



**City of Maricopa  
Janitorial/Custodial Services  
City Wide Facilities  
RFP: 15FACo52914**

**Contact Person:  
Pattie LaCombe, Purchasing Manager**

**Prepared by:  
John Vaughn  
Business Development Specialist  
Carnation Building Service, Inc.  
631 Salida Way A-3  
Aurora, Co. 8001  
303-340-4828**

**Local Office:  
Carnation Building Service, Inc.  
Phoenix Area Offices  
44880 W. Woody Road  
Maricopa, AZ. 85139-9191  
602-364-9314**

*ORIGINAL  
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**REQUEST FOR PROPOSALS**  
**Janitorial Services City Wide**  
**RFP: 15FAC052914**

**INTRODUCTION**

The City of Maricopa will accept competitive sealed proposals for the cleaning services for the City of Maricopa at the address or physical location until the date and time detailed below. Proposals shall be delivered to the location listed below and shall be in the actual possession of the City on or prior to the exact date and time indicated below. Late proposals will not be considered. **Proposals shall be submitted in a sealed package with "RFP -15FAC052914 Janitorial Services City Wide" and the Offeror's name and address clearly indicated on the front of the package.** All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to carefully read the **entire** Request for Proposal.

Pre-submittal Meeting:	None
Proposal Due Date:	July 16, 2014
Proposal Time:	2:00:00 PM MST
Number of Qualifications:	1 unbound original and 5 bound copies (please label original)
Contact:	Pattie LaCombe, Purchasing Manager
E-Mail:	<a href="mailto:patricia.lacombe@maricopa-az.gov">patricia.lacombe@maricopa-az.gov</a>
Mailing Address:	39700 W. Civic Center Plaza, Maricopa, Arizona 85138
Location:	39700 W. Civic Center Plaza, Maricopa, Arizona 85138

**OFFER**

To the City of Maricopa: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in the Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with the Terms and Conditions contained in the Request for Proposal package issued by the City.

<b>OFFEROR CONTACT INFORMATION</b>	
For clarification of this offer contact:	
Name: <u>John E. Vaughn</u>	Email: <u>jvaughn@carnationbldgservs.com</u>
Federal Employer Identification Number: <u>84-1259015</u>	Authorizing Offeror Signature: <u>John E. Vaughn</u>
Company Name: <u>Carnation Building Service, Inc.</u>	Printed Name: <u>John E. Vaughn</u>
Address: <u>631 Solida Way A-3</u>	Title: <u>Business Development Specialist</u>
City: <u>Aurora, Co.</u> State: <u>80011</u> Zip Code: <u></u>	Telephone: <u>303-340-4828</u>
	Fax: <u>303-340-4845</u>

**Carnation Building Service, Inc.**  
631 Salida Way A-3  
Aurora, Colorado 80011-7824  
Corporate Office  
800-700-3373

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July 10, 2014

Pattie LaCombe  
Purchasing Manager  
City of Maricopa  
39700 W. Civic Center Plaza  
Maricopa, Arizona 85138

Thank you for giving Carnation Building Service, Inc., the opportunity to submit a program for Professional Custodial Services for the City Facilities of The City of Maricopa. Our purpose in compiling this information is to offer you the finest service available at the lowest possible cost.

We have made a site visit and survey of the locations included in this Request for Proposal and we are confident that the custodial specifications in this proposal will provide you with the service you desire. We have also included other information that will help you in making your decision.

Carnation Building Service Inc. prides itself on the quality of its maintenance service, and that pride has carried this firm since its inception in 1991. Your acceptance of this proposal will ensure that this same pride will go into maintaining your facilities the way you need it and the way you want it.

Thank you again for this opportunity. I look forward to meeting with you to discuss this proposal after you have had an opportunity to review it. In the meantime, please do not hesitate to call me if you have any questions.

Regards

*John E. Vaughn*

John Vaughn  
Business Development Specialist  
JV:A-cm

## Firm Overview / Maricopa Business License

**Carnation Building Service, Inc.**  
**For**  
**The City of Maricopa**

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**General Information**

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Carnation Building Service, Inc. was founded in 1991; our beginnings were a humble start, with a vision of providing a quality service at a fair price. It was our belief that if we could provide a quality service at a fair price Carnation Building Service, Inc. would grow. Today we have in excess of 200 building and 340 employees with offices in Denver, Colorado Springs, Grand Junction, Cheyenne, Salt Lake City and Phoenix AZ.

Our customer base ranges from small 3 day week, 5,000 square foot facilities to 1,000,000 square foot facilities that are cleaned 7 day per week. Carnation Building Service, Inc. is involved with medical facilities, USDA facilities in Salt Lake City, FDA Facilities, office buildings, multi-tenant office buildings, schools, hotels, restaurants, City and County of Denver, City of Westminster, City of Colorado Springs, Garfield County, City of Aurora, RTD and the US Government. I would like to note that Carnation Building Service, Inc. is proud of our accomplishments.

Carnation Building Service, Inc. is a company that prides its self on providing our customers with that personalized services that is often times forgotten by many of the larger companies, but often talked about.

**Principles**

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Carnation Building Service, Inc. and its principals are Michael Bertram (President) and Patty Bertram (Secretary). We are a Colorado Corporation and we begin service in 1991 and incorporated in 1993. We are located at 631 Salida Way A-3, Aurora, Colorado 80011-7824 and our phone number is 303-340-4828 and fax number 303-340-4845.

**Memberships Evolvement**

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Carnation Building Service is a member of the Building Service Contractors Association International and has been a member since 1996. We have found this to be a very productive instrument in staying involved with the latest advancements within our industry. It has allowed this office to build relationships with vendors, other contractors, and stay involved with the latest training and equipment. We find it very helpful with our younger managers and employees.

**Employee Training Process**

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We at Carnation Building Service, Inc. are fully committed to the ongoing development of management, supervision, and our hourly paid labor through external and internal training.

We demand from ourselves this ongoing discipline in order to improve continually, since we know that proper training is second to selective hiring and that this will guarantee results and maximize the dollar investment of our customers and Carnation Building Service, Inc.

Training starts prior to any task performance to safeguard our employees, client holdings, and consistency of service. This orientation is thorough and demanding in that it covers mandatory practices of security, key control, product use and application, safety practices, and standard cleaning methods and procedures.

The immediate supervisor or proven senior cleaner will work with the employee to demonstrate proper procedures, pace, special area needs, and service standards that are expected. The new cleaner will then be allowed to continue under close supervision and, if required, minor retraining may be needed to provide consistency of service.

All work sites are thoroughly checked by supervision until the employee is capable of obtaining consistently satisfying results. The employee's performance will be monitored through the tools of quality control that will be used throughout the balance of the project.

We believe the term "experienced cleaner" is used too liberally. Our employees must go through mandatory training to safeguard our commitment to our customer. Our existing cleaners must undergo scheduled refresher sessions every six months conducted by their immediate supervisor.

This requires an involved, hands-on management team to work with all the employees on a rotating basis in their work environment. This demonstrates to the employees our commitment to quality and our care for their needs by handling any problems, concerns, or questions at the point of origin.

The onsite training is scheduled during employee breaks, pre-shift, or during the work shift as follows:

Three to five cleaners will meet on a specified floor with the trainers to review standard procedures, either in written or video format, and then physically demonstrate how to clean a sample area to show the expected end result. Duration: 15-20 minutes. Follow-up: Inspection process to note progress and retention within one week of session. Results are submitted to operations manager.

The employee training is then logged in their employee files and monitored through the Quality Control Management program.

Our continued training extends into the supervisory and management ranks. Weekly operations meetings, workshops, regular suppliers, seminars, and outside programs are

held to update, inform, and educate the management core in client relations, people management, and quality control measures.

Carnation Building Service, Inc. is very proud of our efforts and has formed an executive committee that holds regular meetings to look at ways to improve methods, efficiencies, and training. Our directors expect our operative team to be on the “leading edge” of our industry.

Our employees are our only asset, and we must work to deliver our statement “We Care.” A fully trained and proud workforce does not just clean an area, they “CARETAKE” our investment.

“We Care” is something that has been shown to reduce our turnover rate. With the industry average being almost 300% Carnation Building Services turnover rate for 2012 was only 23%. I think this says it all.

### **Quality Control Management Program**

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Prior to determining our methods of quality control and measurement, we must answer the question: “What is the Standard?”

It is defined so that the client, contractor, and employees doing the task are in full agreement and understanding of what is expected.

The goal is to provide the optimum quality to the client, given the resources available and the financial constraints of the market place.

We at Carnation Building Service, Inc. demand of ourselves the best quality that we can achieve to protect our mutual interest, our valued clientele, our reputation, and our fair return on investment.

The only way to accomplish our goals is to have a quantitative measuring system that reflects actual cleaning performance. Therefore, we have designed and produced an itemized inspection process that allows the details of cleaning to mirror client expectations and contract performance as well as providing continuity of service.

To track our performance is a lot of work, and yes, it meets some resistance; yet there is a greater risk if the control mechanisms are not in place:

- Unplanned labor and supply cost
- Dissatisfied clients and staff

We deliver on our promise to perform. Therefore, the higher the cleaning standard, the lower the direct and indirect costs to you.



Carnation Building Service, Inc. has developed a program that takes the client's specifications, including the periodic tasks, and translates these into balanced workloads, realistic scheduling and classifications of job descriptions that will be a road map for our cleaning activities.

Only then can we expect our operations management and staff to deliver on your needs.

We believe in working with our clients, communicating our efforts and ideas. How? By keeping them abreast of chemical and equipment advances and ensuring that you can rely on us as your proactive, responsible, and professional housekeeper.

Implementation of a detailed Quality Control Management Program is perhaps the most important step in achieving our goals. The second is the involvement of a professional management team at all levels to monitor and communicate that what is stated to you in this presentation becomes our actual operating plan..

Please note that independent inspections, randomly done, will determine our service levels all major areas of concern will be inspected and tracked monthly. These can be discussed at our future management meetings.

Further, we believe that in conjunction with our computer-generated scheduling, we have the flexibility to plan and adapt our own scheduling of periodic and projected work to meet client needs/

The key to delivering on this goal of **QUALITY SERVICE AT A FAIR MARKET PRICE** is the ability to communicate openly with our clients, tenants, and other users of the building.

If desired, Carnation Building Service, Inc. will schedule a walk through once a week with the customer, and perform random inspections with our staff to insure that the quality of work being done nightly remains at a high level.

### **Scheduling of Daily Inspections and Periodicals**

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An inspection schedule will also be worked into the program with the help of the resident manager. The schedule for the inspections will be on a tumbling time table so that they will not become mundane or predictable.

The scheduling and work loading of the projected work will be set up for a full year in advance.

Both the above schedules must be adhered to if the Quality Control Management Program is to work.

The Categories we emphasize:

**A. INSPECTIONS**

1. Washrooms
2. Tenant's areas
3. Entrances, main lobby
4. Corridors, elevator lobbies
5. Elevators
6. Production areas
7. Stairways, janitors' closet, equipment

**B. PERIODIC SCHEDULING**

1. Monthly
2. Function
3. Areas
4. Surprise Inspections
5. Unplanned emergencies

The Carnation Building Service, Inc. inspection program was designed and implemented in 1995 with the help of the Johnson Diversey Corporation.

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**Employee Recruitment, Development & Retention**

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**EMPLOYEE RECRUITMENT**

As the Southwest's leading privately held mid-size contract cleaning company, Carnation Building Service, Inc. is able to attract qualified, experienced cleaners who require a stable job with regularly scheduled hours. Our continued success provides many opportunities for advancement and promotion from within. The majority of our cleaners are referred to us by word-of-mouth, and the vast majority of our new hires are relatives or friends of current employees. Our open door policy, combined with providing well supervised and steady work, has helped us provide adequate staffing for all projects.

We have found that our Cleaners are attracted to Carnation Building Service, Inc. for its reputation for quality and for providing stable, regular work hours in a healthy and safe work environment. Also by having the proper amount of supervision and training, our employees receive our total support and, for those who are driven to excel, there will be opportunities for advancement, if they elect to accept further responsibilities. Because we promote from within, we are able to attract and retain qualified personnel.

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## EMPLOYEE DEVELOPMENT

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1. The hiring process at Carnation Building Service, Inc. begins with the completion of our employment applications. Representatives from our Human Resources Department are available to assist applicants if necessary. Background checks are performed on all employees. This includes criminal history and driving record reports as well as the use of the e-verify system in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under any Carnation contract.

The applicant is then interviewed. The interview process focuses on the individual's work history, an analysis of previous cleaning experience, and the suitability of placement at current or anticipated job openings and locations.

A second interview with an Operations Department Manager is held in order to ensure that job placement and job location specifications are clearly understood by the applicant. As well as serving as a second screening level, this interview acts as the initial orientation to the requirements of the cleaning contract:

The orientation session consists of three phases:

- Overview of Carnation Building Service, Inc.
- Employee orientation
- Customer orientation

The first phase of the orientation program provides the employee with an overview of the company. This phase includes information on the company's origin and growth, current size and composition, position in the market place, commitment to customer satisfaction, and expectations for the future. This phase also includes a description of the company benefits, employee-related programs, and career opportunities within the company.

We offer the following training guides to our cleaners and to supervisory personnel. Several training and safety videos will be shown. Our training has the following objectives:

- Reduce employee turnover
- Improve work quality
- Improve employee morale and production
- Show our employees that cleaning is a valuable and respected career choice when done well.

The videos were prepared and researched by the BSCAI, Rochester Midland Company as well as other manufacturers used by Carnation Building Service, Inc. All new employees attend the class as a part of their training and our ongoing Quality Improvement Program.

The following videos will be used:

- Employee Orientation
- Quality Control
- Customer Relations
- Restroom Care
- Proper Cleaning Methods

Once employed, Carnation Building Service, Inc. motivates its employees by recognizing our personnel in the following way:

- Providing thorough pre-employment and onsite training.
- Creating a positive work environment at each location and providing quality supervision.
- Offering opportunities for advancement.
- Keeping employees informed about the company's business.
- Recognizing our employees for their years of service and for outstanding performance.

In several locations, Carnation Building Service, Inc. (with agreement from the client) has been able to implement an "employee of the month" program, whereby we recognize outstanding performance on a monthly basis. The outstanding employee receives a gift certificate or cash reward, and his or her picture is posted in our break areas, and in our company newsletter.

Carnation Building Service, Inc. would like to note that our turnover over rate for 2012 was only 23% when the national average is well over 300%. We think this in itself says it all; our people come to work for Carnation Building Service and stay. We do this by treating our people fairly, providing them with health care, a 401K plan, vacation time, sick time, a competitive salary and respecting them as professionals. Please note that money to an employee is not the only thing that is important to them, but being a part of a great organization is equally important.

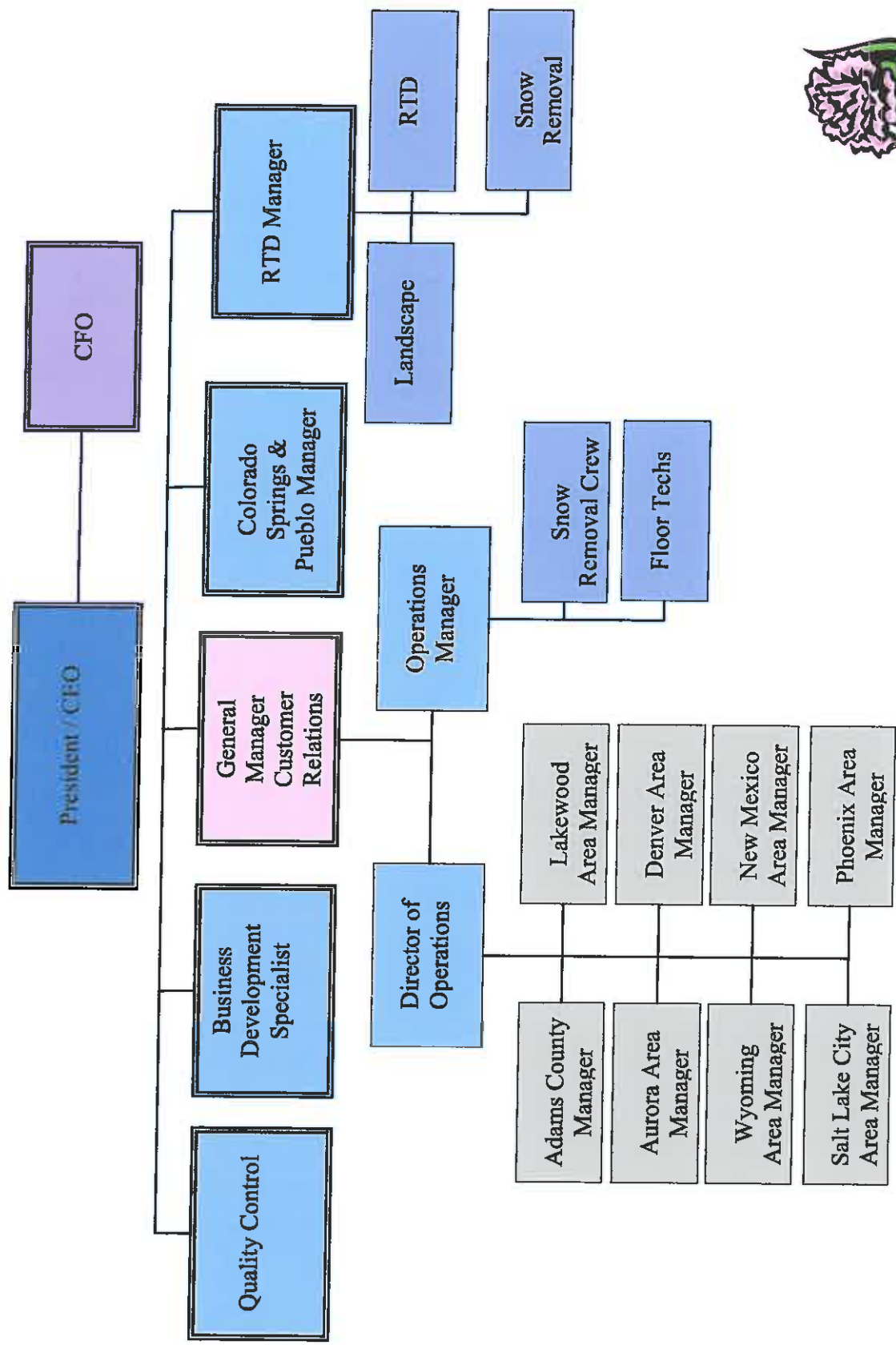
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### **Carnation Building Service, Inc.-Organizational Chart**

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In every organization, there is always some form of leadership that directs the management and staff. Carnation Building Service, Inc. is no different in that regard. At Carnation Building Service, Inc., we firmly believe in the philosophy of the customer being our boss.

*Carnation Building Services - Organizational Chart December 4, 2012*





Proud History - Prosperous Future

CITY OF

MARI COPA

CITY OF MARI COPA

PO Box 610

MariCopa, AZ 85139

(520) 568-9098

**BUSINESS LICENSE**

In accordance with the provisions of the City of Maricopa, a license is hereby granted to operate the business referenced below.

BUSINESS LOCATION: 44880 WEST WOODY ROAD

CARNATION BUILDING SERVICE INC  
44880 W WOODY ROAD  
MARI COPA, AZ 85139

Type  
SERVICE  
CUSTODIAL SERVICES

Number	Issued
2009	03/04/2013
License Fee	Expires
55.00	12/31/2013

BY:

*[Handwritten Signature]*

City Clerk

POST IN A CONSPICUOUS PLACE

NON-TRANSFERABLE

The City of Maricopa

Carnation Building Service, Inc. Travis Jackson (GM)

Director of Maricopa Operations	Marketing and Business
Operations Manager/Personal Manger	Quality Assurance
Maricopa Supervisor	Safety
Staff	

**Resumes and Relevant Experience**

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**Michael R. Bertram** - President/CEO started Carnation Building Service, Inc. in 1991 as its only employee, cleaning restaurants, small facilities and performing all aspects of the work including lead generation, writing proposals, closing the deal, accounting, and cleaning, in fact it was a seven day a week job, but all the work has paid off for Carnation Building Service, Inc. and its employees. Today we employ over 340 people.

**Travis Jackson** - General Manager came on board with Carnation Building Service, Inc. December 2009. Travis attended Mesa State College and after graduation, took a job with the world's largest retailer (Wal-Mart) spending 13 years in the retail industry and after completing Wal-Marts management training program worked as a local store manager. Carnation Building Service, Inc. feels this type of experience will prove to be invaluable as we continue to grow. Travis has a basic understanding of business and management due to the training he received from Wal-mart. Travis will be involved in the management of this contract.

**Johnny Valenzuela** - Director of Arizona and New Mexico Operations was hired in 2005 and has several years' experience in the industry, his experience from an operational standpoint is quite strong. Johnny is from Las Cruces, New Mexico and a graduate of Southern Colorado University with a major in Business. Johnny's experience includes the startup and management of Maricopa County Health Department, The University of New Mexico, The City of Flagstaff and Salt Lake County Animal Control and Shelters, The Colorado Springs Transit Authority, Dona Ana County Community Centers, to name a few; it goes without saying that Johnny does understand the industry. Johnny would be the General Manager for this contract.

**John Vaughn** - Business Development Specialist. John has over thirty years' experience in the cleaning industry and in government contracting. John came to work for Carnation Building Service, Inc. after retiring from the City of Lakewood, Colorado, where he was the Facilities Manager for almost 18 years. John is a graduate of the University of Colorado and also of Metropolitan State College in Denver.

**Rafael Diaz** - Operations Manager Rafael came to Carnation Building Service, Inc. in 1995 and it has been his only employment. Rafael started as a cleaner and worked his way up to his present position. Rafael is our workhorse, from a cleaning or training aspect, there is nothing this guy cannot do. Rafael is a complete manager with a vast amount of knowledge in all areas including FDA Certified Cleaning and will get it done and done right. Rafael will be indirectly involved in the startup, working with the rest of our management and the startup crew.

**Luis Lopez (AKA Pepe)** - Pepe went to work for Carnation Building Service, Inc. as a cleaner during our University of Colorado contract, it soon became apparent that Pepe had a gift and was soon prompted to a working supervisor, and after several months he became our project manager for the University of Colorado (Denver). As Carnation Building Service, Inc. grew we moved managers around and have added several other projects for Pepe to manage. He has done a great job for us.

Carnation Building Service, Inc. has a total of four project manager and thirteen additional area managers throughout the system, we are proud to say that each and every one is as qualified as the group just mentioned. Each manager is qualified in floor care, carpet cleaning, window washing and much more.

### **Approach Carnation Building Service, Inc. will take in providing Services**

Carnation Building Service, Inc. will have several managers involved during the startup, with each manager being assigned an area within your facility to ensure a smooth transition. It has been our experience that after about 20 days things start to settle into a routine. I would like to note that Carnation will overstaff the facility to help bring the facility to an acceptable standard. We have learned that there could be turnover during the startup, so we overstaff.

Once Carnation is comfortable that the facility is running smoothly, we will begin to trim management until we can turn it over to our assigned project manager. Please note that during the initial startup someone involved in Carnation management will visit your location periodically to address any concerns.

**City of Maricopa Staffing:** Carnation Building Service, Inc. will provide the City of Maricopa with a full time project manager, (Johnny Valenzuela) and one area manager working under the direct supervision of the project manager. Carnation Building Service, Inc. would supply the City of Maricopa with a floor crew and a company van with two floor technicians. These technicians would be assigned projects throughout the facility as needed and scheduled well in advance by Carnation Management in consultation with Facilities personnel. All City of Maricopa Facilities will, at all times, be supplied with sufficient personnel to keep the facility clean, healthy and appealing to the public.



## Transition Plan

In most new Projects and Cleaning Contracts, Carnation Building Service will speak with facility representatives and determine if the locations will consider keeping any of the current employees at that site. This would, of course, make the transition much easier and Carnation would be quite happy to keep current employees if the facilities manager is completely satisfied with the quality of their job performance. It has been our experience that the learning curve is much quicker for the facility if we can keep a few of the existing quality employees on board. In those instances where it is necessary to replace existing staff we will overstaff the location to find the best qualified individuals. Through attrition we will end up with the optimum number of cleaners for each site. This process of over-staffing does cost Carnation Building Service, Inc. some additional payroll expense, but we feel it is a worthwhile expense to avoid an unhappy customer. Our aim is to do what is necessary to produce very happy customers over the long term!

Carnation Building Service will recruit new employees from the local community. Until we feel comfortable that we have adequately trained new staff member we will rely on our proven staff members from our other long established accounts in the area. All new employees will receive complete background checks and go through the E-Verify process before being assigned to any City of Maricopa project.

## Anticipated Equipment

Carnation determines the specific equipment necessary for a project based on the square footage and type of facility. Carnation will place the appropriate service equipment in the proper areas of the facility and will ensure the proper care and maintenance of all equipment. It is Carnation's preference to rely on the latest technology in order to reduce labor costs and risk of injury.

## Specifications as Provided in Standard Janitorial Services

- Carnation Building Service, Inc. has read the scope of work as provided with the RFP and it is with our full understanding of what is expected, to include the nightly cleaning, weekly cleaning, monthly cleaning, quarterly cleaning, and yearly cleaning.
- Carnation Building Service, Inc. has read and understands the administrative and management responsibilities for this RFP.

- Carnation understands that all supplies are provided by the awarded vendor including expendable paper products, soap, seat covers and liners.

### **Related Experience**

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Carnation Building Service, Inc. has been involved with some of Colorado, Arizona and Utah's largest companies to include the following:

The City of Lakewood, Colorado (561,000 square feet of cleanable space) we provide 2 full time day porters, maintain all carpet cleaning, hard surface floors maintenance and nightly janitorial staff of fifteen. This office does provide all paper, soap and liners for this facility. Contact Pam Browning, Phone Number: 303-987-7802

The City of Aurora: (621,000 square feet of cleanable space) Carnation Building Service, Inc. provides the City with a staff of seventeen, day porters at several buildings, maintains all carpet cleaning, floors maintenance and nightly janitorial. Contact Dennis Darnell, Phone Number: 303-326-8165

Denver International Airport: (251,000 square feet of cleanable space) Carnation Building Service, Inc. provides Concessions International with a staff of seven day porters from 5:30 am – 11:00 pm, seven days per week, three hundred and sixty five days per year maintaining the food courts. Contact Leonard Crayton, Phone Number: 720-239-3587

Adams County (123,451) Carnation Building Service, Inc. provides Adams County with a staff of 7 cleaners, one day porters, one project manager and one working supervisor. Carnation Building Service, Inc. is responsible for all aspects of the cleaning to include, carpet and floor work, Carnation Building Service, Inc. also buys all paper, liners, soaps, and all cleaning supplies. Contact Donald Murray, Phone number 720-523-6005

Gold Star Sausage Company: (121,000) Carnation Building Service, Inc. provides the company with complete service in the office areas of the building, to include dusting, restrooms, vacuuming, carpet cleaning, window washing, also cleaning all kitchen areas. Carnation also is responsible for the USDA Approved cleaning in the food processing areas of the facility. Contact Tim Schreter, Phone number 303-295-6400 x 321.

### **Level of Service**

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Carnation Building Service, Inc. is utterly devoted to quality through our quality assurance representatives, whose reports go directly to our president; we will conduct interviews with tenants and the appropriate staff at the City of Maricopa, independent of our operations management. The results of these surveys- good, bad, or indifferent-are available to you.

## Experience / Arizona References

Carnation Building Service, Inc. has had no contracts cancelled or terminated for poor performance.

List of Current References:

Leonard Crayton  
General Manager  
Concessions International  
8400 Pena Blvd. 720 239 3587  
[lcrayton@cinti.com](mailto:lcrayton@cinti.com)  
Denver International Airport

Pam Browning  
Building Maintenance Supervisor  
City of Lakewood  
445 So. Allison Pkwy.  
Lakewood, Co. 80226  
303 987 7802  
[pambro@lakewood.org](mailto:pambro@lakewood.org)

City of Aurora Public Schools  
Robert Ropkin  
1369 Airport Road  
Aurora, Co. 80011  
303 367 3000 ext. 28680  
[raropkin@aps.k12.co.us](mailto:raropkin@aps.k12.co.us)

Jim Mackley  
Mesa County, Colorado  
544 Rood Ave. 2<sup>nd</sup> Floor  
Grand Junction, Colorado 81501  
970 244 1800

Dennis Darnell  
City of Aurora  
15151 E. Alameda Ave. 80011  
303 326 8165  
[ddarnell@auroragov.org](mailto:ddarnell@auroragov.org)

Innovative Flexpak  
1530 Mountain Springs Parkway  
Springville, Utah 84663  
Dale Whiting

801 491 3220

US Olympic Training Center  
1 Olympic Plaza  
Colorado Springs, Colorado 80909  
Richard Miner  
719 886 4803  
Rick.miner@usoc.org

References from former accounts:

Jefferson County, Colorado  
100 Jefferson Parkway  
Golden, Colorado  
Brandon 303 271 6058

Direct TV  
Walt Hix  
161 Inverness Drive West  
Englewood, Colorado 80112  
303 712 4816

Denver Wastewater  
2000 W. 3<sup>rd</sup> Ave.  
Denver, Co. 80204  
Carlos Guerra  
303 880 0621

University of Colorado at Denver and Health Sciences Center  
1380 Lawrence Street, Suite 1300 D  
Campus Box A005-117  
Denver, Co. 80204  
Vimol Mitchell  
Facilities Manager  
303 315 2278  
[Vimol.mitchell@uchsc.edu](mailto:Vimol.mitchell@uchsc.edu)

None of these former references were terminated for poor performance, but from a variety of reasons including re-bids, lack of funding, etc.

Arizona Refer

Amy Hagin  
City of Flagstaff  
Management Services - Purchasing Division  
211 West Aspen Ave.  
Flagstaff, Arizona 86001  
[ahagin@flagstaffaz.gov](mailto:ahagin@flagstaffaz.gov)

Larry C. Lawrence  
Support Services Manager  
Florence Police Department  
425 Pinal Street  
P.O. Box 988  
Florence, Az. 85232  
[Larry.lawrence@florenceaz.gov](mailto:Larry.lawrence@florenceaz.gov)

**Andrea Gutierrez**  
Pinal Public Health  
  
(520) 866-7309 Work  
(520) 251-2853 Mobile  
[Andrea.Huerta@pinalcountyaz.gov](mailto:Andrea.Huerta@pinalcountyaz.gov)

## Specifications and Approach to the Scope of Work

Carnation will use the following standards of performance to accomplish all cleaning tasks to meet the completeness, quality, and frequency requirements set forth in this document and in the RFP issued by the City of Maricopa. Each custodial closet will be provided with a form for the custodial staff to sign off on indicating all required tasks have been completed. The form will list all required tasks (daily, weekly & bi-monthly) and have a place to check off when each task is completed.

#### Vacuum Carpet

Carnation Building Service employees shall vacuum all carpeted floor areas so that after vacuuming, they are free of all visible litter, dust, and soil. Carnation Building Service staff shall remove all spots as soon as noticed. All tears, burns, and raveling shall be brought to the attention of the Building Coordinator.

#### Sweep Floors

Carnation Building Service employees shall sweep the entire floor surface, including corners and abutments, so that after sweeping they are free of all visible litter, dust and foreign debris. Carnation employees shall have chairs, trash receptacles, and easily movable items tilted or moved to sweep underneath.

#### Mop Floors

Carnation employees shall mop all accessible areas, including corners and abutments, so that after mopping they have a uniform appearance and are free of streaks, swirl marks, detergent residue, or any evidence of soil, stains, film, debris, or standing water. Carnation Building Service employees shall have trash receptacles and other easily movable items moved to mop underneath. Carnation employees shall remove all splash marks or mop streaks on furniture, wall, baseboards, etc., or mop strands remaining in the area. Carnation Building Service employees shall not mop wood or carpeted floors.

#### Supply Restrooms

Carnation employees shall resupply restrooms/locker rooms, so that after resupplying, the restrooms are stocked so that supplies do not run out. Note: Carnation Building Service employees shall not change out any dispensers without specific written approval from Property Management.

#### Sweep And Damp Mop Restrooms

Carnation Building Service employees shall sweep the floor so it is free of visible litter, dust, and foreign debris, then damp mop accessible areas. After mopping, floors shall have a uniform appearance and be free of dirt, streaks, debris, or standing water.

#### High Dusting

Carnation Building Service employees shall perform high dusting, so that after dusting, lint litter, and dry soil shall be removed from all surfaces 60" above the floor surface to include venetian blinds, where installed.

#### Light Fixtures

Carnation Building Service employees shall clean light fixtures, so that after cleaning, light fixtures shall be free of bugs, dirt, dust, grease, or other foreign matter. Carnation Building Service employees shall not be responsible for providing and replacing light bulbs.



### Smoking

Contractors are reminded that the State of Utah has a strict smoking policy. Smoking is only allowed in designated areas, and never while performing a custodial task.

### Power Scrubbing

Carnation Building Service employees shall perform power scrubbing with a specialized floor machine designed for this purpose in a manner that removes unwanted marks from the floor without removing the seal. This shall be performed as necessary in the Maricopa Public Library.

### Remove Trash

Carnation Building Service employees shall empty and return to their initial location all waste baskets, and other trash containers within the area. Boxes, cans, and papers placed near a trash receptacle and marked "Trash" shall be removed by Carnation Building Service employees. Any obviously soiled or torn plastic trash receptacle liners in such receptacles shall be replaced. Carnation Building Service employees shall remove ashes and debris from cigarette butt receptacles and place in a nonflammable container. Carnation Building Service employees shall dispose of trash in plastic bags secured with bag ties. Carnation Building Service employees shall pick up any trash that may fall in or around the facility or grounds during the removal of collected trash. Carnation Building Service employees shall deposit the trash in the nearest outside trash collection point. All trash collection shall be performed following the lunch hour to make sure that all food debris is emptied out before the end of each day.

### Perform Low Dusting

Carnation Building Service employees shall perform low dusting, so that after dusting, all dust, lint, litter, and dry soil shall be removed from surfaces of shelves, ledges, window wells, hand rails, etc., to a line 60" above the floor level.

### Clean Glass

Carnation Building Service employees shall clean all glass partitions, interior and exterior glass doors, entrance areas, display cases, directory boards, draft shields on windows, mirror and adjacent trim, so that after cleaning the glass, there shall be no traces of film, dirt, smudges, streaks, water, or other foreign matter. All interior glass is included to the drip line Blinds are also included.

### Clean Drinking Fountains

Carnation Building Service employees shall disinfect all porcelain and polished metal surfaces, including the orifices and drain, so that after cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale and other obvious soil.

Perform Spot Cleaning: Carnation Building Service employees shall perform spot cleaning by removing smudges, fingerprints, marks, streaks, etc., from washable surfaces of walls, partitions, doors and fixtures. Carnation Building Service employees shall use germicidal detergent in restrooms and on drinking fountains. After spot cleaning, the surface shall have a clean, uniform appearance, free of streaks, spots, and other evidence of removed soil.

### Carpet Spot Cleaning

Carpet spot cleaning is defined as cleaning which is accomplished by hand, and involves treating spots no matter how large. It is recognized that some stains in carpet can be cleaned and then reappear. However, at the very least, the employees of the Maricopa Public Library

can expect a change in pattern of the stain, or a less faint image of the area to accept that it has been treated. This recognition does not preclude the building coordinators from requiring the stain to be re-treated if the treatment was not effective. But if evidence of the above changes exist, a discrepancy report shall not be generated claiming that the area was not treated at all. In some cases carpet squares may need to be entirely replaced to completely remove the staining.

#### Disinfect Restrooms

Carnation Building Service employees shall disinfect all surfaces of partitions, stalls, stall doors, sinks, urinals, toilets, showers (if applicable), soap & towel dispensers and other such surfaces using a germicidal detergent. Painted and tile restroom walls shall be cleaned with appropriate cleaners. Wallpaper surfaces shall be gently cleaned on an as-needed basis.

#### Descaling In Restrooms

Carnation Building Service employees shall descale toilet bowls and urinals so that after descaling, the entire surface shall be free from streaks, stains, scale, scum, urine deposits, and rust stains

#### Maintain Floors

Carnation Building Service employees shall maintain all floors accessible to floor machines, unless specified elsewhere as having carpet or special flooring. This procedure will consist of spray buffing (with an appropriate pad and spray buff solution. Carnation Building Service employees shall have chairs, trash receptacles, and easily movable items tilted or moved to maintain floors underneath, and return all moved items to their proper position when maintenance has been completed. Carnation Building Service employees shall apply these techniques a minimum of three times per month (more often in heavy traffic areas).

#### Re-Finish Floors

Carnation Building Service employees shall completely strip down, seal and finish all hard tile floors. (Note: only floors that have previously been coated with finish). This procedure will be completed on an as needed basis as requested by the City. Also in heavy traffic areas, this procedure shall be done a minimum of four times per year. After floor tile has been finished it shall be free of streaks, spots and have a uniform appearance.

#### Clean Walk-Off Mats

Carnation Building Service employees shall vacuum all carpet-type entrance mats to remove soil and grit and to restore resiliency of the carpet pile. Carnation Building Service employees shall sweep, vacuum, or hose down outside rubber or polyester entrance mats to remove soil and grit. Soil and moisture underneath entrance mats shall be removed by Carnation Building Service employees, and mats returned to their normal location.

#### Custodial Closets

Custodial closets shall be well maintained at all times. Mop buckets shall be emptied and rinsed after each use. The closet will be organized in a manner that looks professional and businesslike. MSDS sheets will be available in designated custodial closets.

## Sample Equipment List

Mops 20oz rayon microfiber (2cs)  
Mop sticks (15)  
Blue surgical Rags (10 pound box)  
Wet Floor signs (12)  
55 gal rubber maid barrels (6)  
Barrel aprons (6)  
Rubber maid barrel rim caddies (6)  
Pro team back backs (5)  
Pro team 15" uprights (3)  
Sanitaire up right vacuums 886 12" (as many as needed) (Back Up)  
Lambs wool duster 60" (14)  
Dust mop 36" complete (10)  
Mop buckets rubber maid (12)  
Clarke low speed (1)  
Clarke High Speed (1)  
Clarke Carpet spotter (1)  
Clarke Carpet machine (1)  
Spay bottles (30)  
Spay bottle triggers 9" (60)  
Floor scrapers (8)  
Doodle Bug (8)  
Deck Brush and handle (6)  
Floor pads  
Nylo brushes  
Rochester Midland Green Seal Chemicals, cleaning products, carpet care, wax and stripper.

All equipment to be in new condition please note the larger pieces of equipment will be moved from location to location, to include carpet equipment, carpet spotter, low speed and high speed equipment. Each floor of your facility will be provided with the correct cleaning equipment to perform the nightly cleaning. All equipment and cleaning products shall be supplied by:

Wrightway Industries, Inc.  
6666 E. 47<sup>th</sup> Ave. Dr.  
Denver, CO. 80216

Carnation Building Service, Inc.

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## ***RESTROOM CARE SYSTEM***



Rest rooms are one of the most widely used areas in any facility. As you know, the impressions people get if there are:

- Unpleasant odors.
- Dirty floors.
- Unclean toilets and urinals.
- Dirty sinks and mirrors.
- Empty soap and paper dispensers.

Another important consideration is what people can't see— Disease and order- causing bacteria. Keeping rest rooms clean and sanitized is a major challenge for this industry.



**CARNATION** developed our professional rest room care system that effectively deals with six essential aspects of restroom maintenance.

- \* Floors and Walls
- \* Toilet bowls and Urinals
- \* Sinks, Mirrors and Fixtures
- \* Hand care.
- \* Air care
- \* Shower rooms

All these areas require special attention & special care.

**CARNATION** supplies everything needed for cleaning, sanitizing and freshening.

## **FLOOR CARE PROGRAM**

**Floors are the most visible area in your facility and the quality of your maintenance program is often judged by their appearance.**



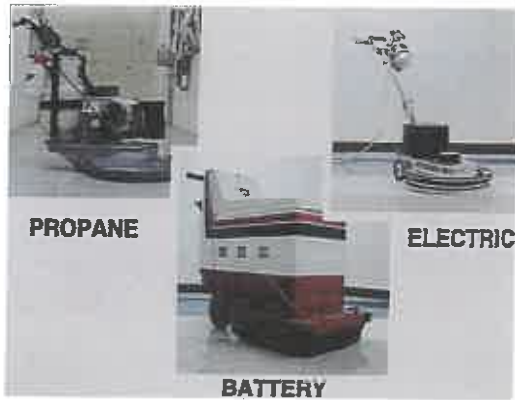
**Floors are subject to:**

- \* Dirt, Dust, Sand, Tar, and more.
- \* Foot Traffic.
- \* Water, Detergent, Germicides, and other cleaning chemicals.
- \* Other forms of abuse and wear.

**CARNATION Floor Care Program** effectively deals with the five essential aspects of floor maintenance.

- \* Sealing
- \* Finishing
- \* Cleaning
- \* Maintaining
- \* Stripping

Here are a few of Carnation's Floor care Program procedures and plans that will deliver a brilliant level of shine and cleanliness on consistent basis.



Use quality products – CARNATION only uses Johnson Wax & Butcher's Products. We use the right equipment for the job.

Clean floor promptly. – We use high performance detergent floor cleaner that lifts the dirt and leaves the shine. We also remove stains, spills and deposits on a daily base.

We like to establish a work schedule and stick to it.

We rinse out mops immediately after use and hang them up to dry.

In order to prevent finish build-up we will machine buff the floors regularly to maintain a smooth, deep shine and excellent durability.

Strip properly –We only use highly effective floor finish remover to remove build-ups, and fast-acting foams to spray on baseboards and in corners.

## ***CARPET CARE SYSTEM***

The bulk of carpet soil lies below the pile surface and this hidden soil contains rough surfaces which may scratch the carpet fibers. These abraded areas will appear dull and may trap soil particles. If this abrasion continues, loss of fiber in traffic lanes may occur and carpet life may be reduced substantially.



Carnation carpet care system is designed to improve the condition and appearance of every carpeted area in your facility.

We use professional carpet maintenance products which work together with our specific carpet cleaning system to produce the best results.

## ***TWO STEP METHOD CARPET CLEANING SPECIFICATIONS***

1. Thoroughly vacuum the carpet and use a hose to vacuum all corners and hard to reach areas.
2. Remove stains - use carpet stain remover and a hand brush on badly spotted areas.
3. Spots not removed with this procedure may require the use of additional recommended spot and stain removers.
4. Freeze the gum deposits, grounded food deposits and lift or scrape them loose from carpets.
5. Spray a fine mist of pre-spray on the heavy foot traffic areas to neutralize the acidity of the carpet.
6. Brush the shampoo with a soft nylon disc carpet brush on a rotary type swing machine.
7. Hot steam clean and extract the areas brush shampooed - add odor remover or carpet fragrance to the steam cleaning solution if required.

8. Wipe down all baseboards with dry rags.
9. Spray carpet protector (Scotch Guard or Fiber Seal) on the heavy foot traffic areas upon request.

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### **Third Party Vendors**

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Carnation Building Service, Inc. would like to note that this office will not use any third party vendors to complete any services required for this contract.

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### **Badges and Uniforms**

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Carnation Building Service, Inc. personnel are issued uniforms and a laminated picture ID badges to be worn at all times while in the facility. Additional identification requirements will be strictly adhered to at all times.

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### **Communication and or Emergency Response**

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Carnation Building Service, Inc. will provide your office with the numbers of the area manager closest to your facility. All managers are instructed to return all phone calls to customers within fifteen minutes. If the customer has not received a call from their manager during this time, please call Carnation Building Service, Inc. at 800-700-3373 extension 200, this will start a process that insures a quick response.

Carnation Building Service, Inc. also offers a web based form for situations that do not require immediate attention at [www.carnationbldgsvcs.com](http://www.carnationbldgsvcs.com)

Carnation Building Service, Inc. feels that communication is, and will be, the key to our success. This is why Carnation Building Service, Inc. has a weekly walk through at each of our facilities; key personnel at the City of Maricopa will have phone numbers to all levels of management.

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### **Safety**

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Carnation Building Service, Inc. understands that safety is important to our employees, customers and our guests, it is something we take very serious, meetings are held once a month and our safety director attends monthly meetings held by Pinnacle Assurance. This information is then shared with all members of the management team at our regular meetings. All facilities are required to have MSDS information about products found in that facility, and all manager are required to be first aid certified by the American Red Cross, this is done once a year.

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## **Equal Employment Policy**

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Carnation Building Service, Inc. is an Equal Opportunity Employer, providing employment and promotion opportunities regardless of race, color, sex, creed, or national origin.

## **Equipment and Supplies**

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Carnation Building Service, Inc. is responsible for providing all cleaning chemicals and equipment. Carnation Building Service, Inc. will provide the City of Maricopa with a list of equipment and cleaning products that we intend to provide in the facility. MSDS sheets will be maintained on all cleaning supplies and floor refinishing supplies.

## **Healthy High Performance Cleaning**

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### **Green Cleaning Provisions**

Carnation only uses Green Seal Approved Practices

All of our cleaning procedures will be modified with the health and safety of building occupants in mind. Our goal will be to protect health and the environment. To reduce exposure of building occupants and maintenance personnel to potentially hazardous chemicals and to particulate contaminants, which adversely impact air quality, health, building systems and the environment, Carnation will perform the services in this agreement in accordance with the Green Building Rating System for Existing Buildings as outlined below:

- 1) Providing and using those cleaning products that meet the Green Seal GS-37 standard if applicable, or if GS-37 is not applicable, (such as carpet cleaners, floor finishes or strippers), use products that meet or exceed the requirements set forth in the California Code of Regulations maximum allowable VOC level for the appropriate cleaning product category.
- 2) Use of Low Impact Disposable Products – Carnation will use disposable janitorial paper products and trash bags that meet the minimum requirements of U.S. EPA's Comprehensive Procurement Guidelines for the appropriate category.
- 3) All of Carnation's staff has been trained in Green Housekeeping, the use of Green Seal Cleaning products, dispensing and dilution procedures. Any new hires will also go through this training process.
- 4) Carnation will provide all submittals of documentation as required for IEQ Credit 5 for LEED-EB.



## General Green Standard Operating Procedures

Carnation attempts to utilize practices that limit the amount of dirt entering the building, we help to improve indoor air quality, reduce their impact on the environment, and minimize the amount of cleaning chemicals that are needed and reduce overall waste due to cleaning.

Our standard cleaning procedures include the following:

- 1) Entrance matting systems to prevent soil from entering the building (hopefully these are already in place).
- 2) Microfiber cloths will replace disposable paper towels to minimize waste.
- 3) Recycled cotton cloths can also replace paper towels to minimize waste.
- 4) Microfiber dry mops will replace chemically treated dry mops to minimize chemical and water use.
- 5) High-filtration vacuums to improve indoor air quality.
- 6) Dilution control systems to allow for the use of concentrated products to minimize packaging and the environmental effects associated with shipping diluted chemicals.
- 7) Floor care systems: Green Seal certified finishers are recommended if finishing is needed.
- 8) Trash liners should only be replaced when necessary; garbage should be dumped into the main trash barrel and liners should be left in the receptacle if they are clean.

### Chemicals

Carnation delivers a Green Cleaning Program that utilizes only sustainable cleaning products whose ingredients are not derived from non-renewable resources.

Sustainable ingredients shall represent a minimum of 80% of the active ingredients (other than water). This program will follow the specifications established by Green Seal. Chemicals that are approved for use and will be Green Seal (GS) Certified, which means that they are in accordance with the GS-37 (Industrial and Institutional Cleaners), GS-09 (Paper Products), or GS-40 (Floor Care) performance standards.

Green Seal certified and recommended products will be used in most buildings where Carnation is responsible for providing paper supplies, however, Green Seal Certified products are preferable to Green Seal Recommended products. Unbleached products with a high post-consumer waste content are preferred

### Floor Care

Green Seal Certified (GS-40) products are used whenever possible.

### Trash Bags and Liners

Recycled content trash bags should be used whenever possible. Green Seal does not recommend products and no set standards exist.

**Prohibited Chemicals** – These chemicals will not be used by Carnation in any of their Cleaning Services

The following chemicals are prohibited, in accordance with GS-37 and GS-8 standards.

- 1) Alkylphenol ethoxylates (APES)
- 2) Phthalates
- 3) Dibutyl phthalate
- 4) Heavy metals including arsenic, lead, cadmium, cobalt, chromium, mercury.
- 5) Nickel or selenium
- 6) Optical brighteners & chlorine bleach (sodium hypochlorite)
- 7) Ozone-depleting compounds
- 8) 8 Ethylene diamine tetracetic acid (EDTA)
- 9) 8 Nitilotriacetic acid (NTA)
- 10) Petroleum or petrochemical compounds
- 11) Phenolic compounds and glycol ethers
- 12) Volatile Organic Compounds (VOCs) (must be less than 10%)
- 13) Carcinogens and reproductive toxins

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#### **Professional References**

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Chase	Matt Miller	303-244-5151
Johnson Diversey	David Barela	505-301-5931
Flood and Peterson	Tim Clancy	970-506-3256

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#### **Workers Compensation**

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Carnation Building Service, Inc. will name the City of Maricopa as an additional insured. We would also like to note that Carnation Building Service, Inc. works with Pinnacle Assurance for our workers compensation we receive a loss prevention dividend of 5%. This is extremely important due to the fact that our biggest expensive is wages.

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#### **Litigation**

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There is no pending litigation against Carnation Building Service, Inc.

At Carnation Building Service, Inc., we like to think of ourselves as a capable and substantial company in the cleaning industry. With offices in Denver, Phoenix, Salt Lake City, Colorado Springs and Grand Junction, we are a small company with regards to some of the giants we are ask to bid against, but we would like to note that we are in the top 20% of our industry, with 80% of cleaning services available doing less than one million dollars per year. Because of our size, we can provide our customers with top quality service, support and flexibility.

Sometime, the size of an organization works against it. As it grows bigger, the customer becomes less important. At Carnation Building Service, Inc., we treat every customer with a "small company" approach. We hear each customer's problems and concerns. We give each customer the care and attention he or she deserves. That is our "small company" approach and promise to you the customer.

Thank you  
Michael R. Bertram  
President/CEO

## Disclosure of Conflict of Interest

**Carnation Buildings Services, Inc. firmly states that no conflicts of interests exist between Carnation Building Service, Inc. and The City of Maricopa.**

**SUBSTITUTE W-9 FORM**

Attachment B

**PART I: Company Information:**

1. Name (as shown on Income Tax Return): CARNATION Building Service, Inc.
2. Business Name (if different than above): \_\_\_\_\_
3. DUNS #: 867 141 673
4. Federal employer identification number (or SSN): 84-1259015
5. Type of organization (check one):
 

<input type="checkbox"/> Individual/Sole Proprietor	<input type="checkbox"/> Limited Liability Company*
<input checked="" type="checkbox"/> Corporation	<b>*Choose the tax classification</b>
<input type="checkbox"/> Partnership	<input type="checkbox"/> Disregarded Entity
<input type="checkbox"/> Other: _____	<input checked="" type="checkbox"/> Corporation
	<input type="checkbox"/> Partnership
6. Order Address:
 

<u>631</u>	<u>Salida Way, Aurora, Co.</u>	<u>80011</u>
(Order address)	(City)	(State) (Zip code)
7. Remittance address (if different than above):
 

_____	_____	_____	_____
(Remittance address)	(City)	(State)	(Zip code)
8. Contact person for bid invitations: John E Vaughn
9. Phone Number: 303-340-4828 Fax Number: 303-340-4845
10. Email address of contact person: jvaughn@carnationblldgsves.com
11. Applicant is a (check one):
 

<input type="checkbox"/> Factory Representative	<input type="checkbox"/> Jobber
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Authorized distributor
<input type="checkbox"/> Retail dealer	<input type="checkbox"/> Contractor
<input type="checkbox"/> Consultant	<input checked="" type="checkbox"/> Other: <u>Service Provider</u>
12. Indicate if the business is registered as a minority or woman-owned company.
 

<input type="checkbox"/> Minority-owned	<input type="checkbox"/> Woman-owned	<input checked="" type="checkbox"/> Not Applicable
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13. How long has the company been in business? Since 1991
14. Does applicant currently hold a valid business license issued by the City of Maricopa?
 

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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**PART II: COMMODITY OR SERVICE DESCRIPTION**

1. Commodity/Service description (this section must be completed):

**PART III: APPLICANT TERMS & CERTIFICATION**

**Terms:**

The City of Maricopa may take up to 30 calendar days after the receipt of vendor's invoice to render payment unless other arrangements are made through a written contract. Applicant's signature below signifies acceptance of those terms.

**Under Penalties of perjury, I certify that:**

1. The number shown on this form is my correct federal employer identification number.
2. I am not subject to backup withholding because of failure to report interest and dividend income.
3. I am a U.S. person (including a U.S. resident alien).  
 (NOTE: You must cross out item 2. above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return).
4. The following business ownership classifications are applicable:

**Disadvantaged Business Enterprise Ownership Classification (Select One Only):**

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Non-Small/Non-Minority/Non-Disabled               | <input type="checkbox"/> 8 Small Business/Disabled Owner                 |
| <input checked="" type="checkbox"/> 2 Small Business (Per ARS §41-1001.20)   | <input type="checkbox"/> 9 Minority Woman Owned Business                 |
| <input type="checkbox"/> 3 Minority Owned Business [Per 15 CFR §1400.1(a)]   | <input type="checkbox"/> 10 Disabled-Minority Owned Business             |
| <input type="checkbox"/> 4 Woman Owned Business                              | <input type="checkbox"/> 11 Disabled-Woman Owned Business                |
| <input type="checkbox"/> 5 Owned By Disabled Individual (Per ARS §41-1492.5) | <input type="checkbox"/> 12 Small Business/Minority-Woman Owned          |
| <input type="checkbox"/> 6 Small Business/Minority Owned                     | <input type="checkbox"/> 13 Small Business/Disabled-Minority Owned       |
| <input type="checkbox"/> 7 Small Business/Woman Owned                        | <input type="checkbox"/> 14 Small Business/Disabled-Minority-Woman Owned |

"The Internal Revenue Service does not require your consent to any provision of this document other than the certifications required to avoid backup withholding."

John E. Vaughn  
**Name (Please print)**

John E. Vaughn  
**Signature**

Business Development Specialist  
**Title (Please print)**

07/11/2014  
**Date**

**Exhibit A**

**Daily Work Report - Maricopa Public Library**

**Empty Trash Throughout Building:**

Date									
Initials									

**Sweep, Vacuum, and Mop All Exposed Floors:**

Date									
Initials									

**Dust All Surfaces Throughout Building, including top of bookcases:**

Date									
Initials									

**Clean All Three (3) Restrooms:**

Date									
Initials									

**Clean Breakroom and Office Area:**

Date									
Initials									

**Restock all Paper Towel, Toilet Paper, Toilet Seat, Soap Dispensers and Sanitary Napkin Liners:**

Date									
Initials									

**Re-Arm Alarm When Exiting:**

Date									
Initials									

**All Windows To Be Cleaned Monthly:**

Date									
Initials									

**Comments: Needed repairs; lost and found; incidents**

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**Daily Work Report - Pacana Park**

**Empty and Dispose of all Trash:**

Date										
Initials										

**Sweep and Mop All Restroom and Breakroom Floors:**

Date										
Initials										

**Wipe Down All Counters In Buildings:**

Date										
Initials										

**Clean and Sanitize All Three Restrooms:**

Date										
Initials										

**Clean and Sanitize Breakroom:**

Date										
Initials										

**Restock all Paper Towel, Toilet Paper, Toilet Seat, Soap Dispensers and Sanitary Napkin Liners:**

Date										
Initials										

**Check and Remove Paper from Ceilings and Walls in Restrooms:**

Date										
Initials										

**Lock All Exterior Restroom Doors when Finished:**

Date										
Initials										

**Comments: Needed repairs; lost and found; incidents**

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**RFP 15FAC052914 Janitorial Services City Wide**

**Vendor Submittal Check List**

- Offer Sheet, Signed
- Table of Contents
- Letter of Transmittal, Signed (limit to 2 pages)
- Firm Overview (limit to 4 pages)
- Experience (limit to 4 pages)
- Detail response to the Evaluation Criteria (page 10)
- Plan of Action for implementation and start up
- Staffing Plan
- Equipment Listing (type and quantity)
- Crew Size and Experience of crew
- References
- Disclosures of Conflict of Interest
- Substitute W-9 Form completed
- Completed Price Sheet (Attachment A)

## **Staffing Information**

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### **Location: Maricopa City Hall**

Carnation Building Services, Inc. will provide four Cleaners for 3 hours a day, one full time Day Porter, and one part time Day Porter who will also provide vacation and sick time coverage and one Project Manager or Supervisor who will also provide backup coverage. The Project Supervisor will be required to spend at least two hours a day on-site.

### **Location: Copper Sky MultiGen Center**

Carnation Building Services, Inc. will provide four Cleaners for 3 hours a day, two full time Day Porters, and one part time Day Porter who will also provide vacation and sick time coverage and one Project Manager or Supervisor who will also provide backup coverage. The Project Supervisor will be required to spend at least two hours a day on-site.

### **Location: Maricopa Library**

Carnation Building Services, Inc. will provide one Cleaner for 2 hours a day, and one Project Manager or Supervisor who will also provide backup coverage. The Project Supervisor will be required to spend at least one hour a day on-site.

### **Location: Pacana Park**

Carnation Building Services, Inc. will provide one Cleaner for 2 hours a day, and one Project Manager or Supervisor who will also provide backup coverage. The Project Supervisor will be required to spend at least one hour a day on-site.

### **Location: Copper Sky Regional Park Public Rest Room**

The Copper Sky Regional Park Public Rest Rooms will be cleaned by the staff at the Copper Sky MultiGen Center.

Certification of Compliance with  
Prohibition Against Employment of Illegal Aliens

Pursuant to C.R.S. §§ 8-17.5-101 *et. seg* and in accordance with that provision of this Contract entitled Prohibition against Employment of Illegal Aliens:

I, the undersigned, a duly authorized representative of Contractor, hereby certify that, at the time of this Certification:

1. The Contractor does not knowingly employ or contract with an illegal alien who will perform Work under this Contract; and
2. The Contractor will participate in the E-Verify Program or the Department Program, as those terms are defined in C.R.S. §8-17.5-101, in order to confirm the employment eligibility of all employees who are newly hired for employment to perform Work under this Contract.

NAME OF CONTRACTOR: Carnation Building Service, Inc.  
(please print)

Solicitation or Contract No. RFP: FACO 52914 Janitorial /  
CUSTODIAL SERVICE

FOR CONTRACTOR:

John E. Vaughn Signature July 8, 2014

John E. Vaughn Name (please print)

Business Development Specialist Title (please print) Rev. 5123/08

**PRICE SHEET**

**PRICING SHEET FOR MARICOPA JANITORIAL SERVICES**

1) Maricopa City Hall

a. Weekly Fee	<u>1,934.87</u>
b. Month Fee	<u>7,739.51</u>
c. Annual Fee	<u>92,874.08</u>

2) Copper Sky MultiGen Center

a. Weekly Fee	<u>2206.07</u>
b. Month Fee	<u>8824.28</u>
c. Annual Fee	<u>105,891.31</u>

3) Copper Sky Regional Park Public Rest Rooms

a. Weekly Fee	<u>150.50</u>
b. Month Fee	<u>602.01</u>
c. Annual Fee	<u>7,224.14</u>

*This pricing  
is included  
in the*

*above total  
for Copper Sky  
Multi-gen Center  
Jps.*

4) Maricopa Public Library

a. Weekly Fee	<u>332.35</u>
b. Month Fee	<u>1329.40</u>
c. Annual Fee	<u>15,952.75</u>

5) Pacana Park Public Rest Rooms

a. Weekly Fee	<u>150.50</u>
b. Month Fee	<u>602.01</u>
c. Annual Fee	<u>7,224.14</u>

**Attachment A (con't.)**

**COMBINED TOTAL WEEKLY FLAT FEE**

\$ 4623.79

**COMBINED TOTAL MONTHLY FLAT FEE**

\$ 18,495.20

**COMBINED TOTAL MONTHLY FLAT FEE**

\$ 221,942.28

**Special Event Janitorial / Cleaning Services**

**Per Hour Rate**

\$ 15.61



39700 W. Civic Center Plaza  
Maricopa, AZ 85138  
Ph: 520.568.9098  
Fx: 520.568.9120  
www.maricopa-az.gov

**SOLICITATION AMENDMENT No.1:**  
**RFP 15FAC052914**  
**Janitorial Services City Wide**  
**Questions and Answers**

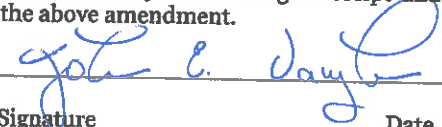

An **original** signed copy of this amendment shall be received by the City of Maricopa Purchasing Office with your offer or prior to the Solicitation due date and time. This Solicitation is amended as follows:

**Questions and Answers Received via Email**

The questions listed below were received via email for the above referenced project.

Please be sure to include a signed original of this Amendment Form with your submittal, indicating you have received the Q & A. Failure to include a signed original Amendment Form will result in your firm being deemed as non-responsive.

***ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.***

Offeror hereby acknowledges receipt and understanding of the above amendment.			The above referenced Solicitation Amendment is hereby executed this twenty-seventh, 27th day of June, 2014, at Maricopa, Arizona.
		Date	
Signature			
JOHN E. VAUGHN / Bus. Dev. Spec.			
Typed Name and Title			
CARSONATION BUILDING SERVICE, INC.			
Company Name			
631 Solida Way A-3			
Address			
Aurora	Co.	80011	
City	State	Zip	
			
			Patricia A. LaCombe, CPPB Purchasing Manager City of Maricopa, AZ

**Amendment No. 1**  
**RFP 15FAC052914 Janitorial Services City Wide**  
**Questions and Answers**

1Q – Do you have the total square footage of the City Hall?

1A – About 40,000 square feet, 2 storied.

2Q – It talks about a bid bond, do you know the % that it needs to be, and will this be required for a janitorial contract?

2A – The RFP only mentions a performance bond that will be required of a successful contractor.

3Q – Will you be publishing questions, and will they be sent as addendums?

3A – Yes.

4Q – Can you give me the address of Copper Sky MultiGen Center?

4A – Copper Sky Multi-Gen Aquatic Center, 44345 W. Martin Luther King Jr. Blvd., Maricopa, AZ

5Q – How many Day Porters do you have now?

5A – Currently there is one Day Porter at the City Hall and one Day Porter at the MultiGen Aquatic Center.

6Q – Do you have any information on the quantities for paper products, deodorizers, soap and sanitizers? I understand how to price janitorial services, but the paper products will depend on the number of people.

6A – The Library uses about 3 to 4 cases of multi fold paper towels and 1 to 2 cases of toilet paper per month. We will be installing Enmotion dispensers in the public bathrooms at the library so this will cut back on the usage. Pacana Park uses 1 to 2 cases of multi fold and 1 to 2 cases of toilet paper. The current usage at City Hall and Copper Sky is not known.

7Q – What is the square footage of the Library at 41600 W. Smith Enke?

7A – Approximately 7,000 square feet.

8Q – What is the current pricing?

8A – It varies at the services are under 2 separate contracts. Please submit a Public Records Request through the City website, [www.maricopa-az.gov](http://www.maricopa-az.gov).

9Q – Any estimates about the number of employees and visitors using the site daily?

9A – There is approximately 50-75 staff members at City Hall and approximately 75-100 staff members at Copper Sky MultiGen Center. The numbers of visitors is unknown.

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