



Lance,

I am writing to express our strong interest in the Janitorial Services Request for Proposal (RFP-2324-28) for the New Adult Wellness Center. SourceOne is committed to delivering top-notch janitorial services that not only meet but exceed your expectations.

With over 20 years of experience in the janitorial services industry, we have built a solid reputation for providing comprehensive and cost-effective solutions. Our team is dedicated to maintaining a clean, safe, and welcoming environment for your organization. We understand that cleanliness is crucial for the well-being of your employees and visitors.

Our proposal will include a detailed plan for:

1. **Cleaning Services:** We will outline the cleaning schedule, methods, and techniques we will employ to ensure that your facility remains spotless and sanitary.
2. **Trained Staff:** Our skilled and trained janitorial staff will be well-versed in best practices and safety protocols to ensure the highest quality service.
3. **Quality Assurance:** We have rigorous quality control measures in place to ensure consistency and satisfaction. Regular inspections and customer feedback will be part of our approach.
4. **Sustainability:** Source is dedicated to environmental sustainability. We will detail our eco-friendly cleaning practices and the products we use to minimize our environmental footprint wherever possible.
5. **Pricing and Cost Structure:** Our proposal will provide transparent pricing and a clear breakdown of costs to help you understand the value we offer.
6. **References:** We will include references from our satisfied clients to demonstrate our track record.
7. **Insurance and Compliance:** We will provide proof of insurance and compliance with all relevant regulations.

We are confident that our proposal will demonstrate our commitment to providing exceptional janitorial services tailored to your needs. Our aim is to establish a long-term partnership with the City of Norman and contribute to the success of your operations.

Thank you for considering our proposal. We look forward to the opportunity to discuss our janitorial services in more detail and address any questions or concerns you may have. Please feel free to contact me at 918-551-6300 or via email at Cliff.Litchfield@sourceone-usa.com.

Sincerely,

A handwritten signature in black ink, appearing to be "Cliff Litchfield".

Tulsa
(918) 551-6300

SOURCEONE Management Services, Inc.
5424 South 99th East Ave
Tulsa, OK 74146
(918) 551-6302 fax

OKC
(405) 753-4144



RFP-2324-28

Janitorial services for this RFP encompass a wide range of cleaning tasks and responsibilities. SourceOne will be:

1. **Sweeping and Mopping:** Janitors sweep and mop floors to remove dirt, dust, and debris. This includes hard floors in lobbies, hallways, and common areas. This service to be performed daily.
2. **Vacuuming:** Carpets are regularly vacuumed to remove dirt, dust, and allergens. This helps maintain the appearance and cleanliness of the carpeted areas. This service to be performed daily.
3. **Dusting:** Janitors dust surfaces such as desks, shelves, windowsills, and other flat surfaces to eliminate dust and keep them clean. This service to be performed daily.
4. **Trash Removal:** Emptying and replacing trash can liners and disposing of waste in designated bins. This service to be performed daily.
5. **Restroom Cleaning:** Thorough cleaning of restrooms includes disinfecting toilets, sinks, and fixtures, as well as refilling soap and paper towel dispensers. This service to be performed daily.
6. **Window Cleaning:** Janitors may clean and wipe down windows, mirrors, and glass surfaces to ensure they are free of streaks and smudges. Entrance Glass doors (inside and out) to be cleaner Daily, inside the building glass to be cleaned monthly unless otherwise requested or needed. Outside windows to be cleaned as directed by Facilities see the pricing section.
7. **Kitchen and Break Room Cleaning:** Cleaning and sanitizing kitchen and break room areas, including appliances, countertops, and tables, to maintain a clean and safe space for employees & guests. This service to be performed daily.
8. **Floor Care:** This can involve tasks like stripping and waxing hard floors to maintain their shine, and carpet cleaning to remove stains and refresh the appearance. Spot Carpet cleaning to be performed upon request, entire carpet areas to be extracted on an annual basis.

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9. **High-Dust Cleaning:** Removing dust and cobwebs from ceilings, vents, and other high or hard-to-reach areas. This service to be performed monthly below 9 feet.
10. **Disinfection:** In response to health concerns like COVID-19 or RSV, janitorial services may include enhanced disinfection of high-touch surfaces and common areas to reduce the risk of infection. This service to be performed on an as needed basis, some disinfection will be completed during the normal cleaning process however, we suggest the use of a Vital Oxide treatment in case of an outbreak.
11. **Specialized Cleaning:** Some facilities may require specialized cleaning, such as pool decks or locker rooms. These areas demand specific cleaning methods and protocols. Such as the spraying of the pool deck daily.
12. **Emergency Cleanup:** Janitors may be responsible for addressing spills, accidents, or other unforeseen cleaning needs as they arise. The service performed on an as needed basis.
13. **Supply Management:** Restocking and managing cleaning supplies, toiletries, and other consumables as necessary. This service performed daily.
14. **Outdoor Area Maintenance:** Depending on the facilities requirements, this may include tasks like picking up litter up to a certain distance from the entrances and emptying outside trash receptacles. This service performed daily.
15. **Regular Inspection and Quality Control:** Janitorial services will include routine inspections to ensure cleaning standards are met and maintained. Once a month with the facilities manager and weekly by a site manager from SourceOne, using our software *Clean Smarts* with reporting available in real time. Our site managers and cleaners are specifically trained to look for and report any building issue that is discovered.

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Microbiological Testing Additional Information.

Technology has been developed that will enable managers to measure the effectiveness of cleaning programs. APPA's custodial guidelines and levels of appearance were a quantum leap in an industry that up through the late 1980s demonstrated little interest in any form of industrial quality measurement in the field of custodial operations, especially as it related to appearance levels or levels of cleanliness. As we move to the future, new measurement technologies are available, such as the adenosine triphosphate (ATP) meter (see Figure 5). This meter identifies ATP on a surface. According to Robert W. Powitz, Ph.D, MPH, "ATP is the primary energy transfer molecule present in all living biological cells on earth—its measurement is a direct indication of biological activity. Simply stated: no biological contamination, no microbial growth." The advantage of the ATP meter over the traditional method of colony counts is that it provides data in real time (i.e., seconds instead of days) and at a low cost. This provides for immediate feedback and allows for quick corrective action as needed. Other measurement instruments are currently being used, such as handheld air-monitoring equipment, water quality monitoring meters, ultraviolet-revealing technology, and volatile organic compound measuring units.

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Figure 5. ATP Meter

- **Moving toward cleaning the unseen.** During the past decade, custodial services has been barraged with increased expectations to prepare to respond to viral outbreaks or pandemics. This requires an increased level of sophistication on the part of the custodial services manager. Not only must custodial services respond to make surfaces visibly clean (i.e., remove dirt and trash), the expectation is that the invisible dirt or micro-organisms and bio-pathogens will also be removed. Custodial services is not just cleaning for appearances, but cleaning for health. To accomplish this, the

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manager will need to implement a systems approach to cleaning that uses best practices to clean facilities, and to measure the effectiveness of the cleaning program using a technologically sophisticated version of the old inspection process—the new process will measure the presence or absence of the unseen dirt. Such an approach uses scientific instrumentation to measure the effectiveness of the cleaning processes and requires the use of best practices, chemicals, and equipment to produce the final result: hygienically clean facilities, using processes and practices that address the philosophy of “cleaning for health.”

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SourceOne Facilities Management Call Tree for Emergency Services

1st David Rechter Site Manager

918-210-9806

david.rechter@sourceone-usa.com

2nd Cliff Litchfield Director of Operations

918-231-0123

cliff.litchfield@sourceone-usa.com

3rd Parker Ferrell Site Manager

918-625-9532

parker.ferrell@sourceone-usa.com

4th Ian Litchfield Inspector

405-630-4137

5th Mark Ferrell President

918-857-3388

mark.ferrell@sourceone-usa.com

Calls Answered 24 / 7

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References

Cindi Stearns, Executive Director
Mid-Del Tech Center
1621 Maple Drive
Midwest City, OK. 73110
405-739-1707 x 6384
estreans@mid-del.net

John McIntosh, SVP/Facilities & Security
First Oklahoma Bank
100 South Riverside Drive
Tulsa, OK.74037
John.mcintosh@firstoklahomabank.com

Allen Granger, Director Facilities
CACI
1224 Rex Madeira Road
Lawton, OK. 73501
580-678-2668
Allen.r.granger2.ctr@mail.mil

Chris Patuto, Facilities Manager
Community Care College
Oklahoma Technical College
Clary Sage College
4242 South Sheridan
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Pricing Details for:



City of Norman
 Adult Wellness Center
 602 N Findlay
 Norman, OK 73069

RFP-2324-28

Option	Furnished S/F	Frequency	Man Hours per Night	Price/Month
Option 1	23,000	5 Days/Week	5.5	\$2,250.00
Option 2	23,000	5 Days/Week	7.5	\$2,940.00
Option 1 + Day Porter	23,000	5 Days/Week 4 Hour Day Porter 5 Days/Week M-F	5.5	\$2,250.00 \$1,395.00
Opt 1 + Day Porter Total..:				\$3,645.00
Option 2 + Day Porter	23,000	5 Days/Week 4 Hour Day Porter 5 Days/Week M-F	7.5	\$2,940.00 \$1,395.00
Opt 2 + Day Porter Total..:				\$4,335.00

Additional Services Upon Request
Exterior Window Cleaning @ \$1,992.00/Event
Carpet Extraction @ \$0.17/s.f.
Strip & Refinish LVT @ \$0.35/s.f.
Vital Oxide Disinfection @ \$0.08/s.f.
Microbial Quarterly Testing @ \$1,295.00/Year

Terms and Conditions:

- All services will be performed in accordance with industry standards and the specifications included in this proposal.
- Prices are subject to change upon agreement of renewal.
- Termination of the contract requires a 30 day written notice by either party.
- **Payment Terms:** Invoices are sent on the 1st of the following month of service provided and is due 15 days from invoice date.

AFFIDAVIT OF NON-COLLUSION

STATE OF Oklahoma)

COUNTY OF Tulsa)ss

Mark Ferrell, of lawful age, being first duly sworn, on oath says, that (s) he is the agent authorized by the bidder to submit the attached bid. Affidavit further states that the bidder has not been a party to any collusion among bidders in restraint to freedom of competition by agreement to bid at a fixed price or to refrain from bidding; or with any city official or employee as to quantity, quality, or price in the prospective contract, or any other terms of prospective contract; or in any discussion between bidders and any city official concerning exchange of money or other thing of value for special consideration in the letting of a contract; that the bidder/contractor has not paid, given or donated or agreed to pay, give or donate to any officer or employee of the City of Norman, Oklahoma any money or other thing of value, either directly or indirectly, in the procuring of the award of a contract pursuant to this bid.

Source One
Proposer

By: Mark Ferrell

Subscribed and sworn to before me on this 31 day of October, 2023

[Signature]
My Commission Expires 1-30-2027

CLIFFORD N LITCHFIELD
Notary Public, State of Oklahoma
Commission # 23001459
My Commission Expires 01-30-2027

Client:



Vendor:



Company Name

SourceOne Management Services, Inc.

Address

5424 S 99th E Ave

City, State Zip

Tulsa, OK 74129

Accepted by

Accepted by

Title

Title

Pricing Details for:



City of Norman
Adult Wellness Center
602 N Findlay
Norman, OK 73069

RFP-2324-28

Option	Furnished S/F	Frequency	Man Hours per Night	Price/Month
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Additional Services Upon Request
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- Prices are good on a month to month basis until a permanent PO is available.
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