



**CITY OF NOVI
JANITORIAL SERVICES**

**FEE PROPOSAL FORM
(MUST BE SEALED IN A SEPARATE ENVELOPE)**

The undersigned, as proposer, declares that he has visited the building(s) to be cleaned and has familiarized himself with the type of services desired and has carefully examined the specifications and instructions to proposers, which he understands and accepts as sufficient for the purpose, and agrees he will furnish to the City the specified services and will accept in full payment therefore the following amounts:

ITEM #1 – City Hall, 45175 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 2,882.34	\$34,588.08
Optional Nightly Cleaning	Saturday	\$ 175.00	NA

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

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 4,149.38	\$49,792.56

ITEM #3 - Novi Police Department, 45125 Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 days/week/2 nd floor, 7 days/week/1 st floor	Month	\$ 5,023.33	\$60,279.96

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

Item	Unit	Unit price	Total Cost
Nightly cleaning 5 times/week	Month	\$ 2,330.29	\$ 27,963.48

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

Item	Unit	Unit price	Total Annual Cost
5 days/week, as specified	Month	\$ 1,130.38	\$ 13,564.56

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

Item	Unit	Unit price	Total Annual Cost (6 months)
3 days/week, as specified (May – Oct)	Month	\$ 355.98	\$ 2,135.88

ITEM #7 – Lakeshore Park, 601 South Lake Dr.

Item	Unit	Unit price	Total Annual Cost (6 months)
7 days/week, as specified (May – Oct)	Month	\$ 1,386.78	\$ 8,320.68
3 days/week, as specified (Nov-April)	Month	\$ 504.83	\$ 3,028.98

COMMENTS/EXCEPTIONS (all exceptions must be listed):

No exceptions

We have included a letter from our bonding company indicating that we are able to obtain a Performance Bond with the specific language & format as specified in the RFP documents.

Yes X No

We understand that if we are not able to get the required performance bond after the contract has been awarded, the contract award will be rescinded.

Yes X No

We acknowledge receipt of the following Addenda: 1
(please indicate numbers)

NON-IRAN LINKED BUSINESS

By signing below, I certify and agree on behalf of myself and the company submitting this proposal the following: (1) that I am duly authorized to legally bind the company submitting this proposal; and (2) that the company submitting this proposal is not an "Iran linked business," as that term is defined in Section 2(e) of the Iran Economic Sanctions Act, being Michigan Public Act No. 517 of 2012; and (3) That I and the company submitting this proposal will immediately comply with any further certifications or information submissions requested by the City in this regard.

THIS PROPOSAL SUBMITTED BY:

Company (Legal Registration) Master Maintenance Corporation

Address 2701 Interstate 94 Service Drive

City Ypsilanti State Michigan Zip 48198

Telephone (734) 699-0100 Fax (734) 699-3002

Representative's Name Anthony P. Smith

Representative's Title Vice President

Authorized Signature 

E-mail asmith@mastermaintenance.com

Date January 17, 2024



CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE
JANITORIAL SERVICES

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

Name of Firm Master Maintenance Corporation
Address: 2701 Interstate 94 Service Drive
City, State Zip Ypsilanti, Michigan 48198
Telephone (734) 699-0100 Fax (734) 699-3002
24 Hour/7-Day Emergency Telephone Number 248-302-0009
Agent's Name (please print) Anthony P. Smith
Agent's Title Vice President
Email Address: asmith@mastermaintenance.com
Website www.mastermaintenance.com

1. Organizational structure: Corporation, Partnership, etc. Corporation
2. Firm established: 1991 Years in business: 33
3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No X Yes _____ Reason: _____
4. Under what other or former names has your organization operated?
Servis Group, Midwest Carpet Cleaning, Master Maintenance National
5. How many full time employees? 126 Part time? 113
6. Please describe your employee hiring and training procedures.
Hiring - Phone screen, in person interview, offer and background authorization, on boarding which
includes review of safety policies and procedures, schedule state date and ensure both the
manager/supervisor and the new hire have contact information and specific directions,
Training - initially trained by manager/supervisor including site specific training
including Scope of Work, safety training, and quality inspections.
7. Please describe your background check procedures and qualifications for employment.

Master Maintenance is committed to ensuring a safe and secure working environment for all employees. As part of our hiring process, we conduct thorough background checks to assess the qualifications and integrity of potential candidates. These checks may include a review of criminal history, employment verification, and educational credentials. We adhere to all applicable laws and regulations throughout this process, treating each candidate with fairness and confidentiality.

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

If a client requires additional background checks we can comply with that requirement.

Currently we only run additional background checks if there is cause.

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

1325 Hilton Road, Ferndale, MI 48220

10. Distance of this facility from Novi Civic Center. approximately 20 Miles

11. Are you able to provide insurance coverage as required by this RFP? YES

12. Provide information relative to the experience your company has had working with municipalities. Please provide the names of municipalities where service was provided, whether all available contract renewals were awarded, and if you are still continuing services for that agency. Include additional sheet, if necessary.

Macomb Township Recreation Department and Water Department - under current renewed contract.

City of Shelby Township all buildings- Provided electrostatic disinfecting during the pandemic.

Currently not providing service but I am sure that they would call us again if the need arises.

Chesterfield Township DPW, Community Center, Municiple offices - under current contract

13. Provide information relative to the experience your company has had working with Police Departments. Please provide the names of sites where service was provided.

Master Maintenance provided disinfecting services during the Covid 19 pandemic
for the Shelby Township Police Department.

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

Master Maintenance has been in business since 1991 and has revenues in excess of
16 million dollars annually. Detailed financial information can be provided upon request.

15. Identify the number of employees in your firm who would be assigned to clean each facility during a scheduled cleaning shift for each of the facilities below. All shift supervisors/managers should be specially noted.

Location	Number of employees to be assigned to clean each building each night		Number of hours to be worked by each employee each night		Total number of "cleaning" hours each night	Are any of the cleaning people considered supervisors or managers? If so, how many?	Will there be any additional managers on site each night? If so, how many hours per night?
City Hall	2	X	2.5	=	5	No	Yes, 8 Hours*
Community Center/ Atrium	2	X	2.25	=	4.5	No	Yes, 8 Hours*
Police Department	2	X	3	=	6	No	Yes, 8 Hours *
DPW	2	X	2	=	4	No	Yes, 8 Hours*
Indoor Gun Range	2	X	1	=	2	No	Yes, 8 Hours*

Township Hall	2	X	.5	=	1	No	Yes, 8 Hours*
Lakeshore Park	2	X	1	=	2	No	Yes, 8 Hours*

Describe the assignment of managers here, if necessary, to clarify the table above:

*A manager will either be available or onsite each night for 8 hours.

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

Master Maintenance currently provides services to Chesterfield township, Macomb Township, and Wayne County road commission with the type of services described. Additionally, we have several customers including office buildings industrial sites, medical, and Education facilities.

17. Provide a list of equipment that will be on site and available for use by the crew performing the cleaning (including vacuums, scrubbers, buffers, etc). Provide an additional sheet if necessary.

Equipment to be kept on site Equipment provided is but is not limited to following
Maid Carts, Mop buckets, brushes with dollies, upright vacuums, wide area vacuums, backpack
vacuums, walk behind scrubbers, Buffers, and gondolas.

Equipment available All equipment mentioned above will be available.

18. Based on your company resources, are you able to perform all janitorial expectations outlined in this contract within the timeframe allocated?

Absolutely, Master Maintenance is fully equipped and committed to meeting all janitorial expectations outlined in the contract within the designated timeframe. Our team is well-

trained, experienced, and equipped with the necessary resources to efficiently and effectively carry out the specified tasks.

19. Provide the company's method of approach or work plan to meet the City's needs for the scope of work specified, **including start-up timeline** and start-up procedures. Use an additional sheet if necessary.

Our phased start-up plan, initiated within the specified timeframe, prioritizes

high-impact areas while maintaining open communication with City representatives.

More detailed information is provided in the "Transition Period" section of the proposal.

20. Provide a description of your company's philosophy relative to customer satisfaction (handling complaints, offering suggestions, etc) and the implementation of environmentally friendly cleaning solutions.

At Master Maintenance, our company philosophy revolves around prioritizing

customer satisfaction through proactive measures and environmentally friendly practices. We are

dedicated to addressing customer concerns promptly, handling complaints with a solutions-oriented approach, and actively seeking and implementing suggestions to enhance our services.

21. As part of your proposal, your company is requested to provide a Quality Assurance Plan. Please explain how similar plans offered through your company have been effective with other clients.

Through regular inspections, feedback mechanisms, and continuous staff training, we

maintain and exceed quality expectations. As a partner of the city of Novi, our goals are to confirm

your needs and expectations, develop solutions that deliver desired outcomes measuring our

performance and value we are providing. Continuing improvements and communicate cost savings.

We stay 100% committed to quality.

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

Company Chesterfield Township
Address 47275 Sugarbush Rd, Chesterfield, MI 48047
Phone 586) 949-0400 Contact name Jodi Veriduci
Scope of work Janitorial
Contract dates Jan 1 2023- Jan 1 2026

Company Macomb Township
Address 54111 Broughton Road Macomb, MI 48042
Phone 586-992-0710 Contact name Christopher Nosseck
Scope of work Janitorial, Carpet Cleaning, Floor Stripping and refinishing
Contract dates 8/27/2021-8-27-2024

Company Wayne County Road Commission
Address 33809 Michigan Ave, Wayne, MI 48184
Phone 313.213.5079 Contact name Dale Poplin
Scope of work Janitorial
Contract dates October 2019- Present

23. Claims & Suits: Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.
No X Yes _____

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

THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS:

Signature of Authorized Company Representative: 
Representative's Name (please print) Anthony P. Smith
Date January 17, 2024



Insurance & Bonds

January 24, 2024

City of Novi
45175 Ten Mile Road
Novi, MI 48375 - 3024

Re: **Master Maintenance Corporation**
Project: Janitorial Services

To Whom It May Concern,

This letter is to inform you that Master Maintenance Corporation is a valued surety client of Philadelphia Indemnity Insurance Company. Master Maintenance Corporation remains in good standing with Philadelphia Indemnity Insurance Company, and is afforded surety capacity up to \$5,000,000.00 in the aggregate. Philadelphia Indemnity Insurance Company currently has an "A++ (Superior)" Rating and Financial Category Size of XV by A.M. Best Company, and is listed on the U.S. Treasury Department Circular 570 List of Certified Companies.

Master Maintenance Corporation is a well experienced company with a strong financial position and an excellent reputation. McGriff Insurance Services, LLC has the privilege of providing bonds for Master Maintenance Corporation, and we have the utmost confidence in them.

If Master Maintenance Corporation requests that Philadelphia Indemnity Insurance Company provide Performance and/or Payment Bonds, we are prepared to execute the bonds, subject to Philadelphia Indemnity Insurance Company's acceptable review of the contract terms and conditions, bond forms, documentation of full contract funding and any other underwriting considerations at the time of the request.

Consideration and issuance of bonds is a matter solely between Master Maintenance Corporation and Philadelphia Indemnity Insurance Company, and no liability is assumed to you or to third parties by the issuance of this letter.

Very truly yours,

R. Hardy Mitchell
McGriff Insurance Services, LLC

2000 International Park Drive, Suite 600
Birmingham, Alabama 35243
Tel: (205) 252-9871
McGriff Insurance Services, LLC

Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

Bid Bond

CONTRACTOR:

(Name, legal status and address)

Master Maintenance Corporation
P.O. Box 601
Belleville, MI 48112

OWNER:

(Name, legal status and address)

City of Novi
45175 Ten Mile Road
Novi, MI 48375 - 3024

SURETY:

(Name, legal status and principal place of business)

Philadelphia Indemnity Insurance Company
One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004-0950
Mailing Address for Notices
One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004 - 0950

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

BOND AMOUNT: 5% Five Percent of Bidder's Maximum Bid Price

PROJECT:

(Name, location or address, and Project number, if any)

Janitorial Services

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 24th day of January, 2024.


(Witness) Brooke Price


(Witness) Tiffany Zahn

Master Maintenance Corporation
(Principal) (Seal)

By: 
(Title) VICE PRESIDENT

Philadelphia Indemnity Insurance Company
(Surety) (Seal)

By: 
(Title) Richard H. Mitchell, Attorney-in-Fact

PHILADELPHIA INDEMNITY INSURANCE COMPANY

One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004-0950

Power of Attorney

KNOW ALL PERSONS BY THESE PRESENTS: That **PHILADELPHIA INDEMNITY INSURANCE COMPANY** (the Company), a corporation organized and existing under the laws of the Commonwealth of Pennsylvania, does hereby constitute and appoint **Robert R. Freel, Mark W. Edwards II, Alisa B. Ferris, Jeffrey M. Wilson, Richard H. Mitchell, Robert M. Verdin, of McGriff Insurance Services, Inc.**, its true and lawful Attorney-in-fact with full authority to execute on its behalf bonds, undertakings, recognizances and other contracts of indemnity and writings obligatory in the nature thereof, issued in the course of its business and to bind the Company thereby, in an amount not to exceed **\$50,000,000.00**

This Power of Attorney is granted and is signed and sealed by facsimile under and by the authority of the following Resolution adopted by the Board of Directors of PHILADELPHIA INDEMNITY INSURANCE COMPANY on the 14th of November, 2016.

RESOLVED: That the Board of Directors hereby authorizes the President or any Vice President of the Company: (1) Appoint Attorney(s) in Fact and authorize the Attorney(s) in Fact to execute on behalf of the Company bonds and undertakings, contracts of indemnity and other writings obligatory in the nature thereof and to attach the seal of the Company thereto; and (2) to remove, at any time, any such Attorney-in-Fact and revoke the authority given. And, be it

FURTHER RESOLVED: That the signatures of such officers and the seal of the Company may be affixed to any such Power of Attorney or certificate relating thereto by facsimile, and any such Power of Attorney so executed and certified by facsimile signatures and facsimile seal shall be valid and binding upon the Company in the future with respect to any bond or undertaking to which it is attached.

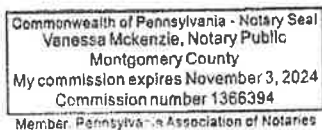
IN TESTIMONY WHEREOF, PHILADELPHIA INDEMNITY INSURANCE COMPANY HAS CAUSED THIS INSTRUMENT TO BE SIGNED AND ITS CORPORATE SEAL TO BE AFFIXED BY ITS AUTHORIZED OFFICE THIS 5TH DAY OF MARCH, 2021.

(Seal)



John Glomb, President & CEO
Philadelphia Indemnity Insurance Company

On this 5th day of March, 2021 before me came the individual who executed the preceding instrument, to me personally known, and being by me duly sworn said that he is the therein described and authorized officer of the **PHILADELPHIA INDEMNITY INSURANCE COMPANY**; that the seal affixed to said instrument is the Corporate seal of said Company; that the said Corporate Seal and his signature were duly affixed.



Notary Public:

Vanessa McKenzie

residing at:

Bala Cynwyd, PA

My commission expires:

November 3, 2024

I, Edward Sayago, Corporate Secretary of PHILADELPHIA INDEMNITY INSURANCE COMPANY, do hereby certify that the foregoing resolution of the Board of Directors and the Power of Attorney issued pursuant thereto on the 5th day March, 2021 are true and correct and are still in full force and effect. I do further certify that John Glomb, who executed the Power of Attorney as President, was on the date of execution of the attached Power of Attorney the duly elected President of PHILADELPHIA INDEMNITY INSURANCE COMPANY.

In Testimony Whereof I have subscribed my name and affixed the facsimile seal of each Company this 24th day of January, 2024.



Edward Sayago, Corporate Secretary
PHILADELPHIA INDEMNITY INSURANCE COMPANY

Master Maintenance Corporation
P.O. Box 601
Belleville, Michigan 48112

JANITORIAL SERVICES RFP

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

FEE PROPOSAL
Includes Bid Bond

*1.25.2024
3:57 pm
Muller*