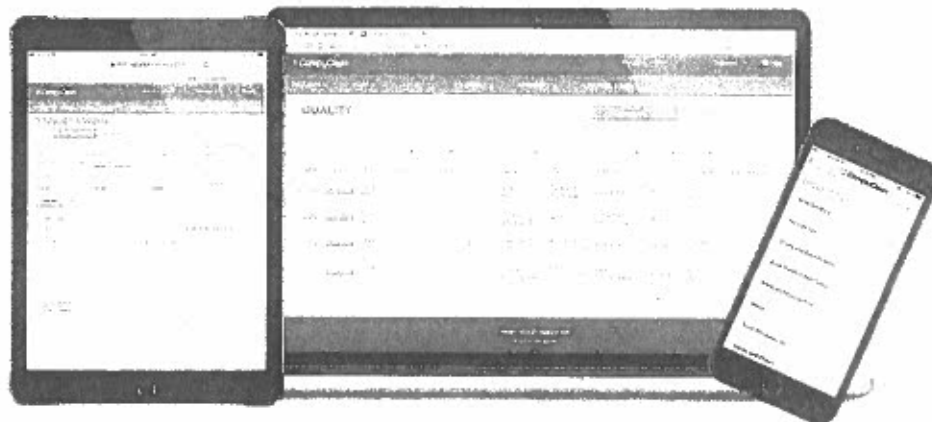
www.spartanchemical.com



©SCC 08/19 L0023

GETTING STARTED

CompuClean is available to Spartan Chemical customers. Please contact your local Spartan distributor or the CompuClean Help Desk at: 800-537-8990 x219. You can also visit us on the web at: www.spartanchemical.com/solutions/facility-management-software



Make Work
Logging
Simple with
CompuClean®
real-time
mobile work
logging system!

Simple

3 Click Process:

- ☒ Select the Area
- ☒ Select the Service performed
- ☒ Save



GEO-Location Available! CompuClean can track and report on the GPS coordinates of the device.



CompuClean

Work Log
Date: 7/03/2020 Time: 01:56:58 PM
Account: Spartan Chemical Company

Building * Early Childhood Care All
Cost Center Main Office
Area *
Service Type Daytime Disinfection
Comments

Enter comments to identify areas of concern or additional services needed.

CompuClean records DAILY logs:

- By Building
- By User
- Long-term Performance Analysis

Reporting:

Real-time Confidence across the Facility

- When is the last time an area was cleaned?
- Were all rooms disinfected today?
- How many times was an area cleaned this week?

With CompuClean you have on-demand reporting of the status of the cleaning operations.

Simplify Documentation

Traditional paper checklists are unwieldy and busy custodial managers just do not have the time to collect and compile them.



Multiple reporting options to quickly distribute results.

Export data into third party analysis tools.



Contact your
Spartan representative
today to get started!
1-800-527-8900

CompuClean

We make clean safe™



spartanchemical.com



CleanCheck®

training made simple

CLEANCHECK TRAINING SYSTEM

Your employees are your most valuable resources. To ensure quality workmanship, thorough and effective training is a must. Whether training existing employees or new hires, CleanCheck is the ultimate tool for instilling pride and professionalism, building confidence, minimizing complaints, and cost-effectively managing the talents of your workforce. Spartan's bilingual, web and DVD-based CleanCheck Training System makes fast work of administering instructor-led and self-directed training. CleanCheck modules cover basic and advanced topics for a variety of cleaning operations, including specialty facility areas. Plus, comprehensive Safety modules thoroughly demonstrate Bloodborne Pathogen Standards as well as OSHA Compliance. CleanCheck meets the requirements for the CIMS-GB Standard as well as CMI Advanced Standards. Online and hard copy testing adapts to both individual and group training situations. CleanCheck ensures that your staff will master the proper cleaning procedures that promote a safe and clean environment.



The CleanCheck Training Videos provide step-by-step procedural instruction on cleaning specific areas in your facility. Each video module covers the cleaning process end-to-end, but is also offered in single chapters so specific tasks can be easily revisited or re-trained. Available in both English and Spanish, CleanCheck video modules also offer DVD or web-based viewing to meet the needs of your diverse and dispersed organization.



The CleanCheck Training Manual includes detailed instructions on proper cleaning and procedures. Pages can be used as a handout during employee training, or a reference for employee training and retraining. As with all CleanCheck components, images and color-coded product categories reinforce the procedures taught in the instructional video modules.

COURSES



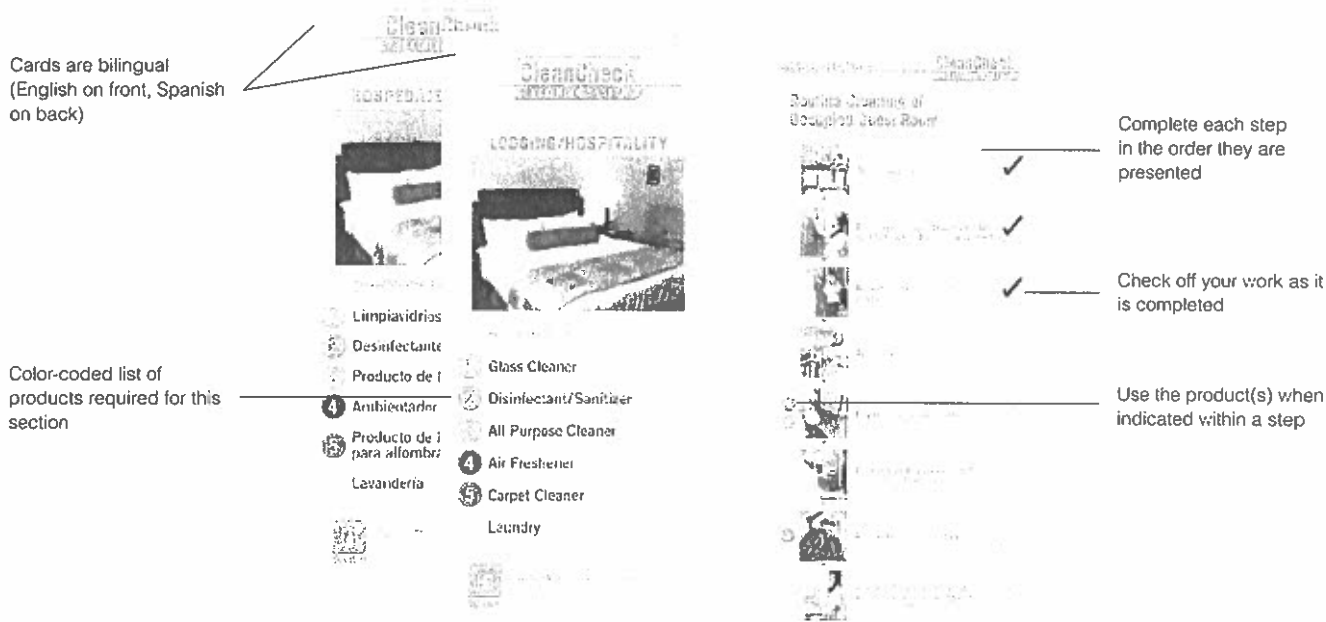
VIDEO TUTORIALS

WEB-BASED TRAINING



ACCOUNT MANAGEMENT

The CleanCheck job cards allow employees to perform each cleaning step with confidence when they're ready to clean by themselves. Housed with dual rings, you can easily separate and customize your card set based on which employees will need which job cards depending on their cleaning tasks. Employees can simply check off each step as it's completed with the provided erasable pen. CleanCheck job cards follow the procedural instructions covered in the video modules and manuals.



CleanCheck utilizes color-coded product categories to identify which products are right for the job. Displayed as colored/numbered dots throughout the videos, cards, and manuals, CleanCheck includes corresponding stickers that can be applied to the actual product containers so there is a direct association between each chemical and the cleaning category identified in the training and CleanCheck job cards. This provides more assurance that the right product is used for each cleaning challenge.



When training is complete, you can reward employees for a job well done. Online testing is available and provides track-able results for each employee. Test questions focus on the basic concepts, while correct answers facilitate success and professional workmanship. Personalized certificates with employee name and area mastered are available upon completion of each module. These certificates can be printed for compliance documentation and presented to employees.





CLEANCHECK TRAINING SYSTEM ONLINE SUBSCRIPTION

The complete CleanCheck Training System is available online.

FREE

THE BASIC CLEANCHECK TRAINING SYSTEM

The CleanCheck training system includes everything you need to roll out the system. Includes a company-wide subscription to CleanCheck Online, Trainer Manual, DVD set, card sets, and five product sticker sets.

\$24900

CLEANCHECK TRAINER MANUAL

Over 40 pages covering training tips, procedures, safety, products, support, and dispensing systems.

\$29500

CLEANCHECK CARD COLLECTIONS

Includes a set of 6 training card collections (Restroom Care, Office, Carpet Care, Hard Floor Care, Safety: GHS Modified HazCom, and Safety: Bloodborne Pathogen Standard) on 1" rings, and an erasable pen connected to a heavy-duty 3" ring.

\$27500

Restroom Care Cards

\$27100

Office Cards

\$27200

Carpet Care Cards

\$27300

Hard Floor Care Cards

\$27400

Health Care: Acute Care

\$20600

Health Care: Long Term Care

\$27500

Education Cards

\$26500

Safety: GHS Modified HazCom Cards

\$34600

Safety: Bloodborne Pathogen Standard Cards

\$26900

Lodging/Hospitality Cards

\$27004

Kitchen Services Cards

\$27005

Fitness Facilities Cards

\$27006

Food Processing Sanitation Cards

\$27007

Pandemic Disinfection Cards

\$27008

Post-Pandemic Cleanup and Disinfection Cards

\$27009

Employee Personal Workspace Cleaning Cards

\$27010

Advanced Disinfection Cards

\$27011

The ABCs of Cleaning Chemistry Cards

\$27012

Healthcare Laundry

\$27013

Hospitality Laundry

\$27014

CLEANCHECK DVD SERIES

\$26000

Includes a set of 6 CleanCheck instructional DVDs (Restroom Care, Office, Carpet Care, Hard Floor Care, Safety: GHS Modified HazCom, and Safety: Bloodborne Pathogen Standard).

Restroom Care DVD

\$26100

Office DVD

\$26200

Carpet Care DVD

\$26300

Hard Floor Care DVD

\$26400

Health Care: Acute Care DVD

\$20100

Health Care: Long Term Care DVD

\$26001

Education DVD

\$26000

Safety: GHS Modified HazCom DVD

\$32800

Safety: Bloodborne Pathogen Standard DVD

\$31100

Lodging/Hospitality DVD

\$26002

Kitchen Services DVD

\$26003

Fitness Facilities DVD

\$26004

Food Processing Sanitation DVD

\$26005

Pandemic Disinfection DVD

\$26006

Post-Pandemic Cleanup and Disinfection DVD

\$26007

Employee Personal Workspace Cleaning DVD

\$26008

Advanced Disinfection DVD

\$26009

The ABCs of Cleaning Chemistry DVD

\$26010

Healthcare Laundry

\$26011

Hospitality Laundry

\$26012

ADDITIONAL OPTIONS

\$27000

Color-coding sticker sheets (set of 5)

Distributed By:



Spartan Chemical Company, Inc.

1110 Spartan Drive, Maumee, Ohio 43537

1-800-537-8990

www.spartanchemical.com

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CITY OF MADISON HEIGHTS
RFP 23-02- CUSTODIAL SERVICES
PRICING SECTION

Price per building per month / per hour:

<u>Building</u>	<u>Price Per Month*</u>	<u>Special Event Price Per Hour</u>
City Hall	\$ 2,997.33	\$ 25.00
Library	\$ 2,999.99	\$ 25.00
Active Adult Center	\$ 3,299.99	\$ 25.00
43rd District Court	\$ 2,499.00	\$ 25.00
Police Department	\$ 5,890.00	\$ 25.00
DPS	\$ 1,819.25	\$ 25.00

GRAND TOTAL (Price Per Month)* \$ 19,505.56

*PRICE PER MONTH MAY CHANGE UPON WRITTEN AGREEMENT BY BOTH PARTIES IF HOURS ARE REDUCED OR INCREASED, OR DUE TO PENALTIES AS OUTLINED IN THESE SPECIFICATIONS.

THE CITY RESERVES THE RIGHT TO AWARD THE BID ON A SITE BY SITE BASIS.

THE CITY IS NOT OBLIGATED TO AWARD THE CONTRACT TO THE LOWEST PRICE BUT WILL ASSESS THE PRICING THAT WILL PROVIDE SUFFICIENT SERVICES TO THE CITY AND AT LEAST A MINIMUM WAGE TO THE REQUIRED NUMBER OF CUSTODIAL EMPLOYEES

Name and telephone number available 24 hours a day, seven days a week to request on-call services:
586-709-9517

YOU MUST INCLUDE A MINIMUM OF THREE (3) CURRENT OR PAST CLIENT REFERENCES ON THE ATTACHED SHEET.

YOUR COMPANY INFORMATION

Name of Company Du-All Cleaning, Inc.

Name of Person Submitting Bid Mondi Rakaj, President Du-All Cleaning, Inc.

Signature Mondi Rakaj

Address 35474 Mound Rd Sterling Heights, MI 48310

Phone 586-580-3617 Fax N/A Email: Mondi@dualcleaning.com

Date 08/23/2023

REFERENCES - RFP 23-02 CUSTODIAL SERVICES:

PLEASE LIST THREE REFERENCES (PREFERABLY OTHER MUNICIPALITY/GOVERNMENT ACCOUNTS) BELOW:

1. Organization: City of Royal Oak - Police Department
Address: 450 E 11 Mile Rd Royal Oak MI 48067
Contact Name: Deputy Chief Keith Spencer
Phone #: 248-246-3526 Fax #: Unk.
Email Address: KeithS@romi.gov

2. Organization: City of Roseville
Address: 26777 Gratiot Ave Roseville MI 48066
Contact Name: Robert DeBruyn, Director of Public Service
Phone #: 586-445-5470 Fax #: Unk.
Email Address: rdebruyn@roseville-mi.gov

3. Organization: Charter Township of Shelby
Address: 52610 Van Dyke Ave Shelby Twp MI 48316
Contact Name: Katie Ester - Director
Phone #: 586-739-7414 Fax #: Unk.
Email Address: kester@shelbytpw.org

INDEMNIFICATION, DEFEND AND HOLD HARMLESS AGREEMENT

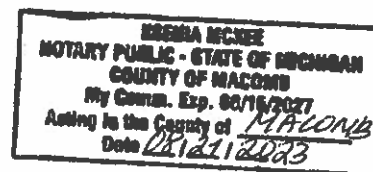
KNOW ALL MEN BY THESE PRESENTS: That Du-All Cleaning, Inc.
(Contractor/Company) By and through the undersigned Mondi Rakaj (Individual),
Its President (Title), respectively, agrees to indemnify and hold harmless the City of
Madison Heights, a Michigan Municipal Corporation, 300 W. Thirteen Mile Road, Madison Heights,
Michigan 48071, (hereinafter "City"), its Council, officers, administrators, employees, attorneys, affiliates,
successors and assigns from any and all liability arising, directly or indirectly, from the following activity:
CUSTODIAL SERVICES FOR THE CITY OF MADISON HEIGHTS

In the event any suit, proceeding, claim, loss, damage, cost, charge or expense shall be brought against the
City, its Council, officers, administrators, employees, attorneys, affiliates, successors and assigns by virtue of
the above-referenced activity, hereby covenants and agrees to assume the defense thereof and defend the
same at its own expense and pay all costs, charges, attorney fees and any other expenses related thereto.
Notwithstanding the foregoing, this Indemnification, Defend and Hold Harmless Agreement excludes the
sole acts and/or the sole omissions to act on the part of the City of Madison Heights.

Mondi Rakaj
(Signature of person submitting bid)

Subscribed and sworn this 21st day of August, 2023 before me, a Notary Public in and
for said County.

K. Hecker
Notary Public



My Commission Expires:

08/15/2027

NON-COLLUSION AFFIDAVIT

Return this completed form with your sealed bid.

Mondi Rakaj being duly sworn deposes and says:

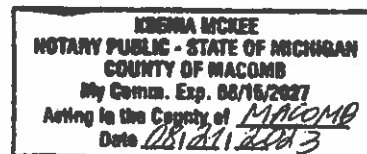
That he/she is President, Du-All Cleaning, Inc.
(state official capacity in firm)

The party making the foregoing proposal or bid, that such bid is genuine and not collusion or sham; that said bidder has not colluded, conspired, connived, or agreed, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, or to fix any overhead, profit, or cost element of said bid price or that of any other bidder, or to secure the advantage against the City of Madison Heights or any person interested in the proposed contract; and that all statements contained in said proposal or bid are true.

Mondi Rakaj
(Signature of person submitting bid)

Subscribed and sworn this 21st day of August, 2023 before me, a Notary Public in and for said County.

K. McKee
Notary Public



My Commission Expires:

08/15/2027



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

06/06/2023

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 Szura Insurance Services 109 E. Fourth St. Rochester, MI 48307-2021 Matthew T. Szura	248-651-4487	CONTACT NAME: Matthew T. Szura PHONE (A/C, No, Ext): 248-651-4487 FAX (A/C, No): 248-651-3751 E-MAIL ADDRESS:														
INSURED Du-All Cleaning, Inc. Mondir Rakaj 35474 Mound Rd. Sterling Heights, MI 48310		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: EMC Insurance Companies</td> <td>21415</td> </tr> <tr> <td>INSURER B: Accident Fund Ins. Co. of Amer</td> <td>10166</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: EMC Insurance Companies	21415	INSURER B: Accident Fund Ins. Co. of Amer	10166	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER C:																
INSURER D:																
INSURER E:																
INSURER F:																

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 INSD	SUBR 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 type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			6D3-45-37-22	06/10/2023	06/10/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			6E3-45-37-22	06/10/2023	06/10/2024	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"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			6J3-45-37-22	06/10/2023	06/10/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) Y/N <input type="checkbox"/> If yes, describe under DESCRIPTION OF OPERATIONS below:		N/A	AF WCP 100035331	06/10/2023	06/10/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Leased/Rented			6C3-45-37-23	06/10/2023	06/10/2024	Limit 230,000 Ded 500

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

CERTIFICATE HOLDER

CANCELLATION

SAMPLE1

SAMPLE CERTIFICATE

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
Matthew T. Szura

Sealed Bid

CITY OF MADISON HEIGHTS

RFP #23-02 Custodial Services



AUGUST 23, 2023

DU-ALL CLEANING, INC.

35474 Mound Rd. Sterling Heights MI 48310 (586) 580-3617