



REQUEST FOR PROPOSAL (RFP)

City of Novi, Michigan

PRESENTED TO:

Tracey Marzonie
Purchasing Accountant

PRESENTED BY:

Anthony P. Smith
Master Maintenance
01/26/2024



**Master
Maintenance**

A **SERVIS** COMPANY



01/26/2024



Tracey Marzonie
Purchasing Accountant
Novi, Michigan

Dear Tracey,

Enclosed is our complete proposal for janitorial services for the City of Novi, Michigan. Master Maintenance takes great pride in performing the highest quality services at affordable rates. We carry insurance and bonding for your protection and offer a list of quality references. Our reputation has been built by providing consistent and dependable service, as our customers will attest.

We are particularly aware of the extra care and attention required for these facilities. Our management staff is prepared to exceed your highest expectations of cleanliness and service. Please know that all decisions made and actions taken in our company revolve around our core values, no exceptions!

These four essential tenets are non-negotiable, timeless and unchanging in our organization:

- We live with honesty and integrity
We are committed to conducting our business with transparency and fairness in all dealings
- We treat everyone with dignity and respect
We treat everyone even better than they expect to be treated
- We fulfill all of our obligations
You can count on us to do what we say we will do, every time, every job, every opportunity
- We give back to the community
We inspire our employees to make a positive impact by investing their time and resources in the communities we serve

A few points we should emphasize:

- We are a privately-owned company with daily owner involvement
- We are a Michigan headquartered company located in Ypsilanti, Michigan
- Our management team has over 150 years combined experience
- We perform criminal conviction background checks
- We have one of the lowest employee turnover rates in the industry, 1/12 of the industry average
- We hire only legal US citizens and pay all of our payroll taxes
- We carry workers' compensation, liability insurance and bond all employees
- We have a quality assurance program that delivers consistent service
- 80% of our customers have been with us twice the industry average
- 20% of our customers have been with us more than 10 years
- We utilize industry specific software for our payroll, work scheduling, job cost, AR, AP, HR

If you have questions or concerns, please call us at your earliest convenience. We look forward to working with you and servicing your maintenance needs, both now and for years to come.

Respectfully,

Anthony P. Smith
Vice President



CITY OF NOVI JANITORIAL SERVICES

SPECIFICATIONS

A. GENERAL SCOPE OF WORK – ALL LOCATIONS.

1. It is the intention of City of Novi to contract for the services of one or more qualified custodial service providers to provide cleaning/custodial services at various City buildings. The Contractor shall employ trained, reliable, quality conscious custodians and supervisors.
2. It is the objective of the City to obtain the full cleaning performance in accordance with the terms of the specifications, general cleaning standards, and the quality of work requirements in this Contract. Clean and well-maintained buildings are the City's goals, and while deduction provisions for work omitted or improperly performed is designed to protect the City's interest, it is not ordinarily a desirable substitute for getting the job accomplished. The City is contracting for the complete performance of each cleaning job as identified in the Specifications, and deductions will, therefore, be made as stipulated.
3. The successful contractor shall furnish and administer all supervision, labor, and equipment.
4. Water and electricity shall be supplied by the City. Hand soap, toilet paper, paper towels, toilet seat protectors, and trashcan liners shall be furnished by the City of Novi as required for the satisfactory performance of work of this Contract.
 - a) Water access locations:
 - 1) City Hall: On first floor in hallway next to Council chambers
 - 2) Community Center/Atrium: located in loading dock area
 - 3) Police Department: located in janitor's storage closet
 - 4) DPW: located near restrooms In Janitors closet
5. It is intended that the services include all functions normally considered a part of workmanlike, satisfactory custodial maintenance whether or not they are specifically listed herein.
6. This contract does not include window washing of windows on the exterior walls of the building (neither inside nor outside) or the atrium windows. Glass doors and glass panels that are part of an entrance and glass within the buildings are included in this contract.
7. Services to be performed under this Contract shall be subject to inspection and approval by the Facilities Management Specialist or his

designated representative. There shall be no deviations from any part of the Contract or from any approved schedule without prior written approval from the City. *Deductions will be an indication that work is not being performed per the Contract Specifications.* The City reserves the right to terminate this Contract for non-performance at any time it feels such termination is warranted.

8. The City reserves the option to change required days, hours, add, or delete locations to this contract.
9. The Contractor shall provide and maintain a manual listing of all cleaning products to be used on this Contract, as well as M.S.D.S. sheets for those products, sign-in sheets, timesheets, and work requirements for that location. M.S.D.S sheets shall be kept in the same location as the chemicals.

B. CONTRACT PERIOD.

1. If a contract is executed as a result of the proposal, it stipulates a fixed price for services. The contract period will be for one (1) year. Upon mutual consent of the City and the successful proposer, the contract may be renewed two (2) times in one (1) year increments at the same terms and conditions of the original contract.
2. The City may, from time to time, find it necessary to continue this contract on a month-to-month basis only, not to exceed a six (6) month period. Such month-to-month extended periods shall be by mutual agreement of both parties, with all provisions of the original contract or any extension thereof remaining in full force and effect.

C. SAFETY.

1. The Contractor shall take all necessary precautions for the safety of their employees performing the work under this Contract. The Contractor shall direct and properly maintain at all times, as required by job conditions and work progress, all necessary safeguards for the protection of the workmen and the public.
2. The contractor will be familiar with and operate within the guidelines set forth by the Occupational Safety and Health Act (OSHA) and Michigan Occupational Safety and Health Act (MOSHA) which affect custodial and housekeeping operations.
3. All of the Contractor's employees who are assigned to the City of Novi shall be able to read, write, and speak American English.

D. FIRE PROTECTION AND PREVENTION.

1. The Contractor shall comply with fire protection measures as described in all fire prevention Codes.
2. The Contractor shall not store combustible supplies of any kind in any City building. The Contractor shall consider contaminated buckets, mops, cloths, and brushes as potentially subject to spontaneous heating and shall not store such items in City buildings. All buckets shall be emptied and cleaned after each use and all used materials shall be thoroughly cleaned or properly bagged and removed from the premises.

E. BUILDING SECURITY

1. At no time will the Contractor block open exterior doors or impede the function of their latching.
2. The Contractor or their employees shall not grant access to the buildings to any persons who are not a member of the Contractor's staff.
3. Keys/ID badges will be provided as required for access to the building at time of assignment. The Contractor shall be responsible for the safekeeping of building keys and return keys at expiration of the Contract. No additional keys will be furnished for locks. The Contractor shall be charged for any locksmithing services due to loss of keys/badges. Contractor shall be charged for replacement for loss of any ID badges.
4. Any and all interior doors unlocked by contractor employees for cleaning purposes shall be relocked after completion of services.
5. All interior doors shall be closed unless otherwise indicated by special instructions.
6. Prior to leaving the building and/or completed section of building, it shall be the responsibility of the Contractor to close and lock all windows, extinguish all non-automated lights, except as otherwise directed and to securely fasten and/or lock all doors.

F. ENERGY CONSERVATION

1. Energy conservations shall be practiced. Lights in unoccupied areas should be turned off, except where automatically controlled, and windows and doors are to be kept closed.

G. INSPECTIONS.

1. Each day prior to opening, the Facilities Management Specialist, or designee, shall inspect the previous day's work to ensure that each task has been completed in a good and workmanlike manner and to the satisfaction of the City agency. The Contractor shall fill in the cleaning service checklist, noting any incomplete task(s), and sign and date the form. The Facilities Management Specialist, or designee, will review and verify the checklist. The Facilities Management Specialist, or designee, will note the date, time, and sign the checklist after inspecting, and will notify the Contractor of any deficiencies. The Contractor shall sign the checklist and note the date and time as acceptance of the deficiencies that need to be corrected.

H. CORRECTIONS.

1. When the Contractor is advised by the Facilities Management Specialist, or designee, of an incomplete task, the deficiency shall be corrected by the Contractor's employees completing the task(s) in question within twenty-four (24) hours of the notification.

I. STORAGE SPACE, JANITOR'S CLOSET AND LOCKER ROOM.

1. Space available in the building will be assigned to the Contractor for the storage of bulk supplies and the equipment to be used in the performance of the work of the Contract. The Contractor's employees shall keep this space in a neat and orderly condition.
2. The Contractor shall be responsible for all spills caused by their employees. Spills caused by leaky trash bags or spills outside of janitor's closets shall be especially noted. When necessary, the Contractor shall be responsible for the cleanup of those spills and shampoo carpets in areas needed as a result of Contractor's employee negligence. If the Contractor does not correct the spill to the satisfaction of the City, the City reserves the right to hire another contractor to correct the spills. The cost to hire the additional contract will be deducted from the Contractor's monthly invoice.

J. CLEANING CHEMICAL PRODUCTS & SUPPLIES.

1. The City requires that the Contractor uses good quality products. The products used under this Contract shall be approved prior to use during the Contract. The Contractor shall supply a list of all products to be used and MSDS sheets for all chemicals to be used in City Buildings while providing this Contract's services. Each Proposer shall include MSDS sheets

with the Proposal Response for products known to be used by the Proposer for these services.

2. The Contractor shall furnish all equipment and materials, not provided by the City. Water and electricity shall be provided by the City. Hand soap, toilet paper, paper towels, sanitary napkins, toilet seat protectors, and trash liners will be furnished by the City of Novi as required for the satisfactory performance of the work of this Contract.

K. EQUIPMENT REQUIREMENTS.

1. The Contractor shall provide floor vacuums compliant with the following minimum Specifications and provide the City with validation of compliance. The vacuum system's minimum requirements include filtration efficiency capable of trapping 99% of contaminants as small as 0.3 micron. The Contractor shall comply with the manufacturer's specifications for filter bag replacement and follow the manufacturer's recommendation for filter change frequency.
2. The Contractor shall furnish supplies meeting the Specifications. These supplies and equipment include, but are not limited, to the following:
 - Vacuum cleaners
 - Floor buffing machines
 - Clean, mop heads
 - Brushes and rags
 - Buckets
 - Brooms
 - Dusters

L. QUALIFICATION OF PROPOSERS.

1. The successful proposer shall meet the requirements below in order to be considered for an award of Contract:
 - a) Shall have a satisfactory record of past performance. Past performance on City contracts will be considered as well as reference recommendations.
 - b) Shall have successfully performed Contracts similar in nature and dollar value within the past three (3) years. Proposers shall provide a list including contact information of three (3) most recent contracts of same scope and size. Failure to do so may be cause for rejection of the Proposal Response.
 - c) Shall have been in business under the same business name for a period of not less than three (3) years.

- d) Shall demonstrate methodology/work plan and provide samples of sign-in sheets, time sheets, and work checklists with their proposal.
- e) Shall have the ability to obtain background investigations on their employees at no additional cost to the City. All background investigations shall be submitted to the City prior to commencement of contract, for all new employees added to the contract, at all contract renewals, and as requested by the City during the term of the Contract.
- f) A site visit by the City designee of a building presently being cleaned by the short-listed list of contractors may be requested prior to award.

M. LABOR AND WAGE REQUIREMENTS.

- 1. The Contractor is responsible for the payment of all salaries, wages, bonuses, Social Security, Worker's Compensation, taxes, Federal and State Unemployment Insurance, and any and all taxes relating to the personnel furnished under this Contract.
- 2. The Contractor is responsible for withholding State and Federal Income Taxes and F.I.C.A. Taxes shall also comply with all other laws relating to employees, such as wage and hourly laws, safety and health requirements, and collective bargaining laws.

N. BACKGROUND INVESTIGATIONS.

- 1. Contractor will provide a background check on each employee including, employee's full name, date of birth, social security number, and copy of valid driver's license or Michigan ID card. Contractor's employees who are assigned to the Police Department and the Firearms Training Center must complete an additional background check to be performed by City of Novi Police Department and fingerprinting prior to authorization to work at those sites.
- 2. The Contractor shall assume the cost and responsibility to have background checks done for each employee assigned to each facility.
- 3. The Contractor shall guarantee that the background check and required documentation is completed and provided to the City prior to assignment of the employee(s) to a City building.
- 4. Background checks shall be repeated for each employee assigned at the commencement of each Contract renewal period unless a new employee has been investigated within thirty (30) days prior to the end of the previous

Contract period and is deemed acceptable. The City may require confirmation at any time during the Contract that all employees working at City locations have received favorable background investigations.

5. The Contractor shall not assign any individual convicted of the following offenses: Abduction, Homicide, Rape, Aggravated Assault, Assault with Intent to Murder, or Assault with Intent to Rob.
6. The Contractor shall not assign any individual convicted, or having uncompleted probation for the following offenses: Burglary, Breaking and Entering, Carrying or Wearing a Weapon, Destruction of Property, Possession or Possession of a Controlled Dangerous Substance with Intent to Distribute, Explosives, Kidnapping, Theft/Larceny, Maiming, Manslaughter, Sexual Assault, Robbery, Shoplifting, Distribution of a Controlled Substance, or Theft.
7. The Contractor may seek exception to the above guidelines governing acceptability for assignment to the facility by providing documented specifics pertaining to convictions of the employee in question. The City will, at its sole discretion, accept or reject the requested exception.

O. HOLIDAYS.

For providing custodial services under this contract, the work week shall be as indicated on the Building Information Summary Chart. In buildings that require a five-day work week, the following holidays will be observed by the contractor.

Any work necessary to be performed on Saturdays, Sundays or legal City holidays in areas scheduled for seven-day work weeks shall be performed **without** additional expense to the City.

1. New Year Day, January 1
2. Martin Luther King's Birthday
3. Presidents Day, February
4. Good Friday, last Friday before Easter
5. Memorial Day, last Monday in May
6. Juneteenth, June 19
7. Independence Day, July 4
8. Labor Day, 1st Monday in September
9. Veteran's Day, November
10. Thanksgiving Day, 4th Thursday in November
11. Day after Thanksgiving, 4th Friday in November
12. Christmas Eve, December 24
13. Christmas Day, December 25
14. New Year's Eve, December 31

P. CONTRACTOR RESPONSIBILITIES.

1. The Contractor shall assume all administrative and supervision responsibilities for own staff and ensure all work performed is of high quality in accordance with good practices, procedures, and industry standards. The Contractor shall conform to all Federal, State, and Local Laws and Governmental Regulations.
2. The Contractor will designate an individual to act as project supervisor. The project supervisor shall be available to the contractor's employees and to the Facilities Management Specialist, or his designee, at all times by use of a cell phone or other reliable means. The project supervisor shall monitor employee performance, attendance, and punctuality and work closely with the Facilities Management Specialist, or his designee in assuring contract compliance.
3. Contractor shall provide for the City a registry of employees approved and assigned to work at the work site locations and ensure the registry is updated prior to new employee assignments. New employees (assigned at the beginning of the contract, or at any time during the contract or any renewals) may not begin work at a City facility until they have passed a background check, all information has been provided to the City, and they have been approved by the Facilities Management Specialist or his designee.
4. All employees assigned to the City must be fluent enough in the American English language to read and understand chemical labels and signs, as well as converse understandably with City management and other City personnel. The contractor's project supervisor must be fluent in American English.
5. The Contractor shall take all necessary precautions for the safety of the employees performing the work under this Contract. The Contractor shall direct and properly maintain at all times, as required by job conditions and work progress, all necessary safeguards for the protection of workmen and the public.
6. The Contractor's employees shall not have family members or non-employees present at the assignment location.
7. The Contractor's employees shall not engage in cell phone conversations during the course of work.
8. The Contractor's employees shall vacate the City premises promptly upon completion of the assignment.
9. Employees of the contractor will eat and take work breaks in specific areas and will not be allowed to eat or take breaks in offices.

10. The Contractor shall require all their employees to wear a badge with photo identification and a uniform stating the company name as identification for admittance into the building and as means of identification during the time their employees are in the building. This is mandatory.
11. The Contractor will not allow any of their employees to use the City of Novi ID badge of another one of the contractor's employees. This is strictly prohibited.
12. The Contractor will not allow their employees to smoke within any City facility or within 100 feet from any entrance. Smoking is prohibited per ordinance.
13. The Contractor shall carefully screen, train, and supervise each employee providing services under this Contract. Employees shall comply with all requirements as stated in this solicitation.
14. The Contractor shall report promptly to the Facilities Management Specialist, or his designated representative, any building deficiencies such as leaky faucets, stopped toilets or drains, broken fixtures, or any unsafe conditions.
15. The City may require the dismissal of any employee who the City determines, at its sole discretion, as incompetent, careless, insubordinate, or who violates any governmental law, rule, or regulation in a City facility. Additionally, the City may require the reassignment of any employee whose continued employment is contrary to consistently good relationships with City staff. The City may require, at its sole discretion, reassignment and restricted access of any employee the City believes may be a safety and/or security risk.
16. The City, at its discretion and authority, may require the departure from the premises of any employee(s) found to be noncompliant with uniform and badge requirements as set forth in this Contract.
17. The Contractor shall provide and update as necessary for the City 's on-site records an affirmation of background investigations performed and the employee(s)' acceptability for assignment to the work location. Background investigations of Contractor's employees may be verified by the City at any time during this Contract.
18. The Contractor shall require their employees to comply with the instructions pertaining to conduct and building regulations. All employees shall sign in and sign out in the facility's security log book upon entering and leaving the building. Sign in and sign out shall be in accordance with the set schedule agreed upon by both the Contractor and the City. Copies of log in sheets shall be submitted with the Contractor's invoice.

19. Once trash has been disposed of in the dumpsters, employees shall ensure the gates to the containment area are closed and latched. Employees may be required to set alarms at some locations. This information shall be provided to the Contractor prior to commencing work.
20. Assure that the Contractor's employees shall not disturb papers on desks, open drawers in any desks or other furniture, use City telephones or any other City equipment or appliances in the building (such as radios, coffee pots, microwave ovens, or televisions), or use equipment or appliances belonging to City employees.
21. While performing services under this Contract, the Contractor's employees shall not use illegal drugs or alcohol, or be under the influence of illegal drugs or alcohol.
22. The Contractor shall assume full responsibility for any and all damage or claim for damage, injury to persons, property, and equipment that may result from any services performed under this Contract. The Contractor shall be held liable by the City for damages caused by its employees to any equipment, apparatus, or installed property in the City facilities in which work is performed in accordance with this RFP.
23. Contractor must commit to a number of qualified staff dedicated to accomplishing all of the tasks required on the attached list. If at any time the number of staff service falls off and staff is determined to be less than what was committed in the RFP, the City of Novi reserves the right to cancel the contract for non-performance.
24. Performance evaluation meetings will be scheduled during regular business hours as needed to keep services compliant with specifications.

Q. CALL BACKS AND DEDUCTIONS.

For all work that is performed in an unsatisfactory manner, the contractor shall be given a "call-back". A "call-back" shall be defined as an unscheduled call to the contractor to complete or correct any portion of work not completed satisfactorily during the regularly scheduled time the work should have been done. All "call-backs" shall be answered and the work completed or corrected within the next regularly scheduled work period or at the direction of the Facilities Management Specialist or his designee, the unsatisfactory work shall be completed immediately.

Examples of unsatisfactory performance, as it relates to "call-backs", include but are not limited to the following:

- Nonperformance of or unsatisfactory performance of any portion of the work as specified and scheduled.
- Non-responsive to "call-backs"

Results of unsatisfactory performance:

- "Call-backs" in excess of two (2) within an invoice period shall result in a deduction of fifty (\$50.00) dollars from that period's invoice with fifty (\$50.00) dollars deducted for each "callback" thereafter.
- Two (2) "call-backs" during a one (1) month period or more than six (6) times in a year constitutes grounds for contract termination.

Deduction for no-show: one twentieth (1/20) of the monthly service cost will be deducted from each invoice period for failure to perform cleaning service on any given day. Two (2) no shows during a one (1) month period or more than six (6) times in a year constitutes grounds for contract termination.

R. EMPLOYEE CONDUCT.

The City reserves the right to request the removal of any contractor's employee for reasonable cause. Such causes shall include, but are not limited to, the following:

- Wearing of inappropriate clothing and/or uniform
- Engaging in loud, boisterous and unprofessional conduct
- Unauthorized use, disposition and/or misappropriation of City and/or City employee's personal property
- Use of City telephones for personal calls is prohibited
- Engaging in unlawful and unauthorized acts
- Misrepresentation of facts
- Failure to meet acceptable standards of personal cleanliness and neatness, bearing and demeanor.
- Not following procedures or doing job correctly.
- Smoking within any City facility or within 100 feet of any entrance.

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

Clean throughout the 2-story section of the building, including but not limited to offices, conference rooms, copy room, lunch rooms/breakrooms, stairways, hallways. Council Chambers is included with the City Hall cleaning.

Facility Hours: Monday – Friday, 8:00 am – 5:00 pm

Frequency of Cleaning: Monday – Friday, 5 days/week

Cleaning Hours: Monday – Friday, 5:00 pm until finish

Restricted area: Server Room

Special Instructions: Must adjust schedule to clean Council Chambers after the meetings are over. Server room is cleaned only at the request of the Facility Operations Manager.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in lunchroom)	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
OFFICES/CONFERENCE ROOMS COMMON AREAS/COPY ROOM/HALLWAYS/COUNCIL CHAMBERS	
- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include office desks)	Daily
- Clean and disinfect counters, including Council dais	Daily
- Spot vacuum carpets and sweep floors where debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Wash and clean inside and outside of security glass with approved cleaner	Daily
- Sweep, wet mop, and disinfect vinyl floors including luxury vinyl tile	Daily
- Clean both sides of glass partitions and transom glass with approved cleaner	Weekly
- Dust high reach areas	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Clean smudges from all glass and tabletops	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Dust window blinds	Quarterly
- Strip, seal, wax tile floor area	Annually
- Vacuum ceiling air vents	Monthly

KITCHEN/LUNCHROOM/BREAKROOM

- Scour/clean and disinfect sink	Daily
- Clean and disinfect kitchen counters and tables	Daily
- Clean and disinfect door handle	Daily
- Dust mop hard surface floors with treated dust mop	Daily
- Spot vacuum carpets and sweep floors when debris is noticeable	Daily
- Sweep, wet mop, and disinfect Luxury vinyl floors (LVT)	Daily
- Fully vacuum carpets from wall to wall, including rugs/mats	Weekly
- Dust high reach areas	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Clean and disinfect appliances and cabinets	Monthly
- Strip, seal, wax tile floor area	Annually
- Vacuum ceiling air vents	Monthly

RESTROOMS

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals	Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations	Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers.	Daily
- Clean mirrors	Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers	Daily
- Sweep, wet mop, and disinfect floors	Daily
- Machine scrub floors that can't be completely cleaned with wet mopping	Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner	Daily
- Clean and flush floor drain with germicidal detergent, followed by a second flushing with clean rinse water.	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Vacuum ceiling air vents	Monthly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside	Daily
- Sweep debris. Vacuum mats/floors within vestibule and inside atrium.	Daily
- Straighten mats	Daily
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk.	Daily
- Remove salt stains (seasonal)	Daily
- Clean walls when smudges noticed	Weekly

STAIRS, STAIRWELLS, AND LANDINGS

- Clean and disinfect railings	Daily
- Sweep/dust mop stairs and landings	Daily
- Wet mop stairs and landings	Every other day
- Vacuum corners and hard to reach areas	Weekly
- Dust high surfaces, walls, woodwork, windowsills, ledges and vents	Weekly

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

Includes but is not limited to: atrium; atrium restrooms (first floor and second floor); balcony area on 2nd floor overlooking atrium, including short hallways leading to offices; drinking fountain in 2nd floor hallway; Mayor's conference room, hallway & restroom next to Council Chambers, and Council conference room (behind Council chambers), office & conference space in Parks, Recreation, and Cultural Services, Older Adult Services, and Youth Assistance; Information desk; conference tables/chairs & seating areas in atrium. Does not include the Council chambers, which is included in City Hall cleaning. Facilities Office Monday - Friday only.

Facility Hours: Monday – Friday, 6:00 am – 10:00 pm
Saturday, 7:00 am – 12:00 am
Sunday, 8:00 am – 12:00 am

Frequency of Cleaning: Sunday – Saturday, 7 days/week

Cleaning Hours: Sunday - Saturday, 8:00 pm until finish

Restricted Areas: Parks & Recreation Storage Room

SPECIAL INSTRUCTIONS: Must adjust schedule to clean after the meetings and activities are completed at night. Parks offices and meeting rooms must be cleaned on Friday nights. Do not clean the Parks & Recreation storage room. Do not clean the kiosk near the stairway in the atrium.

GENERAL CLEANING - THROUGHOUT BUILDING

Frequency of Service

- | | |
|--|-------|
| - Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in atrium) | Daily |
| - Empty outside trash receptacles at all entrances and replace liners | Daily |
| - Remove all trash collected to designated area | Daily |
| - Clean cobwebs | Daily |

OFFICES/CONFERENCE ROOMS/COMMON AREAS/COMMUNITY ROOMS

- | | |
|---|-------|
| - Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include office desks) | Daily |
| - Clean and disinfect counters | Daily |
| - Pickup and dispose of any trash left on counters or floors in common areas. | Daily |
| - Spot vacuum carpets and sweep floors when debris is noticeable | Daily |
| - Clean and disinfect door handles | Daily |
| - Sweep, wet mop, and disinfect vinyl floors | Daily |
| - Sweep, machine scrub, and disinfect ceramic tile floors | Daily |
| - Dust mop hardwood floors | Daily |
| - Clean smudges from all glass and horizontal surfaces | Daily |

- Clean glass partitions and transom glass with approved cleaner	Weekly
- Dust high reach areas	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Vacuum ceiling air vents	Monthly
- Dust window blinds	Quarterly
- Strip, seal, wax tile floor area	Annually

ATRIUM

- Dust horizontal surfaces including tables, display cabinets	Daily
- Vacuum all floor mats. Straighten mats.	Daily
- Spot vacuum carpets and sweep floors where debris is noticeable	Daily
- Wash and clean plexiglass with approved cleaner (2nd floor railings)	Daily
- Sweep and machine scrub and disinfect ceramic tile floors	Daily
- Dust, clean and disinfect Information Desk in atrium	Weekly
- Clean glass doors and glass walls inside and outside of Council chambers	Weekly
- Dust windowsills	Monthly
- Damp wipe all base moldings	Monthly

KITCHEN

- Scour/clean and disinfect sink	Daily
- Clean and disinfect kitchen counters and tables	Daily
- Clean and disinfect door handles	Daily
- Sweep and wet mop/disinfect hard surface floors	Daily
- Spot vacuum carpets when debris is noticeable	Daily
- Damp wipe appliances and cabinets	Daily
- Fully vacuum carpets from wall to wall, including rugs/mats	Weekly
- Dust high reach areas	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Clean and disinfect appliances and cabinets	Monthly
- Vacuum ceiling air vents	Monthly
- Clean and flush drains and grease traps with germicidal detergent, followed by a second flushing with clean rinse water.	Monthly
- Strip, seal, wax tile floors	Annually

RESTROOMS

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals	Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations	Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers.	Daily
- Clean mirrors	Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers	Daily
- Sweep floors	Daily
- Wet mop and disinfect floors	Daily

- Machine scrub floors that can't be completely cleaned with wet mopping Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Daily
- Clean and flush floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly

HALLWAYS/DRINKING FOUNTAINS

- Clean, polish and disinfect drinking fountain fixtures Daily
- Vacuum all floor mats. Straighten mats. Daily
- Sweep and wet mop and disinfect vinyl floors Daily
- Sweep and machine scrub and disinfect ceramic tile floors Daily
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly
- Damp wipe all base moldings Monthly
- Strip, seal, wax vinyl floor area Quarterly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Daily
- Sweep debris from vestibule and the first 10 feet outside of entrance door. No debris shall be left on the sidewalk Daily
- Vacuum mats/floors within vestibule and inside atrium. Replace mats in proper position (straightened and do not block doors) Daily
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Weekly

ELEVATOR

- Spot vacuum carpets when debris is noticeable Daily
- Spot clean and polish all stainless steel using stainless steel cleaner Daily
- Spot clean walls Daily
- Damp wipe and disinfect buttons (inside and outside) Daily
- Clean door tracks and threshold plates (scrub brush or vacuum) Daily
- Clean and polish inside and outside of elevator doors and fascia Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats Weekly
- Fully clean interior walls Weekly
- Vacuum ceiling grates Quarterly

STAIRS, STAIRWELLS, AND LANDINGS

- Clean and disinfect railings Daily
- Sweep/dust mop stairs and landings Daily
- Wet mop stairs and landings Every other day
- Vacuum corners and hard to reach areas Weekly
- Dust high surfaces, walls, woodwork, windowsills, ledges and vents Weekly

BUILDING NAME: **POLICE DEPARTMENT**
45125 Ten Mile Road, Novi, MI 48375

Clean throughout the entire building, including but not limited to offices, restrooms, conference rooms, meeting rooms, lunch rooms/breakrooms, stairways, and hallways.

Facility Hours: 24/7

Frequency of Cleaning: 1st Floor: Sunday – Saturday, 7 days/week
2nd Floor: Monday – Friday, 5 days/week

Cleaning Hours: 8:00 pm – 6:00 am

Restricted Areas: SRT Room and Crime Lab

SPECIAL INSTRUCTIONS: Contractor cannot begin cleaning in the building until after 8:00 p.m. and everything needs to be completed by 6:00 a.m. The three (3) trash containers at the back doors need to be emptied on a daily basis. Jail cells need to be thoroughly cleaned on a daily basis. SRT Room and Crime Lab are to be cleaned upon request.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in lunchroom)	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
OFFICES/CONFERENCE ROOMS/COMMON AREAS	
- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include desks)	Daily
- Damp wipe and disinfect counters	Daily
- Spot vacuum carpets and sweep floors when debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Wash and clean inside and outside of security glass with approved cleaner	Daily
- Sweep and wet mop and disinfect vinyl floors	Daily
- Sweep and machine scrub and disinfect ceramic tile floors	Daily
- Wet mop non-carpeted floors	Daily
- Clean both sides of glass partitions and transom glass with approved cleaner	Weekly
- Dust high reach areas	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Clean smudges from all glass and tabletops	Daily
- Spot clean doors, door frames, light switches	Weekly

- Dust window blinds	Quarterly
- Strip, seal, wax tile floor area	Annually
- Vacuum ceiling air vents	Monthly

KITCHEN/LUNCHROOM/BREAKROOM/TRAINING CENTER

- Scour/clean and disinfect sink	Daily
- Clean and disinfect kitchen counters and tables	Daily
- Clean and disinfect door handles	Daily
- Dust mop hard surface floors with treated dust mop	Daily
- Spot vacuum carpets when debris is noticeable	Daily
- Sweep, wet mop, and disinfect hard surface floors	Daily
- Fully vacuum carpets from wall to wall, including rugs/mats	Daily
- Dust high reach areas	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Damp wipe and disinfect appliances and cabinets	Monthly
- Strip, seal, wax tile floors	Annually
- Vacuum ceiling air vents	Monthly

RESTROOMS/SHOWERS/LOCKER ROOMS

- Clean and disinfect all restroom/shower fixtures, sinks, commodes, and urinals	Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations, locker room benches	Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers.	Daily
- Clean mirrors	Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers	Daily
- Clean & disinfect bench	Daily
- Sweep floors	Daily
- Wet mop and clean/disinfect floors	Daily
- Machine scrub floors that can't be completely cleaned with wet mopping	Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner	Daily
- Damp clean and disinfect all surfaces of showers, including walls, curtains and doors.	Daily
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water.	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Wipe front of lockers and dust top of lockers	Weekly
- Vacuum ceiling air vents	Monthly

HALLWAYS/DRINKING FOUNTAINS

- Clean, polish and disinfect drinking fountain fixtures	Daily
- Vacuum all floor mats. Straighten mats.	Daily

- Sweep and wet mop hard surface floors	Daily
- Machine scrub hard surface floor surfaces	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Vacuum ceiling air vents	Monthly
- Damp wipe all base moldings	Monthly
- Strip, seal, wax tile floor area	Annually

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside	Daily
- Sweep debris. Vacuum mats/floors within vestibule and inside entrance and replace in proper position (straightened and not blocking the door)	Daily
- Sweep debris 10 feet away from door on outside. No debris is to be left on the sidewalk.	Daily
- Remove salt stains (seasonal)	Daily

ELEVATOR

- Spot vacuum carpets when debris is noticeable	Daily
- Spot clean and polish all stainless steel using stainless steel cleaner	Daily
- Spot clean walls	Daily
- Damp wipe and disinfect buttons (inside and outside)	Daily
- Clean door tracks and threshold plates (scrub brush or vacuum)	Daily
- Clean and polish inside and outside of elevator doors and fascia	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats	Weekly
- Fully clean interior walls	Weekly
- Vacuum ceiling grates	Monthly

STAIRS, STAIRWELLS, AND LANDINGS

- Clean and disinfect railings	Daily
- Sweep/dust mop stairs and landings	Daily
- Wet mop stairs and landings	Every other day
- Vacuum corners and hard to reach areas	Weekly
- Dust high surfaces, walls, woodwork, windowsills, ledges, and vents	Weekly

JAIL CELLS/CELL BLOCK

- Clean and disinfect floors	Daily
- Clean and disinfect commodes	Daily
- Clean glass windows	Daily
- Clean and sanitize telephones	Daily

BOOKING AREA

- Sweep/dust mop floors	Daily
- Wet mop and disinfect floors	Daily
- Clean and disinfect sinks	Daily
- Clean and disinfect countertops and shelving	Daily

SALLY PORTS

- Sweep/dust mop floors	Daily
- Wet mop and disinfect floors	Weekly

BUILDING NAME: DEPARTMENT OF PUBLIC WORKS
26300 Lee BeGole Dr., Novi, MI 48375

Facility Hours: Monday- Friday, 7:00 am - 5:00 pm

Frequency of Cleaning: Monday – Friday, 5 days/week

Cleaning Hours: Monday – Friday, 6:00 pm until finish

Restricted Areas: Server Room

SPECIAL INSTRUCTIONS: Includes Mechanic's office and Fleet Asset Managers office
Park Maintenance Supervisor's office, and the outbuilding main office, kitchen, and
bathroom.

GENERAL CLEANING - THROUGHOUT BUILDING

**Frequency
of Service**

- Empty trash receptacles throughout building and replace liners (does not include emptying of blue recycling receptacles or recycling bins in lunchroom)
- Empty outside trash receptacles at all entrances and at gas pumps and replace liners
- Remove all trash collected to designated area
- Clean cobwebs

Daily

Daily

Daily

Daily

OFFICES/CUBICLES/CONFERENCE ROOMS/COMMON AREA

- Dust horizontal surfaces including tables, counters, tops of cubicle walls, tops of file cabinets (does not include desks)
- Damp wipe and disinfect counters
- Clean smudges from all glass and tabletops
- Spot vacuum carpets and sweep floors when debris is noticeable
- Clean and disinfect door handles
- Sweep, wet mop & disinfect painted concrete floors
- Clean both sides of glass partitions and transom glass with approved cleaner
- Clean display cases
- Dust high reach areas
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks
- Spot clean doors, door frames, light switches
- Vacuum ceiling air vents
- Dust window blinds

Daily

Daily

Daily

Daily

Daily

Daily

Weekly

Weekly

Weekly

Weekly

Weekly

Monthly

Quarterly

KITCHEN/LUNCHROOM

- Scour/clean and disinfect sink
- Clean and disinfect kitchen counters and tables
- Clean and disinfect door handle
- Dust mop hard surface floors with treated dust mop
- Wet mop hard surface floors
- Dust high reach areas
- Spot clean doors, door frames, light switches

Daily

Daily

Daily

Daily

Daily

Weekly

Weekly

- Damp wipe and disinfect appliances and cabinet, including ice maker Monthly
- Vacuum ceiling air vents Monthly

RESTROOMS, PERSONAL CARE ROOM, Including Locker Rooms

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals Daily
- Clean and disinfect counters, trash containers, dispensers, hand dryers, baby changing stations Daily
- Clean and disinfect entrance door(s), wall surfaces, all partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Daily
- Clean mirrors Daily
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers. Daily
- Sweep floors Daily
- Wet mop and clean/disinfect floors Daily
- Machine scrub floors that can't be completely cleaned with wet mopping Daily
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Daily
- Damp clean and disinfect all surfaces of showers, including walls, curtains, and doors. Daily
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly

HALLWAYS/DRINKING FOUNTAINS

- Clean, polish and disinfect drinking fountain fixtures Daily
- Vacuum all floor mats. Straighten mats. Daily
- Sweep and wet mop ceramic tile floors Daily
- Machine scrub hard surface floor surfaces (except hardwood floors) Daily
- Spot clean doors, door frames, light switches Weekly
- Vacuum ceiling air vents Monthly
- Damp wipe all base moldings & walls Monthly
- Strip, seal, wax vinyl floor area Quarterly
- Remove salt stains (seasonal) Daily

ENTRANCES/VESTIBULES

- Clean glass doors, & windows inside and outside Daily
- Sweep debris. Vacuum mats/floors within vestibule and inside entrance, and replace in proper position (straightened) Daily
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. Daily
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Weekly

ELEVATOR LIFT (IN MECHANICS BAY and Main Bay)

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

STAIRWELLS

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

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

Facility Hours: Variable

Frequency of Cleaning: Monday – Friday, 5 days/week

Cleaning Hours: 6:00 pm – 12:00 am

Restricted Areas: Range Area and Ammunition Storage Room

SPECIAL INSTRUCTIONS: All areas will be cleaned except the actual shooting range. Contractor will access the building using the proximity card system. An officer does not need to be on site.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners	Weekly
- Empty outside trash receptacles at all entrances and replace liners	Weekly
- Remove all trash collected to designated area	Weekly
- Clean cobwebs	Weekly
LOBBY/ALL ROOMS/SOUND LOCK ENTRANCE (DOES NOT INCLUDE THE RANGE)	
- Dust horizontal surfaces including tables, counters, etc.	Weekly
- Damp wipe and disinfect tables, counters, etc.	Weekly
- Damp wipe and disinfect door handles	Weekly
- Wash and clean inside and outside of security glass with approved cleaner	Weekly
- Sweep and wet mop and disinfect non-carpeted floors	Weekly
- Clean both sides of glass with approved cleaner	Weekly
- Wash and clean plexiglass with approved cleaner	Weekly
- Scrub and wash rubber mat in entrance to range with required solution	Weekly
- Fully vacuum carpets from wall to wall, including rugs/mats and under desks	Weekly
- Vacuum all floor mats. Straighten mats.	Weekly
- Sweep and wet mop ceramic tile floors	Weekly
- Clean, polish and disinfect drinking fountain fixtures	Weekly
- Spot clean doors, door frames, light switches	Weekly
- Damp wipe all base moldings	Monthly
- Machine scrub hard surface floor surfaces	Quarterly
- Dust window blinds	Quarterly
- Strip, seal, wax tile floor area	Annually
RESTROOMS	
- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals	Weekly
- Clean and disinfect counters, trash containers, dispensers, hand dryers.	Weekly

- Clean and disinfect entrance door, wall surfaces, partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. Weekly
- Clean mirrors Weekly
- Replenish toilet paper, hand soap, seat protectors, sanitary napkins (in vending machines), and paper towels in all dispensers Weekly
- Sweep floors Weekly
- Wet mop and clean/disinfect floors Weekly
- Machine scrub floors that can't be completely cleaned with wet mopping Weekly
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner Weekly
- Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Weekly
- Spot clean doors, door frames, light switches Weekly
- Dust/vacuum ceiling air vents Monthly

ENTRANCES/VESTIBULES

- Clean glass doors, inside and outside Weekly
- Sweep debris. Vacuum mats/floors within vestibule and inside atrium. Weekly
- Straighten mats Weekly
- Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. Weekly
- Remove salt stains (seasonal) Daily
- Damp wipe walls when smudges noticed Weekly

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

Facility Hours: Variable

Frequency of Cleaning: Restrooms: Tuesday, Wednesday, & Thursday, 3 days/week
Entire building: Tuesday, 1 day/week

Cleaning Hours: 7:00 pm until finish

Restricted Areas: None

SPECIAL INSTRUCTIONS: Cleaning will only be required from May 1st to October 31st each year.

GENERAL CLEANING

- Empty trash receptacles throughout building and replace liners
- Remove all trash collected to designated area
- Clean cobwebs

Frequency of Service

3 times/week
3 times/week
3 times/week

ALL ROOMS

- Dust horizontal surfaces including tables, counters, etc.
- Damp wipe and disinfect counters
- Spot vacuum carpets and sweep floors when debris is noticeable
- Damp wipe and disinfect door handles
- Dust mop and spot clean hardwood floors with approved cleaner
- Vacuum all floor mats. Straighten mats.
- Clean and disinfect sink
- Clean and disinfect door handles & light switches
- Spot clean doors, door frames
- Dust windowsills
- Clean hardwood floors with approved cleaner

Weekly
Weekly
Weekly
Weekly
Weekly
Weekly
Weekly
Weekly
Weekly
Bi-Weekly
Quarterly

RESTROOMS

- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals
- Clean and disinfect counters, trash containers, dispensers, hand dryers
- Clean and disinfect door, door handles, light switches, wall surfaces, wainscoting, wipe off all soap residue from walls & floor below soap dispensers.
- Clean mirrors
- Replenish toilet paper, seat protectors, hand soap, and paper towels
- Sweep, wet mop, and disinfect floor
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner
- Spot clean doors, door frame

3 times/week
3 times/week
3 times/week
3 times/week
3 times/week
3 times/week
3 times/week
Weekly

- Clean and flush floor drains with germicidal detergent, followed by a second flushing with clean rinse water. Monthly

DRINKING FOUNTAINS (LOCATED OUTSIDE THE BUILDING)

- Clean, polish and disinfect drinking fountain fixtures 3 times/week

ENTRANCE

- Sweep debris off porch 3 times/week
- Sweep debris 10 feet away from door. 3 times/week

Building Name: **LAKESHORE PARK CAMP BUILDING**
601 South Lake Dr., Novi, MI 48377

Facility Hours: Variable

Frequency of Cleaning: May – October: Sunday – Saturday, 7 days/week
November – April: Monday, Wednesday, & Friday,
3 days/week

Cleaning Hours: 6:00 pm until finish

Restricted Areas: Boiler Room and Server Room

SPECIAL INSTRUCTIONS: All areas will be cleaned except the boiler room and IT closet. There are also three bathrooms accessed from the outside attached to this building that are part of the scope along with three bathrooms inside. Contractor will access the building using the proximity card system. A Novi employee does not need to be on site.

GENERAL CLEANING - THROUGHOUT BUILDING	Frequency of Service
- Empty trash receptacles throughout building and replace liners	Daily
- Empty outside trash receptacles at all entrances and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	Daily
MAIN MEETING ROOM & SMALLER MEETING ROOM	
- Dust horizontal surfaces including tables, counters, etc.	Daily
- Damp wipe and disinfect tables, counters, etc.	Daily
- Damp wipe and disinfect door handles	Daily
- Sweep and wet mop and disinfect non-carpeted floors	Daily
- Clean both sides of glass with approved cleaner	Daily
- Wash and clean plexiglass with approved cleaner	Daily
- Vacuum all floor mats. Straighten mats.	Daily
- Sweep and wet mop ceramic tile floors	Daily
- Clean, polish and disinfect drinking fountain fixtures	Daily
- Spot clean doors, door frames, light switches	Weekly
- Damp wipe all base moldings	Monthly
- Machine scrub hard surface floor surfaces	Quarterly
- Dust window blinds	Quarterly

RESTROOMS

- | | |
|--|---------|
| - Clean and disinfect all restroom fixtures, sinks, commodes, and urinals | Daily |
| - Clean and disinfect counters, trash containers, dispensers, hand dryers. | Daily |
| - Clean and disinfect entrance door, wall surfaces, partition walls between commodes and urinals, wainscoting, wipe off all soap residue from walls & floor below soap dispensers. | Daily |
| - Clean mirrors | Daily |
| - Replenish toilet paper, hand soap, seat protectors, sanitary napkins in vending machines, and paper towels in all dispensers. | Daily |
| - Sweep floors | Daily |
| - Wet mop and clean/disinfect floors | Daily |
| - Machine scrub floors that can't be completely cleaned with wet mopping | Weekly |
| - Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner | Weekly |
| - Clean and flush shower and floor drains with germicidal detergent, followed by a second flushing with clean rinse water. | Weekly |
| - Spot clean doors, door frames, light switches | Weekly |
| - Dust/vacuum ceiling air vents | Monthly |

ENTRANCES/VESTIBULES

- | | |
|---|--------|
| - Clean glass doors, inside and outside | Weekly |
| - Sweep debris. Vacuum mats/floors within vestibule and inside atrium. | Daily |
| - Straighten mats | Daily |
| - Sweep debris 10 feet away from door. No debris is to be left on the sidewalk. | Daily |
| - Remove salt stains (seasonal) | Daily |
| - Damp wipe walls when smudges noticed | Daily |



Get To Know Master Maintenance

There are a lot of misconceptions in the building service industry. Most people think janitors vacuum, mop and take out the trash. That is only a small part of the duties of professional building service contractors. We at Master Maintenance have formed a unique culture of highly trained service professionals. We take great pride in serving others.

Being a team member of Master Maintenance is more than a job. It is a fun, rewarding place to work. There always existed a higher purpose for being in business. It is far more than "making money." It is a sense of pride in all we do. We place high value on the people that we work with, customers and employees alike.

It is our belief that integrity surpasses all other options. Master Maintenance has a core value of integrity, which has existed from the start and remains unchanged to this day. We are a family owned, privately held company that places values and morals at the forefront.

Master Maintenance cannot stress enough the value of forming a partnership with all of our customers. While you are conducting your core business, let us tend to your cleaning services. Hiring Master Maintenance will assure that you are working with a proven partner that has gained a favorable reputation by servicing contracts and facilities for some of the largest facilities and companies in the nation. Master Maintenance Corporation has earned the trust of our clients.

"We're only as good as the job we did last night." We pride ourselves on providing consistent quality service, so that our clients work in an immaculate, productive corporate environment day in and day out.

"Meeting expectations is not enough." A key Master Maintenance difference is our unparalleled desire to exceed client's expectations. You will find our management team, including the President of the Company, on site at all hours to achieve that goal.

"No two clients are the same; we accommodate your unique needs and habits." We customize our work to fit your needs. Master Maintenance will accommodate virtually any request and will work extensively to create the perfect menu of flexible services to meet individual client requirements.



Policies & Standards

Company Background:

Master Maintenance was founded in 1992 as a carpet cleaning company. Like many successful companies, we broadened and diversified our services and found a home in the cleaning field. Cleaning up Michigan and being the number one company for delivering **quality services** in the Midwest is our goal. We are currently engaged in providing custodial and janitorial services to numerous clients in the Detroit metropolitan area, all 50 states, Ontario, and Puerto Rico.

Insurance:

Full coverage is provided including:

1. Liability Insurance
2. Workmen's Compensation
3. Employee Bonding
4. Key Replacement

No Smoking Policy:

At no time and under no conditions are employees of Master Maintenance allowed to smoke in any customer facility.

Schedules:

Accountability of service is a major key to a quality value-added building maintenance program. Master Maintenance will provide a building operation's manual. It is a focus system that records when the weekly, monthly, quarterly, and annual services will be performed. The area manager will document when they are completed. The contact person may review and discuss the schedule with Master Maintenance at any time. This is a tool to improve communication, a significant factor for maintaining a good partnership.

Uniforms:

All employees of Master Maintenance wear easily recognizable uniforms that are always kept clean and presentable. Their grooming will be neat, clean, and professional. No shorts, halter-tops, T-shirts or tattered clothing is allowed.

Customer Satisfaction Surveys:

We survey customers on a random basis to ensure we are meeting their standards. Results are available to you upon request.

Responsiveness:

Master Maintenance is available to assist with any service issues that may arise outside of normal service hours. Notification in this case is a simple telephone call to our call center or emergency 24/7 number, to be provided upon award to the designated members of your company. If the issue is very serious like a flood or fire you can get in touch with any manager via his/her cell phone.

Technology:

Master Maintenance currently maintains a web site at www.MasterMaintenance.com, which is used to solicit employees and service inquiries. Any communication sent via email is monitored continuously during normal working hours and customers can expect to receive a response within a relatively short period of time. Members of our management team can receive and send emails using smart phones while in the office or out in the field.

Quality Problems?

We at Master Maintenance believe that quality issues are most often a direct result of oversight on the part of our management team. Contributing factors may include misunderstandings between our staff and the customer, and interpretation errors regarding contract requirements and specifications.

To assure that the quality problem is fully understood and that all facets of the problem are attended to, to mitigate reoccurrence, we escalate all quality problems to senior management attention.

While it is not our practice to assign blame, upon the identification of quality issues, we do search for the root cause so the issue may be corrected immediately and completely. A deficiency, once discovered is corrected immediately so as not to inconvenience our customer. Senior management then works directly with the assigned area manager to understand the issue and provide the necessary support to the janitorial staff to resolve the quality problem. The extent of the corrective action is reviewed with the customer to assure the matter meets the customer's expectation. If the issue is of high severity, involving the customer in its resolution, the corrective action shall be reviewed with the customer before action implementation.



Master Maintenance Responsibility

Community Involvement:

Master Maintenance recognizes its responsibility to “give back” to the community, which has given so much to us. We further demonstrate a commitment to corporate citizenship by creating jobs and providing training to help the jobless get back on their feet.

Our management and employees are extremely active in the communities that they live in and work. Many of our employees are active in local civic clubs such as Kiwanis, Lions and the Education Foundation. Also, many employees are active in charitable fund drives and community activities. You might even see one of our staff members ringing a bell at Christmas time or acting as a Big Brother/Big Sister for one of our community's youth. This year, management at Master Maintenance is currently supporting the Salvation Army in Michigan, packaging gifts and meals for the less fortunate.



Industry Involvement:

As a medium sized company, Master Maintenance endeavors to improve its technical knowledge on a near continuous basis. As a member of the Building Service Contractors Association International (BSCAI), we avail ourselves of the many learning opportunities offered through this industry affiliate, including peer-to-peer networking opportunities as well as various staff training programs.

Through the use of BSCAI and other such associations we are able to maintain a good knowledge of the equipment advances and chemicals applicable to our industry. We have weekly meetings on productivity through technology that could potentially save our customers money.

Within the industry, our management staff is involved in the annual conventions and has been a donating member for the past decade.

We are proud of the professional staff that makes up Master Maintenance. These people are dedicated to their families, communities and our customers.





Employee Hiring/Screening Practices

Master Maintenance prides itself in maintaining a stable and capable workforce, with employee turnover rates 1/12 the national industry average. Even during these tough financial times, we will continue to listen to our employees and develop leaders from within our existing organization, to the extent possible.

Master Maintenance remains committed to complying with all state and federal employment regulations by requiring all applicants to complete an application and have an interview with a Human Resource manager. All employees must complete required governmental forms (which include an I-9 immigration) and provide proper documentation. All workers are paid through our payroll, meaning that they pay their taxes and we pay our portion of their taxes.

When cleaning contractors pay their workers as independent contractors, the Social Security Fund, Medicare Fund and the State is robbed of revenue. The worker has no Social Security benefits accruing, and the worker is not covered by the contractors' Workers Compensation & Liability policies. Therefore, the liability for you, the customer is then wide open.

Drug Test - Performed by Concentra Medical Clinics testing for the qualitative detection of amphetamine, methamphetamine, cocaine, opiates, marijuana and phencyclidine.

Michigan State Criminal Convictions Records Check - Performed by utilizing ICHAT, a government search engine. If the applicant has lived in states other than MI, we perform the additional state records check. Social Security Number Verification - Performed by Business Services Online (BSO) to verify the information provided by applicant is correct and confirm legal working status.

MIOSHA Training - All applicants are trained via video and must pass a written test prior to being placed in a customers' building. Blood Borne Pathogens Training - All applicants are trained via video and must pass a written test prior to being placed in a customer's building.



Transition Period

When Master Maintenance is chosen to service your facility, the transition period can be an extremely uncomfortable time for new customers. We do several things to alleviate the anxiety you may encounter. We completely understand that trusting a new company to clean and service your building is a major factor in your decision-making.

Employee Recruiting – Prior to the startup:

- ❑ Advertisements placed for any additional staff needed
- ❑ Voice mail message left for all our supervisors informing every one of the new job
- ❑ Interview potential employees
- ❑ Drug test and background check all applicants
- ❑ Picture taken for photo ID badges

Employee Training – Prior to the startup:

- ❑ Place new employees in existing buildings to be trained by our best supervisors prior to start-up
- ❑ During orientation – MIOSHA, Hazmat, security, chemical, equipment, specification training
- ❑ Master Maintenance has support staff the first week of the startup consisting of current building supervisors, special services, leads, and vender support that provide OJT.

Management Tour – Prior to the startup:

- ❑ Management will tour the building to learn the layout, idiosyncrasies, alarms, dumpster location and building management introduction
- ❑ Nightly checklist is developed
- ❑ Assignments are composed
- ❑ Project work orders entered into our work order system
- ❑ Building Specific Security Procedures developed

Orientation – Weekend before Monday startup:

- ┆ Prior to start up we meet at the building with the crew
- ┆ Perform MIOSHA, Hazmat training
- ┆ Perform product training, location of dispensers
- ┆ ADP training (how to clock in)
- ┆ Review specifications
- ┆ Review equipment maintenance
- ┆ Review employee incentive programs/awards
- ┆ Review recruiting bonuses
- ┆ Review/train security procedures
- ┆ Receive and review all keys/key cards verifying key inventory
- ┆ Arrange keys per assignments
- ┆ Tour the building with employees
- ┆ Review parking, entrance/exit point, break areas/times
- ┆ Clean all janitorial closets
- ┆ Place all equipment in closets

Startup

- ┆ We have an experienced start up team consisting of our Director of Operations, District Managers, our most experienced Building Supervisors, and our vendor representatives.
- ┆ The startup team works one on one with the new employees providing OJT. This team also helps inspect and lock down the building so that 100% of the building is checked.
- ┆ The startup team stays for as long as needed.



Master of Quality Program

How can we **guarantee quality**? Years ago, Master Maintenance decided to operate differently, setting us apart from all competitors. Instead of being a cheap company apologizing time after time for poor service, we decided to be the contractor known for exceptional quality. With our customer in mind with every decision we make, we introduced a quality assurance program we call Master of Quality. The following has been a backbone of our operational success and exceptional service.

Empowering Employees:

At every level of Master Maintenance, each employee is empowered at their position. Instead of “command and control” management where tasks come down from the top, Master Maintenance management uses a unique approach. The leading principle is that managers should serve the employees, providing them with the support, equipment, training, and assistance needed to get their work done.

Why do we do this? Because the employees are the people who serve the clients and service second to none is our goal. If the employees have the resources they need, clients will receive the service they expect and deserve.

Streamlined Communication:

All levels of Master Maintenance have integrated departments. Sales and Operations work hand in hand so that all issues, mishaps and roadblocks can be resolved with a team approach that will ultimately improve service to you, our customer.

There will never be an issue or complaint that does not pass by the desk of our senior management including the President and Vice President. This will attest to our total commitment to be the best building service contractor.

Quality Control Standards:

Upon award, Master Maintenance will assign a dedicated area manager to your facility to assure all assigned duties are completed. Our area manager will oversee all the work, schedules, and progress on a pre-determined basis. An operations manager will conduct a complete quality inspection regularly of your facilities, overseeing any cleaning or scheduling corrections. They will also contact you, our customer, ensuring that you and all the employees are satisfied with our service.

Service audits can be arranged with your area manager anytime per your requirements. Our employees do not know when the audit is scheduled so they are not able to “get ready” for the inspection. When we inspect, we find it in its normal condition. The audit can generate a punch list, work orders, or job orders. The audit list provides our staff with the focus to improve the identified areas. The cleaning staff has a reasonable amount of time to upgrade routine shortcomings and reply to the report in writing. All documents are preserved for future references. This is an on-going process that will ensure a proper clean.

If the score is below the specified level, an operations manager and the area manager meet. The results are reviewed, and a corrective action plan is established and initiated. The operations manager personally oversees the corrective action and reports to our area manager that the corrective action is in place, has succeeded and will meet and exceed all future service requirements.

Partnering Success Plan

The partnership is designed to involve every employee in the realization of quality solutions. We think of partnering as problem identification, solutions measurements, and results. It's a value system in which employees are trained to understand the significance of the role they play in contributing to and maintaining quality standards and service excellence. This mindset keeps our manager focused on the expectations and results our customers deserve.

Partnership Goals

- ❑ Confirming your needs and expectations.
- ❑ Developing solutions that deliver desired outcomes.
- ❑ Measuring our performance and the value we are providing.
- ❑ Continual improvement and communicating cost saving
- ❑ Stay 100% committed to quality. It's what we do!



Training

We believe that the foundation of high-quality service to which our customers have become accustomed begins with training of our managers and staff members alike.

New Employee Training:

This online training and orientation takes place at Master Maintenance headquarters and is required of all new employees before they are placed on site. Areas covered include:

1. Cleaning solutions and equipment use
2. Restroom cleaning
3. Basic office cleaning
4. Floor maintenance
5. Recycle material separation methods
6. Systematic cleaning (i.e. how to perform duties most effectively)
7. Warnings regarding special requirements, restrictions, security and safety
8. Proper utilization of service specifications
9. Material Safety Data Sheets and "Right to Know" requirements

Follow Up Training:

This training takes place on site under the direction of the Master Maintenance site supervisor, and/or the area manager, which includes:

1. Building emergency and disaster plans
2. Building idiosyncrasies, VIP areas
3. Building specific periodic task schedules
4. Building consumable product reorder processes
5. Areas of improvement identified
6. Proper care of equipment

Supervisor Training:

This on-going component refreshes basic skills, adds technical and advanced skills, and ensures our supervisors can meet our quality and productivity requirements. Our supervisor training is held at the Master Maintenance headquarters regularly and is taught by our operations manager and supply partners, covering topics such as:

1. Introduction of new products and techniques
2. Care and maintenance of equipment
3. Personnel management skills
4. Security and safety in the workplace

Area Manager Training:

This training component consists of both third-party contract training and training sessions held at the Master Maintenance headquarters. Training is provided by outside consultants and supply partners with technical expertise and is tailored to Master Maintenance requirements. As a member of several industry associations, we take advantage of the educational opportunities they provide. Master Maintenance provides operations management personnel with the opportunity to attend industry seminars that improve service quality, safety, productivity, and the value we provide customers. Goals of both training components are to develop and enhance the following skills:

1. Decision-making, resource coordination and service communication
2. Planning, organizing, staffing and record keeping
3. Employee motivation, training, leadership and morale building
4. Cost control, budgeting, and resource management
5. Customer service and quality improvement



Green Cleaning

Master Maintenance Green Cleaning Initiative



Cleaning products are everywhere in our homes and offices: on dishes, countertops, furniture, clothes, floors, windows, and floating through the air. In our war on dirt and germs we may often be making things worse. Many of the conventional cleaning products most companies use are petroleum based and have dubious health and environmental implications. Instead of opting for cleaning products that annihilate everything in their path, there are a variety of natural products and methods that clean and sanitize without the toxic side effects.

Americans spend about 90 percent of their time indoors. EPA studies indicate that human exposure to indoor air pollutants can be 2-5 times, and occasionally up to 100 times higher than outdoor levels.

Poor indoor air quality can produce health effects ranging from headaches and dry eyes to nausea, dizziness, and fatigue. We all want to work in an office environment that is comfortable, clean, and safe. Part of ensuring good indoor air quality, environmental safety, and cleanliness is choosing cleaning products that have a reduced impact on human health and the environment. These products are **green cleaners**.

Many people, families, and cleaning companies especially are still using conventional products. Master Maintenance has switched to green cleaning products. We have researched and chosen several products for everyday cleaning needs.



Additional Services

Master Maintenance has the ability and knowledge to manage all your building maintenance needs. Your facility may undertake building improvements and modifications during the term of the contract that can substantially change the kind of services originally quoted. At Master Maintenance, we remain flexible to fulfill all customer requirements and will endeavor to incorporate such changes into our services in a cost-effective way. **Full janitorial service is what we do**, but we also offer other services including:

- 📌 **Porter Services**
- 📌 **Full-Service Floor Care**
- 📌 **Full-Service Carpet Care & Repair**
- 📌 **Water Damage Restoration**
- 📌 **Fire Damage Restoration**
- 📌 **Construction Clean Up**
- 📌 **Move-In/Out Clean Up**
- 📌 **Window Cleaning**
- 📌 **Building Maintenance & Repair**
- 📌 **Landscaping & Ground Services**
- 📌 **Supply Ordering**

Master Maintenance Corporation
P.O. Box 601
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JANITORIAL SERVICES RFP

**CITY OF NOVI
FINANCE DEPARTMENT - SECOND FLOOR
45175 Ten Mile Road
Novi, Michigan 48375-3024**

1-25-24 3:57pm S Lilla