



# ENVIRONMENTCONTROL

A BUILDING SERVICE COMPANY

## A PROPOSAL

Incorporating the Attributes  
of Environment Control

**Environment Control of Wisconsin, Inc.**

Prepared By: Elsy Retamoza  
2902 Agriculture Drive  
Madison, Wisconsin 53718  
(608) 516-4258

*Independently Owned and Operated*

## FOR THE CLEANING NEEDS OF

### **City of Whitewater**

312 W Whitewater Street; PO Box 178  
Whitewater, Wisconsin 53190

Date Created: 05 / 02 / 2025



# It's About Lives

Our success is measured by the positive influence we have in the lives of those we impact each day:



## **Our Customers**

Through consistent quality service, prompt attention, and an honest commitment.



## **Our Employees**

Through providing opportunity, respect, and development at every level.



## **Our Vendors**

Through fair treatment and respectable business practices.

**It's these people who have given our business significance and the ability to provide a superior service for six decades.**

# Partnership

Currently we clean over 350 buildings in the Upper Midwest consisting of commercial office space, manufacturing, educational, industrial space, and healthcare locations. Cleaning over 12 million square feet per night with over 450 employees in 3 different states; we know what it takes to **serve** our customers no matter how large or small their facility is.

Our focus is on helping our clients achieve their goals; we understand that you are looking for a **partner who proactively manages their service in a consistent manner**. A partner that anticipates your needs and appreciates the vital relationship between a consistently clean environment and tenant satisfaction, worker productivity, and the enhanced value of their property.



## Operations Managers



**Sheila Conway**  
Sr. Operations Manager



**Eduardo Garcia**  
Sr. Operations Manager

**Territory:**

Madison Area & Surrounding  
Counties, Northern Illinois, Twin  
Cities



**Moraima Berrios**  
Sr. Operations Manager



**Ricardo Rodriguez**  
Operations Manager

**Territory:**

Greater Milwaukee, Racine,  
Kenosha



**Miguel Torress**  
Sr. Operations Manager



**Elizabeth Knapp**  
Operations Manager

**Territory:**

Fox Valley, Green Bay, Stevens  
Point, Wausau

## 2. Experience / Reputation

### Client List:

Here is a listing of municipalities we clean with a scope of services of daily janitorial services and specialty floor work:

- City of Monona Public Library - 3 locations (*began services 2020*)
- City of Middleton Public Library - 1 location (*began services 2020*)
- City of Madison Public Library - 10 locations (*began services 2013*)
- City of Elkhorn Matheson Public Library - 1 location (*began services 2020*)
- City of Evansville - 1 location (*began services 2024*)
- City of Mequon City Hall, DPW, Safety Building, Frank L Weyenberg Library (*began services 2024*)
- Village of Mukwonago (*began services 2015*)
- State of Wisconsin DOT - DMV West Bend & Fond du Lac (*began services 2013*)

### References:

Here are 5 references:

1. UW Health Hospitals & Clinics - Service 32 locations + Hospital support services (*began services 1992*) - Derek Haglund - email: Dhaglund@uwhealth.org / Phone: (608) 263-6482
2. M3 Insurance - Service Madison location (*began services 2019*) - Dawn Zeimet - email: dawn.zeimet@m3ins.com / phone (608) 288-2815
3. Intervarsity Christain Fellowship - Service Madison location (*began services 1978*) - Scott Marion - email: scott.marion@intervarsity.org / phone (608) 443-3654
4. City of Elkhorn Matheson Public Library - Service Elkhorn location (*began services 2020*) - Chad Robinson - email: c Robinson@elkhorn.lib.wi.us / phone: (262) 216-2641
5. Space Saver - Service Fort Atkinson location - Becky Britzke - email: bbritzke@spacesaver.com / phone (920) 728-0476

## 3. Operations & Performance Narrative

### Compliance with Scope of Services:

We will provide janitorial services in accordance with the list of specifications in the RFP. Each employee will be trained on all aspects of cleaning and will understand how to achieve the required standards and will be supervised until they are capable of demonstrating to us that they can perform the cleaning to the required standards on their own. Additional support coverage will be provided when staff are sick or absent and they will be provided with the details and specifics of each facility prior to performing services on their own. We have an app called Cloudapper that reminds the workforce of the most important details at each facility so that we do not miss critical steps in the cleaning process.

Trash collection barrels, restrooms carts, backpack vacuums, and mop buckets will be provided by us and used to perform the cleaning for each facility. Although we have access to all chemical product lines, Spartan products will be the primary chemicals used to clean.

### Working Plan for Janitorial Services:

Our proposed operational plan for providing routine janitorial services is listed under #1. Organization - Staffing section. For emergencies, the City of Whitewater can contact our Operations Manager directly for assistance, call our emergency phone #; either during or after hours, or record a message through our Orange QC customer relations portal.



# **Section II - Technical & Financial Proposal**

## **1. Organization**

### **Organization History:**

We are a locally owned and operated company but also have the strong support of a national organization with **six decades** of experience in the commercial cleaning industry. This unique structure combines the care and concern of a local owner with the extensive experience and backing of a national organization. We believe our excellent management practices, our strong approach to leadership, and our proven systems can be a significant asset to you and your employees.

Environment Control of Wisconsin is 100% locally owned and operated by Tom Hanson and David Harris. Our company was founded in 1972 and has operated for the past 53 years, building an organization that cleans over 350 buildings with 500 employees spanning over 3 states. Our company motto is: *It's about lives*. We feel our success is measured by the positive influence we have in the lives of those we impact each day. We treat people fairly, with respect, integrity and provide opportunity and development along every level of our team.

Our corporate headquarters is located in Madison WI and have satellite offices in Milwaukee, Fox Valley, St Paul MN, and Schaumburg Illinois. In 2001, we expanded services to the Fox Valley market and in 2012 into the Milwaukee market. As development of the company continued and opportunities presented themselves for our team to grow and expand, we ventured out and expanded services to Northern Illinois and the Twin Cities MN in 2023.

### **Fiscal Integrity:**

We currently invoice over \$16 million per year for services and are fiscally and financially solid. Proof of that can be found with a report from Dunn & Bradstreet #06-106-9588. Financial references can be provided upon request and contact information for our banking relationships can be provided as well.

### **Management Structure:**

We provide services across the state and in close proximity / surrounding the Whitewater area. Currently providing services to locations in Janesville, Milton, Delavan, Elkhorn Mukwonago, Jefferson, and Fort Atkinson and have plenty of local personnel to support the cleaning operations in Whitewater. Our Operations Manager Karla Ruiz would be your main point of contact who is located in northern Illinois and services the southern Wisconsin market. She reports to Eduardo Garcia who would be your secondary point of contact.

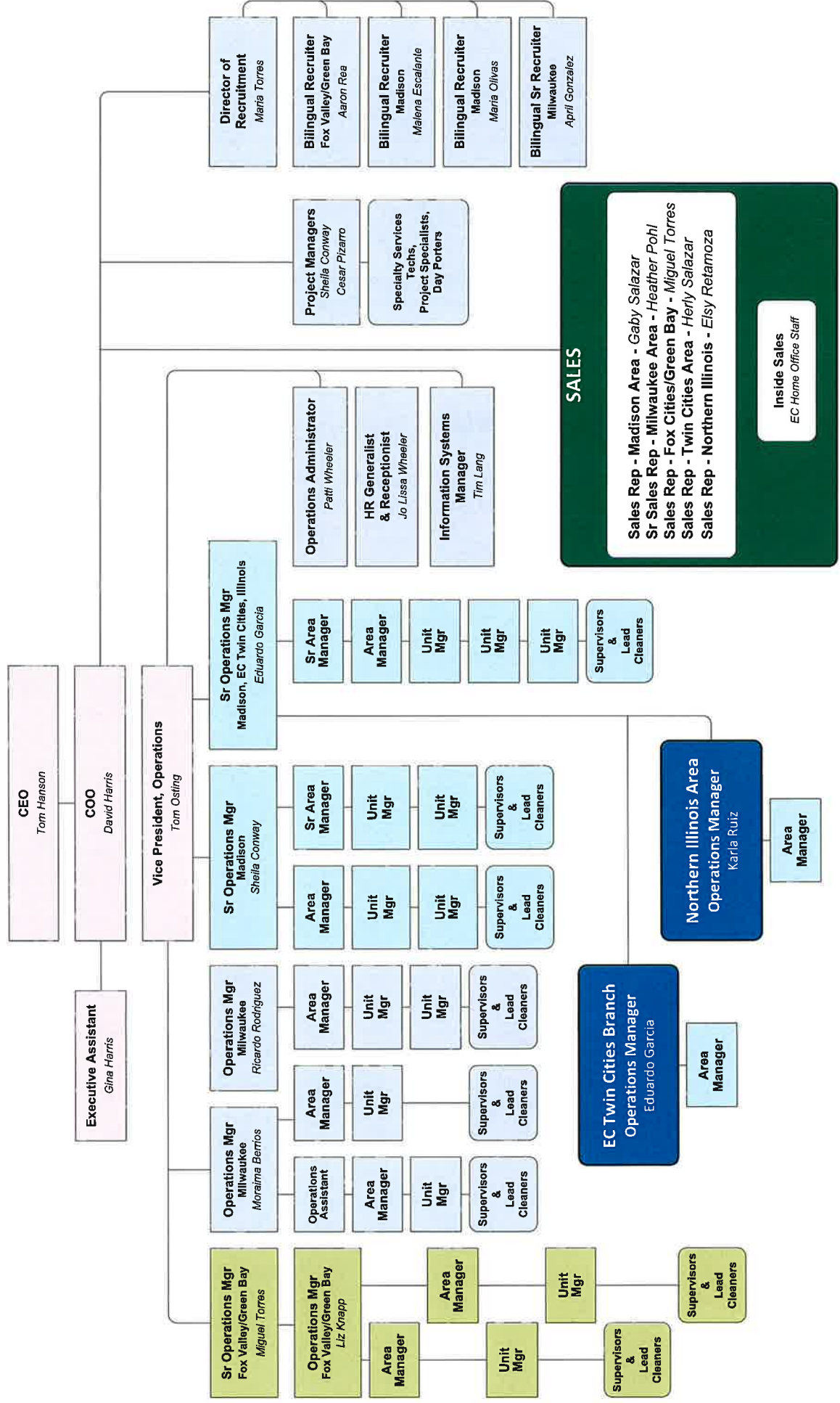
Our management team consists of having a daytime manager who is local and your direct point of contact during business hours. In the evening, we have two levels of managers, a Unit Manager that focuses on close employee supervision and development and an Area Manager that covers a broader area with priorities towards quality assurance and organizational development. *(Our organizational chart is after this section)*

### **Corporate Support:**

We have a fully developed recruitment team that provides the company with a regular process of finding, identifying, vetting, and hiring staff for all of our facilities. They have maintained a fill rate of 98% for the past 5 years and are incredible at finding and maintaining regular staff to maintain consistency in our services. Additionally, we have fully staff professional departments for Administration, Sales, and Executive staff that provide daily support to all levels of the organization. Payroll services are handled through our corporate office and utilize professionally developed systems with UKG, Cloudappr, and Orange QC.

# Environment Control of Wisconsin, Inc. Company Organization Chart

April 2023



## Section III - Scope of Services

### CLEANING CHEMICALS

Our **main chemical line** that we provide cleaning services with is from **Spartan Chemical**. At additional cost we can accommodate the use of a specific product line should your business needs require an alternative. We have partnerships with Spartan, Diversey, 3M, Ecolab, and Betco.

Additionally, if you require the use of green or environmentally preferred products, we offer a full product line of green seal certified products as part of our green cleaning program for LEED-certified facilities.

Currently we clean several LEED-certified facilities across the state from Bronze-to-Gold we are able to help our customers achieve the highest level of LEED certification. We have developed our cleaning program with the assistance of the following organizations.



### VACUUM CLEANERS

The main vacuum cleaners we use are certified by the Carpet & Rug Institute. Our primary vacuum is the Pro-Team Super Coach vacuum with **HEPA filtration**; which is the healthiest way to vacuum. These highly versatile vacuums go from vacuuming carpeting to hard floors, upholstery, stairs, and ceiling vents. Capturing dust, dirt, and debris versus moving it around with a traditional broom is the healthiest way to clean.



### MOPPING EQUIPMENT

Although we utilize *traditional* mop buckets for most facilities, we do have some alternative mopping equipment that provide the following benefits:

- *3M Easy Shine* - uses fresh cleaning solution in a back pack mopping system that provides a **water savings of 75%** of fresh water and 100% reduction of waste water as dirt is collected in micro fiber pads versus a dirty bucket of mop water.
- *3M Easy Scrub* - allows us to mop with fresh water where utility sinks are not present or a smaller mopping system is needed. This system offers some of the same benefits as the 3M Easy Shine, but in a more compact version.



## Section IV - Staffing and Training Requirements

We acknowledge and agree with the staffing and training requirements outlined in **Section IV** of the RFP

## INTRODUCING ORANGEQC

Environment Control is pleased to offer OrangeQC to our customers at no extra cost! OrangeQC is a new web-based work ticketing and quality assurance program designed specifically for the janitorial industry. With OrangeQC you can:

- Quickly submit a work request, or ticket, from your desk or mobile device; the program immediately sends a notification directly to our management team's mobile devices
- Attach up to ten JPEG photo images to your ticket
- Receive email notifications as we update and complete work on your ticket
- Maintain and review your ticket history
- View dashboard and drill-down performance metrics such as ticket resolution times and cumulative inspection results
- Export ticket and inspection reports in PDF format

### DESIGNED FOR MOBILE USE

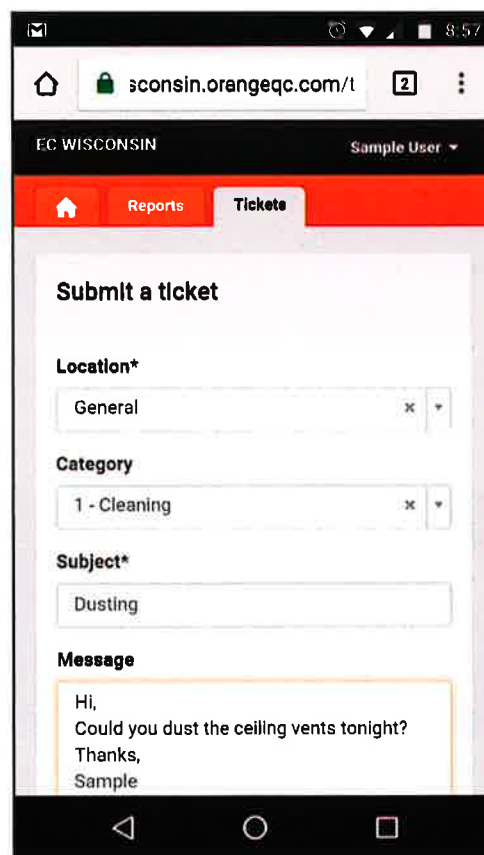
OrangeQC was designed from the beginning to be used on mobile devices. It is easy to use and manage, with no special requirements other than a smart phone or tablet with connection to the Internet. OrangeQC employs the latest mobile web technology to give our team the ability to respond efficiently to your concerns while on the go. As a customer user, you can easily access the OrangeQC mobile app or website on your smartphone, or use the desktop version on your computer.

### IMPROVING & EXTENDING ACCESS

OrangeQC allows both us and our customers to be more mobile. It also helps us reduce our software-related costs, and enables us to extend its user-friendly janitorial-specific capabilities to all of our customers.

### QUICK SETUP

Getting started with OrangeQC is easy. Simply provide names and email addresses of any staff you authorize to communicate with us regarding our service. We'll set up the accounts, and send login information and instructions to your new users by email.



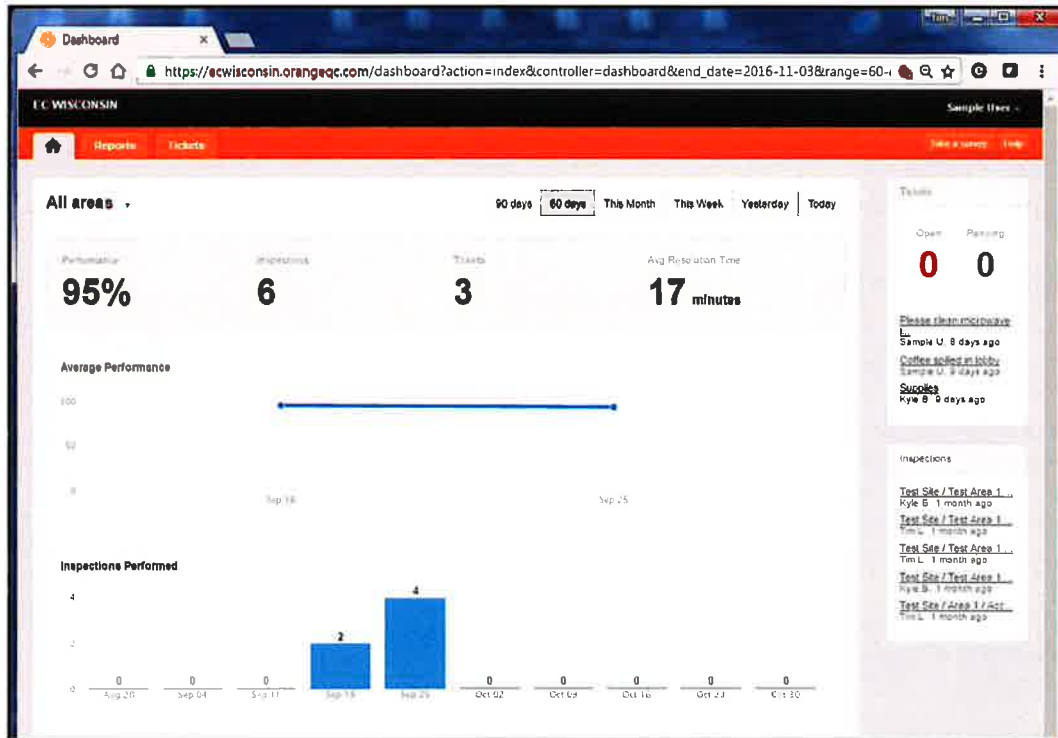
The screenshot shows a mobile web browser interface for the OrangeQC application. The address bar displays 'sconsin.orangeqc.com/t' with a tab count of 2. The page header identifies the user as 'Sample User' and the location as 'EC WISCONSIN'. A navigation bar at the top contains 'Home', 'Reports', and 'Tickets' tabs, with 'Tickets' being the active tab. The main content area is titled 'Submit a ticket' and contains the following fields:

- Location\***: A dropdown menu with 'General' selected.
- Category**: A dropdown menu with '1 - Cleaning' selected.
- Subject\***: A text input field containing 'Dusting'.
- Message**: A text area containing the message: 'Hi, Could you dust the ceiling vents tonight? Thanks, Sample'.

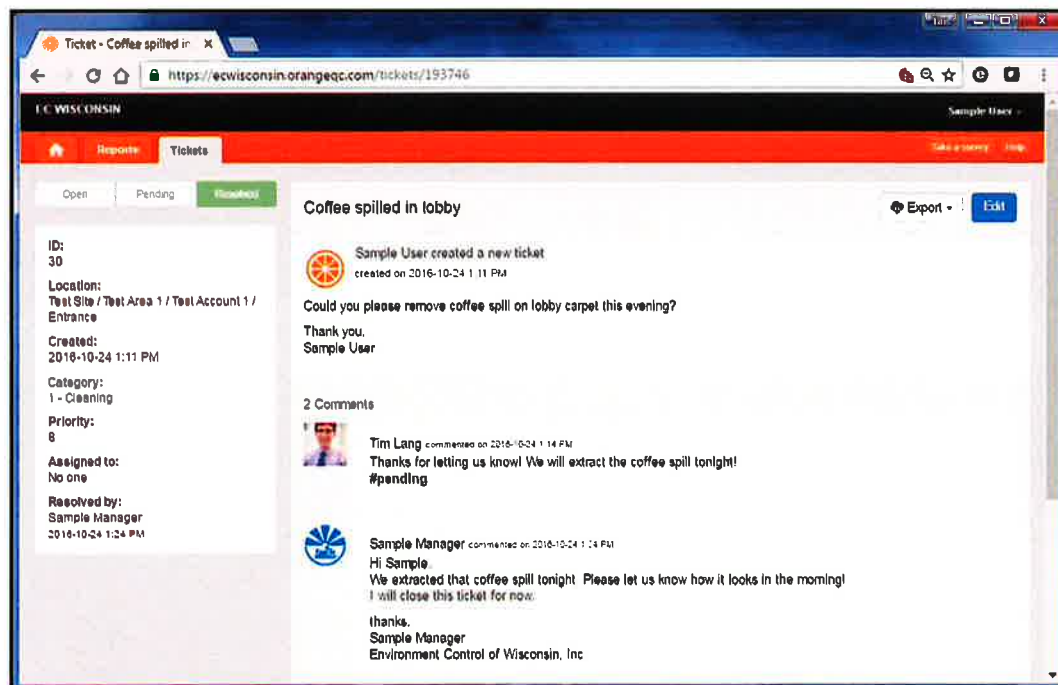
We think you'll find OrangeQC easy to use. Please let us know what you think!



## The OrangeQC Home Dashboard



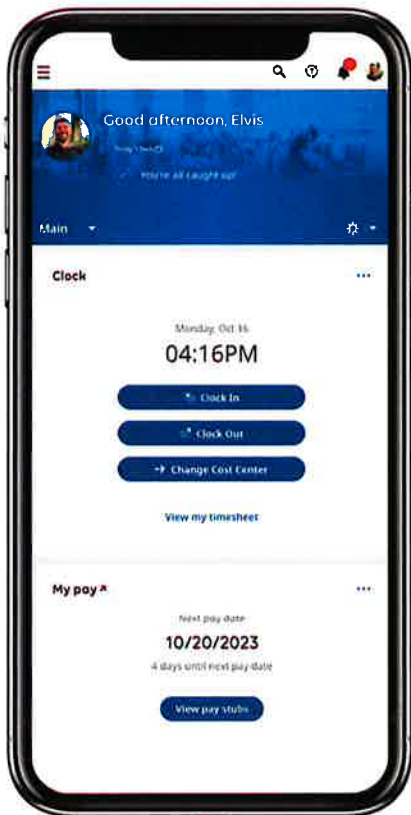
## A Sample OrangeQC Ticket - Detail View



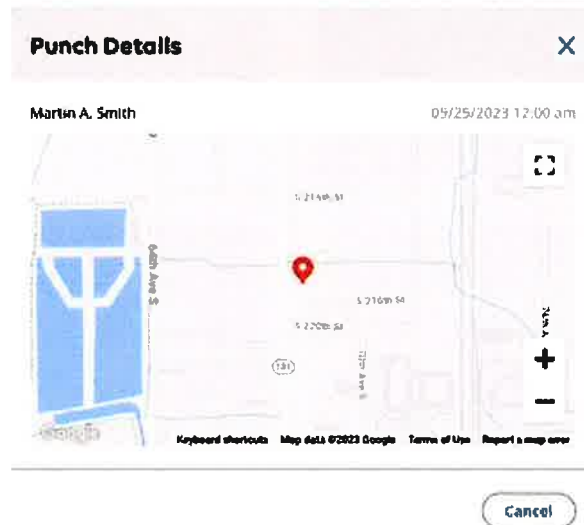
# Timekeeping and Efficiency

Accountability is most effective when it starts with relationship. We deeply care about our employees and this reality makes it clear that our desire is for each employee's success. Our exceptional systems help managers and employees work together as a cohesive team.

- Caller ID Confirmation
- Geofencing
- Absence Tracking
- Employee Scheduling
- Labor KPI's
- Security Monitoring
- Employee Communication
- Employee Onboarding



Our employees use telephone timekeeping software that allows us to track time spent at your office and ensures proper coverage. They use either your telephone or the system's mobile application to clock in allowing management to confirm the employee's current location.



Supervisors monitor detailed, instant roll-call reports throughout the night to ensure your building is always cleaned, and to communicate timely reminders about your facility directly to employees upon clock in.

# Proposal Conditions

Frequency of Services	Listed in the RFP
Time of Day for Service	Evening Services
Holiday Service Included? (6 main holidays)	Not included
Access Cards / Keys Needed	4 per location
Use of Customer Phone for Timekeeping	Yes
Janitorial Closets Available	Yes
Additional Background Checks Required	Standard background check+City of Whitewater check
Specialty Program Performed (Monday - Friday)	Not included
Payment Terms	Upon Receipt

## **Corporate Office:**

Madison - 2902 Agriculture Drive, Madison WI 53718

## **Satellite Offices:**

Milwaukee - 710 Larry Court, Waukesha WI 53186

Fox Valley - 2420 N Locust Street, Appleton WI 54914

Illinois - 1600 Golf Road, Suite 1200 Rolling Meadows Illinois 60008

Twin Cities - 445 Minnesota Street, Suite 1500 St Paul MN 55101

# Areas not Included

- Areas not identified in the RFP as responsibilities of the vendor
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- 

<b>Pricing Expiration Date:</b>	End of 3-year agreement

Labor market and wage changes affect our costs significantly; this proposal will remain active and open until the date listed above. If a decision on proposal award has not occurred prior to the above date, the pricing for this proposal will expire. If you decide to move forward with us after the expiration date, then please reach out to us for revised pricing.

# Service Authorization Agreement

## Service Authorization Agreement ("SAA"), between Environment Control of Wisconsin, Inc. ("EC"), and:

<b>Customer Name:</b>	City of Whitewater
<b>Address:</b>	312 W Whitewater Street; PO Box 178
<b>Phone:</b>	(262) 473-0122
<b>Email:</b>	kboehm@whitewater-wi.gov
<b>Authorized Contact:</b>	Heather Boehm / Keving Boehm
<b>Effective Start Date:</b>	TBD

### Description of Facility (attach schematic if available):

Evening Janitorial Services

Contracted Monthly Services:	Monthly Charges
Whitewater Municipal Building	\$3,797.00 / Month
Cravath Lakefront Community Center	\$433.00 / Month
Downtown Armory Gym	\$1,515.00 / Month
Irvin L Young Public Library	\$1,443.00 / Month
Starin Park Community Building	\$1,082.00 / Month
Whitewater Innovation Center	\$1,604.00 / Month

118,488

- **Payment Terms:** Monthly invoices are sent at the beginning of each month of service and payment is due upon receipt. A 1.5% late fee may be assessed for payments received later than thirty (30) days from the invoice date. In the event of non-payment for forty-five (45) days, EC reserves the right to terminate this agreement without advance notice.
- EC is not an employment agency or temporary service provider. We make a major investment in recruiting and training our employees; accordingly, do not attempt to hire any of them, whether you solicit them or not, during the term of this contract and for 6 months following its termination. If you do make such a hire contrary to the terms of this contract, either directly or indirectly (as liquidated damages) twenty percent (20%) of the gross annual wages for the individual hired in his or her new capacity with your company. After all, had EC not recruited and trained the person well, you would not be interested in hiring them.
- **Pricing:** Pricing is guaranteed for the length of time specified, with exceptions for any modifications to specifications and schedules, the area/square footage to be serviced or facility occupation levels. Also, any changes in federal, state or local laws or regulations, or any other significant external factors materially affecting wages or other operating costs may require price adjustment. Sales tax is not included in the above quotes.
- Payments are expected to be made in full. **Payment cannot be withheld, partial or in full for any reason.**
- EC will base continuation of service entirely upon our customers satisfaction with EC's service. If for any reason, our customer believes it is in the best interest to discontinue service with EC, a 60-day notice of termination is required. Similarly, EC agrees to give our customer a 60-day notice if EC is unable to continue service for any reason.

The attached SAA Terms and Conditions (Attachment "A") and the preceding Proposal document are incorporated into this Agreement by this reference.



existing clients (without contact information). It is your responsibility to inform EC if you specifically wish to excuse your name or brand in this manner.

**What EC Provides:** EC will implement its comprehensive quality management program for your facility and share its Inspection and Quality Control Reports with you on a regular basis. These written reports, in conjunction with personal visits by local management, provide a unique opportunity for both of us to communicate with each other and to determine that your specific cleaning needs are being met to your satisfaction. EC will also provide you with contact information. If you have a question or are dissatisfied about some aspect of our service, we want to know about it so we can resolve it quickly.

**Protection of Mutual Banking Information and Accounts:** Once you and EC exchange banking information for purposes of electronic transfers of payments for EC services, EC will **NEVER** inform you of a change in bank information by phone or email. While EC has not changed its bank contacts in decades, if this were ever to occur, Environment Control would utilize the following protocol: (i) send you notice of the pending change of bank information by registered mail approximately thirty (30) calendar days prior to the implementation of the change, and (ii) follow-up such notice of change by delivering to you a written authorization via hand delivery from an employee of Environment Control holding proper identification. Only then, will you be authorized to change banking information of Environment Control for payment transfer purposes. For your own protection, please note that any funds distributed to an unauthorized account will be made solely at the transferring party's risk of loss.

**Miscellaneous Provisions:** This Contract may not be modified, nor any waiver made, unless it is put in writing and signed by both parties to this Contract; but this modification or waiver may be signed in one or more counterparts, including facsimile signatures, and all such counterparts shall constitute one and the same instrument. It is also understood that events do occur from time to time which are not under the control of either party, such as local or statewide increases in minimum wages, payroll taxes, or workers compensation insurance. You acknowledge, when such events beyond EC's control do occur, that EC has the right to make a timely modification to this Contract to adjust for such an event. This Contract is not assignable by either party without the express written consent of the other party. Governing law shall be that of the State of Wisconsin and proper venue for any legal action shall be Dane County, Wisconsin. This Contract contains the entire contract between us and supersedes all other contracts, oral or written, that we may have had on the same subject prior to entering into this Contract. In the event that a dispute arises between us regarding this Contract, we agree to resolve such disputes utilizing the Arbitration model pursuant to the rules set forth by the American Arbitration Association. The signatories to this Contract represent that they are authorized by their companies to enter into this Contract. The invalidity or unenforceability of any particular provision of this Contract shall not affect any other provision and the remaining provisions shall be interpreted as though the invalid or unenforceable provision was omitted. EC is an Independent Contractor of Customer and is not an employee.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/21/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> M3 Insurance Solutions, Inc. 828 John Nolen Drive Madison WI 53713	<b>CONTACT NAME:</b> Tara Karls		
	<b>PHONE (A/C, No, Ext):</b> 608-327-8931	<b>FAX (A/C, No):</b>	
	<b>E-MAIL ADDRESS:</b> tara.karls@m3ins.com		
	<b>PRODUCER CUSTOMER ID #:</b> ENVIC-3		
<b>INSURED</b> Environment Control of Wisconsin, Inc. 2902 Agriculture Drive Madison WI 53718	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A:</b> Society Insurance Company		15261
	<b>INSURER B:</b> United Wisconsin Insurance Com		29157
	<b>INSURER C:</b>		
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		
	<b>INSURER F:</b>		

## COVERAGES

CERTIFICATE NUMBER: 1232864451

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC			CBP 546855	1/1/2024	1/1/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 Employee Benefits \$ 1,000,000
A	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			CAP 546856	1/1/2024	1/1/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE  <input checked="" type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$ 0			UXL 546858	1/1/2024	1/1/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$ \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input type="checkbox"/> N/A		N/A	UH WCP 100074273	1/1/2024	1/1/2025	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

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

## CERTIFICATE HOLDER

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

Sample

AUTHORIZED REPRESENTATIVE

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