



**CITY OF NOVI CITY COUNCIL
JANUARY 23, 2023**

SUBJECT: Consideration of approval to award the Janitorial Services contract to RNA Facilities Management in the amount of \$182,743.64 for a one (1) year contract with the option of two (2) one-year renewals.

SUBMITTING DEPARTMENT: Integrated Solutions, Facilities Management

EXPENDITURE REQUIRED	\$ 182,743.64
AMOUNT BUDGETED	\$ 164,500 CH, CC, PS, & DPW \$ 2,100 Township Hall \$ 10,200 Lakeshore Park <u>\$ 16,000 Gun Range</u> \$ 192,800
APPROPRIATION REQUIRED	\$0
LINE ITEM NUMBER	101-265.00-814.200 CH, CC, PS, & DPW 101-265.00-840.400 Township Hall 101-265.10-814.200 Lakeshore Park 101-301.00-920.301 Gun Range

BACKGROUND INFORMATION: The City of Novi contracts janitorial services for nearly all the buildings in its portfolio;

- Civic Center (City Hall and the Community Center),
- Public Safety Building,
- Firing Range,
- Department of Public Works,
- Township Hall, and
- Lakeshore Park Community Building

The City entered into its current contract in 2019 with RNA Facilities Management. Their current contract was for one year with two optional one-year renewals. A Request for Proposal (RFP) was advertised on the Michigan Intergovernmental Trade Network (MITN) website. A mandatory pre-bid meeting/site visit was held on November 15, 2022, which eleven firms attended.

City Hall	\$28,600.08
Community Center	\$47,260.08
Public Safety	\$53,547.60
DPW	\$25,344.84
Firing Range	\$15,728.04
Township Hall	\$2,100.00
Lakeshore Park	\$10,163.00

Three (3) proposals were received and reviewed by a team consisting of members from Public Safety, Facilities Management, and DPW. During the evaluation, the team reviewed the supplemental questionnaire to the bid package, performed walkthroughs of the facilities, spoke with references, and met with company representatives of each proposal. Ultimately, the team recommends that RNA Facilities Management continues to conduct the janitorial services for the City. RNA is also contracted with Washtenaw County, Southfield Police Department, and Detroit Public Schools. Therefore, our team believes RNA can carry out the contract due to their familiarity and book of business with other municipalities.

RECOMMENDED ACTION: Approval to award the Janitorial Services contract to RNA Facilities Management in the amount of \$182,743.64 for a one (1) year contract with the option for two (2) one-year renewals.

CONTRACT FOR JANITORIAL SERVICES

THIS CONTRACT FOR SERVICES AND MATERIALS ("Contract"), shall be considered as made and entered into as of the date of the last signature ("Effective Date"), and is between the City of Novi, a Michigan municipal corporation, whose address is 45175 Ten Mile, Novi, Michigan 48375, (hereinafter referred to as "Client"), and RNA Facilities Management, whose address is 4103 Varsity Drive Suite A Ann Arbor, MI. 48108, (hereinafter referred to as "Contractor").

THE CLIENT AND CONTRACTOR AGREE AS FOLLOWS:

Article I. Statement and Performance of Work.

For payment by the Client as provided under this Contract, Contractor shall provide the materials and perform the services described on and in Schedule A (the "Work"), which is attached hereto and made a part of this Contract by this reference, in a competent, accurate, efficient, timely, good, professional, thorough, complete and responsible manner, and in compliance with the terms and conditions set forth below.

Article II. Timing of Performance.

Performance of this Contract shall commence on January 30, 2023 and end on January 30, 2024. Upon mutual consent of the Client and the Contractor, the contract may be renewed two (2) additional years in one (1) year increments.

Article III. Contract Price and Payment.

Subject to the terms and conditions of this Contract, the Client agrees to pay Contractor an amount services and materials as specifically set forth in the completed Proposal attached which is part of the attached Schedule A. Such payments are in exchange for and consideration of the timely and satisfactory performance and completion of the work required under and pursuant to this Contract. The Client agrees to pay Contractor amounts due within thirty (30) days of receipt of an itemized billing/invoice from Contractor detailing all materials provided and work performed in connection with the billing and the hours and charges applicable to each such item. Such itemized billings shall be submitted and shall be paid only upon satisfactory completion of the work itemized in the billing.

All costs and expenses incurred by Contractor under this Contract are deemed to be included in the amounts set forth in Schedule A. Contractor will obtain written approval of the Client prior to proceeding with any work that is not stated on Schedule A; otherwise, the Client will not be billed for such extra/additional work.

Payments shall be made upon verification of invoices received by the Client. All payments to Contractor shall be submitted by mail at Contractor's address first listed above, unless Contractor provides written notice of a change in the address to which such payments are to be sent.

Article IV: Termination.

- A. 1. For cause: In the event that either party shall breach the terms and conditions of this Contract, the aggrieved party may notify the other party, in writing via certified mail, of such breach and demand that the same be remedied within ten (10) days. If the defaulting party fails to remedy the breach as demanded, the aggrieved party shall then have the right to terminate by giving the defaulting party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law, or if a receiver or trustee of any of a party's property shall be appointed and such appointments shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days' notice in writing of such termination.
2. For convenience: The Client may terminate the agreement, in whole or in part, without showing cause upon giving thirty (30) days written notice to the Contractor. The Client shall pay all reasonable costs incurred by the Contractor up to the date of notice of termination. The Contractor will not be reimbursed for any anticipatory profits that have not been earned up to the date of notice of termination.
- B. In the event this Contract is terminated before completion, the Client shall not be responsible to make any further payments for work performed after the effective date of such termination, and shall pay Contractor for such materials as have been delivered and for such work as has been completed and is eligible for payment under the terms of this Contract through the date of such termination. In all events, the Client shall only be responsible to make the payments described in the preceding sentence if, at the Client's request, Contractor continues to fully perform its duties and obligations in full compliance with the terms of this Contract through the effective date of the termination.

Article V: Independent Contractor Relationship.

- A. In the performance of this Contract, the relationship of Contractor to the Client shall be that of an independent contractor and not that of an employee or agent of Client. Contractor is and shall perform under this Contract as an independent contractor, and no liability or responsibility with respect to benefits of any kind, including without limitation, medical benefits, worker's compensation, pension rights, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either party as a result of the performance of this Contract.

Contractor, as an independent contractor, is not authorized to enter into or sign any agreements on behalf of the Client or to make any representations to third parties that are binding upon the Client.

- B. Contractor represents that it will dedicate sufficient resources and provide all necessary personnel required to perform the work described in Schedule A in accordance with the terms and conditions of this Contract. Except as may be specifically stated and agreed to in Schedule A, Contractor shall perform all of the work under this Contract

and no other person or entity shall be assigned or sub-contracted to perform the work, or any part thereof, unless approved by the Client in advance.

Article VI: Liability and Insurance.

- A. Contractor agrees to indemnify and hold harmless the Client, its elected and appointed officials and employees, from and against any and all claims, demands, suits, losses and settlements, including actual attorney fees incurred and all costs connected therewith, for any damages which may be asserted, claimed or recovered against the Client by reason of (i) personal injury, death and/or property damages which arises out of or is in any way connected or associated with the actions or inactions of Contractor in performing or failing to perform the work; or (ii) civil damages which arise out of any dispute between Contractor and its subcontractors, affiliates, employees or other private third parties in connection with this Contract. Contractor specifically agrees that it is Contractor's responsibility, and not the responsibility of the Client, to safeguard the property and materials used in performing this Contract. Contractor agrees to hold the City harmless from any loss of or damage to such property and materials used in connection with Contractor's performance of this Contract.

- B. Contractor shall provide evidence of adequate insurance coverage in the types and amounts set forth on Schedule A, which is attached hereto and incorporated herein by this reference. Such insurance shall be maintained at the specified level of coverage throughout the term of this Contract, including any extension of such term, and will cover all work, acts and omissions by and on behalf of Contractor in connection with this Contract, with the Client as named additional insureds, but with such coverage being primary and non-contributory as described in the attached Schedule A.

Article VII: Information.

It is expressly acknowledged and agreed that all reports, opinions, compilations, research work, studies, data, materials, artifacts, samples, documents, plans, drawings, specifications, correspondence, ledgers, permits, manuals, applications, contracts, accountings, schedules, maps, logs, invoices, billings, photographs, videotapes and all other materials generated by and/or coming into the possession of Contractor during the term of this Contract, and any extension thereof, that in any way relate to the performance of work by Contractor under this Contract or that are otherwise related or relevant to the work, belong exclusively to the Client and shall be promptly delivered to the Client upon the termination of this Contract or, at any time, upon the Client's request.

Article VIII: General Provisions.

- A. Entire Agreement. This instrument, together with the attached Schedules, contains the entire Contract between the Client and Contractor. No verbal agreement, conversation, or representation by or between any officer, agent, or employee of the parties hereto, either before or after the execution of this Contract, shall affect or modify any of the terms or obligations herein contained.

- B. Compliance with Laws. This Contract and all of Contractor's work and practices shall be subject to all applicable state, federal and local laws, ordinances, rules or regulations, including without limitation, those which apply because Client is a public

governmental agency or body. Contractor represents that it is in compliance with all such laws and eligible and qualified to enter into this Contract.

- C. Governing Law. This Contract shall be governed by the laws of the State of Michigan.
- D. Assignment. Contractor shall not assign this Contract or any part thereof without the written consent of the Client. This Contract shall be binding on the parties, their successors, assigns and legal representatives.
- E. Third Parties. It is the intention of the parties hereto that this Agreement is not made for the benefit of any private third party. It is acknowledged that Client may receive a portion of the funding for the payments under this Contract from one or more private sources, and it is understood by Contractor that it is hired by Client to work exclusively for Client (and by extension for the Township should the work be accepted and implemented by the Township) and Contractor agrees that no private party or parties will be allowed to hold sway or influence, in any way, over Contractor's performance of the work.
- F. Notices. Written notices under this Contract shall be given to the parties at their addresses contained in this Contract by personal or registered mail delivery to the attention of the following persons:
- Client: City Manager Peter E. Auger and City Clerk Cortney Hanson
Contractor:
- G. Changes. Any changes in the provisions of this Contract must be in writing and signed by the Client and Contractor.
- H. Waivers. No waiver of any term or condition of this Contract shall be binding and effective unless in writing and signed by all parties, with any such waiver being limited to that circumstance only and not applicable to subsequent actions or events.
- I. Jurisdiction and Venue of Contract. This Contract shall be considered for all purposes, including the establishment of jurisdiction and venue in any court action between the parties, as having been entered into and consummated in the City of Novi, Oakland County, Michigan.
- J. Conflict. In the event of any conflict or inconsistency between the above provisions of this Contract and either or both of the attached Schedules, the provisions in the above text shall govern.
- K. Anti-Discrimination. The Contractor shall not discriminate against any employee, or applicant for employment because of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.

IN WITNESS WHEREOF, the Client and the Contractor have executed this Contract in Oakland County, Michigan, as of the date first listed above.

WITNESS AND DATES
OF SIGNATURES:

CITY OF NOVI

Date: _____

By: Robert J. Gatt
Its: Mayor

Date: _____

By: Cortney Hanson
Its: Clerk

WITNESS AND DATES
OF SIGNATURES:

CONTRACTOR

Date: _____

By:
Its:

SCHEDULE A will be attached to and become part of the contract. Schedule A consists of the contractor's proposal and the RFP documents.

RNA

FACILITIES MANAGEMENT

FEE PROPOSAL

FEE PROPOSAL ONLY

December 13, 2022

In Partnership With:





**CITY OF NOVI
JANITORIAL SERVICES**

**REVISED 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	\$ 2,383.34	\$ 28,600.08
Optional Nightly Cleaning	Saturday	\$ 108.33	NA

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

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 3,938.34	\$ 47,260.08

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	\$ 4,462.30	\$ 53,547.60

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

Item	Unit	Unit price	Total Cost
Nightly cleaning 5 times/week	Month	\$ 2,112.07	\$ 25,344.84

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

Item	Unit	Unit price	Total Annual Cost
5 days/week, as specified	Month	\$ 1,310.67	\$ 15,728.04

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	\$ 350.00	\$ 2,100.00

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	\$ 1,156.66	\$ 6,940.00
3 days/week, as specified (Nov-April)	Month	\$ 537.16	\$ 3,223.00

COMMENTS/EXCEPTIONS (all exceptions must be listed):

N/A

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 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 No

We acknowledge receipt of the following Addenda: #1; #2
(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) RNA FACILITIES MANAGEMENT

Address 4130 Varsity Drive, Ste A

City Ann Arbor State MI Zip 48108

Telephone 734-260-3395 Fax 888-762-8541

Representative's Name Mike Farha

Representative's Title CEO

Authorized Signature 

E-mail mfarha@rnafm.com

Date November 20, 2022

RNA

FACILITIES MANAGEMENT

Top Rated Local Janitorial Service
We are your Experts.



RNA Facilities Management
4130 Varsity Dr, Ste A, Ann Arbor, MI 48108
www.rnafm.com

RNA

FACILITIES MANAGEMENT

Response to:

Janitorial Services RFP Response

November 30, 2022

In Partnership With:



Letter of Transmittal	<i>Page 1</i>
Corporate Information	<i>Page 2</i>
Experience	<i>Page 3</i>
Management	<i>Pages 4-5</i>
References	<i>Pages 9-19</i>
Proposed Methods	<i>Pages 20-23</i>
Training/Transition	<i>Pages 24-27</i>
Equipment	<i>Pages 31-43</i>
Quality Control	<i>Pages 44-46</i>
Haz-Com	<i>Pages 47-55</i>
EMR Rating, Safety	<i>Pages 56-57</i>
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Covid Protocols	<i>Pages 64 - 71</i>
Required Forms	<i>Pages 73- 78</i>
Bid Bond / Performance	<i>Pages 80-82</i>

**Please see page numbers in the lower right-hand corner of the following pages.*

October 30, 2022

City of Novi

Finance Office

Accountability - Our Key To Success

We at RNA Facilities Management would like to thank you for the opportunity to provide you with a proposal for custodial services and management. As a Facilities Company for 30 years, we have the experience needed to manage the cleaning needs of your City buildings, at the exemplary level of service that you have come to expect.

RNA is a nationally-based company who provides affordable, quality facility services and would relish the opportunity to expand our work to the City of Novi. As a medium-sized company, we know we have the capability to clean and maintain your spaces, but we have the ability to do so at a much more affordable price. This difference sets us further apart from the competition and makes us a great fit for this rfp.

During our 30 years we have covered a wide range of facility management accounts including City and Government buildings, school districts, libraries, health clinics, colleges, retail stores and various other businesses. Since our inception in 1991, we have taken pride in providing superior services specifically tailored to meet the individual needs of our clients. We believe this is the primary reason for both our success and longevity.

At RNA we enter into more than just a contract with our clients, instead we look to integrate your philosophies into our own policies. As we continue to grow, we hope to grow in our partnership by continually providing quality cleaning that exceeds your expectations.

Thank you again for the opportunity to present our response. We look forward to working with you in the near future.

Sincerely,



Mike Farha, COO
RNA Facilities Management

Headquarters:
RNA Facilities Management
4130 Varsity Drive, Ste A
Ann Arbor, MI 48108



Years in Business: **30 Years** *Number of Employees:* **1050+**

Entity: **Partnership** *Tax ID:* **85-4018640**

Bond Firm:
Pacific Diversified
363 Civic Dr, Suite 100

Bond Contact:
Terry Baner
tbaner@pdins.com
925-819-2422

- RNA FACILITIES MANAGEMENT is has been in business since 1991.
- We have a 97% retention rate and in the past 5 years have only lost an account due to being underbid.
- RNA has never defaulted in a contract or filed for bankruptcy.

KEY SITE PERSONNEL

Project Manager: **Nader Hamad | 877-762-7511 | nhamad@rnafm.com**

Nader has been with RNA FM for 7 years. As your Project Manager, he will work hard to guarantee your continued satisfaction both before and after the bid process. Nader oversees Cleaning for Health procedures at learning institutions, staffing and helps with quality assurance. His experience with Customer Service and anticipating your needs are what help set the high service expectation levels for your account.

Vice President: **Alex Farha | 734-260-3395 | afarha@rnafm.com (24 Hr Emergency Contact)**

Alex has been with RNA FM for 11 years. Since his addition to our team, Alex has become an integral part of managing all our accounts to ensure both quality and on-time completion. At the start of each project, he works closely with our on-site manager and staff, cleaning alongside them if need be, to demonstrate exactly what needs to be done.

He has also developed our newest quality assurance model where employees hold themselves accountable for their work before being checked for compliance. This new system has helped drastically reduce any potential issues.

Since its inception in 1991, RNA has developed its own methodology of cleaning service that has proven to be both efficient and effective.

At RNA, we take a holistic approach to facility cleaning and maintenance that goes above and beyond our clients' expectations. Our solutions focus on the health and safety of our employees and the facilities we care for. The result is a safer and healthier community and a better place to work. We implement this strategy by using only environmentally friendly products and chemicals.

During our 30 years of doing what we love, RNA has covered a wide range of facility management accounts including large educational institutions with enrollment of more than 50,000 students, city buildings, libraries, health clinics and various other businesses. Our service areas of commercial janitorial, janitorial supplies, landscaping and mowing, facilities management, and construction services make us a one-stop shop for the health and growth of your City of Novi location. And over those 30 years, it's the satisfaction of a job well done and the pleasure of working with innovative and conscientious clients like the City of Novi that keep us engaged and thriving to do more as a strategic partner in your success.

As a medium-sized company, we know we have the capability to clean your buildings, but we have the ability to do so at a much more affordable price. This difference sets us further apart from the competition and makes us a great fit for this important and continued opportunity with the City of Novi.

Highly Trained, Motivated Staff

Today, RNA has 1,050+ employees. Our turnover rate of only 8 percent is well below the industry standard. We understand the reasons for high turnover and have been able to keep our numbers extremely low by following these four best practices.

- *We only hire experienced managers who work alongside their staff to help get the job done.*
- *We interview quality potential employees and hire only the best. As simple as it sounds, your cleaning staff from top-to-bottom must be motivated, responsible and dedicated to their job.*
- *We clearly define expectations, demonstrate how to succeed, and hold individuals accountable. After expectations are set, we continue to help our employees succeed with our daily checklist. The checklist serves to remind employees what needs to be done and that we will hold them personally accountable.*
- *We give out monthly incentives to employees who continuously exceed expectations. Our system rewards employees when no QA issues arise in their designated zone.*

CEO

Chief Executive Officer



A proven leader and entrepreneur, Bryson first started in the industry at nineteen years old, cleaning medical offices and banks during the evening while attending college in the daytime. Over the past thirteen years, Bryson spearheaded all facets of organizational growth, focusing on various multi-state collaborative services. His ambitious ideas have come to fruition, now overseeing all facility management and janitorial operations, nationwide.

Bryson Raver

COO

Chief Operating Officer

As a self-made facilities management mogul, Mike's imaginative resource management while setting high industry standards over the past 18 years designate him as the main point of contact for bidding, contract negotiation, and service at the City of Novi. As our Chief Operating Officer, he works to guarantee your continued satisfaction both during and after the bid process. Mike oversees new customer setup, staffing, and is strategic in implementing the highest levels of quality assurance (QA). His extensive industry experience is key in anticipating needs, and will ensure the exemplary service expectations for your account.



Mike Farha

CIO

Chief Investment Officer



Josh has spent his entire career advising companies on strategic growth initiatives in a variety of industries. He handles special corporate projects including capital raising, add-on acquisitions, marketing and branding projects, C-level recruiting, ERP implementations, and other value creation initiatives. His entrepreneurial background over the past 19 years is multi-faceted, and his innovative problem solving methods are great assets that are extended to RNA's client base.

Josh Kuder

SVP

Senior Vice President of Operations

Dave is an experienced professional with more than 20 years in janitorial executive & operational management. He spent five years as a property & facility manager at a high-rise office building, during which time he attained both Real Property Administrator (RPA) and Facilities Management Administrator (FMA) certifications. Dave has held various sales and operational roles across the facility service industry.



Dave Angel

VP

Vice President of Operations



Alex has been with RNA for 9 years. Since his addition to our team, Alex has become an integral part of managing all our accounts to ensure both quality of service, and on-time completion. At the start of each project, he works closely with our on-site staff, cleaning alongside them to demonstrate exactly what needs to be done. He has also developed our newest quality assurance model where employees hold themselves accountable for their work before being checked for compliance. This new system has helped drastically reduce any potential issues.

Alex Farha

Account Manager

AM

Your primary Account Manager, Nader, is a passionate, creative, and energizing senior leader with over 12 years of progressively increased responsibilities in facility management and account management roles. Nader has a proven ability to build and motivate high-performing project teams and deliver quality results in our leading client projects. He will be key to organizing and leading the successful project team that will execute quality results, on time and on budget for City of Novi facilities.

Nader Hamad

TM

Transition Manager



Dwight's responsibilities at RNA include operational due diligence, system synergies, project management, and strategy execution. He has led the RNA Team transition strategy for hundreds of transactions in the facility service industry. He holds a bachelor's in Management from The University of Tampa and is a certified Professional in Human Resources (PHR).

Dwight Tesoro

Product Manager

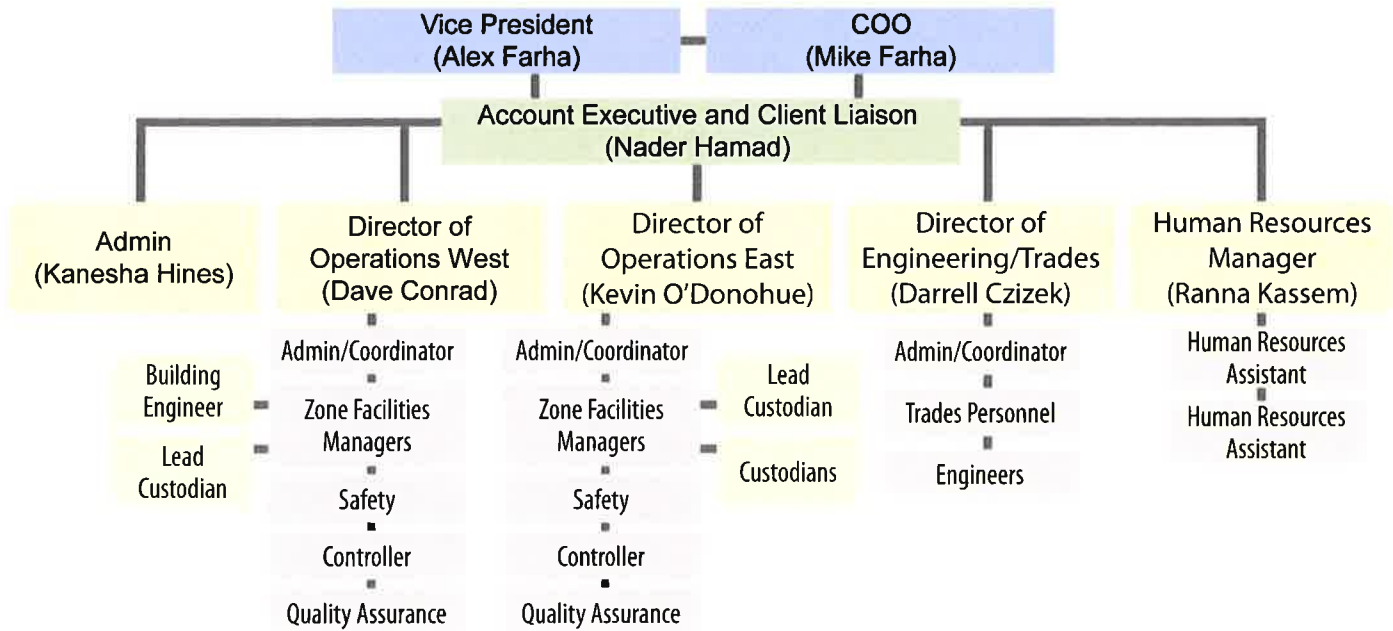
PM

With over 25 years of experience and ISSA certifications in cross contamination, blood borne pathogens, floor cleaning, restroom cleaning and school cleaning, Paolo Decina will oversee all equipment and products as the designated supply chain manager. Paolo will train staff on how to properly use equipment and will handle ordering and inventory for each site.



Paolo Decina

City of Novi Organizational Chart



Key Points

- *In compliance with the specifications for this bid, a full-time account manager with several years of janitorial experience will be assigned to your account, and oversee the on-site supervisor for your project.*
- *RNA has a regional office that will provide support for your account with respect to management, oversight, problem resolution, contract transition, and human resources for both hiring and training.*
- *Our staffing levels are adequate to sufficiently comply with your cleaning service needs and high standards.*
- *We offer competitive pay rates and benefits for staff which is likely why we have such a low employee turnover rate. This helps improve our contract performance and ensure 100% satisfaction with our clients.*
- *RNA's staff is experienced in utilizing available technology to measure and monitor our contract performance. This also enables us to communicate quickly to resolve any issues in a timely manner.*
- *We are a national vendor, and provide excellent references.*

RNA fully understands the importance of hiring qualified employees who possess integrity, honesty, dedication and a great work ethic.

To achieve those goals, RNA conducts extensive background checks of an employment applicant's history, including reference investigation, criminal background checks, fingerprinting, mandatory drug testing, and a LiveScan criminal records check. RNA will adhere to all levels of screening listed in the Specifications and Contract for this RFP. We will ensure that all drug tests come back negative before any employee is cleared to work on the City of Novi contract. In addition, RNA screens each prospective employee for the items listed to the right of this page.



- **Past employment**
- **Professional licenses**
- **Criminal records**
- **Education**
- **Workers Compensation**
- **Driving record**
- **References**
- **Drug Testing**



Key handling procedures will follow the same strict guidelines and hand selected, credible personnel will be chosen with the direct and final approval of the City of Novi staff.

Facility Emergency Protocol: If an RNA employee notices any suspicious behavior on or around the client premises or have any such security concerns relating to protests or for any reason, they will lock all exterior doors to your buildings (or follow RFP protocol specified) immediately followed with a prompt call to the local police department if applicable.

Our janitorial role is crucially important in any energy conservation program for several reasons. Our employees are often the first to enter a building each day and typically the last to leave at night. We have full knowledge of the daily workings of our client's facilities. Our team learns the problem areas. We learn about the existing staff and their energy needs. Custodians usually have access to the building's equipment and controls. Most importantly, our custodians are regularly moving about the buildings each day. This helps solidify the importance of our staff in your energy conservation. Our goal is to set an example for your staff and we're proud to take the lead in this ever so important area by:

- 💡 *Educating others on common misconceptions about energy usage.*
- 💡 *Remaining continuously alert for energy waste at your building.*
- 💡 *Being aware of the energy your facility uses.*
- 💡 *Lighting only the room being cleaned.*
- 💡 *Turning lights off when leaving a room.*
- 💡 *Ensuring all windows are securely closed and close drapes, blinds, shutters, etc.*
- 💡 *Making sure all outside lights are turned off during the day.*
- 💡 *Inspecting weather-stripping and caulking of windows and doors regularly.*
- 💡 *Reporting heating and air conditioning problem to maintenance immediately.*
- 💡 *Turning off lights when possible. Pay particular attention to cafeterias, auditoriums and gymnasiums.*
- 💡 *Working with the supervisors and maintenance staff to determine the most efficient hours of operation for the heating and cooling equipment. (Consideration of season and daily weather forecasts is needed.)*
- 💡 *When appropriate, adjusting heating and air conditioning controls to achieve comfort while conserving as much as possible.*

DOLLAR GENERAL®



**BARNES
& NOBLE**

Burlington



FERNDALE PUBLIC SCHOOLS

Contact: Jamie Stottlemeyer, *Operations and Transportation*

Phone: **248-586-8682**

Type of work: - Facilities / Custodial

Email: James.Stottlemeyer@ferndaleschools.org



DETROIT PUBLIC SCHOOL COMMUNITY DISTRICT

Contact: Latina Kellum, *Compliance Officer*

Phone: **248-835-7202**

Type of work: - Facilities / Custodial

Email: Latina.Kellum@detroitk12.org



DETROIT ACADEMY OF ARTS & SCIENCES

Contact: **Rochelle Robinson**, *Facilities Manager*

Phone: 313-573-6911

Type of Work: Facilities / Custodial

Email: RRobinson@daask12.com



WASHTENAW COUNTY

Address: 16 Facility Addresses in MI

Contact: **Nick Woods**, *Management*

Phone: **734-260-2248**

Email: WoodsN@ewashtenaw.org

October 19, 2020

To Whom It May Concern,

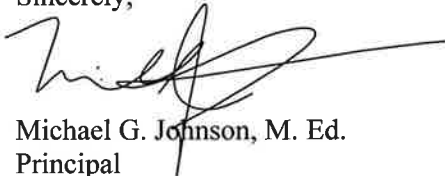
This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor. In 2018, RNA became the facility service provider for Fisher Magnet Upper Academy to provide facilities management consisting of custodial, maintenance and engineering services.

As the new school leader that was hired in August of in 2018, I was impressed with the progress that RNA made as the new facility service provider. As we enter the 3rd year of our working relationship, I am just as impressed now as I was in 2018. RNA has been able to sustain their systems, routines, policies and procedures as it relates to facilities management.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a “fresh and systematic approach” to cleaning and commitment to maintaining schools for students, even during and throughout the COVID-19 pandemic.

If you have questions, I can be reached at the number provided above.

Sincerely,



Michael G. Johnson, M. Ed.
Principal

DETROIT PUBLIC SCHOOLS COMMUNITY DISTRICT







Office of Infrastructure Management

220 E Huron
P.O. BOX 8645 ANN ARBOR, MICHIGAN 48107-8645
Phone 734-222-6542 Fax 734-222-6573
www.washtenaw.org

7/26/20

To whom it may Concern,

This letter is in reference to RNA Facilities Management who is contracted with Washtenaw County Office of Infrastructure Management. RNA has been maintaining janitorial services for 22 County facilities since 2012, and have extended their contract twice because of the quality work they provide. They have courteous and professional staff and address issues and concerns in a timely manner. I would definitely recommend the use of their services to other entities in search of a top notch janitorial contractor.

Regards,

Nicholas Woods
Office of Infrastructure Management
Maintenance Supervisor
734-260-2248

KALAMAZOO RESA
INSPIRING EDUCATIONAL EXCELLENCE

Service Center
1819 E. Milham Ave. • Portage, MI 49002
269.250.9200 • www.kresa.org

October 22, 2020

Alex,

You had asked me if I would be willing to write you a reference for your company and based on the performance to date, I'd be happy to do that.

Your team has already established a great working relationship with the principals, the facilities staff, and even the instructional staff. Since your kickoff in July, we have been able to meet regularly between our facilities' manager, your team and myself to create a communications forum that we never were able to create with your predecessor. The fact that your team was able to do this in such short order, not only during normal times, but in the midst of a pandemic, speaks highly of your organization's abilities.

We value your systems approach to keeping our school buildings clean, training your staff, and scheduling the work.

In addition to all of the above, the fact that your organization has embraced our Young Adult Program and have hired several of our high-functioning young adults with moderate cognitive impairments to work as day porters during the pandemic to clean the common touch points in our buildings has been a great collaborative partnership. Seeing these "kids" open their paycheck for the first time beaming with pride has been incredibly rewarding for us and life changing for them

Thank you again for our new found relationship. Your implementation has been excellent. We look forward to continued success together and we will certainly look at the other capabilities your team has to offer in the other services we have discussed.



Tom Zahrt

Assistant Superintendent of HR & Operations



ACADEMY OF DALLAS CHARTER SCHOOL
Dr. Shaunaisea Henderson, Principal
Academy of Dallas Charter School



OAK PARK CAMPUS
1030 Oak Park Drive
Dallas, TX 75232
(214) 371-9600-Office
(214) 371-1053 Fax

VERNON CAMPUS
2324 S. Vernon Avenue
Dallas, TX 75224
(214) 944-5544-Office
(214) 948-3964 Fax

August 1, 2020

This letter is to serve as a recommendation for RNA Facilities Management. I've had the opportunity of partnering with RNA Facilities Management. It is with confidence I recommend RNA as your primary facilities management company.

The transition into our facility was organized and efficient. Presented with a proper transition plan and communication at the highest level, our staff and students felt no drop-in service. In fact, the level of service had actually increased exponentially over the first 90 days.

We have also used RNA for special projects and school functions such as graduations, deep cleaning, and floor work, etc. They have been very reasonably priced and always perform to the level that is expected. I am happy to recommend the service of RNA Facilities Management.

If you have any questions please feel free to contact me.

Best Regards,

Phillip Jones,
Dean of Scholar & School Culture



Felicia M. Venable
Executive Director

Division of Operations – Special Projects

Support Services Complex • Building C 1601 Farnsworth • Detroit, MI 48211
O (313) 578-7358 • C (313) 218-2876 • Felicia.venable@detroitk12.org

detroitk12.org

July 2019

Dear Evaluation Committee Members,

This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor.

In 2018, RNA became one of two facility service providers to provide facilities management consisting of custodial, maintenance and engineering services for 20 of the district's 106 schools equating to slightly over 2M square feet.

I had the pleasure of onboarding RNA in the summer of 2018. It was a grueling process that entailed labor contract negotiations, hiring full teams in every discipline while making certain schools were prepared for opening day for FY2018-2019. RNA worked diligently to ensure we were successful.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a "fresh and systematic approach" to cleaning and commitment to maintaining schools for students. If you have questions, I can be reached at the number or email provided above.

Sincerely,

Felicia M. Venable

Felicia M. Venable
Executive Director
Division of Operations, Auxiliary Services & Special Projects

Students Rise. We all Rise

DPSCD does not discriminate based on race, color, national origin, sex, disability and/or religion
Contact Compliance for more information at (313) 240-4377 or detroitk12.org/admin/compliance.



Foreign Language Immersion & Cultratl Studies School • 6501W.Outer Drive • Detroit, MI 48235
Zetia.Hogan@detroitk12.org (313) 651-2400

detroitk12.org/FLICS

October, 2020

Dear Evaluation Committee Members,

This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor.

In 2019, I became the Principal of Foreign Language Immersion & Cultural Studies Pre- K– through 8th grade. I was pleased to partner with RNA staff as they cleaned and prepared the building for the first day of school/. They are professional and committed to cleaning and maintaining the school.

I had the pleasure of collaborating with RNA in the summer of 2019. We worked through a few glitches to ensure that the building was prepared for opening day. The RNA staff went beyond duty working seven days a week to ensure the building was ready for opening day. They are committed to providing quality service in our school community.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a “fresh and systematic approach” to cleaning and commitment to maintaining schools for scholars. If you have questions, I can be reached at the number or email provided above.

Sincerely,

Zetia M. Hogan, M. Ed

Principal

Students Rise. We all Rise

DPSCD does not discriminate on the basis of race, color, national origin, sex, sexual orientation, transgender identity, disability, age, religion, height, weight, citizenship, marital or family status, military status, ancestry, genetic information, or any other legally protected category. In its educational programs and activities, including employment and admissions. Questions? Concerns? Contact the Civil Rights Coordinator at (313) 240-4377 or dpscd.compliance@detroitk12.org or 3011 West Grand Boulevard, 14th Floor, Detroit MI 48202.



Office of Operations
Machion Jackson, Assistant Superintendent, Operations
Fisher Building • 3011 West Grand Blvd., 14th Floor • Detroit, MI 48202
O (313) 873-6532

detroitk12.org

October 22, 2020

Dear Evaluation Committee Members,

This letter is written on behalf of RNA Facilities Management (RNA) of Ann Arbor.

In 2018, RNA became one of two facility service providers to provide facilities management consisting of custodial, maintenance and engineering services for 20 of the district's 106 schools equating to slightly over 2M square feet.

That year, my team members onboarded RNA during what proved to be a grueling process that entailed labor contract negotiations and hiring full teams in every discipline while making certain schools were prepared for opening day for FY2018-2019. RNA worked diligently to ensure the successful opening of our schools. Since that time, the company's leadership has worked to make indelible mark on the cleanliness standards in the District.

I recommend RNA be allowed to make a difference within your organization by delivering what has been evident in some its assigned schools as a "fresh and systematic approach" to cleaning and commitment to maintaining schools for students. If you have questions, I can be reached at the number or email provided above.

Thank you,

A handwritten signature in black ink, appearing to be "Machion Jackson", written over a horizontal line.

Machion Jackson, M.Ed., COD

Students Rise. We all Rise

DPSCD does not discriminate on the basis of race, color, national origin, sex, sexual orientation, transgender identity, disability, age, religion, height, weight, citizenship, marital or family status, military status, ancestry, genetic information, or any other legally protected category, in its educational programs and activities, including employment and admissions. Questions? Concerns? Contact the Civil Rights Coordinator at (313) 240-4377 or dpscd.compliance@detroitk12.org or 3011 West Grand Boulevard, 14th Floor, Detroit MI 48202.



E4946 Jackson Road
Ironwood, Michigan 49938

(906) 932-4231 or (800) 682-5910
gogebic.edu

June 10, 2019

Lori Baross
RNA

Dear Lori:

I wanted to take this opportunity to thank you and your staff for the great work you have been doing. Getting the residence hall ready two days after graduation was nothing short of remarkable!


This past week, you all had the entire floor where the Open House was being held in just tip top condition! From the sparkling floors to the clean walls, we truly appreciate your hard work helping us showcase the college.

Also, the day-to-day cleaning has been going very well. Our restrooms are so clean!

I very much appreciate the fact that you are so responsive whenever I call upon you for something. You reply immediately and always, always get the job done.

Thank you very, very much!

Sincerely,


Jeanne Graham
Vice President of Student Services

Proposed Methods and Staff Continuity Plan for City of Novi

The City of Novi facilities are charged with providing staff and visitors with a safe, clean and appealing environment through effective management of human, financial and physical resources.

RNA clearly understands this vital role. This point is of critical importance to City of Novi because the success of the is dependent upon being able to meet the overall needs of each and every patron. We have developed a reputation for Quality based on the consistency of public use environments of the municipality buildings where we provide Custodial Services and Maintenance. The management of the City of Novi and RNA are responsible with being effective stewards of your buildings, premises, and infrastructures.

Building administrators are operating in a financially challenged environment that is changing rapidly and they are seeking companies like RNA to manage their service departments. We view custodial management as one of our core focuses with excellent prospects for growth. Therefore, we have committed the financial and managerial resources necessary at a time when some suppliers are moving away from providing sufficient corporate support. We believe the operational challenges that cities face require a specialized approach to providing direct operational support. To meet this challenge, we have dedicated a support team including your direct point of contact, Director of Operations, Vice President of Sales, Head Site Manager and Zone Account Managers who have a singular focus on the operation needs of our educational and wellness clients. This singular focus of this support team allows RNA to provide an exemplary level of expertise unmatched in the field. Our objective is to improve the cleanliness of the various sites and the relationship between the custodial services team and the City of Novi administrators. We will achieve this objective by developing an understanding of the needs of the individual City of Novi structures and by working with the custodial employees to implement the RNA Facilities Management operating system.

We appreciate your time in reviewing our recommendations and welcome any suggestions you may have in order to improve the effectiveness of our proposed operational plan for your sites. We will focus on the following tasks:

- 1. Providing the answer team and City of Novi admins with effective support from our specialized support team. In order to provide effective custodial services, we require both staff and management extensive, continuous on-site training (20 hours) including a broad range of methods and skills for each member of our staff.*



We have partnered with SF Strong (provider of our chemical supplies) for two additional training courses. Green Clean, which helps employees clean more efficiently by teaching proper chemical application and specific chemical cleaning techniques. The 2nd additional training course is on the dangers of cross contamination that demonstrates to our employees how to clean and sanitize more effectively. Our concept is to provide the skills and support needed to ensure accountability by our on-site team. Our Zone Account Managers will support the on-site team consistent with the implementation plan and as the needs of each one of your buildings require. Each member has our promise of personal respect and concern.

2. An account manager will be assigned to each zone to implement our program. These individuals are experienced managers who can provide effective leadership by working side by side with employees all the while thoroughly understanding the steps to maintain the premises of the facilities. We, as the service providers, will remain consistent with those specific needs.
3. The facilities will be divided into Zones, each with an account manager assigned who is responsible for providing leadership to the custodial staff assigned to each zone. In addition, the account manager will break these into smaller zones and delegate tasks to on-site managers and custodial workers who will also be appointed.
4. Our RNA Custodial Services Leadership Team will work tirelessly to exceed your expectations for the custodial services in this proposal. RNA employs a fully vaccinated Swarm Team at all times which is a pool of highly trained, versatile, temporary replacement personnel to provide you continued service during any planned or unplanned leave of absence. This always evolving list of employees will be utilized to supplement any necessary staff of the City of Novi.
5. Quality Assurance is a high priority of RNA's and we do everything we can so that you can rest assured that everything is taken care of. We developed our own user-friendly Quality Assurance App compatible with any mobile device. Each of your buildings will be assigned a unique username and password allowing you to make instant requests via the app. Every report goes into a single database with a touch of the screen saving valuable corresponding time and allowing for quick responses.
6. RNA Facilities Management will implement your current 8 step cleaning process into our current program including our color-coded cleaning system to avoid cross contamination. This efficient program will ensure patrons health, improve customer satisfaction, employee turnover and will help maintain the overall consistency of the program.
7. We realize what a challenge it can be to provide adequate funding for maintaining all of your facilities and the competition for funding between academic programs and facilities. In response to this, RNA has worked to develop the following processes:

- Selection and hiring process
- RNA's complete training process
- Reductions in travel time and waste of steps
- Safety program that performs beyond compliance
- Consistent quality of service
- Cost reduction on all cleaning supplies
- Improved employee morale, productivity and overall safety



8. Keeping lines of communication open with all staff members to facilitate an understanding of the needs of each building and the resources necessary to meet those needs.

9. Organizing each zones team so that the needs of our clients are addressed and satisfied in a timely, professional and effective manner while ensuring balanced workloads for all employees.

10. RNA Facilities Management will use brand new custodial equipment throughout each building. RNA's operating system will be implemented during the initial 90 days. Will work closely with City of Novi officials to purchase all custodial cleaning supplies and create an efficient system of procurement and inventory during the contract period.

RNA is committed to quality performance. We welcome the opportunity to implement our programs into your facilities.

The operational plan that we are proposing for implementation is based on our assessment of City of Novi, the specific RFP specifications and observations during our tours along with our more than 30 years of providing custodial service solutions for our clients. This experience we have gained through our partnerships with a plethora of government and city buildings, office complexes, hospital and school campuses which has provided us with significant insight into the operational and cultural needs of your environments.

Our operational plan is specifically designed for each of your buildings with the goal of providing a clean, safe and healthy environment for all community members and staff. We believe in providing a clean and healthy environment as our number one priority. We work side-by-side with your maintenance department for the effective management of human, financial and physical resources to provide the solutions that put the interests of your sites first.

We have conducted a thorough review of all requirements documented in the request for proposal to determine the appropriate approach to providing service solutions for your buildings. After reviewing the plans, we have assessed the specific staffing, equipment and cleaning requirements of each building along with observations of the current cleaning levels witnessed at the time of the tours.

We have developed solutions by taking into account your locations and the proximity of each building to each other and how it relates to the ability of staff to move through these buildings quickly and efficiently while allowing the technicians to move equipment between close proximity buildings which will maximize our mutual investment in new technology and our staff time.



Our managers will be available at all times during the transition period to provide leadership for our team while we are at any of the locations of the buildings. These managers are experienced professionals who will provide effective leadership, ensuring RNA understands the specifications of the RFP and the needs of your schools. During the implementation and transition phase of the contract, RNA's janitorial staff will be regularly evaluated and adjusted as necessary to assure that we are exceeding expectations and all needs of your buildings are met. Any adjustment of staffing requirements will not result in an increase of the proposed contract price. Our plan will enable us to provide a transparent transition and allow for implementation of our programs and systems. Once a contract is awarded, RNA will work with the contract administrator and current custodial employees to finalize a mutual plan. With permission, we will begin the transition and implementation process with a pre-startup team to ensure a smooth start date.

Our start-up team will implement our staff development plan that includes the following:

- *Scheduling individual interviews including existing staff*
- *Selection and confirmation of uniforms*
- *Finalizing of job description specific to each area of each building*
- *Review of employee policies and standards along with procedures*
- *Planning of staff training sessions and vaccinations*
- *Implementation of task list with one on one employee training time*
- *Verification of all RNA safety and technical training programs*
- *Implementation of an employee handbook and employee recognition programs*

We believe that selection and recruitment is key to enhancing and maintaining the quality of custodial service expected at high traffic facilities such as yours. Proper training and retention of quality staff is priority. Each applicant will be interviewed with a series of questions designed to elicit behavioral responses revealing both their work ethic and previous experience.

All current custodial employees will be provided an equal opportunity to interview with RNA Facilities Management for this contract. We have found that this type of interview process reduces turnover of staff and leads to increased consistency of services provided to you.

Quality control procedures will also be implemented by our managerial staff.

RNA Facilities Management has implemented a quality assurance app available for use by our staff along with the contract administrators on all mobile devices that routes through a single database monitored by us which will be utilized during any work done at your City of Novi properties.



RNA FM has realized over the past nearly 3 decades that the best employees come from familiar sources, often by way of other satisfied workers. We strive to retain hard working employees by treating them fairly.

We currently base 65% of our staff recruitment efforts on a focus of community out-reach. Referred employees seem to better understand what the job entails from the start and have a tendency to stay with our company longer. Although our recruiters also actively organize and attend local job fairs and seek out candidates through various reputable agencies, online job postings are still a mainstay in our current recruitment efforts.

Our training program starts with 4 simple steps:



1. DIRECT - Verbal introduction to our extensive cleaning processes is the 1st step. Account managers guide new recruits through our written instruction program, explaining each task and the reasoning behind each method used.

Understanding the importance of each step is vital to avoiding the repercussions of attempting future shortcuts. Our custom training videos are a helpful tool at this stage of/earning.

2. DEMONSTRATE - With basic instruction complete, we physically demonstrate, hands-on, the proper task techniques & sequencing in person, face-to-face. This allows us to utilize our approved methods and to visibly show what happens when our sequence is not followed.

3. ACT - Observation commences of the recruit performing each task, under direct supervision. This execution along with constructive feedback during witnessed repetitive practice ensures proper duplication on-site.

4. REVIEW - Our final step is to set timelines for a one-on-one review of individual training knowledge with each new recruit. Recap of approved procedures takes place every day for the 1st week of comprehensive training.

These reviews allow us to remain on top of the entire training process while reinforcing the possible recruit's knowledge. Most importantly it ensures RNA FM's standards are being met.

This initial wall-to-wall training program, while under the watchful eye of our Supervisors, prepares each potential employee to thrive in a client site specific environment. We have refined an all-inclusive questionnaire based on each segment of training. This serves as an indication of how well the recruit comprehended the training content and is kept in their personnel file allowing us to add on modules for ongoing training, annually. With a positive conclusion to each of these steps a recruit can then be invited to join our workforce.

New employees complete this training alongside experienced, on-site supervisors: RNA requires both Staff and Management Continuous Training (20 Hours) in these areas:

- Managing Safety Data Sheets (SDS) for Each On-Site Product
- Quality Management Training (QM) using Information ERP Solutions Software
- ADA
- Asbestos Floor Tile Care
- Auto Scrubbing
- Basic Restroom Cleaning
- Blood-borne Pathogens
- Carpet Extraction
- Carpet Spot Removal
- Carpet Vacuuming
- Ceiling / Wall Washing
- Chemical Safety
- Cleaning Standards
- Confined Spaces
- Daily Restroom Cleaning
- Damp / Wet Mopping
- Equipment Checks / Usage
- Ergonomics
- Fabric / Upholstery
- Cleaning
- Lock-Out / Tag-Out
- Procedures
- Job Preparation and Clean-Up
- Ladder Safety
- Lifting Techniques
- Stripping / Refinishing Floors
- Window Washing
- Sexual Harassment
- Vaccinations

We also have partnered with SF Strong (provider of our chemical supplies) for two additional training courses.

1. Green Clean, which helps employees clean more efficiently by teaching proper chemical application and specific chemical cleaning techniques.
2. Training on the dangers of cross contamination that demonstrates to our employees how to clean and sanitize more effectively.

BACKGROUND CHECKS

RNA fully understands the importance of hiring qualified employees who possess integrity, honesty, dedication and a great work ethic.

To achieve those goals, RNA conducts extensive background checks of an employment applicant's history, including criminal background checks, fingerprinting, mandatory drug testing, and a LiveScan criminal records check. RNA will adhere to all levels of screening listed in the Specifications and Contract for this RFP. We will ensure that all drug tests come back negative before any employee is cleared to work on this contract. In addition, RNA screens each prospective employee for the following items:

- Past employment
- Professional licenses
- Criminal records
- Education
- Workers Compensation
- Driving record
- References
- Drug Testing

The RNA turnover rate of only 8 percent is well below the industry standard. We understand the reasons for high turnover and have been able to keep our numbers extremely low by following the best practices outlined in this RFP response.

KEY HANDLING

Key handling procedures will follow the same strict guidelines and hand selected, credible personnel will be chosen with the direct and final approval of the City of Novi staff.

Facility Emergency Protocol: If an RNA employee notices any suspicious behavior on or around the client premises or have any such security concerns relating to protests or for any reason, they will lock all exterior doors to your buildings (or follow RFP protocol specified immediately followed with a prompt call to the local police department if applicable).

RNA has extensive experience managing change processes in a wide variety of businesses. As a result, we are adept in helping organizations cope and even thrive during periods of transition. We ensure a seamless and minimally disruptive transition to our Custodial Services Program using a number of successful tactics and ongoing communication throughout the transition and implementation period.

Before the official start date, an experienced team of RNA support specialists led by a dedicated Facility Services Manager primes the partnership for success by:

- Conducting a thorough inventory of equipment and establishing a database for the maintenance management system
- Recruiting staff, assessing skills and training needs, and providing orientation and initial training
- Developing and implementing an effective communication plan
- The start-up team then ensures the seamless transition of service and responsibility by implementing proven programs that establish and document safety, quality assurance, training, and maintenance management and by providing backup technical and manpower resources.

It's All About Execution

The RNA Custodial Services Program includes seven primary modules that work together to increase efficiency and ensure excellence:

- **Production Scheduling:** Optimizes employee schedules and improves time management
- **Quality Control:** Tracks areas where improvements are being made, areas that need more attention, or employees who need additional training
- **Personnel Management:** Helps to reduce costs related to labor, supplies, equipment, and overtime by reporting where and when dollars are spent according to each building or individual
- **Inventory Management:** Ensures value from supply and equipment expenditures by taking an inventory of all existing supplies and equipment and assisting in a life-cycle analysis of capital equipment
- **Program Evaluation:** Evaluates our training programs, identifies employees who lack training, and tracks training costs and other department expenses
- **Utilities:** Records all maintenance files for the computer system, covering start-up information such as shift differentials.

RNA also incorporates technology in the day-to-day management and support of our custodial services operations. We deploy a select CMMS system, based on scope of work and client specifications, to help us keep more efficient records and control of available resources, create customized reports, and provide Safety Data Sheets (SDSs) and applicable requirements. What's more, clients can use CMMS to access the latest information on products, equipment, work processes, and codes and regulations.

TRANSITIONING TO RNA

The key to successful project implementation begins with a successful transition plan. Our transition plan begins with a management supervised inventory of needed supplies and equipment. RNA has a unique inventory process managed by our Quality Assurance (QA) Manager in conjunction with our SF Strong Efficiency Training.

Nader Hamad, will then break down your buildings into smaller zones and assign specific tasks to be completed within the zones. This division gives each employee the best opportunity to succeed, as they are involved in the schedule, their designated areas, as well as setting up their specific QA checklist. As the designated point of contact for City of Novi, **Alex Farha** will work to guarantee your continued satisfaction both during and after the bid process.

The QA Manager will inspect our checklist weekly. They will inspect the detail weekly and monthly work thoroughly. We will submit a report within the first month of work regarding any extra services required. This will include any maintenance work, carpet cleaning and tile scrubbing.



MILESTONE	CONTRACT AWARD
Week 1 - Week 3	Interview <i>(See hiring process below)</i>
Week 4	Off -Site Chemical, Equipment, and Procedural Training
MILESTONE	CONTRACT START-UP
Week 5 - Week 6	On-Site Training
Week 7	On-Site Review
Week 8	Final Staffing Established
MILESTONE	WORK COMMENCES

We will provide uniforms for every hourly employee to wear while at all City of Novi locations.





Bluevine Capital Inc.
401 Warren St, Suite 300
Redwood City, CA 94063
www.bluevine.com
support@bluevine.com
(888) 452 7805

November 20, 2022

Mike Farha
RNA FACILITIES MANAGEMENT
4130 Varsity Dr, Ste A, Ann Arbor, MI 48108

Dear Mike,

For you and your potential vendor's records, as of November 19, 2022, RNA Facilities Management had a \$5 million receivables financing line with approximately \$4.879 million of availability.

Please feel free to let me know if you need any additional information.

Best,

A handwritten signature in black ink, appearing to read "O. LaCour Miller".

O. LaCour Miller
Head of Enterprise Factoring Underwriting

RNA utilizes **cloud-based time and attendance software** to assist with employee time tracking, and schedule.

This automated tool is available to each employee to easily allow access from any device while maintaining accuracy. Our supervisors find it greatly improves employee compliance, and enhances productivity on-site.

Our manual time sheet, if required, is shown below.

DAY/DATE: SAT _____ SUN _____ MON _____ TUE _____ WED _____ THU _____ FRI _____							
EMPLOYEE NAME:	Time IN						
	Lunch OUT						
	Lunch IN						
	Time OUT						
DAILY TOTALS:							
EMPLOYEE NAME:	Time IN						
	Lunch OUT						
	Lunch IN						
	Time OUT						
DAILY TOTALS:							
EMPLOYEE NAME:	Time IN						
	Lunch OUT						
	Lunch IN						
	Time OUT						
DAILY TOTALS:							
EMPLOYEE NAME:	Time IN						
	Lunch OUT						
	Lunch IN						
	Time OUT						
DAILY TOTALS:							
EMPLOYEE NAME:	Time IN						
	Lunch OUT						
	Lunch IN						
	Time OUT						
DAILY TOTALS:							

Building: _____					
Date : _____					
	0%	1%	1.50%	2.25%	2.95%
Items	Poor	Good	Excellent		
Vacuum					
Trash					
Recycling					
I					
W					
W					
Sp					
Sta					
Con					
Kitc					
Door					
Main I					
Kick Pl.					
Recept.					
Water Fa					
Bathroom					
Bathroom					
Bathroom					
Dispensers					
Bathrooms					
Bathrooms -					
Bathrooms -					
Stall Doors					
Stainless Stee					
Stainless Steel					
Stainless Steel :					
Bathrooms - Kic					
Ceiling Air Vents					
Chairs					
Walls					
Trash Can Lids					
Cleaning Closets					
Main Floors					

RNA
FACILITIES MANAGEMENT
Client Daily Task List

LOCATION	JANITORIAL TASKS TO BE COMPLETED				M	W	F
ENTRANCES, LOBBY, CAFE LOUNGE AND PROJECTION/ COMPUTER ROOM	Empty waste receptacles, change liners in designated areas. Clean receptacles as needed						
	Vacuum all runners in lobby and carpeted areas in front of elevators on all floors						
	Clean glass on entrance doors and entry vestibule. Spot clean any interior glass in lobby						
	Wipe down all hard surfaces in cafe lounge area						
	Dust all window ledges and baseboard						
	Spot clean all glass, doors, door frames and window ledges						
	Vacuum elevator and wipe/polish all stainless steel including trim (lobby)						
	Clean all furniture, tables and chairs in lobby						
	Clean trash chutes. Sweep/mop floors and spot clean walls.						
	Wipe down all hard surfaces (doors, tables, counters, switches, all fixtures in bathroom)						
MODEL APARTMENTS	Vacuum all carpet areas and mop hard floor surfaces						
	Use microfiber duster in high/low areas to remove any cobwebs or dust						
	Spot clean all glass windows, mirror and dust window ledges						
	Clean and disinfect all equipment and hard surfaces						
FITNESS ROOM	Wipe down exterior of tanning beds						
	Clean all mirrors and clean/polish drinking fountains						
	Vacuum runners and sweep/mop hard floor surfaces						
	Sweep and mop all hard floor surfaces						
STUDY LOUNGE/ COMPUTER ROOM	Clean coffee machine and underneath it - Empty trash for filters and clean any coffee grains						
	Wipe down counters, cabinets, sinks and faucets						
	Wipe down all appliances (microwave, fridge, coffee maker, etc.)						
	Sweep and mop tiled floors						
RESTROOMS	Sweep and mop tiled floors						
	Clean and disinfect toilet, sinks and fixtures						
	Clean mirrors						
	Re-stock toilet paper, paper towel and soap dispensers						
CLOSING INSTRUCTIONS	Empty waste bins and change liners						
	Wipe down partitions, doors and baseboards						
	Re-stock inventory on janitor cart and empty vacuum bag						
	Organize janitor closet						
	Check inventory for shortages (paper, trash liners, soap, etc.)						

Crew Leader: _____ Onsite Supervisor: _____

Minuteman E20 Walk Behind Floor Scrubbers
Viper As710r 28" Rider Scrubbers
Sanitair SC684 Comercial Vacuums Mosquito 10
Qt. Back Pack Vacuums
Viper Wolf Carpet Spotter
44 Gal Trash Barrel / Gondola
Janitorial Carts
Divided Mop Buckets
Mop Sticks
Micro Fiber DustersMicro Fiber Rags
Micro Fiber Mops
Spray Bottles
Commercial Toilet Brushes
Brooms
Wet Floor Signs
Lobby Dustpan
Ettore Visa-Versa Squeegee/Strip Washer Combo
Dust Mops
Air Movers

Please see specification sheets on following pgs.

Commercial Heavy Duty Upright Vacuum
The Most Popular seller in all commercial upright vacuums!

- ❖ 7 Amp shows the true power of commercial Vacuums
- ❖ Deep cleans the carpet floor
- ❖ Very Heavy Duty and Durable
- ❖ Easily Inter-Changeable parts
- ❖ Shake out bag system or Zipper bag
- ❖ Keeps carpet looking clean and beautiful
- ❖ Leaves trace marks behind
- ❖ Can be used EVERYDAY!



6 & 10 QUART BACKPACK VACUUMS

Vacuum 60% faster with the Mosquito HEPA. Extremely high air-flow speeds your cleaning, increasing productivity, reducing costs and effort. Great for use in schools, office buildings, hospitals and high traffic areas. Highly effective in removing fine dust and particulates embedded deep in the carpet fibers.

Mosquito's Ultra-Cool HEPA Backpack Just Got Cooler!

MOSQUITO 2.0 GOLD HEPA BACKPACK

Specifications

Super HEPA

10-Quart	6-Quart
Weight: 10.8 lbs	Weight: 9.8 lbs
Airflow: 152 CFM	Airflow: 152 CFM
Static Lift: 101 in	Static Lift: 101 in
Power: 1328w	Power: 1328w
Amperage: 11.4amp	Amperage: 11.4amp
Decibel: 67dB	Decibel: 67dB
Filtration: Quad with HEPA	Filtration: Quad with HEPA

Construction HEPA

10-Quart	6-Quart
Weight: 11.5 lbs	Weight: 10.5 lbs
Airflow: 129 CFM	Airflow: 129 CFM
Static Lift: 111 in	Static Lift: 111 in
Power: 1171w	Power: 1171w
Amperage: 10.7amp	Amperage: 10.7amp
Decibel: 66dB	Decibel: 66dB
Filtration: Quad with HEPA	Filtration: Quad with HEPA

Aviation / Transportation HEPA

10-Quart	6-Quart
Weight: 10.8 lbs	Weight: 9.8 lbs
Airflow: 150 CFM	Airflow: 150 CFM
Static Lift: 100 in	Static Lift: 100 in
Power: 1328w / 400Hz	Power: 1328w / 400Hz
Amperage: 9.9amp	Amperage: 9.9amp
Decibel: 66dB	Decibel: 66dB
Filtration: Quad with HEPA	Filtration: Quad with HEPA



NEW & IMPROVED

BACKPACK VACUUMS
REMOVE 46% MORE DIRT
IN HALF THE TIME!
TOM RESEARCH DATA

Standard Tool Kit



Standard 6-Band Wand 7-Piece Tool Kit
 Includes 54" 6-band aluminum wand, 15" scalloped floor tool, 15" nylon floor tool, 3" natural fiber dusting brush, 5" upholstery tool, 15" crevice tool

Sidewinder Tool Kit



Sidewinder 7-Piece Tool Kit
 Includes 54" 2-piece aluminum wand, 15" scalloped floor tool, 15 nylon floor tool, 15" crevice tool, 3" round brush natural fibers, 5" upholstery tool



PO Box 831 | Huntington Beach, CA 92648 | 714-374-1800 Fax 714-374-1822 | www.mosquito-america.com



6 & 10 QUART BACKPACK VACUUMS

Mosquito's 2.0 Gold HEPA Backpack Vacuums are simply the finest Back Pack Vacuums available today. Our design team has set a new industry standard with the Mosquito's 2.0 Gold. Our new enhancement to the Mosquito's 2.0 Gold simply eliminated our competitors from the category. Compare Mosquito's features, benefits and warranty to any competitor and the decision is obvious. Designed, manufactured and assembled in the U.S.A.

2.0 GOLD HEPA BACKPACKS

Made in the USA: 84% **NOW 92%** of the 38 parts in our vacuum are US made

Warranty: "BEST IN THE INDUSTRY" Lifetime on body, 7-year on motor, pigtail and switch

Power: Exceeds or meets all competitors vacuums

Quality: Our warranty says it all. The longest warranty in the industry

Value: American quality with offshore pricing

HEPA: Mosquito only sells HEPA filtered vacuums. Fine particulates are a carcinogen. Check your filter regularly

Private Labeling: Small or large quantities. No charge for special colors

Sizes: 6 and 10 quart

Models: Super, Construction and Aviation

Colors: Available in standard green or red



6 & 10 QUART FILTER BAGS

STANDARD	ULTRA	ULTIMATE-HEPA
Micro-Lined Filter Bags 2-Ply	Micro-Lined 2-Ply Green With Purple Band	Micro-Lined 3-Ply Sonic Sealed
Fits Mosquito, Sandia, Proteam (pre 2012), Perfect Vac, Bissel		

Mosquito's Ultra-cool HEPA Backpack Just Got Cooler!

Mosquito 2.0 Gold Backpack



NEW HEPA Dome Label. Adds awareness to our health features



NEW Pigtail Cord bulkhead for added protection



NEW Exhaust Filter now quieter with a hard neoprene cover. Stays cleaner and is washable



NEW Wider, Longer Shoulder Straps with added cushion for the ultimate in comfort



NEW Ultra HEPA Micro Ply Bag. stronger, sonic sealed

WHY BUY MOSQUITO ?



Hello, my name is Montgomery Bisson, founder and president of Mosquito. After 21 years designing and building floor care products, I've watched my competitors and myself succumb to the greed of off-shore manufacturing, often with the result of sub-standard products. Today our country is vulnerable, our talent unemployed and profits empowering foreign competition. If you care, buy American. If you want power, quality and the longest warranty in the industry buy an American-made Mosquito!



Key Features

- Stackable design
- Convenient built-in cable wrap
- Operates at 0, 45, or 90 degree angle

Markets/Applications

- Institutional
- Industrial
- Flooded areas
- Commercial
- Hospitality
- Carpets after extraction
- Hard floors after stripping
- Flooded areas
- Upholstery/carpeted walls after extraction
- Fresh paint
- Improved facility ventilation
- Advertising Balloons

General Overview

- Designed to create and channel airflow while maximizing CFM
- 1HP motor generates, cuts drying time in half
- Can be operated at 0 degrees or can be operated at a pitch of 45 or 90 degree angles to circulate airflow

Productivity

- Three different speeds to meet any need
- 1 HP motor gives optimum performance

Ease of Use

- Lightweight design for easy transport
- Multiple positions

Safety

- Protective screens at every opening
- Non-Conductive housing
- 3-Prong 14-gauge grounded cord
- Non-marking rotationally molded housing

Accessories/Options

- UL approved model available

Specifications	
Velocity	6,200 ft/min (1,889.8 m/min)
Motor	1 HP (.75 kw)
Housing Construction	Rotationally molded polyethylene
Fan Construction	Non-corrosive polypropylene
Angle Positions	0°, 45° and 90°
Stackable	Interlocking design
Speed Settings	3-Speed
Sound Level	72 Db
Cable Wrap	Built-In
Cable Length	120V - 25 ft (7.6 m) or 240V - 12.2 m
Dimensions (LxWxH)	15" x 17" x 20" (38 cm x 43 cm x 51 cm)
Shipping Weight	33 lbs (15 kg)

Specifications are subject to change without notice.

*Maximum rated CFM

Minuteman International Inc
 14N845 U.S. Route 20
 Pingree Grove, IL 60140
 Phone: (847) 264-5400
 Fax: (847) 683-5207

Minuteman is a full line manufacturer of sweepers and scrubbers; as well as critical filter vacuums, industrial and commercial vacuums, floor and carpet machines, and litter vacuums for commercial and institutional facilities, whereas PowerBoss is a full line manufacturer of sweepers and scrubbers for industrial facilities.

A Member of the Hako Group

Come Visit our Website at
www.minutemanintl.com

987360



COVERS 20,000 SQ. FT. PER HOUR

LOW BRUSH DECK IS IDEAL FOR CLEANING AROUND & UNDERNEATH OBSTACLES

SMALL, COMPACT DESIGN FOR TIGHT SPACES

E20 | 20" DISC/CYLINDRICAL WALK-BEHIND SCRUBBER

E20 | PRODUCT FEATURES

The E20 is a compact scrubber with a 20" cleaning path and is available in the disc and cylindrical models. The disc model is offered in brush drive or traction drive and the cylindrical model is traction drive. Advanced technology makes the E20 a part of the innovative walk-behind scrubber line, the E Series. Easy-to-understand controls ensure that the machine is simple to operate. The compact and sleek design results in total operator comfort by focusing on ergonomics and provides an excellent line of sight to the area to be cleaned. The adjustable handle and ergonomic hand bails offer superior handling of the machine and the traction drive models offer ergonomic, adjustable speed regulation with the turn of a dial. The E20 contains an on-board charger that is convenient and allows the machine to be charged anywhere. When the on-board charger is plugged in, the machine is not operable. The brush loading/unloading is as easy as the turn of a switch and the operator never has to manually remove the brushes. A parabolic squeegee is standard on both models. The squeegees are designed so that no operator adjustment is necessary. This vacuum contains 12 gallon solution tank and a easy-to-clean, hygienic, 13 gallon recovery tank.

SPECIFICATIONS

MODEL	E20 DISC	E20 Cylindrical
Cleaning Path Width	20"	20"
Squeegee Width	33"	33"
Theoretical Productivity (BD)	15,000 ft ² /hr	N/A
Theoretical Productivity (TD)	27,280 ft ² /hr	27,280 ft ² /hr
Working Speed (BD)	1.7 MPH	N/A
Working Speed (TD)	3.1 MPH	3.1 MPH
Rated Voltage	24 volts	24 volts
Vacuum Flow	65 cfm	65 cfm
Vacuum Waterlift	45 in	45 in
Vacuum Power	.60 hp	.60 hp
Drive Motor Power (TD)	1/5 hp	1/5 hp
Brush Type	Disc	Cylindrical
Brush Motor(s) Power	3/4 hp	3/4 hp
Number of Brushes	1	1
Brush RPM	180 RPM	600 RPM
Solution Capacity	12 gallon	12 gallon
Recovery Capacity	13 gallon	13 gallon
Weight with Batteries (BD)	313 lbs	N/A
Weight without Batteries (BD)	203 lbs	N/A
Weight with Batteries (TD)	372 lbs	360 lbs
Weight without Batteries (TD)	238 lbs	238 lbs



GREEN FEATURES

- SOUND LEVEL <= 70dBs
- TOOL FREE BRUSH REMOVAL
- TOOL FREE SQUEEGEE REMOVAL
- ONE BUTTON OPERATION
- MAINTENANCE FREE GEL BATTERIES AVAILABLE

Minuteman is a division of three companies manufacturing a full line of maintenance products, industrial and commercial sweepers, scrubbers and chemicals for industrial, commercial and institutional facilities.







1.800.323.9420
minutemanintl.com

50 Ft. heavy duty cord with durable steel strain relief spring

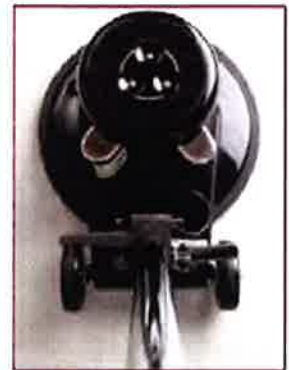
Dual metal switch levers, left or right hand operation

98 lbs - Optimum weight delivers more resistance against the floor to get the job done better and faster

All steel and stainless steel construction

Extremely durable & convenient handle adjustment mechanism is foot operated.

Dual Capacitors



Optional 4 gallon shampoo tank



1.5HP 66 Frame Motor with Triple Planetary Gears

5" non-marking wheels

Non-marking PVC bumper prevents marking furniture or walls



"Single speed unit shown here"

POWERFUL • DURABLE • RELIABLE

FRONTRUNNER SERIES

LOW SPEED & DUAL SPEED FLOOR MACHINES

Frontrunner Series Features & Specifications

Specifications:

	Frontrunner 17	Frontrunner 20	Frontrunner DS
Head Size	17" Head	20" Head	20" Head
Head Speed	175 RPM	175 RPM	180/320 RPM
Motor	1.5 HP 66 frame Motor	1.5 HP 66 frame Motor	1.5 HP 66 frame Motor
Gears	Triple planetary steel gears	Triple planetary steel gears	Triple planetary steel gears
Weight	95 lbs.	98 lbs.	92 lbs.
Brush Cover	Black Powder Coated	Black Powder Coated	Black Powder Coated
Shipping Weight	112 lbs.	115 lbs.	112 lbs.
Handle	Anti-fatigue Handle Grips	Anti-fatigue Handle Grips	Anti-fatigue Handle Grips
Power Cord	50'	50'	50'
Amperage Draw	14.4 Amps	14.4 Amps	14.4 Amps
Shipping Dimensions	48"H x 26.5"L x 23"W	48"H x 26.5"L x 23"W	48"H x 26.5"L x 23"W
Warranty	2 Year	2 Year	2 Year



"Single speed unit shown here"



Minuteman is a full line manufacturer of sweepers and scrubbers; as well as critical filter vacuums, industrial and commercial vacuums, floor and carpet machines, and litter vacuums for commercial and institutional facilities, whereas PowerBoss is a full line manufacturer of sweepers and scrubbers for industrial facilities.

AS710R™

Rider Scrubber

Reliable, simple and powerful

www.usvipер.com



Ease to use, one touch scrubbing and simple dash layout.



Maintenance-free AGM batteries and onboard charger standard.



Large recovery tank opening for easy clean out.

PART OF THE NILFISK GROUP



AS710R™

Rider Scrubber

Simple

- Ease to use, one touch scrubbing and simple dash layout
- Four solution flow rates for a variety of applications
- Large recovery tank opening for easy clean out
- Maintenance-free AGM batteries and onboard charger standard

Rugged

- Squeegee and scrub deck lower mechanically
- Standard front bumper protects machine on impact
- Integrated squeegee hanging system for easy transport in tight areas

Affordable

- Ideal "first rider" for daily cleaning in a facility
- 28 inch cleaning path
- 26 gallon tanks
- Comes with 2 pad holders and 2 poly brushes
- Cleans most flooring types: VCT, concrete, and tile

Technical Specifications

Description	AS710R™
Solution Tank	26 gal (98 L)
Recovery Tank	26 gal (98 L)
BrushPad Diameter	14 in (355 mm)
BrushPad Pressure	77 lb (35 kg)
Squeegee Width	37 in (940 mm)
Sound Pressure Level	69 dB A
Brush Speed	204 rpm
Brush Motor	2 x 300 W
Vacuum Motor 3 Stages	500 W
Max Speed	3.7 mph (6 km/h)
Cleaning Width	28 in (710 mm)
Battery Type	6 V 245 Ah AGM (4 pcs.)
Battery Compartment Size	13.2 in x 19 in x 11.8 in (336 mm x 482 mm x 300 mm)
Net Weight (Empty Tanks, with Batteries)	771.6 lb (350 kg)
Max Loading Weight	959 lb (435 kg)
Packaging Size	68.11 in x 31.89 in x 55.5 in (1,730 mm x 810 mm x 1,410 mm)
Dimensions (L x W x H)	62.2 in x 29.9 in x 48.4 in (1,580 mm x 760 mm x 1,230 mm)
Model Number	50000318

Specifications are subject to change without notice.



9435 Winnetka Avenue North
Brooklyn Park, MN 55445
Phone: 800.989.2235
Fax: 800.989.6566













240 Superior Boulevard
Mississauga, Ontario, Canada L5T 2L2
Phone: 800.668.8400
Fax: 800.263.5111

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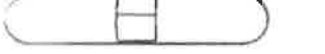







Floor Cleaning Tools

	NFTH40ALEA	Durable, adjustable aluminum telescopic handle for mopping; 60"
	NFTF18BLEA	Tab frame with swivel, collapsible for touch-free operation; 16" x 5"
	NFTM18BLEA	Blue Tab Mop; 18" (Also available in Green, Yellow and Red)
	NFPF18EA	Pocket Frame for touch-free operation; 16"x5"
	NFPM18BLEA	Blue Pocket Mop for general cleaning; 18" (Also available in green, yellow and red for specialized cleaning)
	NFJH40YLEA	Jaw clamp handle for NuFiber tube mops; 60"
	NFSMBLEA	NuFiber large blue tube mop (Available in various colors and sizes to meet any needs)
	NFDB05GYEA	Divided Bucket with down press wringer
	NFDBT2GYEA	Large capacity double bucket for mopping large areas
	NFSB06BLEA	Pretreat Bucket for pocket mops and pads
	NFMB02BLEA	Chemical Mixing Bucket to properly measure solution for pretreatment
	NFFLFINKIT	Yellow Bucket with lid and tamp tray, 18" pocket frame, telehandle and six each white microfiber pocket mops

Above-Floor Cleaning Tools

	NFTH40ALEA	Durable, adjustable aluminum telescopic handle for mopping and wall washing; 60"
	NFWW08BLEA	Wall wash frame with swivel, for NuFiber pads
	NFHT08BLEA	Hand trowel with handle for NuFiber pads
	NFPD10BLEA	NuFiber pad for hand trowel to clean desks, white boards and smart boards, and for wall wash heads; 10", Available in Blue or White
	NFSB03BLEA	Mini Sealed Bucket for pretreating pads and mops
	NFCL16BUEA	Blue NuFiber cloth for general purpose cleaning; 16" x 16", (Also available in green, yellow and red for specialized cleaning needs)
	NFCL16BLEA	NuFiber Glass Cleaning Cloth for reflective surfaces; 16"x16"

Tools for Dusting

	NFDUSTKIT	High Duster Kit with flex frame, extension handle, NuFiber duster sleeve and NuFiber chenille sleeve
	NFXTADEA	Adapter for 18' High Duster pole extension
	NFTH18ALEA	High Duster 18' High Duster pole extension
	NFDMHANDEA	Clip-on Dust Mop handle
	NFDM18BLEA	18" Dust Mop with blue backing
	NFDM24RDEA	24" Dust Mop with red backing
	NFDM36GREA	36" Dust Mop with green backing
	NFDM48YLEA	48" Dust Mop with yellow backing
	NFDM60BLEA	60" Dust Mop with blue backing
	NFDM72RDEA	72" Dust Mop with red backing
	NFDMFR18EA	18" Dust Mop frame
	NFDMFR24EA	24" Dust Mop frame
	NFDMFR36EA	36" Dust Mop frame
	NFDMFR48EA	48" Dust Mop frame
	NFDMFR60EA	60" Dust Mop frame
	NFDMFR72EA	72" Dust Mop frame

Is your current cleaning contract just words on paper?

How do you know if your facility is clean?

Are the services in your contract being delivered?

Are you getting good value for the price you're paying?

You can't know unless you have **proof**. We don't just promise quality. We **prove** it.

Proof using RNA:

Monitor the quality of our service in real-time as inspections are performed.

- ✓ Photos and GPS are included for additional verification
- ✓ Easily submit requests and complaints online
- ✓ Everything is documented, easily accessible, and you have a complete audit trail for future reference

Benefits to you:

- ✓ Receive our outstanding customer service
- ✓ Consistently improved cleanliness in your facility
- ✓ State of the art reports
- ✓ Free access to all our clients



Real-time inspections ensure transparency and accountability

Easily report issues and track our corrective action.

The screenshot shows a 'Submit a ticket' form with the following fields:

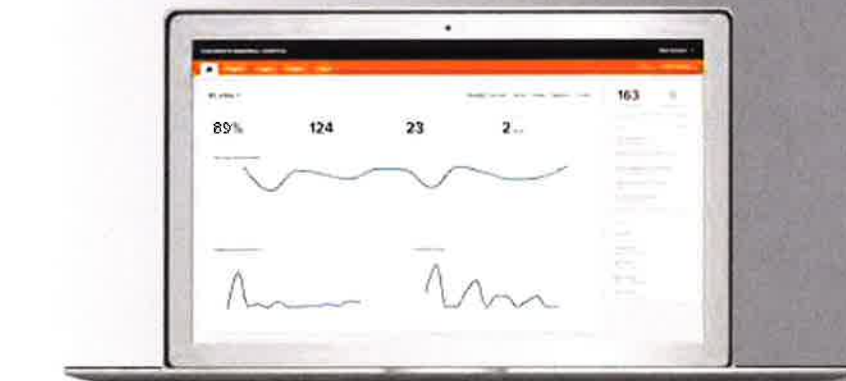
- Location: Floor 2
- Category: Computer
- Subject: Device doesn't connect
- Message: (empty)
- Priority: 4

Buttons: 'Save' and 'Cancel'

- You can report issues by email or directly into OrangeQC
- Our team is instantly notified and management is informed
- Our follow-up action is logged and you are notified when the issue has been resolved



Reports quantify our performance and the effectiveness of our service



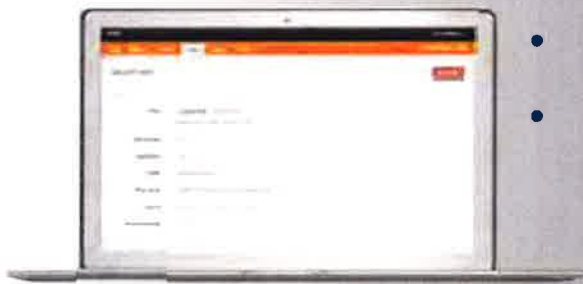
Our quality control program puts YOU in control

- Know that services are completed as required
- Easily report issues and ensure that they are resolved
- All communication and inspections are logged



Getting started is easy...

- Nothing to install
- You'll receive a username and password for logging in with your web browser
- Instantly access the program from anywhere, anytime
- All data is secure and encrypted



We are committed to providing outstanding customer service.

1. Introduction

RNA Facilities Management is committed to preventing accidents and ensuring the safety and health of our employees. We will comply with all applicable federal and state health and safety rules. Under this program employees are informed of the contents of the OSHA Hazard Communications Standard, the hazardous properties of chemicals with which they work, safe handling procedures and measures to take to protect themselves from these chemicals. These hazards may be physical or health related. This written hazard communication plan will be available at our headquarters for review by all employees.

2. Identifying Hazardous Chemicals

A list is attached to this plan that identifies all hazardous chemicals with a potential for employee exposure at City of Novi. Detailed information about the physical, health, and other hazards of each chemical is included in a Safety Data Sheet (SDS); the product identifier for each chemical on the list matches and can be easily cross-referenced with the product identifier on its label and on its Safety Data Sheet.

3. Identifying Containers of Hazardous Chemicals

The labeling system to be used by RNA Facilities Management follows the requirements in the latest revision of the OSHA Hazard Communication Standard to be consistent with the United Nations Globally Harmonized System (PSDR-1) of Classification of Labeling of Chemicals. The label on the chemical is intended to convey information about the hazards posed by the chemical through standardized label elements, including symbols, signal words and hazard statements.

All hazardous chemical containers used at this workplace will have:

1. The original manufacturer's label that includes a product identifier, an appropriate signal word, hazard statement(s), pictogram(s), precautionary statement(s) and the name, address, and telephone number of the chemical manufacturer, importer, or other responsible party
2. A label with the appropriate label elements just described along with a 24 hour emergency contact number in the event of an emergency.
3. Workplace labeling that includes the product identifier and words,

pictures, symbols, or combination that provides at least general information regarding the hazards of the chemicals.

The on-site supervisor will ensure that all containers are appropriately labeled. No container will be released for use until this information is verified. Workplace labels must be legible and in English. Information in other languages is available at our headquarters.

Small quantities intended for immediate use may be placed in a container without a label, provided that the individual keeps it in their possession at all times and the product is used up during the work shift or properly disposed of at the end of the work day. However, the container should be marked with its contents.

4. Keeping Safety Data Sheets (previously known as Material Safety Data Sheets)

The manufacturer or importer of a chemical is required by OSHA to develop a Safety Data Sheet (SDS) that contains specific, detailed information about the chemical's hazard using a specified format. The distributor or supplier of the chemical is required to provide this SDS to the purchaser.

SDS's are readily available to all employees during their work shifts. Employees can review SDS for all hazardous chemicals used at City of Novi in the appropriate informational binders on site.

The SDS's are updated and managed by the on-site supervisor. If an SDS is not immediately available for a hazardous chemical, employees can obtain the required information by calling the RNA headquarters directly.

5. Training Employees about Chemical Hazards

Before they start their jobs or are exposed to new hazardous chemicals, employees must attend a hazard communication training that covers the following topics:

- An overview of the requirements in OSHA's Hazard Communication Standard.
- Hazardous chemicals present in their workplace.
- Any operations in their work area where hazardous chemicals are used.
- The location of the written hazard communication plan and where it may be reviewed.
- How to understand and use the information on labels and in Safety Data Sheets.
- Physical and health hazards of the chemicals in their work areas.
- Methods used to detect the presence or release of hazardous chemicals in

the work area.

- Steps we have taken to prevent or reduce exposure to these chemicals.
- How employees can protect themselves from exposure to these hazardous chemicals through use of engineering controls/work practices and personal protective equipment.
- An explanation of any special labeling present in the workplace.
 - What are pictograms?
 - What are the signal words?
 - What are the hazard statements?
 - What are the precautionary statements?
- Emergency procedures to follow if an employee is exposed to these chemicals.

The site supervisor for each zone at the City of Novi is responsible to ensure that employees receive this training. After attending the training, employees will sign a form verifying that they understand the above topics and how the topics are related to our hazard communication plan.

Prior to introducing a new chemical hazard into any department, each employee in that department will be given information and training as outlined above for the new chemical hazard.

6. Informing Employees Who Complete Special Tasks

Before employees perform special (non-routine) tasks that may expose them to hazardous chemicals, their supervisors will inform them about the chemicals' hazards. Their supervisors also will inform them about how to control exposure and what to do in an emergency. The employer will evaluate the hazards of these tasks and provide appropriate controls including Personal Protective Equipment all additional training as required.

Examples of special tasks that may expose employees to hazardous chemicals include special requests from the contract administrator.

7. Informing contractors and other employers about our hazardous chemicals

If employees of other employer(s) may be exposed to hazardous chemicals at our workplace (for example, employees of a construction contractor working on-site) It is the responsibility of the site administrator and their employees to provide contractors with all information including the identity of the chemicals, where to find our SDS Sheets and safe work practices to prevent exposure.



Safety Data Sheet

Spartan Chemical Company, Inc.

Revision Date: 23-Dec-2019

1. PRODUCT AND COMPANY IDENTIFICATION

Product Identifier

Product Name: M*95
Product Number: 7115 , 7495, 7105
Recommended Use: Acid cleaner
Uses Advised Against: For Industrial and Institutional Use Only

Manufacturer/Supplier: Spartan Chemical Company, Inc.
1110 Spartan Drive
Maumee, Ohio 43537 USA
800-537-8990 (Business hours)
www.spartanchemical.com

24 Hour Emergency Phone Numbers:

Medical Emergency/Information: 888-314-6171
Transportation/Spill/Leak: CHEMTREC 800-424-9300

2. HAZARDS IDENTIFICATION

GHS Classification

Acute Toxicity - Inhalation (Gases): Category 4
Skin Corrosion/Irritation: Category 1 Sub-category B
Serious Eye Damage/Eye Irritation: Category 1
Corrosive to Metals: Category 1

GHS Label Elements

Signal Word:

Danger

Symbols:



Hazard Statements:

Harmful if inhaled.
Causes severe skin burns and serious eye damage.
May be corrosive to metals.

Precautionary Statements:

Prevention:

Use only outdoors or in a well-ventilated area
Do not breathe mist, vapors or spray.
Wash hands and any exposed skin thoroughly after handling.
Wear protective gloves. Wear eye / face protection. Wear protective clothing.
Keep in original or other corrosion resistant container.

Response:

-Eyes

IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

-Skin

IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water or shower. Wash contaminated clothing before reuse.

-Inhalation:

IF INHALED: Remove victim to fresh air and keep at rest in a position comfortable for breathing.

-Ingestion:

IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.

-Specific Treatment: See Safety Data Sheet Section 4: "FIRST AID MEASURES" for additional information.

Spill: Absorb spillage to prevent material damage.

Storage: Store locked up. Store in corrosion resistant container.

Disposal: Dispose of contents and container in accordance with local, state and federal regulations.

Hazards Not Otherwise Classified: Not Applicable

Other Information:

- Corrosive.
- Harmful if swallowed
- Do not mix with hypochlorite-type bleach or other household chemicals as hazardous vapors or gases may be produced.
- Keep out of reach of children.
- NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

3. COMPOSITION / INFORMATION ON INGREDIENTS

Chemical Name	CAS No	Weight-%
Water	7732-18-5	60-100
Hydrochloric Acid	7647-01-0	5-10
C9-11 Pareth-6	68439-46-3	0.1-1
Polystyrene	9003-53-6	<0.1
Isobornyl Acetate	125-12-2	<0.1
Terpineol	98-55-5	<0.1
Fragrance	PROPRIETARY	<0.1
Acid Blue 9	3844-45-9	<0.1

Specific chemical identity and/or exact percentage of composition has been withheld as a trade secret.

4. FIRST AID MEASURES

-Eye Contact: Rinse cautiously with water for at least 15 minutes. Remove contact lenses, if present and easy to do. Continue rinsing. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

-Skin Contact: Take off immediately all contaminated clothing and shoes. Rinse with water or shower for at least 15 minutes. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

-Inhalation: Remove victim to fresh air and keep at rest in a position comfortable for breathing. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN.

-Ingestion: Rinse mouth. Do NOT induce vomiting. IMMEDIATELY CALL A POISON CENTER OR PHYSICIAN. Never give anything by mouth to an unconscious person.

Note to Physicians: NOTE TO PHYSICIAN: Probable mucosal damage may contraindicate the use of gastric lavage.

5. FIRE-FIGHTING MEASURES

Suitable Extinguishing Media: Product does not support combustion, Use extinguishing agent suitable for type of surrounding fire

Specific Hazards Arising from the Chemical: Dried product is capable of burning. Combustion products are toxic. Contact with metals may evolve flammable hydrogen gas.

Hazardous Combustion Products: May include Carbon monoxide Carbon dioxide and other toxic gases or vapors.

Protective Equipment and Precautions for Firefighters: Wear MSHA/NIOSH approved self-contained breathing apparatus (SCBA) and full protective gear. Cool fire-exposed containers with water spray.

6. ACCIDENTAL RELEASE MEASURES

Personal Precautions: Avoid contact with skin, eyes or clothing. Use personal protective equipment as required.

Environmental Precautions: Do not rinse spill onto the ground, into storm sewers or bodies of water.
Methods for Clean-Up: Prevent further leakage or spillage if safe to do so. Contain and collect spillage with non-combustible absorbent material, (e.g. sand, earth, diatomaceous earth, vermiculite) and place in container for disposal according to local / national regulations (see Section 13).

7. HANDLING AND STORAGE

Advice on Safe Handling: Handle in accordance with good industrial hygiene and safety practice. Wash thoroughly after handling.
Storage Conditions: Keep containers tightly closed in a dry, cool and well-ventilated place. Keep out of the reach of children. Keep from freezing.
Incompatible Materials: Sodium hypochlorite (or other hypochlorites). Strong bases. Reactive metals such as aluminum, zinc and tin.
Suggested Shelf Life: Minimum of 2 years from date of manufacture.

8. EXPOSURE CONTROLS / PERSONAL PROTECTION

Occupational Exposure Limits:

Chemical Name	ACGIH TLV	OSHA PEL	NIOSH
Hydrochloric Acid 7647-01-0	Ceiling: 2 ppm	(vacated) Ceiling: 5 ppm (vacated) Ceiling: 7 mg/m ³ Ceiling: 5 ppm Ceiling: 7 mg/m ³	IDLH: 50 ppm Ceiling: 5 ppm Ceiling: 7 mg/m ³

Engineering Controls: Provide good general ventilation.
 If work practices generate dust, fumes, gas, vapors or mists which expose workers to chemicals above the occupational exposure limits, local exhaust ventilation or other engineering controls should be considered.
 Eye wash stations and shower facilities should be readily accessible in areas where the product is handled.

Personal Protective Equipment

Eye/Face Protection: Wear splash goggles.

Skin and Body Protection: Wear rubber or other chemical-resistant gloves. Use of impervious apron, boots and other protective equipment should be considered in order to prevent or minimize contact with this product.

Respiratory Protection: Not required with expected use.
 If occupational exposure limits are exceeded or respiratory irritation occurs, use of a NIOSH/MSHA approved respirator suitable for the use-conditions and chemicals in Section 3 should be considered.

General Hygiene Considerations: Wash hands and any exposed skin thoroughly after handling.
 See 29 CFR 1910.132-138 for further guidance.

9. PHYSICAL AND CHEMICAL PROPERTIES

Appearance/Physical State:	Liquid
Color:	Green
Odor:	Pine fragrance
pH:	< 1.0
Melting Point / Freezing Point:	No information available.
Boiling Point / Boiling Range:	100 °C / 212 °F
Flash Point:	> 100 °C / > 212 °F ASTM D56
Evaporation Rate:	< 1 (Butyl acetate = 1)
Flammability (solid, gas)	No information available.
Upper Flammability Limit:	No information available.
Lower Flammability Limit:	No information available.
Vapor Pressure:	No information available.
Vapor Density:	No information available.
Specific Gravity:	1.048
Solubility(ies):	Soluble in water
Partition Coefficient:	No information available.
Autoignition Temperature:	No information available.
Decomposition Temperature:	No information available.
Viscosity:	No information available.

10. STABILITY AND REACTIVITY

Reactivity:	This material is considered to be non-reactive under normal conditions of use.
Chemical Stability:	Stable under normal conditions.
Possibility of Hazardous Reactions:	Contact with sodium hypochlorite (or other hypochlorites) releases chlorine gas.
Conditions to Avoid:	Exposure to air or moisture over prolonged periods.
Incompatible Materials:	Sodium hypochlorite (or other hypochlorites). Strong bases. Reactive metals such as aluminum, zinc and tin.
Hazardous Decomposition Products:	May include carbon monoxide, carbon dioxide (CO ₂) and other toxic gases or vapors.

11. TOXICOLOGICAL INFORMATION

Likely Routes of Exposure:	Eyes, Skin, Ingestion, Inhalation.
Symptoms of Exposure:	
-Eye Contact:	Pain, redness, swelling of the conjunctiva and tissue damage. Eye contact may cause permanent damage.
-Skin Contact:	Pain, redness, blistering and possible chemical burn.
-Inhalation:	Irritation or damage to the mucus membranes of the respiratory tract. Nasal discomfort and coughing.
-Ingestion:	Damage or chemical burns to mouth, throat and stomach. Pain, nausea, vomiting and diarrhea.
Immediate, Delayed, Chronic Effects	
Product Information:	Data not available or insufficient for classification.
Target Organ Effects:	-Eyes. Respiratory System. -Skin.
Numerical Measures of Toxicity	
The following acute toxicity estimates (ATE) are calculated based on the GHS document.	
ATEmix (oral):	2574 mg/kg
ATEmix (dermal):	54181 mg/kg
ATEmix (inhalation-gas):	6092 mg/l

Component Acute Toxicity Information

Chemical Name	Oral LD50	Dermal LD50	Inhalation LC50
Water 7732-18-5	> 90 mL/kg (Rat)	Not Available	Not Available
Hydrochloric Acid 7647-01-0	238 - 277 mg/kg (Rat)	> 5010 mg/kg (Rabbit)	= 1.68 mg/L (Rat) 1 h

C9-11 Pareth-6 68439-46-3	= 1400 mg/kg (Rat)	Not Available	Not Available
Isobornyl Acetate 125-12-2	= 9050 mg/kg (Rat)	> 20000 mg/kg (Rabbit)	Not Available
Terpineol 98-55-5	= 5170 mg/kg (Rat)	Not Available	Not Available

Carcinogenicity: No components present at 0.1% or greater are listed as to being carcinogens by ACGIH, IARC, NTP or OSHA.

12. ECOLOGICAL INFORMATION

Ecotoxicity

Chemical Name	Algae/Aquatic Plants	Fish	Toxicity to Microorganisms	Crustacea
Isobornyl Acetate 125-12-2	Not Available	10.0 - 18.0: 96 h Brachydanio rerio mg/L LC50 static	Not Available	Not Available

Persistence and Degradability: No information available.

Bioaccumulation: No information available.

Other Adverse Effects: No information available.

13. DISPOSAL CONSIDERATIONS

Disposal of Wastes: This material, as supplied, is a hazardous waste according to federal regulations (40 CFR 261).

Contaminated Packaging: Dispose of in accordance with federal, state and local regulations.

14. TRANSPORT INFORMATION

DOT:

UN/ID No: UN1760
Proper Shipping Name: Corrosive liquids, n.o.s.,(contains hydrochloric (muriatic) acid)
Hazard Class: 8
Packing Group: II
Special Provisions: Shipping descriptions may vary based on mode of transport, quantities, package size, and/or origin and destination. Check with a trained hazardous materials transportation expert for information specific to your situation.

UN/ID No: UN 1760
Proper Shipping Name: Corrosive liquids, n.o.s.,(contains hydrochloric (muriatic) acid)
Hazard Class: 8
Packing Group: II

15. REGULATORY INFORMATION

TSCA Status: (Toxic Substance Control Act Section 8(b) Inventory)

All chemical substances in this product are included on or exempted from listing on the TSCA Inventory of Chemical Substances.

SARA 313

This product contains the following listed substances:

Hydrochloric Acid

CAS No 7647-01-0 acid aerosols including mists, vapors, gas, fog, and other airborne forms of any particle size

SARA 311/312 Hazard Categories

Acute Health Hazard:	Yes
Chronic Health Hazard:	No
Fire Hazard:	No
Sudden release of pressure hazard:	No

Reactive Hazard: No

California Proposition 65

This product is not subject to warning requirements under California Proposition 65.

16. OTHER INFORMATION

<u>NFPA</u>	Health Hazards: 3	Flammability: 0	Instability: 0	Special: N/A
<u>HMS</u>	Health Hazards: 3	Flammability: 0	Physical Hazards: 0	

Revision Date: 23-Dec-2019
 Reasons for Revision: Section, 3, 11, 12, 13, and, 14

Disclaimer:

The information provided in this Safety Data Sheet is correct to the best of our knowledge, information and belief at the date of its publication. The information given is designed only as a guidance for safe handling, use, processing, storage, transportation, disposal and release and is not to be considered a warranty or quality specification. The information relates only to the specific material designated and may not be valid for such material used in combination with any other materials or in any process, unless specified in the text.

End of Safety Data Sheet

On Dec 1, 2021 2:53 PM, "Conzen, Ida (ES)" <Ida.Conzen@adp.com> wrote:

As per your insurance carrier, your EMR is 1.00 for your 2021 policy.

Regards,

Automatic Data Processing Insurance Agency, Inc.

Ida Conzen | Licensed Agent in 50 States

CA License: 0H69217

800-524-7024 *office*

855-557-1317 *fax*

ida.conzen@adp.com



1.0 HEALTH, SAFETY & ENVIRONMENT

2019 ANNUAL HSE REPORT

Monthly PPE Inspections Performed, Monthly Safety Training Refresh Performed at each client site.

HOURS:
685,211 Approx. Man Hours

ANNUAL INCIDENTS:
000001

TOTAL CLAIMS:
1

2020 ANNUAL HSE REPORT

Monthly PPE Inspections Performed, Monthly Safety Training Refresh Performed at each client site.

HOURS:
906,759 Approx. Man Hours

ANNUAL INCIDENTS:
000001

TOTAL CLAIMS:
1

2021 ANNUAL HSE REPORT

Monthly PPE Inspections Performed, Monthly Safety Training Refresh Performed at each client site.

HOURS:
1,503,085 Approx. Man Hours

ANNUAL INCIDENTS:
000000

TOTAL CLAIMS:
0

RNA's Safety Handbook available upon request.

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2022

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

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

PRODUCER Marsh & McLennan (CLW) 101 N Starcrest Dr. Clearwater, FL 33765 727 447-6481	CONTACT NAME: PHONE (A/C, No, Ext): 727 447-6481 FAX (A/C, No): 727 449-1267 E-MAIL ADDRESS: clcerts@bouchardinsurance.com														
INSURED RNA Facilities Management 4130 Varsity Rd, Ste A Ann Arbor, MI 48108-3320	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A : Landmark American Ins Co</td> <td>33138</td> </tr> <tr> <td>INSURER B : Burlington Insurance Co</td> <td>23620</td> </tr> <tr> <td>INSURER C : Berkshire Hathaway Homestate Ins Co</td> <td>20044</td> </tr> <tr> <td>INSURER D : Ohio Security Insurance Co</td> <td>24082</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Landmark American Ins Co	33138	INSURER B : Burlington Insurance Co	23620	INSURER C : Berkshire Hathaway Homestate Ins Co	20044	INSURER D : Ohio Security Insurance Co	24082	INSURER E :		INSURER F :	
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INSURER F :															

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	X	X	LHA112766	12/21/2021	12/21/2022	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 OTHER: \$
D	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY OTHER:	X	X	62431245BAS1Q8	12/21/2021	12/21/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ OTHER: \$
B	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			387BE00318	12/21/2021	12/21/2022	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 OTHER: \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y / <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			RNWC125372	12/21/2021	12/21/2022	PER STATUTE OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

CERTIFICATE HOLDER <p style="text-align: center;">SAMPLE</p>	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. AUTHORIZED REPRESENTATIVE
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**RNA Facilities Management
Summary Audited Financial Statements**

For the years ended December 31, 2021, 2020 and 2019

CONFIDENTIAL

RNA Facilities Management Audited Income Statements

	For the year ended December 31,		
	2021	2020	2019
Revenues	\$ 36,954,663	\$ 37,646,787	\$ 43,402,260
Cost of services	<u>28,249,954</u>	<u>29,115,269</u>	<u>34,089,625</u>
Gross Profit	8,704,709	8,531,518	9,312,635
<i>Gross Margin</i>	23.6%	22.7%	21.5%
General and Administrative	<u>5,964,812</u>	<u>6,149,011</u>	<u>6,129,100</u>
Income from Operations	2,739,897	2,382,507	3,183,535
<i>Operating Margin</i>	7.4%	6.3%	7.3%
Other Expense			
Interest expense	1,294,932	1,725,129	1,624,520
Gain / Loss on sale of assets	(3,000)	-	5,996
Litigation	-	-	(934,021)
Other income, net	<u>(15,411)</u>	<u>(16,047)</u>	<u>(7,218)</u>
Total Other Expense	1,276,521	1,709,082	689,277
Net Income (Loss)	<u><u>1,463,376</u></u>	<u><u>673,425</u></u>	<u><u>2,494,258</u></u>
<u>EBITDA</u>			
Depreciation	153,037	198,018	196,588
Interest and amortization expense	1,294,932	1,725,129	1,624,520
Legal costs	30,995	40,592	(833,563)
Taxes	20,310	21,255	21,346
Restructuring costs	-	-	-
EBITDA	<u>2,962,650</u>	<u>2,658,419</u>	<u>3,503,149</u>

**RNA Facilities Management
Audited Balance Sheets**

	As of December 31,		
	2021	2020	2019
Current Assets			
Cash	\$ 1,276,186	\$ 1,143,368	\$ 2,083,825
Accounts receivable	4,938,527	3,338,631	3,954,362
Due from officer, net	13,992	13,992	13,992
Inventory, net	-	-	-
Prepaid expenses and other assets	229,133	142,987	139,630
Total current assets	<u>6,457,838</u>	<u>4,638,978</u>	<u>6,191,809</u>
Property & equipment, net	329,401	397,591	435,182
Goodwill	13,843,205	13,843,205	13,843,205
Total Assets	<u>\$ 20,630,444</u>	<u>\$ 18,879,774</u>	<u>\$ 20,470,196</u>
Current Liabilities			
Accounts payable	4,341,967	3,247,735	4,575,064
Accrued expenses	2,325,013	2,102,130	2,543,173
Deferred revenue	23,132	23,132	23,132
Litigation reserve	-	-	-
Total current liabilities	<u>6,690,112</u>	<u>5,372,997</u>	<u>7,141,369</u>
Notes Payable	<u>9,908,928</u>	<u>10,938,749</u>	<u>11,434,223</u>
Total Liabilities	16,599,040	16,311,746	18,575,592
Members' capital	4,031,404	2,568,028	1,894,604
Total Liabilities and Members' Capital	<u>\$ 20,630,444</u>	<u>\$ 18,879,774</u>	<u>\$ 20,470,196</u>

RNA Facilities Management
Audited Statement of Cash Flows

	For the year ended December 31,		
	2021	2020	2019
Cash Flows from Operating Activities			
Net Income (loss)	1,463,376	673,425	2,494,258
Adjustments to net income to net cash provided by operating activities:			
Provision for (recovery of) bad debts	-	-	-
Provision for (recovery of) obsolete inventory	-	-	-
Depreciation of property and equipment	153,037	198,018	196,588
Loss (gain) on disposal of assets	-	-	5,996
Amortization of deferred financing fees	-	300,000	193,216
Accretion of interest on notes payable	-	-	18,155
Payment in kind interest	-	286,776	76,930
Changes in assets and liabilities:			
Accounts receivable	(1,599,896)	615,731	(1,182,399)
Inventory	-	-	46,739
Prepaid expenses and other assets	(86,146)	(3,357)	7,348
Accounts payable	1,094,232	(1,327,330)	1,027,291
Accrued expenses	222,883	(81,043)	254,295
Deferred revenue	-	-	-
Litigation reserve	-	-	(1,740,000)
Net Cash Provided by Operating Activities	\$ 1,247,486	\$ 662,220	\$ 1,398,417
Cash Flows from Investing Activities			
Purchases of property & equipment	(84,849)	(160,427)	(171,148)
Proceeds from sale of assets	-	-	12,600
Net Cash Flows from Investing Activities	\$ (84,849)	\$ (160,427)	\$ (158,548)
Cash Flows from Financing Activities			
Payment of debt issuance costs	-	(360,000)	(90,000)
Principal repayments of notes payable	(1,029,819)	(1,082,250)	(2,100,000)
Net Cash Flows from Financing Activities	\$ (1,029,819)	\$ (1,442,250)	\$ (2,190,000)
Net Increase/(Decrease) in Cash	\$ 132,818	\$ (940,457)	\$ (950,131)



RNA

FACILITIES MANAGEMENT

DISINFECTING CLEANING PROCESS

We ask that each facility be empty of all nonessential employees

10 MIN

The disinfecting process includes a 10 min. dwell time once chemical is applied to said area

IDENTIFY/PREP

Trained members of the RNA Team will arrive, suit-up with the recommended Personal Protective Equipment (PPE), and begin inspection of premises to identify areas that need cleaning and disinfecting.

PPE Needed:

- Hazmat Suits
- Goggles / Masks
- Gloves

READY SUPPLIES

The RNA Team will begin prepping the supplies needed to perform disinfecting cleaning on-site.

Supply Inventory / Prep:

- Task Checklist
- Buckets
- Multiple Spray Bottles
- Multiple Labels
- SDS Sheets
- Microfiber Rags
- Proper Dillution of EPA Approved Disinfectant
- Fill/Prep Buckets
- Fill/Prep Bottles
- Labeling

CLEANING STEPS

Team will begin and finalize disinfecting cleaning process of the interior office areas.

Cleaning Process Steps:

- ▶ Pre-Cleaning of all identified areas to remove dirt, focusing on all touchpoints including, but not limited to: desktops, tabletops, high-touch edges, ledges, chair backs, desk legs, table legs, chair legs, door handles, door knobs, push-plates, trash can lids, drawers, drawer pulls, lids, controls, appliances, phones, grips, light switches, light switch plates, cupboard doors, knobs, etc.
- ▶ Spray EPA Approved Disinfectant on above mentioned surfaces.
- ▶ Let Chemical sit for 10 min. dwell time.
- ▶ Wipe down / dry
- ▶ Upon completion, we will repeat steps 2-4 for a second time.

Pre-Clean Surface
Apply Dilluted Disinfectant
(2 OZ PER GAL)
Let Disinfectant Dwell for 10 min.
Wipe Down / Dry



Advanced Focus on High Traffic Areas & All Touch Points



Disinfectants Used Are Proven Effective Against Human Coronaviruses

The Scientific community believes, based on its knowledge of the structure of Coronaviruses, that when an EPA protocol is established the results will show that if your surface disinfectant is effective for other Coronavirus's, it will be effective against the 2019 Novel Coronavirus (2019-nCoV).

1. BUILDING ACCESS QUESTIONNAIRE MUST BE COMPLETED BY ALL WORKERS DAILY

2. COVID-19 EMPLOYEE HEALTH PROTECTION GUIDELINES AND PREVENTION

- Workers should follow the general on the job guidance to prevent exposure and limit transmission of the virus of the Covid-19 employee health protection guidance and prevention guide.
- In addition, Supervisors should advise workers of best practice for limit exposures off the custodial site.
- When leaving a custodial site for breaks, lunch, or other reasons, workers are required to wash hands with soap for at least 20 seconds or use an alcohol base hand sanitizer with at least 60% ethanol or 70% isopropanol before leaving the site. And must maintain social distancing if traveling to other locations off the custodial site.
- Frequent use of hand washing, or alcohol-based hand sanitizers should be encouraged, and handwashing sites should be made readily at client sites.

3. WORKER INFECTION PROTOCOL

- Zero tolerance for sick workers reporting to work.
- Employees should be instructed that even those with mild symptoms of respiratory infection (Cough, shortness of breath, sore throat) or fever should stay off work for 14 days.
- Supervisors shall take immediate steps to limit infection at the job site in the event a worker discovers to have tested positive for Covid-19 or has Covid-19 related symptoms.
- Prompt identification and isolation of potentially infectious individuals, workers, vendors, visitors, and others at work site.

4. IDENTIFICATION OF EXPOSURE

- The Supervisor shall direct workers with Covid-19 related symptoms to leave job site immediately and contact their healthcare provider.
- The Supervisor shall work with identifying site exposures including: Other workers, vendors, Inspectors, or visitors to the work site with close contact to the individuals.
- RNA will sanitize all work areas, common break rooms, tables, and equipment.

These guidelines and procedures are enforced by all custodial employees, at all client sites.

5.

NOTIFICATION AND QUARANTINE REQUIREMENTS

- As provided by law the identity of custodial workers **MUST** be kept confidential.

6.

RETURNING TO WORK

- All impacted workers should follow CDC and Michigan recommended guidelines concerning return to work.
- Workers should not return to work for 14 days after Covid-19 symptoms appear.
- Workers who leave during the work day due to Covid-19 symptoms, and develop Covid-19 as confirmed by a laboratory testing or diagnosis by a healthcare provider, shall not return to the site until either release from isolation by health care provider, or public health and 2 positive tests have been provided.

STOP! DO NOT Enter this worksite until these responses are reviewed and your entry has been approved.

BUILDING ACCESS QUESTIONNAIRE

The safety of everyone on this site is our overriding priority. As the coronavirus (COVID-19) pandemic continues, we are monitoring the situation closely and following the guidance from the Centers for Disease Control and Prevention, and local health authorities. In order to prevent the spread of the coronavirus and reduce the potential risk of exposure to our workforce, contractors and patrons here we are requiring everyone to complete and submit this questionnaire prior to entering the building.

PLEASE RESPOND TO EACH OF THE FOLLOWING QUESTIONS TRUTHFULLY AND TO THE BEST OF YOUR ABILITY. Your participation is important to help us take precautionary measures to protect you and others.

1

What is your current temperature?

2

Are you currently experiencing, or have you experienced in the past 14 days, any of the following symptoms?

YES NO

Fever (100.4° F / 37.8° C or greater as measured by an oral thermometer)

YES NO

Cough

YES NO

Shortness of breath or difficulty breathing

YES NO

Sore throat

YES NO

New loss of taste or smell

YES NO

Chills

YES NO

Head or muscle aches

YES NO

Nausea, diarrhea, vomiting



3

In the past 14 days:

YES NO

Have you had contact with anyone that tested positive for Covid-19?

YES NO

Have you traveled by airplane (domestic or internationally)?

**If you answered YES to any of the questions in sec. 2 or 3, you are NOT ALLOWED TO WORK.
Please notify your Supervisor to discuss your future work plan.**

Circle One:



APPROVED



DENIED

Date:

Supervisor:

1. SECURING THE SITE IN RESPONSE TO A POSSIBLE THREAT OF INFECTION

- Building(s) are locked down, Health Dept. is notified by client, RNA's Coronavirus Response Team arrives
- Verify badge records of employees to identify what buildings/areas that person came in contact with
- Have our trained Coronavirus Response Team on-site, ready to go
- Product used: For disinfecting an outbreak Clorox Germicidal Bleach Wipes are used or equivalent
- Safety PPE gear prepped and properly worn: Gloves, goggles, gowns, masks, booties
- Gowning: All gowns are 1x use. If an employee needs to take a break or get lunch and must un-gown, they will need to put a new gown on
- All employees are to thoroughly wash their hands before and after entering site
- All employees are to carefully disinfect their shoes by wiping down with disinfectant after working
- All high touchpoint surfaces are to be cleaned and verified after cleaning is done with a QA audit

2. DESK, TABLE, COUNTERTOP PROCEDURES

- Remove any items from desks or clean around/underneath
- Ensure all keyboards, mouse, edges/sides of computer monitors, stands, desk cabinets, desks, knobs, pulls, handles, buttons, control panels, etc. are all wiped down
- All desk chair arms, hard backs, and legs are disinfected
- All horizontal surfaces of desks, tables, credenzas, countertops will be wiped clean using disinfectant
- All phones will be wiped clean using disinfectant
- Any open food/drinks/snacks will be tossed out

3. RESTROOM CLEANING PROCEDURES

- In preparation of cleaning, ensure door remains open for ventilation
- Remove any TP, paper towels, seat covers, feminine products, specialty products
- Prep fogger by filling for spraying (**Do not spray fire alarm area or into any vents)
- Start from back of restroom moving top down and forward towards door and fog all stalls, urinals, toilets, partitions, fixtures, handles, brightwork, sinks, walls, mirrors, dispensers
- Let Disinfectant sit for the recommended 10 minute dwell time
- Put back TP, paper towels, seat covers, feminine products, and specialty products
- Wipe clean: Partition walls, mirrors, stainless steel/brightwork

4. BREAK ROOM / KITCHEN / CAFETERIA AREAS

- All counters, faucets, sinks, fridge handles, appliance control panels, cabinets, knobs, and exterior of appliances should be wiped using disinfectant (**Be sure to keep away from any food products)
- All dishware, cups, utensils should be rinsed through dishwasher and put back on disinfected shelf
- All tables, chairs should be disinfected
- Disinfect all light switches/plates/push plates/door knobs
- Remove all trash bags and Disinfect all trash cans
- All open items that would be used in future food items should be tossed out (ie: coffee stirs, etc)

5. COMMON / OFFICE / SITTING AREA CLEANING PROCEDURES

- Wipe clean all office/seating area furniture arms, hard backs, legs, and tabletops using Clorox wipes
- Disinfect all light switches/plates/push plates/door knobs using Clorox wipes
- Remove all trash bags and Disinfect all trash cans

6. CONFERENCE ROOM CLEANING PROCEDURES

- Disinfect all conference room tables and credenzas utilizing disinfectant
- Disinfect all doors, door handles, push plates, door knobs using disinfectant
- Disinfect all chair arms, hard chair backs using disinfectant
- Disinfect all TV monitor edges/sides only utilizing disinfectant
- Disinfect all iPad screens/edges/sides only utilizing disinfectant
- Disinfect all light switches/plates and using disinfectant
- All phones will be wiped clean using disinfectant
- Wipe clean all white board markers, pens, trays using disinfectant
- Remove all trash bags and disinfect all trash cans

7. SPECIAL "CLEAN ROOM" CLEANING PROCEDURES

- Ensure a full gown is worn including booties, beard/hair cover, gloves, goggles
- Clean room area(s) affected will be disinfected using approved clean room disinfectant product
- Clean room will be disinfected using a "Super Clean" method –including walls, floors, horizontal and vertical surfaces
- Sign off on appropriate cleaning log

8. GENERAL - ALL AREA CLEANING PROCEDURES

- All doors and door handles, stairwell railings in facility should be cleaned using disinfectant
- All elevator related control panel / buttons should be cleaned using disinfectant
- All lobby and seating area furniture should be disinfected
- All phones, tables, posts and any other high touch use areas should be disinfected

9. INFECTION CONTROL CLEANING QUALITY ASSURANCE

- After all disinfecting is completed, remove Clorox residue using PH7Q neutral disinfectant, hydrogen peroxide wipes/cleaner, peroxide cleaner
- After all disinfecting is completed, remove Clorox residue for monitors, screens use #19 Betco green earth glass cleaner
- After completion of full disinfecting processes throughout facility, conduct QA walk to review Clorox residue, inspect for any areas that may have been missed, and re-clean with same process



RNA

FACILITIES MANAGEMENT



CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE
JANITORIAL SERVICES

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

Name of Firm RNA FACILITIES MANAGEMENT
Address: 4130 Varsity Drive, Ste A
City, State Zip Ann Arbor, MI 48108
Telephone 734-260-3395 Fax 888-762-8541
24 Hour/7-Day Emergency Telephone Number 734-260-3395
Agent's Name (please print) Mike Farha
Agent's Title CEO
Email Address: mfarha@rnafm.com
Website www.rnafm.com

1. Organizational structure: Corporation, Partnership, etc. Partnership
2. Firm established: 1991 Years in business: 30+
3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No Yes Reason: _____

4. Under what other or former names has your organization operated?
RNA Michigan Holdings, LLC dba RNA Facilities Management

5. How many full time employees? 350 Part time? 700

6. Please describe your employee hiring and training procedures.
In addition to our extensive standard employee training, we have mandatory monthly training sessions that revisit all relevant safety and standard cleaning topics to regularly refresh our standards and practices throughout a 12-month period such as high touch areas, restrooms, flooring, chemicals, frequency and seasonal hazards. Operating costs are well documented and compared each quarter to ensure energy efficiency practices, streamlined and standardized cleaning processes, tools, and frequencies are appropriate per site. Please see previous pages noting more details on hiring and training procedures.

7. Please describe your background check procedures and qualifications for employment.
RNA follows a strict vetting process prior to hiring potential employees. We conduct very thorough background checks to ensure peace of mind on site. Please see

also the hiring and qualifications information on the previous pages. Our HR department is trained to pay close attention when reviewing applications and during interviews, looking for tell tale signs that the person they are meeting is in fact the person they are claiming to be on their resume.

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

RNA performs mandatory background and drug testing at random intervals on all current employees to ensure we continue to provide the safest and most engaged workforce possible.

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

4130 Varsity Dr, Ste A, Ann Arbor, MI 48108

10. Distance of this facility from Novi Civic Center. 29 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.

Please see references on previous pages. Thank you.

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.

RNA has locally serviced the Southfield Police Department, along with a long-term contract with Washtenaw County. Further details available upon request.

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

RNA is well established, financially sound, and carries a revolving credit line of \$5,000,000 of which approximately \$4,879,000 is available for use.

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	4	=	8	0	1
Community Center/ Atrium	2	X	4	=	8	0	1
Police Department	1	X	6	=	6	0	1
DPW	1	X	5	=	5	0	1
Indoor Gun Range	1	X	2	=	2	0	1

Township Hall	1	X	1	=	1	0	1
Lakeshore Park	2	X	4	=	8	0	1

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

~~RNA's Manager is responsible for participating in and management of the cleaning process on site as well as supervision of staff in the routine cleaning of all areas of the building and policing of grounds. They also plan, participate in and oversee work, by maintaining a high standard of safety, cleanliness, and efficiency. Managers provide training for employees assigned locations and ensure compliance of laws and procedures of RNA. Management of equipment reports for proper operation, any necessary inventory or repair work needed, while modeling non-discriminatory practices in all activities. Quality Assurance inspections with periodic walk-throughs are another large part of their duties, along with direct follow-up with key client administrators.~~

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

RNA currently services 1,000+ clients with over 1 billion sq. ft. cleaned daily. Please see also references.

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 A ride on for the Civic Center, a walk-behind for the Police Department and DPW. All other sites require the standard equipment included on the equipment list previously noted. Thank you.

Equipment available Please see the equipment information on the previous pages. Thank you.

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

Yes.

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.

Please see proposed methods, transition, and implementation pages included.

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.

RNA utilizes quantitative measurement tools to monitor performance, amongst other tools. These support RNA's ability to deliver agreed-upon objectives. These performance measurements ultimately fall within four basic categories: labor productivity, service responsiveness and customer satisfaction, budget integrity and benchmarking / comparative indices. RNA will provide a monthly operational report that will grade employee performance and provide an accurate reading of that employee's job performance for that period with an emphasis on customer satisfaction. See also our Sustainability pages included.

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.

We know regular communication is key. Quality Assurance is a high priority of RNA's, and we do everything we can so that you can rest assured that everything is taken care of. We developed our own user-friendly Quality Assurance App, compatible with any mobile device. Each of your zones will be assigned a unique username and password allowing you to make instant requests via the app. Every report goes into a single database with a touch of the screen saving valuable corresponding time and allowing for RNA's quick responses. This process has been proven successful for several years.

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 Please see references on the previous pages.

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

Company _____

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

Company _____

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

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: Mike Farha

Representative's Name (please print) Mike Farha, CEO

Date November 20, 2022



RNA

FACILITIES MANAGEMENT

BID BOND

Argonaut Insurance Company
Deliveries Only: 225 W. Washington, 24th Floor, Chicago, IL 60606
United States Postal Service: P.O. Box 469011, San Antonio, TX 78246

KNOW ALL MEN BY THESE PRESENTS: That we RNA Michigan Holdings,
called the Principal, and Argonaut Insurance Company, an Illinois corporation, called the
Surety, are held and firmly bound unto City of Novi,
called the Obligee, in the sum of Seventeen Thousand Ninety One Dollars and 00/100
U.S. Dollars (\$ \$17,091.00), for the payment of which we bind ourselves, and our
successors and assigns, jointly and severally, as provided herein.

WHEREAS, Principal has submitted or is about to submit a bid to the Obligee on a contract
for Janitorial Services ("Project").

NOW, THEREFORE, the condition of this bond is that if Obligee accepts Principal's bid, and
Principal enters into a contract with Obligee in conformance with the terms of the bid and
provides such bond or bonds as may be specified in the bidding or contract documents, then
this obligation shall be void; otherwise Principal and Surety will pay to Obligee the difference
between the amount of Principal's bid and the amount for which Obligee shall in good faith
contract with another person or entity to perform the work covered by Principal's bid, but in no
event shall Surety's and Principal's liability exceed the penal sum of this bond.

Signed this 22nd day of November, 2022.

RNA Michigan Holdings

PRINCIPAL

By: Mike Farha



COO

, Title

ARGONAUT INSURANCE COMPANY

By:



Kayla Plowman

, Attorney-in-Fact



Argonaut Insurance Company
Deliveries Only: 225 W. Washington, 24th Floor
Chicago, IL 60606

United States Postal Service: P.O. Box 469011, San Antonio, TX 78246
POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That the Argonaut Insurance Company, a Corporation duly organized and existing under the laws of the State of Illinois and having its principal office in the County of Cook, Illinois does hereby nominate, constitute and appoint: **Kayla Plowman**

Surety Bond No.: Bid Bond
Principal: RNA Michigan Holdings
Obligee: City of Novi

Their true and lawful agent(s) and attorney(s)-in-fact, each in their separate capacity if more than one is named above, to make, execute, seal and deliver for and on its behalf as surety, and as its act and deed any and all bonds, contracts, agreements of indemnity and other undertakings in suretyship provided, however, that the penal sum of any one such instrument executed hereunder shall not exceed the sum of:

\$97,550,000.00

This Power of Attorney is granted and is signed and sealed under and by the authority of the following Resolution adopted by the Board of Directors of Argonaut Insurance Company:

"RESOLVED, That the President, Senior Vice President, Vice President, Assistant Vice President, Secretary, Treasurer and each of them hereby is authorized to execute powers of attorney, and such authority can be executed by use of facsimile signature, which may be attested or acknowledged by any officer or attorney, of the Company, qualifying the attorney or attorneys named in the given power of attorney, to execute in behalf of, and acknowledge as the act and deed of the Argonaut Insurance Company, all bond undertakings and contracts of suretyship, and to affix the corporate seal thereto."

IN WITNESS WHEREOF, Argonaut Insurance Company has caused its official seal to be hereunto affixed and these presents to be signed by its duly authorized officer on the 19th day of November, 2021.

Argonaut Insurance Company



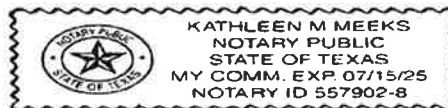
by: _____

Gary E. Grose, President

STATE OF TEXAS
COUNTY OF HARRIS SS:

On this 19th day of November, 2021 A.D., before me, a Notary Public of the State of Texas, in and for the County of Harris, duly commissioned and qualified, came THE ABOVE OFFICER OF THE COMPANY, to me personally known to be the individual and officer described in, and who executed the preceding instrument, and he acknowledged the execution of same, and being by me duly sworn, deposed and said that he is the officer of the said Company aforesaid, and that the seal affixed to the preceding instrument is the Corporate Seal of said Company, and the said Corporate Seal and his signature as officer were duly affixed and subscribed to the said instrument by the authority and direction of the said corporation, and that Resolution adopted by the Board of Directors of said Company, referred to in the preceding instrument is now in force.

IN TESTIMONY WHEREOF, I have hereunto set my hand, and affixed my Official Seal at the County of Harris, the day and year first above written.



(Notary Public)

I, the undersigned Officer of the Argonaut Insurance Company, Illinois Corporation, do hereby certify that the original POWER OF ATTORNEY of which the foregoing is a full, true and correct copy is still in full force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand, and affixed the Seal of said Company, on the 22nd day of November, 2022.



Austin W. King, Secretary

November 29, 2022

Re: RNA Michigan Holdings, LLC

To Whom It May Concern:

We understand that RNA Michigan Holdings, LLC is being considered for a project with your company. Please be advised that Ironwood Insurance Services, LLC and Argonaut Insurance Company have supported RNA Michigan Holdings, LLC in their surety bond needs since 2021. RNA Michigan Holdings, LLC is an excellent contractor and held in high regard. We feel extremely confident in their ability.

At the present time, Argonaut provides \$5,000,000 single project / \$10,000,000 aggregate surety program for RNA Michigan Holdings, LLC. Argonaut reserves the right to perform normal underwriting at the time of any bond request, including, without limitation, prior review and approval of relevant contract documents, bond forms, and project financing.

Argonaut Insurance Company is listed on the U.S. Treasury Department's Listing of Approved Sureties (Department Circular 570), and it is rated A-, XIV by A.M. Best Company.

If you should have any further questions, please contact me at 404-503-9145.

Sincerely,
Argonaut Insurance Company



Kayla Plowman, Attorney-in-Fact

SUSTAINABILITY MADE SIMPLE™

Because your
world is busy
enough.

RNA
FACILITIES MANAGEMENT





BioRenewables® Glass Cleaner pH 8.0-9.0

This versatile and easy-to-use product contains 84% bio-based material. It removes tough soils such as grease, smoke, oils, tape residue, food stains, dust and dirt from window glass and sills, mirrors, countertops, chrome, fluorescent lights and tubing, and any other glass or mirror finish.



BioRenewables® Glass Cleaner RTU pH 7.5-8.5

A convenient, ready-to-use version of BioRenewables Glass Cleaner. Ideal for work environments where dispensers are not readily available or an RTU product is desired.



BioRenewables® Restroom Cleaner pH 1.5-2.5

A citric acid-based, toilet, urinal and shower room cleaner/deodorizer that contains 83% bio-based material. It removes soap scum, water spots, light rust, and is safe to use in urinals, shower rooms, and other similar hard, non-porous restroom surfaces.



BioRenewables® Industrial Degreaser pH N/A

Formulated with soybean oil technology and boosted with d-Limonene, it contains 57% bio-based material. Removes grease, dirt, cosmoline, tar, many inks, most adhesives, and industrial oils. Safe to use on ferrous and non-ferrous metal, concrete, and ceramic.



BioRenewables® Waterless & Waterless Plus Hand Cleaners pH 7.0-8.0

These hand cleaners are made with a soybean-solvent base to remove heavy-duty soils safely and easily. Produced with 80% bio-based material, they also contain a unique blend of surfactants to emulsify soils. Waterless Plus has pumice to life away ground-in grime.



In the six categories of RNA's Approved Sustainable Products, we offer many environmentally preferable options that enable you to clean for health.

Contrary to the myths of the past, these products work just as well as traditional cleaning products. Using sustainable products is not more expensive than a traditional cleaning program either, that is just another misconception.

Keeping facilities clean without negatively affecting the health of its occupants and custodial staff is the primary goal of a "green" or sustainable program.

GENERAL HOUSEKEEPING SOLUTIONS

RNA
FACILITIES MANAGEMENT



TriBase® Multi Purpose Cleaner pH 8.0–9.0

A 74% bio-based product, formulated with corn, coconut and palm kernel surfactants. TriBase cleans with a multitude of soils with no VOCs. It is biodegradable and works on glass, mirrors, floors, walls, restroom and kitchen surfaces and tile; almost any surface not harmed by water.



Graffiti Remover SAC® pH N/A

A ready-to-use product of soybean and corn esters. A safer solvent alternative to petroleum-based solvents, such as toluene. Removes graffiti as well as scuff marks, wax residue, and adhesive. Safe to use on glazed tile, stainless steel, fiberglass, metal, marble, chrome, aluminum, glass, Formica®, Lexan®, and porcelain.



Xcelenté™ pH 7.0–8.0

Enjoy the fresh, clean fragrance of lavender while you clean with Xcelenté multi-purpose, hard surface cleaner. The phosphate-free formula is great for floors, and other surfaces where a bright, shiny, streak free finish is desired. With a long-lasting, fragrant bloom of lavender, Xcelenté will delight building residents and visitors throughout the day.



Clean by Peroxy® pH 2.0–3.0

Clean by Peroxy is a proprietary surfactant blend combined with hydrogen peroxide. This all-purpose cleaner is formulated to quickly remove everyday soils, including greasy residues.



FloorFront™ pH 7.5–8.5

FloorFront is a high-gloss, low-maintenance floor finish that is also environmentally responsible. It needs half the burnishing, re-coating, and stripping necessary with other zinc-free finishes.



SUSTAINABILITY INITIATIVES

BRIDGING THE GAP BETWEEN CHEMISTRY & SUSTAINABILITY

RNA is focused on continuing our leadership role within the sustainability movement. While we continue to make advancements in sustainable products, we are making adjustments in our operations to reduce our carbon footprint as well. At RNA, we are active sustainability participants, not just a facilities management corporation. Below are some of the steps we are taking to decrease our environmental impact and enhance our corporate responsibility.

RESOURCE & MATERIAL USAGE

- Supplier utilizes on-site ponds to supply automated irrigation management
- 75% of RNA's supplier property remains naturally vegetated on supplier site
- 71 acres agriculturally farmed on supplier site
- Landscape debris is composted at supplier site
- Facility-wide Green Cleaning Program with Green Solutions and BioRenewables
- All literature contains 10–30% recycled paper



Consume® pH 8.0-9.0

Multi-functional at its best! Consume is a cleaner, odor eliminator, stain remover, and drain maintainer. It naturally removes difficult organic soils from many surfaces including tile, concrete, steel and carpet. Regular use of Consume eliminates organic build-up in drains, keeping them clear and odor-free. Cleans and eliminates odors on floors, in dumpsters, recycling containers, and portable toilets. Ideal for cleaning and odor control in many areas, such as carpets, drains, dumpsters, and more!



Consume Eco-Lyzer® pH 6.0-7.0

All-in-one, Consume Eco-Lyzer is a neutral disinfectant cleaner with residual odor control. EPA Reg. No. 5741-24. Patented cleaning technology (US Patent #6,165,965 & #6,180,585) that reduces janitorial labor by cleaning, disinfecting, and digesting residual organic soils with one product. Multi-surface safe with a neutral pH, Eco-Lyzer is safe to use on most floors, including concrete, ceramic, terrazzo, marble, slate, rubber, VCT, and painted surfaces. Use in bathrooms, stadiums, zoos, kennels, dumpsters, trash bins, loading docks, and portable toilets.



Consume Bio-Bowl® pH 1.5-2.5

A natural acid toilet, urinal, and shower room cleaner with organic digesters and bio-based cleaning agents to effectively remove hard water, urine deposits, and related odors. The unique blend of digesters and bio-based acid controls foul odors, digesting urine build-up in pipes to keep them free-flowing and odor-free. Consume Bio-Bowl is a ready-to-use products, so there is no mixing necessary. Bio-Bowl can be used in urinals, toilets, and drains.



Consume® FWD pH N/A

Consume FWD is a farm waste digester that effectively controls foul odors at their source, reduces sludge build-up, and breaks down manure in lagoons. FWD is ideal for use in poultry, swine, dairy, and equine farms. The unique digesters efficiently control odor-causing materials such as ammonia, hydrogen sulfide, and volatile fatty acids. Consume FWD provides digesting activity even in cold weather, maintaining the waste system year-round. Use of Consume FWD speeds up the composting process, making fertilizer more readily available.

SUSTAINABILITY INITIATIVES

- Save 60 tons of virgin plastic resin annually through use of a lower weight plastic container
- 100% recyclable corrugated containers
- 2/3 corrugated containers made from sustainable sources
- Recycled office paper creates white cartons—NOT bleach



Consumes® LIQ pH 8.0-9.0

Liquid wastewater treatment naturally digests organic soils (sugars, carbohydrates, proteins, and fats) in drains, grease interceptors, septic tanks, lift stations, and wastewater systems. It maximizes efficiency of grease interceptors and septic tanks to minimize operating costs.



Consumes® POW pH N/A

A powdered wastewater treatment that naturally cleans by assisting in the removal of organic soils in grease interceptors, septic tanks, drain fields, lift stations, and wastewater systems. Consumes POW digesters speed up the natural digestion process of organic soils and difficult compounds including phenols and cellulose, saving time.



Consumes Micro-Muscle® pH 8.5-9.5

Featuring organic digesters for odor control, Consumes Micro-Muscle quickly penetrates and digests petroleum-based soils such as motor oil, hydraulic fluid, stamping oils, and lubricants.



Consumes Drop-in-a-Drain® pH 6.5-8.5

A convenient, single-dose natural drain treatment, Drop-in-a-Drain naturally digests drain line build-up and blockage. Its unique single dose comes in water soluble dosing packets. Drop-in-a-Drain is easy to use and great for showers, sinks, septic systems, and floor, beer, and soda tap drains.



CX3 Bio-Assist® pH 8.0-9.0

A heavy-duty soil extraction carpet cleaner with Consumes® digestive power, CX3 has organic digesters that stay behind for residual odor control and waste removal. It is low-foaming, non-corrosive, phosphate-free, biodegradable, and non-flammable. Ideal for nursing homes, day cares, schools, restaurants, casinos, food handling areas, pet facilities, or anywhere carpet odor problems may be a nuisance.



ESTIMATED ENVIRONMENTAL SAVINGS BASED ON ONE YEAR FOR CORRUGATED CARDBOARD PRODUCTION:

- Trees conserved: 14,185
- GHG conserved: 1087 metric tons
- Energy conserved: 7444 million BTUs
- Water conserved: 5,840,800 gallons
- Wastewater creation avoided: 7,429,929 gallons
- Landfill space saved: 2754 cubic yards

GREEN SOLUTIONS®

RNA
FACILITIES MANAGEMENT



Green Solutions® All Purpose Cleaner pH 7.0-8.0

Quickly penetrates and emulsifies soils. Removes light to medium soils. No fragrance, dye or VOCs. Versatile—use on any surface not harmed by water. Spray, wipe, or mop.



Green Solutions® Floor Seal & Finish pH 7.8-8.2

Superior leveling for faster re-coat and fewer errors. Exceptional clarity, depth of gloss, and superior durability without yellowing. No heavy metals, no unpleasant odors. Save time with this easy-to-maintain finish.



Green Solutions® Carpet Cleaner pH 8.0-9.0

Penetrates quickly for fast and easy soil removal. Use in all types of extraction equipment. Dries to a crystal for easy vacuum removal. Non-residual formula prevents re-soiling. No fragrance, dye, VOCs, or solvents. Safe to use on stain-resistant, untreated, and wool carpets.



Green Solutions® Glass Cleaner pH 7.5-8.5

Penetrates soil for fast and easy removal. Dries quickly without streaking. No fragrance, no dye, no VOCs, no ammonia. Ideal for use on glass, windows, mirrors, countertops, chrome trim, display cases, fluorescent lights, and salad bar/deli/fast food sneeze guards.



Green Solutions® Floor Finish Remover pH 10.5-11.5

Use 24 hours a day—anytime and anywhere. Low VOCs and low odor—ideal for confined areas and where strong odors are a problem. Easily removes Green Solutions Floor Seal & Finish and other cross-linked finishes.



Green Solutions® Industrial Cleaner pH 9.0-10.0

Quickly penetrates and removes petroleum-based soils. No fragrance, dye or VOCs. Works effectively to clean up motor oil, hydraulic fluid, stamping oils, and lubricant. Ideal for use in manufacturing plants, printing houses, auto repair shops, dumpsters, loading docks, and mass transit systems.



SUSTAINABILITY INITIATIVES

ENERGY USE & GREENHOUSE GAS (GHG) EMISSIONS

- > 25% reduction in energy usage
- > 20% reduction in annual Greenhouse Gas (GHG) Emissions:
 - GHG emissions of 144 passenger cars
 - CO² emissions of 1753 barrels of oil
 - Annual energy usage of 91.5 homes
- 18-21% reduction in the GHG Emissions embedded in each gallon of product
- 54% reduction in vending machine energy usage

WASTE DISPOSAL

- Over 65% of our waste is recycled, rather than landfilled
- Over 250 tons of materials recycled annually
- Recycling Program for production, office and employee waste

LITE'N FOAMY®

RNA
FACILITIES MANAGEMENT



Lite'n Foamy® Sunflower Fresh pH 5.5-6.5

Lite'n Foamy Sunflower Fresh is a biobased foaming hand wash, formulated with ingredients made from renewable resources. The biobased raw materials used in Lite'n Foamy Sunflower Fresh produce a luxurious foam that leaves the skin clean and soft after each use. Lite'n Foamy Sunflower Fresh contains Aloe Vera to prevent the skin from drying out.



Lite'n Foamy® Citrus Fresh pH 5.5-6.5

Lite'n Foamy Citrus Fresh is a biobased foaming hand wash, formulated with ingredients made from renewable resources. With a refreshing citrus fragrance, Lite'n Foamy Citrus Fresh produces luxurious foam and leaves the skin clean and soft after each use.



Lite'n Foamy® Fruit Burst pH 5.0-7.0

Formulated with environmentally-preferred components, Lite'n Foamy Fruit Burst is a great choice for LEED buildings or green cleaning programs. Combined with its fantastic fruity mandarin fragrance, Fruit Burst is guaranteed to be a crowd favorite. The Lite'n Foamy system is the economical choice for end-users. With reduced packaging, it is also the sustainable choice to reduce landfill waste.



REDUCE WASTE AND SAVE MONEY

Bulk packaging means less waste in the landfill and more savings in your pocket. One Lite'n Foamy® gallon is equal to 3 refill cartridges from competitive systems, and the gallon is 100% recyclable, while cartridge refills are not.

66% REDUCTION
in plastic¹

75% REDUCTION
in corrugate²

OR

1 gallon =
7,500 washes

1 X 4 CASE OF GALLONS

12 REFILL CARTRIDGES

¹ 4 PCR gallons is equivalent to 12 cartridge refills, requiring 1/3 of the plastic packaging content, or 66% reduction.

² Refills packed 3 per carton is equivalent to 4 cartons for every 1 case of gallons, requiring only 25% corrugate or 75% reduction.

SUSTAINABLE

DESIGNED AND FORMULATED WITH SUSTAINABILITY IN MIND

RNA sought to identify **suppliers who offer** ingredients that fit environmentally preferable profiles established for green cleaning applications. We utilized them in our laundry care products, without compromising product performance.

SUSTAINABLE CHARACTERISTICS OF CLOTHESLINE FRESH

- All surfactants are on EPA's Safer Choice CleanGredients® list
- Readily biodegradable
- Bio-based surfactants are used whenever possible and when petroleum-derived surfactants are used; they are readily biodegradable as well
- Bio-based surfactants are derived from soy, corn, and coconut oil
- Formulated with the EPA's Presidential Green Chemistry Challenge award winning chelants
- Polymeric chelant and anti-encrustation aide entirely derived from chicory root
- Natural bio-based acids as neutralization aides (citric acid)

CLOTHESLINE FRESH®



Clothesline Fresh® Color Safe Bleach 5 pH 12.5-13.5

Formulated in partnership with the Environmental Protection Agency's Safer Choice Program, Clothesline Fresh Color Safe Bleach brightens colors and whitens whites using the environmentally-preferred power of active oxygen.



Clothesline Fresh® Softener EP 19 pH 4.0-5.0

Furthering your sustainable laundry efforts with a product formulated in partnership with the Environmental Protection Agency's Safer Choice Program. Clothesline Fresh Softener EP is a readily biodegradable, liquid fabric softener that teams a Fresh April Air scent with superior softness.



Clothesline Fresh® Oxygen Bleach EP 20 pH 4.0-5.0

An environmentally preferable oxygen-based bleach. Keeps whites white and colors bright. 85% more active than Clothesline Fresh Color Safe Bleach.



LAUNDRY

CLOTHESLINE FRESH PRODUCTS CONTAIN

- No or low VOCs
- No Phosphates
- No Silicates
- No Harsh Solvents
- No Alkylphenol Ethoxylates
- No Nitrilotriacetic Acid (NTA)
- No Toxic/Persistent Components or By-products
- No Ozone-Depleting Chemicals

HIGH EFFICIENCY FORMULATIONS

- Use high efficiency equipment
- Automatic dispensing
- Cool and cold-water temperatures
- Decreased wash cycle time
- Increase use of ozone injection systems

CLOTHESLINE FRESH®

Clothesline Fresh® No Dye-No Fragrance

Laundry Detergent 13 pH 8.0-9.0

Formulated in partnership with the Environmental Protection Agency's Safer Choice Program, Clothesline Fresh No Dye - No Fragrance Laundry Detergent contains no phosphates or nonylphenol ethoxylates, both of which can have a negative environmental impact. Formulated with zero dye or fragrance components, this product is ideal for customers who may be sensitive or allergic to dyes or fragrances.



Clothesline Fresh® Detergent EP 18 pH 7.0-8.0

An Environmentally Preferable detergent option that will help you meet your sustainability goals. Clothesline Fresh Detergent EP was formulated in partnership with the Environmental Protection Agency's Safer Choice Program. Clothesline Fresh Detergent EP does not contain phosphates, silicates, solvents or nonylphenol ethoxylates, all of which can have a negative environmental impact.



What Do These Symbols Mean?



GREEN SEAL CERTIFIED

The Green Seal mark represents compliance with a rigorous set of criteria designed to achieve leadership levels in sustainability. Certified products have met the same performance and quality requirements you would expect from a traditional, non-green counterpart based on performance criteria. While having reduced toxicity to people and the environment.



SAFER CHOICE

Products with the Safer Choice label help consumers and commercial buyers identify and select products with safer chemical ingredients, without sacrificing quality or performance.



CERTIFIED BIOBASED

This symbol indicates that a product has earned USDA certification and approval to display the USDA Certified Biobased Product label. Biobased products are derived from plants and other renewable agricultural, marine, and forestry materials and provide an alternative to conventional petroleum-derived products.



KOSHER

Kosher Certification means the highest standard of kosher, built on a deep level of trust between manufacturers, producers and consumers.



WOOL SAFE APPROVED

This product has been independently tested for use on wool and meets the highest standards for performance and safety.



HIGH EFFICIENCY

Detergents bearing the HE logo are formulated to be used in high efficiency washing machines that use less water, less energy, and less detergent.



SUSTAINABILITY AT A GLANCE

BIORENEWABLES®

○ BioRenewables® Glass Cleaner	3835
○ Clean on the Go® BioRenewables® Glass Cleaner	4835
○ BioRenewables® Glass Cleaner RTU	3239
○ BioRenewables® Restroom Cleaner	3530
○ BioRenewables® Industrial Degreaser	2310
○ BioRenewables® Waterless Hand Cleaner	2960
○ BioRenewables® Waterless Plus Hand Cleaner	2974

GENERAL HOUSEKEEPING SOLUTIONS

○ Tribase® Multi Purpose Cleaner	3830
○ Clean on the Go® Tribase® Multi Purpose Cleaner	4830
○ Graffiti Remover SAC®	3071
○ Xcelenté™	0019
○ Clean on the Go® Xcelenté™	4803
○ Clean by Peroxy®	0035
○ Clean on the Go® Clean by Peroxy®	4820
○ FloorFront™	4047

CONSUME® NATURE'S WAY

○ Consume®	3097
○ Consume Eco-Lyzer®	3297
○ Consume Bio-Bowl®	3397
○ Consume® FWD	3106
○ Consume® LIQ	3102
○ Consume® POW	3104
○ Consume Micro-Muscle®	3497
○ Consume Drop-in-a-Drain®	3205
○ CX3 Bio-Assist®	3110

GREEN SOLUTIONS®

○ Green Solutions® All Purpose Cleaner	3501
○ Green Solutions® All Purpose Cleaner (2 Liter)	3511
○ Green Solutions® Floor Seal & Finish	3504
○ Green Solutions® Carpet Cleaner	3509
○ Green Solutions® Carpet Cleaner (2 Liter)	3514
○ Green Solutions® Glass Cleaner	3507
○ Green Solutions® Glass Cleaner (2 Liter)	3512
○ Green Solutions® Floor Finish Remover	3505
○ Green Solutions® Industrial Cleaner	3506
○ Green Solutions® Industrial Cleaner (2 Liter)	3515

LITE'N FOAMY®

○ Lite'n Foamy® Sunflower Fresh	3305
○ Lite'n Foamy® Citrus Fresh	3308
○ Lite'n Foamy® Fruit Burst	3342

CLOTHESLINE FRESH®

○ Clothesline Fresh® Color Safe Bleach 5	7005
○ Clothesline Fresh® No Dye-No Fragrance Laundry Detergent 13	7013
○ Clothesline Fresh® Detergent EP 18	7018
○ Clothesline Fresh® Softener EP 19	7019
○ Clothesline Fresh® Oxygen Bleach 20	7020

SUSTAINABILITY MADE SIMPLE™

**Renewable
Resources**

**Environmentally
Preferred
Chemistry**

**Concentrated
Formulas**

**Recycled
Materials**

**Reduced
Packaging**



RNA
FACILITIES MANAGEMENT

Clean + Inspect

RNA's Clean + Inspect is a mobile tool used to manage custodial activity and measure performance – delivering effective, efficient, and sustainable results.



Improving operational efficiency and guest experiences through the power of data analytics

RNA
FACILITIES MANAGEMENT

Clean+

- ✓ No sign-in sheets – passively monitor arrivals and departures and clean time
- ✓ Input tasks performed
- ✓ Input the quantity of replenished consumables
- ✓ Provide real-time restroom feedback
- ✓ Receive real-time cleaning alerts for areas in need of service
- ✓ View schedules of locations in need of service and monitor activities on task logs



Inspect



- ✓ Quality inspection reports based on custodian tasks and environment
- ✓ Schedule inspections
- ✓ Snap photos and provide feedback to staff
- ✓ Receive real-time cleaning alerts based on inspection results
- ✓ Assign tasks and work orders to custodians
- ✓ Pull reports and analytics – weighted reports
- ✓ Integrated with work order management systems

About RNA Analytics

RNA offers a facility analytics platform with a unique blend of data analysis and technology that monitors the movement of people and assets. Dedicated to helping facilities improve operations and the overall customer experience, the areas of application for Analytics solutions are pivotal points in a patron's experience and their experience at each of these points can influence whether they choose to return in the future. Equipped with a state-of-the-art technology, and a business intelligence platform, our Analytics app is changing the way clients manage their facilities and how customers feel about facilities.

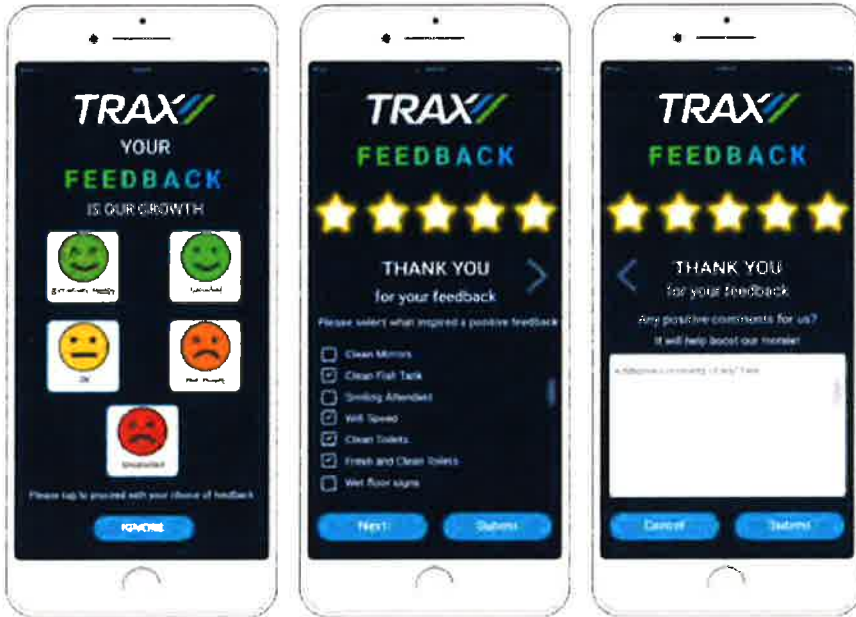
RNA Touchless Feedback



A customizable solution created to gather important information about facility performance from guests to improve operations, return rate, and overall guest experience.

Retrieve real-time feedback while engaging your customers to improve customer experience.

Thank your guests for their contribution to improving their future experience.



Configuration Options

Custom QR codes decals and/or NFC tags will be placed in key points of a facility to prompt opening the application for guest feedback.



OR



RNA

FACILITIES MANAGEMENT

Top Rated Local Janitorial Service
We are your Experts.



RNA Facilities Management
4130 Varsity Dr, Ste A, Ann Arbor, MI 48108
www.rnafm.com

RNA

FACILITIES MANAGEMENT

4130 VARSITY DR, STE A
ANN ARBOR, MI 48108
734-260-3395

SEALED BID RESPONSE

11-30-20
11:13 am
Rec'd by JL

Deliver to:

CITY OF NOVI
FINANCE DEPARTMENT – SECOND FLOOR
45175 Ten Mile Rd.
Novi, MI 48375-3024

JANITORIAL SERVICES



NOTICE - CITY OF NOVI
REQUEST FOR PROPOSALS
JANITORIAL SERVICES

The City of Novi will receive sealed proposals for **Janitorial Services** according to the specifications of the City of Novi.

A mandatory pre-proposal meeting and walk-through of all facilities will be held Tuesday, November 15, 2022 promptly at 10:00 a.m. beginning at the Novi Civic Center, 45175 Ten Mile Rd., Novi, MI 48375-3024.

Sealed proposals, *with fee proposals in a separate sealed envelope*, will be received until **2:00 P.M.** prevailing Eastern Time, **Wednesday, November 30, 2022.** Fee proposals will not be opened at this time.

All proposals shall be addressed as follows and delivered to:

CITY OF NOVI
FINANCE DEPARTMENT – SECOND FLOOR
45175 Ten Mile Rd.
Novi, MI 48375-3024

OUTSIDE OF MAILING ENVELOPE/PACKAGE MUST BE PLAINLY MARKED “**JANITORIAL SERVICES RFP**” AND MUST BEAR THE NAME OF THE PROPOSER.

The City reserves the right to accept any or all alternative proposals and award a contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; to subdivide the award, and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

Tracey Marzonie
Purchasing

Notice Dated: October 28, 2022

NOTICE TO PROPOSERS:

The City of Novi officially distributes RFP documents through the Michigan Intergovernmental Trade Network (MITN). **Copies of RFP documents obtained from any other source are not considered official copies.** The City of Novi cannot guarantee the accuracy of any information not obtained from the MITN website and is not responsible for any errors contained by any information received from alternate sources. Only those contractors who obtain RFP documents from the MITN system are guaranteed access to receive addendum information, if such information is issued. If you obtained this document from a source other than the source indicated, it is recommended that you register on the MITN site, www.mitn.info and obtain an official copy.

YOUR PROPOSAL SHOULD CONSIST OF THE FORMS REQUIRING YOUR COMPLETION (ie Proposal Form and Contractor Questionnaire), OTHER DOCUMENTATION WHICH MAY BE REQUESTED, AND ANY OTHER INFORMATION YOU WOULD LIKE TO SUBMIT IN ORDER TO DOCUMENT YOUR QUALIFICATIONS. PLEASE DO NOT SUBMIT THE ENTIRE RFP DOCUMENT PACKAGE AS PART OF YOUR PROPOSAL.

CHANGES TO THE RFP/ADDENDUM

Should any prospective Proposer be in doubt as to the true meaning of any portion of the RFP, or should the Proposer find any patent ambiguity, inconsistency, or omission therein, the Proposer shall make a written request (via email) for official interpretation or correction. Such request shall be submitted to the staff member indicated above. The individual making the request shall be held responsible for its prompt delivery.

Such interpretation or correction, as well as any additional RFP provisions that the City may decide to include, will be made as an addendum, which will be posted on the MITN website at www.mitn.info. Any addendum issued by the City shall become part of the RFP and subsequent contract and shall be taken into account by each proposer in preparing its proposal. Only written addenda are binding. It is the Proposer's responsibility to be sure they have obtained all addenda. Receipt of all addenda must be acknowledged on proposal form.

SUBMISSION OF PROPOSAL

Proposals must be submitted in a sealed envelope. Outside of mailing envelope must be labeled with name of contractor and name of proposal. Failure to do so may result in a premature opening or failure to open such proposal.

To be considered, sealed proposals must arrive at City Clerk's Office, on or before the specified time and date. There will be no exceptions to this requirement. Proposal is considered received when in the possession of the City Clerk. Contractors mailing proposals should allow ample time to ensure the timely delivery of their proposal. Proposals received after the closing date and time will not be accepted or considered. Faxed, emailed, or telephone proposals are not acceptable. The City of Novi shall not be held responsible for lost or misdirected proposals. The City reserves the right to postpone a proposal opening for its own convenience.

Proposals must be clearly prepared and legible and must be signed by an Authorized Representative of the submitting Company on the enclosed form. **Proposals must show unit and total prices if requested. In case of mistakes in price extension, unit pricing shall govern.** ANY CHANGES MADE ON PROPOSAL FORMS MUST BE INITIALED OR YOUR PROPOSAL MAY BE CONSIDERED NON-RESPONSIVE.

A proposal may be withdrawn by giving written notice to the Purchasing Manager before the stated due date/closing time. After the stated closing time, the proposal may not be withdrawn or canceled for a period of One Hundred and Twenty (120) days from closing time.

Failure to include in the proposal all information requested may be cause for rejection of the proposal.

Proposers are expected to examine all specifications and instructions. Failure to do so will be at the proposer's risk.

No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the City Novi upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the City.

RESPONSIVE PROPOSALS

All pages and the information requested herein shall be furnished completely in compliance with instructions. The manner and format of submission is essential to permit prompt evaluation of all proposals on a fair and uniform basis. Unit prices shall be submitted if space is provided on proposal form. In cases of mistakes in extension, the unit price shall govern. Accordingly, the City reserves the right to declare as non-responsive, and reject an incomplete proposal if material information requested is not furnished, or where indirect or incomplete answers or information is not provided. Any exceptions to the specifications must be noted on the proposal form.

EXCEPTIONS

The City will not accept changes or exceptions to the RFP documents/specifications unless Contractor indicates the change or exception in the "Exceptions" section of the proposal form. If Contractor neglects to make the notation on the proposal form but writes it somewhere else within the RFP documents and is awarded the contract, the change or exception will not be included as part of the contract. The original terms, conditions and specifications of the RFP documents will be applicable during the term of the contract.

CONTRACT AWARD

The contract that will be entered into will be that which is most advantageous to the City of Novi, prices and other factors considered. The City reserves the right to accept any or all alternative proposals and to award the contract to other than the lowest proposer, waive any irregularities or informalities or both, to reject any or all proposals, and in general, to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interests of the City of Novi.

After contract award, notification will be posted on the MITN website at www.mitn.info.

SELECTION PROCESS

This document is a Request for Proposals. It differs from an Invitation to Bid in that the City is seeking a solution as described herein, and not a bid meeting firm specifications for the lowest price. As such the lowest price will not guarantee an award recommendation.

Competitive sealed proposals will be evaluated based on criteria formulated around the most important features of the service, of which qualifications, experience, references, capacity, methodology, references, and previous experience with the contractor may be overriding factors, and price may not be determinative in the issuance of a contract or award.

The proposal evaluation criteria should be viewed as standards that measure how well a contractor's approach meets the desired requirements of the city. Those criteria that will

be used and considered in evaluation for award are set forth in this document. The City will thoroughly review all proposals received. A contract will be awarded to a qualified contractor submitting the best proposal.

The City will thoroughly review all proposals received. After an initial review of all proposals, a select few of the highest scored proposals will receive further consideration at the sole discretion of the City.

Do not assume the City has any knowledge about your organization and the services you have to offer, nor should you assume the City will conduct any preliminary research into your organization. It is the proposer's responsibility to completely and thoroughly document their proposal.

The City of Novi reserves the right to accept any or all alternative proposals and award a contract to other than the lowest proposer, to waive any irregularities or informalities or both; to reject any or all proposals; to subdivide the award, and in general to make the award of the contract in any manner deemed by the City, in its sole discretion, to be in the best interest of the City of Novi.

SELECTION CRITERIA

For proposals that receive further consideration, the successful contractor will be chosen on the basis of the apparent greatest benefit to the City, including but not limited to the following:

1. Experience and qualifications
2. Capacity to perform the work
3. References and past performance
4. Methodology/Work plan
5. Cost / Fees for services rendered
6. Possible Site Visit to a building currently being cleaned by Contractor (for short-listed firms only)
7. Interviews with one or more short-listed firms may be conducted

BID BOND (please include bid bond with technical proposal, not fee proposal)

A Bid must be accompanied by Bid security made payable to OWNER (City of Novi) in an amount of 5% of Bidder's maximum Bid price. The required security must be in the form of a Bid bond by a surety licensed to conduct business in the State of Michigan and named in the current list of "Surety Companies Acceptable on Federal Bonds" as published in the Federal Register by the Audit Staff Bureau of Accounts, U.S. Treasury Department or a certified or bank cashier's check made payable to the City of Novi. Attorneys-in-fact who execute the Bid Security or Bid Bond on behalf of the Surety shall affix to the bond a certified copy of the power of attorney. The Bid security of the successful Bidder will be retained until the Agreement has been executed and the successful bidder has furnished the required Contract security, whereupon Bid Security will be returned. If Bidder fails to execute and deliver the Agreement and furnish the required Contract security within ten days of Award, Owner may annul the Award and the Bid security of that Bidder will be forfeited. The Bid Security of any bidder whom owner believes to have a reasonable chance of receiving the Award may be retained by the OWNER until the earlier of the seven (7) days after the effective date of the Agreement or 90 days after the RFP is due.

PERFORMANCE BOND

A Performance Bond shall be provided by the successful contractor within five (5) days from the date of award in an amount at least equal to 100% of the initial year contract price as security for the faithful performance of this contract. After the initial contract year, Contractor shall provide a performance bond for each contract renewal. The value of the bond shall be equal to the annual price total of the active buildings.

Please note that the City of Novi requires some very specific language as indicated in the sample bond attached as part of this RFP document. There will be no exceptions. If the awarded contractor is not able to provide a bond with this exact language, the award will be rescinded. It is in the Contractor's best interest to make sure they can provide a bond with our required language. The City will not accept a check as performance surety.



CITY OF NOVI
GENERAL CONDITIONS

INSURANCE

A certificate of insurance naming the City of Novi as additional insured must be provided by the successful proposer prior to commencement of work. A current certificate of insurance meeting the requirements in Attachment A is to be provided to the City and remain in force during the entire contract period.

TAX EXEMPTION

It is understood that the City of Novi is a governmental unit, and as such, is exempt from the payment of all Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal prices. The City will furnish the successful proposer with tax exemption certificates when requested. The City of Novi's tax exempt number is 38-6032551.

DOWN-PAYMENTS OR PRE-PAYMENTS

Any proposal submitted which requires a down-payment or prepayment prior to delivery and full acceptance of the item(s) as being in conformance with specifications will not be considered for award.

CONTRACT TERMINATION

The City may terminate and/or cancel this contract (or any part thereof) at any time during the term, any renewal, or any extension of this contract, upon thirty days (30) days written notice to the Contractor, for any reason, including convenience without incurring obligation or penalty of any kind. The effective date for termination or cancellation shall be clearly stated in the written notice.

INVOICING

Invoices for the City of Novi may be mailed to City of Novi, Attn: Finance Department, 45175 Ten Mile Road, Novi, MI 48375, or emailed to: invoices@cityofnovi.org.

TRANSFER OF CONTRACT/SUBCONTRACTING

The successful proposer will be prohibited from assigning, transferring, converting or otherwise disposing of the contract agreement to any other person, company or corporation without the expressed written consent of the City of Novi. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The contractor shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the City of Novi for such acts or omissions.

CONTRACT RENEWAL

No contract shall be automatically renewed at the end of any contract term.

NO EXCLUSIVE CONTRACT

Contractor agrees and understands that the contract shall not be construed as an exclusive agreement and further agrees that the City may, at any time, secure similar or identical products/services at its sole option.

NON-DISCRIMINATION

In the hiring of employees for the performance of work described in this ITB and subsequent contract, neither the contractor, subcontractor, nor any person acting in their behalf shall by reason of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status discriminate against any person qualified to perform the work required in the execution of the contract.

ACCEPTANCE OF PROPOSAL CONTENT

Should a contract ensue, the contents of the proposal of the successful Proposer may become contractual obligations. Failure of a contractor to accept these obligations may result in cancellation of the award.

DISCLOSURE

All documents, specifications, and correspondence submitted to the City of Novi become the property of the City of Novi and are subject to disclosure under the provisions of Public Act No. 442 of 1976 known as the "Freedom of Information Act". This Act also provides for the complete disclosure of contracts and attachments hereto. This means that any informational material submitted as part of this ITB is available without redaction to any individual or organization upon request.

ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward and concise description of the proposer's ability to meet the requirements of the RFP. Emphasis should be on completeness and clarity of content. Included in the response must be a point by point response to the Requirements and other sections of the RFP.

The City of Novi is not liable for any costs incurred by proposer's prior to issuance of a contract.

MATERIAL SAFETY DATA SHEETS (MSDS)

All City of Novi purchases require a Material Safety Data Sheet, ("MSDS"), where applicable, in compliance with Miosha "Right To Know" law. The MSDS must include the following information:

1. The chemical name and the common name of the toxic substance.
2. The hazards or other risks in the use of the toxic substance, including:
 - a) The potential for fire, explosion, corrosivity, and reactivity;
 - b) The known acute and chronic health effects of risks from exposure, including the medical conditions which are generally recognized as being aggravated by exposure to the toxic substance; and
 - c) The primary routes of entry and symptoms of overexposure.

3. The proper precautions, handling practices, necessary personal protective equipment, and other safety precautions in the use of or exposure to the toxic substances, including appropriate emergency treatment in case of overexposure.
4. The emergency procedure for spills, fire, disposal, and first aid.
5. A description in lay terms of the known specific potential health risks posed by the toxic substance intended to alert any person reading this information.
6. The year and month, if available, that the information was compiled and the name, address, and emergency telephone number of the manufacturer responsible for preparing the information.

INDEPENDENT PRICE DETERMINATION

By submission of a proposal, the proposer certifies, and in case of a joint proposal, each party hereto certifies as to its own organization, that in connection with the proposal:

- (a) The prices in the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any other Competitor; and
- (b) No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

Each person signing the proposal certifies that:

- (c) He is the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal and that he has not participated and will not participate in any action contrary to (a) and (b) above; or
- (d) He is not the person in the proposer's organization responsible within that organization for the decision as to prices being offered in the proposal but that he has been authorized in writing to act as agent for the persons responsible for such decisions in verifying that such persons have not participated, and will not participate, in any action contrary to (a) and (b) above, and that as their agent, does hereby so certify; and that he has not participated, and will not participate in any action contrary to (a) and (b) above.

A proposal will not be considered for award if the sense of the statements required in the proposal has been altered so as to delete or modify the above.



**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, feminine hygiene products, toilet seat protectors, and trash can 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) Township Hall: restroom faucets
 - 6) Lakeshore Park: located in janitor's storage 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 the 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, toilet seat protectors, feminine hygiene products 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.
- 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. Independence Day, July 4
7. Labor Day, 1st Monday in September
8. Veteran's Day, November 11
9. Thanksgiving Day, 4th Thursday in November
10. Day after Thanksgiving, 4th Friday in November
11. Christmas Eve, December 24
12. Christmas Day, December 25
13. 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.

S. WORK STANDARDS

Detailed work standards are listed in Appendix A.

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 am – 5 pm

Cleaning Hours: Monday – Friday after 5 p.m.

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.

	Frequency of Service
GENERAL CLEANING - THROUGHOUT BUILDING	
- 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 vinyl floor area	Quarterly
- 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 vinyl floor area Quarterly
- 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, feminine hygiene products (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, window sills, 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 part of City Hall cleaning. Facilities Office M-F only.

Facility Hours: Monday – Friday 6 am - 10 pm
Saturday 7 am - Midnight
Sunday 8 am - Midnight

Frequency of cleaning: 7 days/week

Cleaning Hours: Sunday - Saturday, 8 P.M. 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 vinyl floor area Quarterly

ATRIUM

- Dust horizontal surfaces including tables, piano cover, 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 window sills Monthly
- Damp wipe all base moldings Monthly

KITCHEN/LUNCHROOM/BREAKROOM

- 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 vinyl floors Quarterly

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, feminine hygiene products (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, window sills, 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.

Frequency 5 days/week/2nd floor
7 days/week/1st floor

Facility Hours: 24/7

Cleaning Hours: see Special Instructions

Restricted Areas: Crime Lab

SPECIAL INSTRUCTIONS: Shift coverage needs to be approved by the Budget Analyst. Contractor cannot begin cleaning in the building until after 8:00 p.m. and everything needs to be completed by 6:00 a.m. There is no cleaning of locker rooms or floors on the 1st floor during shift changes (6:00 p.m. – 8:00 p.m.). The three (3) trash containers at the back doors need to be emptied on a daily basis. Jail cells need to be thoroughly cleaning 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 vinyl floor area Quarterly
- 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 vinyl floors Quarterly
- 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, feminine hygiene products (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
- Replace shower curtain as needed when directed by Facilities Management Specialist (curtain to be provided by the City) As needed

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 vinyl floor area Quarterly

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, window sills, 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
- Wet mop and disinfect floors

Daily
Weekly

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

Facility Hours: 7:30 A.M. - 5:00 P.M. Monday- Friday

Frequency of cleaning: 5 days per week

Cleaning Hours: 6 P.M. until finish

Restricted Areas: Server Room

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

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 at gas pumps and replace liners	Daily
- Remove all trash collected to designated area	Daily
- Clean cobwebs	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)	Daily
- Damp wipe and disinfect counters	Daily
- Clean smudges from all glass and tabletops	Daily
- Spot vacuum carpets and sweep floors when debris is noticeable	Daily
- Clean and disinfect door handles	Daily
- Sweep, wet mop & disinfect painted concrete floors	Daily
- Clean both sides of glass partitions and transom glass with approved cleaner	Weekly
- Clean display cases	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
 KITCHEN/LUNCHROOM	
- 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
- Wet mop hard surface floors	Daily
- Dust high reach areas	Weekly
- Spot clean doors, door frames, light switches	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, feminine hygiene products (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
- Replace shower curtain as needed when directed by Facilities Management Specialist (curtain to be provided by the City) As needed

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

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
- Sweep/dust mop stairs and landings
- Wet mop stairs and landings
- Vacuum corners and hard to reach areas

Bi-Weekly
Bi-Weekly
Bi-Weekly
Bi-Weekly

BUILDING NAME: **INDOOR GUN RANGE and TRAINING CENTER**
 26350 Lee BeGole Dr., Novi, MI 48375

Cleaning Frequency: three times per week

Cleaning Hours: In the evenings, Monday, Wednesday, Friday

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.

	Frequency of Service
GENERAL CLEANING - THROUGHOUT BUILDING	
- 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 vinyl floor area	Quarterly
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, feminine hygiene products (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) Weekly
- Damp wipe walls when smudges noticed Weekly

BUILDING NAME: TOWNSHIP HALL
 45275 10 Mile Rd., Novi, MI 48375

Cleaning frequency: Restrooms: three days/week (Tuesday, Wednesday, & Thursday)
Entire building: once per week (Tuesday)

Cleaning Hours: after 7 p.m.

Restricted Areas: None

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

GENERAL CLEANING	Frequency of Service
- Empty trash receptacles throughout building and replace liners	3 times/week
- Remove all trash collected to designated area	3 times/week
- Clean cobwebs	3 times/week
ALL ROOMS	
- Dust horizontal surfaces including tables, counters, etc.	Weekly
- Damp wipe and disinfect counters	Weekly
- Spot vacuum carpets and sweep floors when debris is noticeable	Weekly
- Damp wipe and disinfect door handles	Weekly
- Dust mop and spot clean hardwood floors with approved cleaner	Weekly
- Vacuum all floor mats. Straighten mats.	Weekly
- Clean and disinfect sink	Weekly
- Clean and disinfect door handles & light switches	Weekly
- Spot clean doors, door frames	Weekly
- Dust window sills	Bi-Weekly
- Clean hardwood floors with approved cleaner	Quarterly
RESTROOMS	
- Clean and disinfect all restroom fixtures, sinks, commodes, and urinals	3 times/week
- Clean and disinfect counters, trash containers, dispensers, hand dryers	3 times/week
- Clean and disinfect door, door handles, light switches, wall surfaces, wainscoting, wipe off all soap residue from walls & floor below soap dispensers.	3 times/week
- Clean mirrors	3 times/week
- Replenish toilet paper, seat protectors, hand soap, feminine hygiene products (in vending machine) and paper towels	3 times/week
- Sweep, wet mop, and disinfect floor	3 times/week
- Clean and disinfect interior and exterior surfaces of sanitary napkin receptacles, and replace bag liner with new liner	3 times/week
- Spot clean doors, door frame	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

Cleaning Frequency: 7 days/week May – October
3 days/week November - April

Cleaning Hours: 6PM until finish, Monday - Sunday

Restricted Areas: Boiler Room and Server Room

SPECIAL INSTRUCTIONS: All areas will be cleaned except the boiler room and IT closet. There is 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
- Strip, seal, wax vinyl floor area	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, feminine hygiene products (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

CITY OF NOVI BUILDING INFORMATION SUMMARY SHEET - 2022

	City Hall	Community Center & Atrium	Police Department	DPW	Indoor Gun Range	Township Hall	Lakeshore Park
Address	45175 Ten Mile Rd.	45175 Ten Mile Rd.	45125 Ten Mile Rd.	26300 Lee BeGole Dr.	26350 Lee BeGole Dr.	45275 Ten Mile Rd.	601 South Lake Dr
Frequency of cleaning	5 days/week	7 days/week	2nd floor: 5 days/week; 1st floor: 7 days/week	5 days/week	Monday, Wednesday, Friday	Restrooms: 3 days/week; Entire building: once per week	7 days/week-May-Oct 3 days/week-Nov-Apr
Facility Hours	Monday-Friday 8 am - 5 pm	Monday-Friday 6 am - 10 pm; Saturday am - Midnight; Sunday 8 am - Midnight	24/7	Monday-Friday 7:30 am - 5:00 pm	Monday - Sunday 7 am - 7 pm	Monday - Sunday 8 am - 6 pm	Monday-Sunday 8 am - 6 pm
Cleaning Hours	5 pm until finish	8 pm until finish	See special instructions	5 pm until finish	evenings	After 7 pm	After 6 pm
Restricted Areas	Server Room	Parks & Recreation storage room	Crime Lab	Server Room	Range area & ammunition storage room	None	Boiler Room & Server Room
Number of Floors	2	1	2	2	1	1	2
Total Square Feet of Floor To Be Cleaned*	22,000	35,300	32,000	15,000	2400	1,500	5,640
Carpeted (SF)*	21,000	4,000	12,000	6,100	1100	0	0
Vinyl Tile (SF)*	1,000	10,500	16,000	0	700	0	5,000
Ceramic Tile (SF)*	0	19,000	4,000	500	500	500	0
Hardwood Floor (SF)*	0	1,800	0	0	0	1,000	0
LVT (SF)*	0	0	0	2800	1000	0	0
Painted Concrete Floor (SF)*	0	0	0	5,600	0	0	640
Restrooms	0	7	8	6	3	2	3 inside & 3 outside
Stairwells	2	2	3	2	0	0	0
Elevators	0	1	1	2	0	0	0
Drinking Fountains	0	3	3	2	4	1	3
Entranceways	2	2	3	2	1	1	3
Cells	0	0	11	0	0	0	0

*All Square Footages are approximate.

City of Novi Location Map

- | | | | |
|--|-------------------------------|--|--|
| | Civic Center | | ITC Trail Complete |
| | DPS | | ITC Trail Under Construction |
| | Dog Park | | ITC Trail Future |
| | Fire Station | | Regional Non-Motorized Pathway |
| | Hospital | | Railroads |
| | Ice Arena | | Lake |
| | Library | | Existing Parkland |
| | Meadowbrook Activities Center | | State of Michigan Undeveloped Parkland |
| | Police Station | | City Cemetery |
| | Post Office | | School Property |
| | Recycling | | |
| | School | | |
| | Suburban Collection Showplace | | |



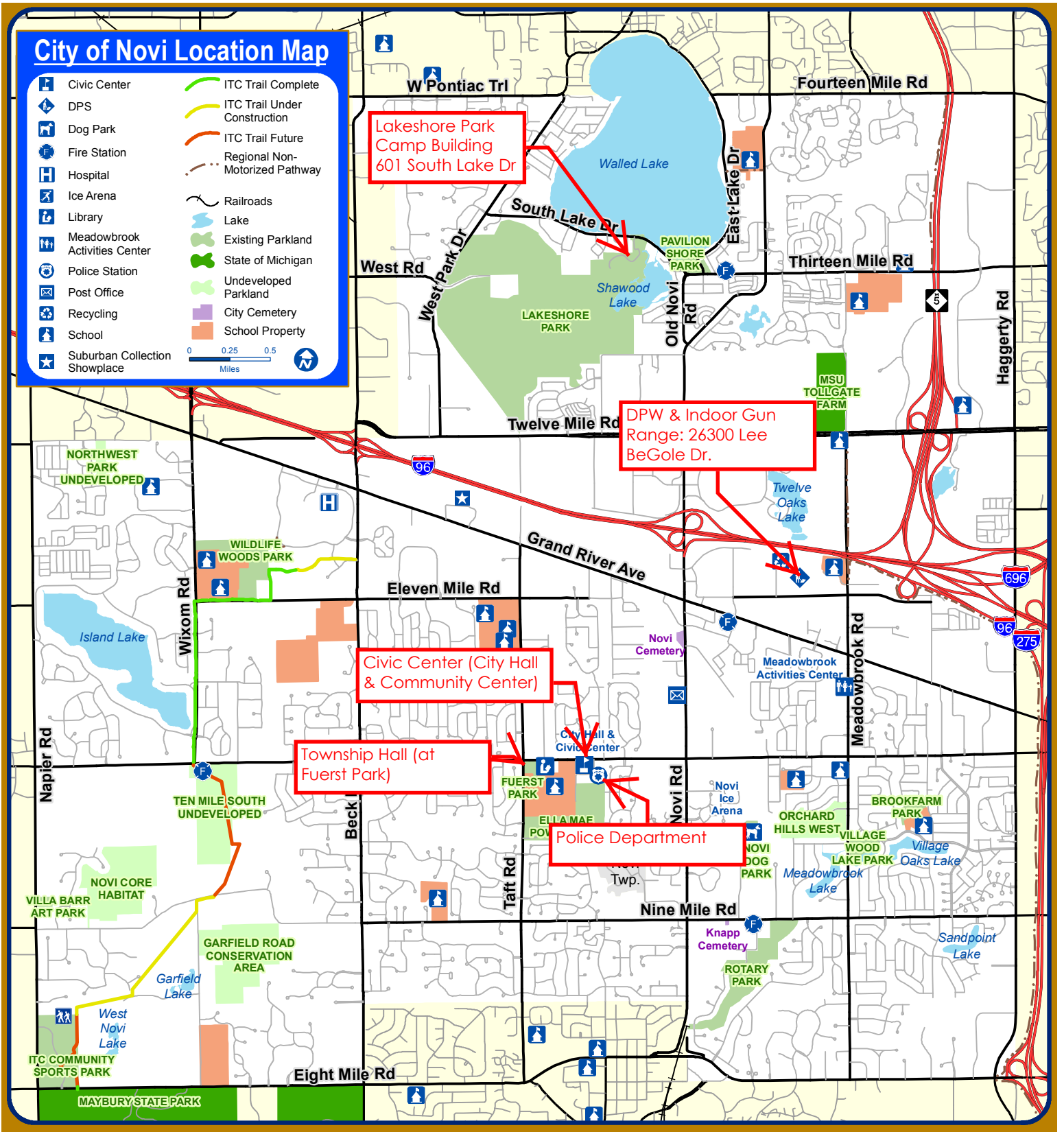
Lakeshore Park
Camp Building
601 South Lake Dr

DPW & Indoor Gun
Range: 26300 Lee
BeGole Dr.

Civic Center (City Hall
& Community Center)

Township Hall (at
Fuerst Park)

Police Department





**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	\$	\$
Optional Nightly Cleaning	Saturday	\$	NA

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

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$	\$

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	\$	\$

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

Item	Unit	Unit price	Total Cost
Nightly cleaning 5 times/week	Month	\$	\$

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

Item	Unit	Unit price	Total Annual Cost
3 days/week, as specified	Month	\$	\$

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	\$	\$

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	\$	\$
3 days/week, as specified (Nov-April)	Month	\$	\$

COMMENTS/EXCEPTIONS (all exceptions must be listed):

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 _____ 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 _____ No _____

We acknowledge receipt of the following Addenda: _____
(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) _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Representative's Name _____

Representative's Title _____

Authorized Signature _____

E-mail _____

Date _____



CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE
JANITORIAL SERVICES

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

Name of Firm _____

Address: _____

City, State Zip _____

Telephone _____ Fax _____

24 Hour/7-Day Emergency Telephone Number _____

Agent's Name (please print) _____

Agent's Title _____

Email Address: _____

Website _____

1. Organizational structure: Corporation, Partnership, etc. _____

2. Firm established: _____ Years in business: _____

3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No _____ Yes _____ Reason: _____

4. Under what other or former names has your organization operated?

5. How many full time employees? _____ Part time? _____

6. Please describe your employee hiring and training procedures.

7. Please describe your background check procedures and qualifications for employment.

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

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

10. Distance of this facility from Novi Civic Center. _____

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

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.

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.

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

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		X		=			
Community Center/ Atrium		X		=			
Police Department		X		=			
DPW		X		=			
Indoor Gun Range		X		=			

Township Hall		X		=			
Lakeshore Park		X		=			

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

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

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 available _____

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

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.

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.

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.

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 _____

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

Company _____

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

Company _____

Address _____

Phone _____ Contact name _____

Scope of work _____

Contract dates _____

23. Claims & Suits: Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.

No _____ 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) _____

Date _____

CITY OF NOVI
INSURANCE REQUIREMENTS
ATTACHMENT A

1. The Contractor shall maintain at its expense during the term of this Contract, the following insurance:
 - a. **Worker's Compensation** insurance with the Michigan statutory limits and Employer's Liability insurance with minimum limits of **\$100,000** (One Hundred Thousand Dollars) each accident.
 - b. **Commercial General Liability Insurance** – The Contractor shall procure and maintain during the life of this contract, Commercial General Liability Insurance, Personal Injury, Bodily Injury and Property Damage on an "Occurrence Basis" with limits of liability not less than **\$1,000,000** (One Million Dollars) per occurrence combined single limit.
 - c. **Automobile Liability** insurance covering all owned, hired and non-owned vehicles with Personal Protection insurance to comply with the provisions of the Michigan No Fault Insurance Law including Residual Liability insurance with minimum bodily injury limits of **\$1,000,000** (One Million Dollars) each person and **\$1,000,000** (One Million Dollars) each occurrence and minimum property damage limits of **\$1,000,000** (One Million Dollars) each occurrence.
2. All policies shall name the Contractor as the insured and shall be accompanied by a commitment from the insurer that such policies shall not be canceled or reduced without at least thirty (30) days prior notice date to the City; alternately, contractor may agree to provide notice of such cancellation or reduction.
3. The City of Novi shall be named as Additional Insured for General Liability and Auto Liability. Certificates of Insurance evidencing such coverage shall be submitted to City of Novi, Purchasing Department, 45175 Ten Mile Road, Novi, Michigan 48375-3024 prior to commencement of performance under this Contract and at least fifteen (15) days prior to the expiration dates of expiring policies. A current certificate of insurance must be on file with the City for the duration of the contract.

Said coverage shall be primary coverage rather than any policies and insurance self-insurance retention owned or maintained by the City. Policies shall be issued by insurers who endorse the policies to reflect that, in the event of payment of any loss or damages, subrogation rights under those contract documents will be waived by the insurer with respect to claims against the City
4. The Contractor shall be responsible for payment of all deductibles contained in any insurance required hereunder.
5. If, during the term of this Contract, changed conditions or other pertinent factors should in the reasonable judgment of the City render inadequate insurance limits, the Contractor will furnish on demand such additional coverage as may reasonably be required under the circumstances. All such insurance shall be effected at the

Contractor's expense, under valid and enforceable policies, issued by the insurers of recognized responsibility which are well-rated by national rating organizations and are acceptable to the City.

6. If any work is sublet in connection with this Contract, the Contractor shall require each subcontractor to effect and maintain at least the same types and limits of insurance as fixed for the Contractor.
7. The provisions requiring the Contractor to carry said insurance shall not be construed in any manner as waiving or restricting the liability of the Contractor under this contract.
8. The City has the authority to vary from the specified limits as deemed necessary.

ADDITIONAL REQUIREMENTS

HOLD HARMLESS/INDEMNITY

1. The Contractor agrees to fully defend, indemnify and hold harmless the City, its City Council, its officers, employees, agents, volunteers and contractors from any claims, demands, losses, obligations, costs, expenses, verdicts, and settlements (including but not limited to attorney fees and interest) resulting from:
 - A. Acts or omissions by the Contractor, its agents, employees, servants and contractors in furtherance of execution of this Agreement, unless resulting from the sole negligence and tort of the City, its officers, employees, agents and contractors.
 - B. Violations of state or federal law involving whether administrative or judicial, arising from the nature and extent of this Agreement.
 - C. The Contractor agrees to defend the City from and against any and all actions or causes of action, claims, demands or whatsoever kind or nature arising from the operations of the Contractor and due to the acts or omissions of the Contractor or its agents, including, but not limited to, acts of omissions alleged to be in the nature of gross negligence or willful misconduct. The Contractor agrees to reimburse the City for reasonable attorney fees and court costs incurred in the defense of any actions, suits, claims or demands arising from the operations of the Contractor under this Agreement due to the above-referenced acts or omissions.
2. The Contractor agrees that it is its responsibility and not the responsibility of the City of safeguard the property and materials used in performing this Contract. Further the Contractor agrees to hold the City harmless for any loss of such property and materials used in pursuant to the Contractor's performance under this Contract.

3. The Contractor shall not discriminate against any employee, or applicant for employment because of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.

CONTRACT FOR JANITORIAL SERVICES

THIS CONTRACT FOR SERVICES AND MATERIALS ("Contract"), shall be considered as made and entered into as of the date of the last signature ("Effective Date"), and is between the City of Novi, a Michigan municipal corporation, whose address is 45175 Ten Mile, Novi, Michigan 48375, (hereinafter referred to as "Client"), and _____, whose address is _____, (hereinafter referred to as "Contractor").

THE CLIENT AND CONTRACTOR AGREE AS FOLLOWS:

Article I. Statement and Performance of Work.

For payment by the Client as provided under this Contract, Contractor shall provide the materials and perform the services described on and in Schedule A (the "Work"), which is attached hereto and made a part of this Contract by this reference, in a competent, accurate, efficient, timely, good, professional, thorough, complete and responsible manner, and in compliance with the terms and conditions set forth below.

Article II. Timing of Performance.

Performance of this Contract shall commence on _____ and end on _____. Upon mutual consent of the Client and the Contractor, the contract may be renewed two (2) additional years in one (1) year increments.

Article III. Contract Price and Payment.

Subject to the terms and conditions of this Contract, the Client agrees to pay Contractor an amount services and materials as specifically set forth in the completed Proposal attached which is part of the attached Schedule A. Such payments are in exchange for and consideration of the timely and satisfactory performance and completion of the work required under and pursuant to this Contract. The Client agrees to pay Contractor amounts due within thirty (30) days of receipt of an itemized billing/invoice from Contractor detailing all materials provided and work performed in connection with the billing and the hours and charges applicable to each such item. Such itemized billings shall be submitted and shall be paid only upon satisfactory completion of the work itemized in the billing.

All costs and expenses incurred by Contractor under this Contract are deemed to be included in the amounts set forth in Schedule A. Contractor will obtain written approval of the Client prior to proceeding with any work that is not stated on Schedule A; otherwise, the Client will not be billed for such extra/additional work.

Payments shall be made upon verification of invoices received by the Client. All payments to Contractor shall be submitted by mail at Contractor's address first listed above, unless Contractor provides written notice of a change in the address to which such payments are to be sent.

Article IV: Termination.

- A. 1. For cause: In the event that either party shall breach the terms and conditions of this Contract, the aggrieved party may notify the other party, in writing via certified mail, of such breach and demand that the same be remedied within ten (10) days. If the defaulting party fails to remedy the breach as demanded, the aggrieved party shall then have the right to terminate by giving the defaulting party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law, or if a receiver or trustee of any of a party's property shall be appointed and such appointments shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days' notice in writing of such termination.
2. For convenience: The Client may terminate the agreement, in whole or in part, without showing cause upon giving thirty (30) days written notice to the Contractor. The Client shall pay all reasonable costs incurred by the Contractor up to the date of notice of termination. The Contractor will not be reimbursed for any anticipatory profits that have not been earned up to the date of notice of termination.
- B. In the event this Contract is terminated before completion, the Client shall not be responsible to make any further payments for work performed after the effective date of such termination, and shall pay Contractor for such materials as have been delivered and for such work as has been completed and is eligible for payment under the terms of this Contract through the date of such termination. In all events, the Client shall only be responsible to make the payments described in the preceding sentence if, at the Client's request, Contractor continues to fully perform its duties and obligations in full compliance with the terms of this Contract through the effective date of the termination.

Article V: Independent Contractor Relationship.

- A. In the performance of this Contract, the relationship of Contractor to the Client shall be that of an independent contractor and not that of an employee or agent of Client. Contractor is and shall perform under this Contract as an independent contractor, and no liability or responsibility with respect to benefits of any kind, including without limitation, medical benefits, worker's compensation, pension rights, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either party as a result of the performance of this Contract.

Contractor, as an independent contractor, is not authorized to enter into or sign any agreements on behalf of the Client or to make any representations to third parties that are binding upon the Client.

- B. Contractor represents that it will dedicate sufficient resources and provide all necessary personnel required to perform the work described in Schedule A in accordance with the terms and conditions of this Contract. Except as may be specifically stated and agreed to in Schedule A, Contractor shall perform all of the work under this Contract

SAMPLE AGREEMENT

and no other person or entity shall be assigned or sub-contracted to perform the work, or any part thereof, unless approved by the Client in advance.

Article VI: Liability and Insurance.

- A. Contractor agrees to indemnify and hold harmless the Client, its elected and appointed officials and employees, from and against any and all claims, demands, suits, losses and settlements, including actual attorney fees incurred and all costs connected therewith, for any damages which may be asserted, claimed or recovered against the Client by reason of (i) personal injury, death and/or property damages which arises out of or is in any way connected or associated with the actions or inactions of Contractor in performing or failing to perform the work; or (ii) civil damages which arise out of any dispute between Contractor and its subcontractors, affiliates, employees or other private third parties in connection with this Contract. Contractor specifically agrees that it is Contractor's responsibility, and not the responsibility of the Client, to safeguard the property and materials used in performing this Contract. Contractor agrees to hold the City harmless from any loss of or damage to such property and materials used in connection with Contractor's performance of this Contract.
- B. Contractor shall provide evidence of adequate insurance coverage in the types and amounts set forth on Schedule A, which is attached hereto and incorporated herein by this reference. Such insurance shall be maintained at the specified level of coverage throughout the term of this Contract, including any extension of such term, and will cover all work, acts and omissions by and on behalf of Contractor in connection with this Contract, with the Client as named additional insureds, but with such coverage being primary and non-contributory as described in the attached Schedule A.

Article VII: Information.

It is expressly acknowledged and agreed that all reports, opinions, compilations, research work, studies, data, materials, artifacts, samples, documents, plans, drawings, specifications, correspondence, ledgers, permits, manuals, applications, contracts, accountings, schedules, maps, logs, invoices, billings, photographs, videotapes and all other materials generated by and/or coming into the possession of Contractor during the term of this Contract, and any extension thereof, that in any way relate to the performance of work by Contractor under this Contract or that are otherwise related or relevant to the work, belong exclusively to the Client and shall be promptly delivered to the Client upon the termination of this Contract or, at any time, upon the Client's request.

Article VIII: General Provisions.

- A. Entire Agreement. This instrument, together with the attached Schedules, contains the entire Contract between the Client and Contractor. No verbal agreement, conversation, or representation by or between any officer, agent, or employee of the parties hereto, either before or after the execution of this Contract, shall affect or modify any of the terms or obligations herein contained.
- B. Compliance with Laws. This Contract and all of Contractor's work and practices shall be subject to all applicable state, federal and local laws, ordinances, rules or regulations, including without limitation, those which apply because Client is a public

SAMPLE AGREEMENT

governmental agency or body. Contractor represents that it is in compliance with all such laws and eligible and qualified to enter into this Contract.

- C. Governing Law. This Contract shall be governed by the laws of the State of Michigan.
- D. Assignment. Contractor shall not assign this Contract or any part thereof without the written consent of the Client. This Contract shall be binding on the parties, their successors, assigns and legal representatives.
- E. Third Parties. It is the intention of the parties hereto that this Agreement is not made for the benefit of any private third party. It is acknowledged that Client may receive a portion of the funding for the payments under this Contract from one or more private sources, and it is understood by Contractor that it is hired by Client to work exclusively for Client (and by extension for the Township should the work be accepted and implemented by the Township) and Contractor agrees that no private party or parties will be allowed to hold sway or influence, in any way, over Contractor's performance of the work.
- F. Notices. Written notices under this Contract shall be given to the parties at their addresses contained in this Contract by personal or registered mail delivery to the attention of the following persons:
- Client: City Manager Peter E. Auger and City Clerk Cortney Hanson
Contractor:
- G. Changes. Any changes in the provisions of this Contract must be in writing and signed by the Client and Contractor.
- H. Waivers. No waiver of any term or condition of this Contract shall be binding and effective unless in writing and signed by all parties, with any such waiver being limited to that circumstance only and not applicable to subsequent actions or events.
- I. Jurisdiction and Venue of Contract. This Contract shall be considered for all purposes, including the establishment of jurisdiction and venue in any court action between the parties, as having been entered into and consummated in the City of Novi, Oakland County, Michigan.
- J. Conflict. In the event of any conflict or inconsistency between the above provisions of this Contract and either or both of the attached Schedules, the provisions in the above text shall govern.
- K. Anti-Discrimination. The Contractor shall not discriminate against any employee, or applicant for employment because of religion, race, color, national origin, age, sex, height, weight, handicap, ancestry, place of birth, sexual preference or marital status. The Contractor further covenants that it will comply with the Civil Rights Act of 1973, as amended; and the Michigan Civil Rights Act of 1976 (78. Stat. 252 and 1976 PA 453) and will require a similar covenant on the part of any consultant or subcontractor employed in the performance of this contract.

SAMPLE AGREEMENT

IN WITNESS WHEREOF, the Client and the Contractor have executed this Contract in Oakland County, Michigan, as of the date first listed above.

WITNESS AND DATES
OF SIGNATURES:

CITY OF NOVI

Date: _____

By: Robert J. Gatt
Its: Mayor

Date: _____

By: Cortney Hanson
Its: Clerk

WITNESS AND DATES
OF SIGNATURES:

CONTRACTOR

Date: _____

By:
Its:

SCHEDULE A will be attached to and become part of the contract. Schedule A consists of the contractor's proposal and the RFP documents.

REQUIRED BOND LANGUAGE

PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENTS THAT _____
as Principal, hereinafter called the CONTRACTOR, and _____
_____ as Surety, hereinafter called Surety, and held and firmly bound unto

CITY OF NOVI, MICHIGAN

as Oblige, hereinafter called the OWNER, in the amount of _____
_____ Dollars (\$ _____)
for the payment of which the CONTRACTOR and SURETY bind themselves, their heirs,
executors, administrators, successors and assigns, jointly and severally, firmly by these
presents.

WHEREAS, the CONTRACTOR has been awarded a Contract by the OWNER
for the construction of
Janitorial Services

in accordance with specifications prepared by *City of Novi*, which award was
conditioned on the CONTRACTOR providing this Performance Bond and which Contract
upon being fully executed by the OWNER and the CONTRACTOR shall by reference
automatically be made a part hereof, and is hereinafter referred to as "the Contract."

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that, if the
CONTRACTOR shall promptly and faithfully perform said Contract, in accordance with the
terms and conditions of the Contract, then the CONTRACTOR and SURETY shall have no
further obligation under this bond; otherwise it shall remain in full force and effect, subject,
however, to the following conditions.

1. The SURETY hereby waives notice of any alteration or extension of time under the Contract made by the OWNER.
2. SURETY'S obligation under this Performance Bond shall arise after the OWNER has declared a Contractor Default as defined below, formally terminated the Contract or the CONTRACTOR'S right to complete the Contract, and notified the SURETY of the OWNER'S claim under this Performance Bond.
3. When the OWNER has satisfied the conditions of Paragraph 2 above, the SURETY shall, at the SURETY'S sole cost and expense, undertake one or more of the following actions:
 - a. Arrange for the CONTRACTOR to perform and complete the Contract; provided, however, that the SURETY may not proceed with this option, except upon the express written consent of the OWNER, which consent may be withheld by the OWNER for any reason; or
 - b. Perform and complete the Contract itself, through qualified contractors who are acceptable to the OWNER, through a contract between the SURETY and

REQUIRED BOND LANGUAGE

qualified contractors, performance and completion of which shall be undertaken in strict accordance with the terms and conditions of the Contract, including (but not limited to) time for completion; or

- c. Tender payment to the OWNER in the amount of all losses incurred by the OWNER as a result of the Contractor Default, as determined by the OWNER, for which the SURETY is liable to the OWNER, including all costs of completion of the Contract and all consequential losses, costs, and expenses incurred by the OWNER as a result of the Contractor Default, and including all unpaid fees or payments owed to the OWNER by the CONTRACTOR under the Contract, except that SURETY'S payment under this option shall in no event exceed the limit of the Bond Amount. The SURETY may not proceed with this option, in lieu of the options set forth in paragraphs (a) or (b) above, except upon the express written consent of the OWNER, which consent may be withheld by the OWNER for any reason.
4. The SURETY shall proceed under Paragraph 3, above, within fourteen (14) business days after notice from the OWNER to the SURETY of the Contractor Default, of the formal termination of the Contract or the CONTRACTOR'S right to complete the Contract, and of the OWNER'S intention to have SURETY complete the Contract, except that SURETY shall proceed within twenty-four (24) hours after notice where the notice states that immediate action by SURETY is necessary to safeguard life or property.
5. If SURETY fails to proceed in accordance with Paragraphs 3 and 4, above, then SURETY shall be deemed to be in default on this Performance Bond three (3) business days after receipt of written notice from OWNER to SURETY demanding that SURETY perform its obligations under this Performance Bond. Thereafter, if notice to SURETY is without effect, OWNER shall be entitled to enforce any legal or equitable remedies available to OWNER, including completion of the Contract by contractors of its own choosing or OWNER'S employees or agents, and CONTRACTOR and SURETY shall, jointly and severally, be liable for all costs of such completion and all consequential losses, costs, and expenses so incurred (including all unpaid fees and expenses owed to the OWNER by the CONTRACTOR as a result of the CONTRACTOR'S default).
6. After OWNER has terminated the Contract or the CONTRACTOR'S right to complete the Contract, and if SURETY is proceeding under subparagraphs 3(a) or 3(b) above, then the responsibilities of SURETY to the OWNER shall not be greater than those of the CONTRACTOR under the Contract, and the responsibilities of the OWNER to the SURETY shall not be greater than those of the OWNER under the Contract. SURETY shall be obligated to the limit of Bond Amount as set forth on the front page; subject, however, to a commitment by the OWNER for payment to the SURETY of the Balance of the Contract Price in mitigation of costs and damages on the Contract. SURETY shall be obligated, without duplication, for:
 - a. The responsibilities of CONTRACTOR for correction of defective or unsuitable work and performance and completion of the Contract.

REQUIRED BOND LANGUAGE

- b. Additional legal, design professional, and delay costs incurred by the OWNER as a result of the Contractor's Default, and as a result of SURETY'S actions or failures to act under Paragraph 5, above;
 - c. Liquidated damages as specified in the Contract, or, if no liquidated damages are specified in the Contract, actual damages and consequential damages incurred by the OWNER as a result of delayed performance or nonperformance of Contract by the CONTRACTOR or the SURETY; and
 - d. Payment of all unpaid and due and owing fees or payments owed to the OWNER under the Contract at the time of the Contractor Default.
7. To the extent of payment to the SURETY of the Balance of the Contract Price, SURETY shall defend, indemnify, and hold harmless OWNER from all claims, suits, causes of actions, and demands (including all costs of litigation and a reasonable attorney's fee), which are brought against the OWNER by the CONTRACTOR or by any other party and which arise from or by reason of payment to the SURETY the Balance of the Contract Price.
8. All notices to SURETY or CONTRACTOR shall be mailed or delivered to the respective addresses shown on the signature page. In the event of a change in address of SURETY or CONTRACTOR, such party shall promptly provide notice to the OWNER and the other party, with such notice to include the Contract number and this Performance Bond number.
9. Any provision of this Performance Bond that conflicts with the statutory or legal requirements of Michigan Public Act 213 of 1963 shall be deemed deleted here from and the provisions of such statutory or other legal requirements shall be deemed incorporated herein.
10. The law controlling the interpretation or enforcement of this Performance Bond shall be Michigan law.
11. Definitions
- a. Balance of the Contract Price: The total amount payable by the OWNER to the CONTRACTOR under the Contract after all proper adjustments have been made, including change orders and credits due the OWNER, reduced by all valid and proper payments made to or on behalf of the CONTRACTOR under the Contract and reduced further by all direct costs and expenses incurred by the OWNER as a result of the Contractor Default, including costs of additional supervision or inspection by OWNER of the CONTRACTOR'S work under the Contract and fees and expenses paid to consultants or others hired by the OWNER for purposes of monitoring or investigating the CONTRACTOR'S work under the Contract.
 - b. Contract: The agreement between the OWNER and the CONTRACTOR identified on the front page.

REQUIRED BOND LANGUAGE

- c. Contractor Default: "Contractor Default" shall mean the failure or refusal of the CONTRACTOR, after written notice from the OWNER, to cure or remedy, or commence to sure or remedy, a violation of the contract within the time for such cure or remedy under the Contract. "Contractor Default" shall also mean the occurrence of an "event of default" or a "termination for cause" as those or similar terms are defined or provided for in the Contract's terms, conditions, and provisions.

Signed and Sealed This _____ day of _____, 20_____

In the Presence of: *(fill-in name of contractor)*

WITNESS

Principal

Title

WITNESS

Surety

Title

Address of Surety

Bond No. City Zip Code