

Janitorial Service Proposal for
Norman East Branch Library

June 27, 2018

Colby Burress

Alliance Maintenance, Inc.
3500 W. Robinson, Suite 202
Norman, OK 73072

Colby.burress@alliancemaintenance.com
(405) 863-3005

June 27, 2018

Matthew Smith
Darcy Poe
Facility Maintenance
City of Norman
109 W. Gray
Norman, OK 73069

Dear Matthew:

Thank you for allowing Alliance Maintenance to present a janitorial services bid for your facility. After visiting your location and talking to you, I am confident that Alliance can satisfy your janitorial service needs.

Our goal is to exceed your expectations and retain your business long-term by providing janitorial service that is excellent, reliable and maintains the security of your facility. Alliance knows that to achieve this goal we must use the very best cleaning personnel. Therefore, we are committed to the following three practices:

1. **Selecting excellent personnel.** Alliance uses a proven system, including background checks, for identifying and selecting excellent cleaning personnel.
2. **Compensating personnel well.** Alliance cleaning personnel earn approximately \$12.00 per hour, which is considerably higher compensation than most other companies pay their personnel.
3. **Retaining personnel.** Alliance's retention rate is over 75% annually. Alliance achieves this high retention rate by selecting quality personnel and compensating them well.
4. **Operations Management.** Your facility will have regular on-site inspections to ensure excellent service.

Thanks again for the opportunity to earn your business. Please call me at (405) 863-3005 if you have any questions or would like to schedule a start date for service. We look forward to hearing from you.

Respectfully,

Colby Burress
Area Manager

Why *Alliance Maintenance?*

Exceptionally *Clean*

- Alliance has cleaned buildings for more than 35 years.
- Alliance cleans more than 800 buildings in Dallas-Fort Worth, Denver, East Texas, Houston, Kansas City, Northwest Arkansas, Oklahoma City, St. Louis, Tulsa, and Wichita.
- Alliance cleans multiple facility types, including office buildings, medical facilities, manufacturing plants, churches, schools, municipalities, retail and restaurants.
- Alliance has personnel who specialize in carpet cleaning, floor stripping and waxing, floor burnishing, construction cleaning and window washing.

Truly *Reliable*

- Alliance communicates with customers to maintain high quality standards:
 - Alliance maintains a log book in each facility to allow customers a simple method of communicating important details to us.
 - Customers may contact account managers directly by mobile phone.
 - Alliance performs regular on-site inspections to achieve customer satisfaction.

100% *Secure*

- Alliance is trusted to provide janitorial services for high security facilities:
 - FBI – OKC Federal Bureau Building
 - BancFirst – 18 locations
 - City of Mustang
 - Quail Springs Baptist Church
 - Field Aerospace
 - Northrop Grumman
- Alliance carries \$2 million (aggregate) in liability insurance.
- Alliance selects cleaning personnel based upon a rigid screening process, including a criminal background check.

Proposal *Details*

Terms of Agreement

Total Cost: **Visits per week**
 5x per week: \$1895/month
 6x per week: \$2195/month
 7x per week: \$2495/month

The prices listed above include the following:
Finished Concrete/Tile/Rubber Mondo Flooring
1x per week the hard surfaces would be scrubbed with an Imop or small foot print scrubber using just water to remove/rinse any residual neutral floor cleaner build up from mopping daily.
*****The SCOFIELD Formula One Finish Coat applied to the concrete is a nice and durable finish. It WILL show white spots if an acidic drink/liquid are spilled on its surface and not immediately cleaned up. A neutral or alkaline based floor cleaner must be used to maintain the best appearance.**

Visits per Week: *Options listed above*

Preferred Schedule: After COB

Prices listed above **Consumables: paper towels, toilet paper, can liners,**
DO NOT INCLUDE: etc.

Additional Services: These additional services are charged upon request:
Carpet Extraction w/ Encapsulation Rinse
\$195 to clean all carpet

Windows

For exterior ground accessible windows to be cleaned inside and out the cost would be **\$795** per occurrence. The upper windows facing south (Alameda St.) would be bid on request by a professional contractor vetted by Alliance Maintenance.

NOTES:

- Online support ticket system: new feature giving you quick ability for a confirmed response for satisfaction!
 - Customer will have Janitorial Accountability with layers of management:
 1. Operations Manager
 2. Janitorial Night Supervisor
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Cleaning Schedule

The basic schedule below outlines the services that Alliance will provide as appropriate. Alliance will tailor all work to satisfy the unique needs of your facility.

Daily Cleaning:

- Offices, Conference Rooms, and Common Areas
 - Detail dust desks (if desired), file cabinets and horizontal surfaces
 - Spot clean glass doors, partitions, mirrors and bright work or glass
 - Remove cobwebs
 - Sweep and mop all non-carpeted floors
 - Vacuum all carpeted areas, including corners, along edges, behind doors, under desks and light furniture
 - Clean and polish drinking fountains and other bright work
 - Empty all waste baskets, trash or recycle bins
- Restroom(s)
 - Sweep, clean and disinfect floor
 - Clean and disinfect entire showers, toilets, urinals and partitions.
 - Polish glass and metal
 - Clean and disinfect sinks, countertops, door handles, light switches and walls
 - Stock toilet paper, paper towels, and hand-soap
 - Empty, clean and disinfect all waste containers and replace can liners

Weekly Cleaning:

- Dust and clean all furniture and vertical surfaces
- Perform high-low dusting of picture frames, door frames, etc.
- Machine Scrub all hard surface floors
- Remove from walls and door frames all spots, stains and streaks
- Dust all window ledges, window sills, and window frames
- Polish all bright work

Monthly Cleaning:

- Clean all ceiling, wall and air supply vents
- Clean and sanitize all telephones
- Dust all window coverings, blinds and baseboards

Additional Information

Please contact Donna Papen at Arthur J. Gallagher Risk Management Services, Inc, (918) 764-7164, to obtain a certificate of general liability insurance.

Either party may terminate this agreement by providing in writing 30 days notice to the other party.

References

Derick Colwell
Operations Manager
Sooner Fashion Mall
405-423-7745

Michelle Ratcliff
CSVP
BancFirst – Edmond
405-593-6997

Dwight Helt
Rector
St. Johns Episcopal Church
405-321-3020