

**REQUEST FOR PROPOSAL**  
**(RFP) #18-FAC7242017**  
**Janitorial Services - City Wide**  
**City of Maricopa, Arizona**

**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 – #18FAC7242017 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:	<b>Thursday, September 7, 2017</b>
Proposal Time:	<b>4:00:00 PM (Arizona Time)</b>
Number of Qualifications:	1 unbound original and 5 bound copies (please label original)
Contact:	Kathleen M. Shipman, Purchasing Manager
E-Mail:	<a href="mailto:kathleen.shipman@maricopa-az.gov">kathleen.shipman@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.

**OFFEROR CONTACT INFORMATION**

For clarification of this offer contact:

Name: <u>Michael R. DEPTAUM</u>	Email: <u>Michael@CARNATIONBIDSERVICE.COM</u>
Federal Employer Identification Number: <u>84-1259015</u>	Authorizing Offeror Signature: <u>[Signature]</u>
Company Name: <u>CARNATION BID SERVICE INC.</u>	Printed Name: <u>Michael R. DEPTAUM</u>
Address: <u>6000 B 47th Ave Dr.</u>	Title: <u>PRESIDENT CEO</u>
City: <u>DENVER CO</u> State: <u>CO</u> Zip Code: <u>80216</u>	Telephone: <u>303-340-4808 x200</u> Fax: <u>303-340-4845</u>

INSTITUTIONAL REVIEW BOARD  
UNIVERSITY OF CALIFORNIA  
SAN DIEGO

The following information was provided by the sponsor of the research project described in the protocol submitted for review to the Institutional Review Board of the University of California, San Diego. This information is provided for the information of the Board and is not to be used for any other purpose.

Project Title	
Principal Investigator	
Sponsor	
Site	
IRB Approval Number	
IRB Approval Date	
IRB Expiration Date	
IRB Reviewer	
IRB Chair	

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**RFP 18FACo7242017 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, if applicable (type and quantity)
- Crew Size and Experience of crew
- References
- Disclosures of Conflict of Interest
- Substitute W-9 Form completed (Attachment B)
- Proposed Fees/Compensation (Attachment A)
- Boycott - Participation/Israel (Attachment C)

**Table of Contents:**

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- **Introduction and Cover Letter (Page 4)**
- **Proposal Format and required Response (Page 5)**
- **Our History (Page 7)**
- **Locations (Page 7)**
- **Membership Involvement (Page 8)**
- **Principles (Page 8)**
- **Green Cleaning and The Products (Page 8)**
- **Training of The Staff (Page 9)**
- **Quality Control (Page 11)**
- **Employee Recruitment (Page 13)**
- **Equal Employment for All (Page 15)**
- **Organizational Chart (Page 15)**
- **Staffing Information (Page 16)**
- **Transition Plan (Page 17)**
- **Specifications as Per This RFP (Page 17)**
- **Equipment and Supplies (Page 17)**
- **References (Page 17)**
- **Related Experiences (Page 18)**
- **Closing Remarks (Page 19)**
- **Letters of Recommendation (Page 20)**
- **Our Commitment to Excellence (Page 24)**
- **Insurance Information (Page 28)**
- **Resumes of Key Personal (Page 30)**
- **Requested Information by The Customer (Page 31)**
- **Pricing Information (Page 32)**



**Carnation Building Service, Inc.**  
625 W. Southern Ave. #E-118  
Mesa, Arizona 85210

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September 6, 2017

City of Maricopa  
39700 W. Civic Center Plaza  
Maricopa, AZ 85138

RE: Janitorial

Thank you for giving Carnation Building Service, Inc., the opportunity to submit a program for the janitorial needs for the city. Our purpose in compiling this information is to offer you the finest service available at the lowest possible cost.

We have made a complete survey of the facility and are confident that the cleaning 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, 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 facility 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

*Michael R. Bertram*

Michael R. Bertram  
President/CEO

PB:mr

Enclosure

## Proposal Format and Required Responses

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**Offer sheet is included in this proposal**

**Table of Contents is included in this proposal**

- 1. Office Sheet (Included)**
- 2. Table of Contents (Included)**
- 3. Letter of Transmittal**
  - **Carnation Building Service, Inc. has read and it is with our full understanding of what is expected as it is written in this RFP.**
  - **Michael R. Bertram, President and CEO. Contact information 6666 E. 47<sup>th</sup> Ave Dr., Denver, Colorado 80216. Email address: [Michael@carnationbldgsvcs.com](mailto:Michael@carnationbldgsvcs.com). #800-700-3373**
  - **Michael R. Bertram founder and owner is authorized to bind this offer.**
- 4. Firm Overview**
  - **Facility Maintenance, Janitorial, landscaping, window washing, hardwood floor refinishing, snow removal, janitorial supplies, Carpet cleaning.**
  - **We have an office in Mesa, AZ**
  - **We are a Colorado corporation, Michael and Patty Bertram are the corporate officers. Carnation Building Service, Inc. has been in business since 1991. We have never operated under a different name.**
  - **Carnation Building Service, Inc. has a license to operate in the City of Maricopa, but Arizona has no special requirements at this time.**
- 5. Experience**
  - **Please refer to the proposal under related experience (Page 15)**
  - **This office open its doors in 1991, with revenues of just over 5 million dollars we have been involved with so many great customers over the years I don't know where to start. Please see the proposal for just a few letters of recommendations.**
  - **I have included three resumes of staff that will be involved with the contract.**
- 6. Detailed Response to the Evaluation Criteria**
  - **Capabilities: Carnation Building Service, Inc. has worked with some to the largest government entities here in the southwest, to include the City of Flagstaff, Gilbert, the State of Arizona to name a few. I have included several resumes of individuals that will be involved with this contract and that number will increase as we continue to grow here in the southwest.**

- **Compliance with Specifications, Carnation will perform inspections of each location after it is cleaned, provide the contract manager for the City with our findings weekly. We are currently servicing the City of Maricopa, what we would change is provide additional support to the staff and add another level of supervision to the contract that we currently don't have. What we have learned over the years, you can never have enough good supervision, with good supervision come clean buildings. Copper Sky because it is a recreation center requires a lot of attention with the new contract we intend to provide that supervision. That is my promise to you the City.**
- **Cost of services is underpricing or page 29**
- **Staffing plan, City Hall would have a day porter as required in the RFP would provide two cleaners for the facility and the required support as required in this RFP.**
- **Staffing plan, Copper Sky would receive the required day porters as per the time of year, summer months day support is increased substantially, with regards to the nightly clearing we are looking at a staff of 4, the staff would be assigned their areas of responsibilities.**
- **Staffing Plan, Library would receive one cleaner and the full support of this office.**
- **Copper sky Restrooms Staffing Plan, the work is to begin after 11:00 pm and locked when completed, it would be assigned to one employee all three locations. This person would receive the full support of this office.**
- **Pacana Park restrooms, staffing plan, the work to begin at the required times, cleaned, stocked and locked as required in the RFP. Location to be inspected for quality of work.**
- **References have been provided in the RFP under references. (Page 15)**

**7. Bond to be presented upon award**

**8. Crew size and experience. City Hall one full time day porter and a cleaning crew of no less than 2. Their experience will be no less than required in the RFP. Copper Sky the required day porters based on the time of year and that will vary, a cleaning staff of no less than 4, their experience will meet or exceed the RFP requirements. Library will have a cleaner of one experience will meet or exceed the RFP requirements, and the full support of the office. Copper Sky restrooms a crew of one for all three locations experience will meet or exceed the RFP requirements. Pacanan Park a crew of one for both locations, experience to meet or exceed the RFP requirements.**

**9. Please page 15 of the RFP**

**10. Disclosures of Conflict of Interest. Carnation is and has no conflict of interest with any party or parties associated with RFP #18-FAC7242017**

**11. Requested information by customer (W-9 Form) Page 29**

**12. Proposed Fee/Compensation (Page 29)**

**13. Pre-submittal Meeting (CBS attended the pre-bid)**

**Technical Offer by Carnation Building Service, Inc.**

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**Our History**

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Carnation Building Services, 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 307 buildings with 331 employees with offices in Denver, Colorado Springs, Grand Junction, Phoenix, Arizona, Salt Lake City, Utah, and Cheyenne, Wyoming.

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

Carnation Building Service, Inc. would like to note that we are locally owned and operated with annual sales of six million dollars we are large enough and have the flexibility to allow our area managers to complete and provide each customer with the specialized service that may present its self on those special occasions.

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.

Carnation Building Service, Inc. would like to note that we are locally owned and operated company with our corporate office located at 6666 E. 47<sup>th</sup> Ave Drive, Denver, Colorado 80216

**Office Locations:**

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- 631 Salida Way A-3, Aurora, Colorado 80011
- 409 Tia Juana Street #A, Colorado Springs, Colorado 80909
- 576 25 Road #7, Grand Junction, Colorado 81505
- 831 West Lincoln Way, Cheyenne, Wyoming 82001

- 625 W. Southern Ave., E118, Mesa Arizona 85210

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### **Memberships Involvement**

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Carnation Building Service is a member of the Building Service Contractors Association International 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.

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### **Principles**

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Carnation Building Service, Inc. and its principals are Michael Bertram (President) and Patty Bertram (Secretary) a Colorado Corporation incorporated in 1993 we begin service in 1991. Our corporate office is located at 6666 E. 47<sup>th</sup> Ave Drive, Denver, Colorado 80216 and our phone number is 303-340-4828 and fax number 303-340-4845, Toll Free # (800-700-3373)

Email Address: Michael R. Bertram [Michael@carnationbldgsvcs.com](mailto:Michael@carnationbldgsvcs.com)

Email Address: Patty Bertram [Pbertram@carnationbldgsvcs.com](mailto:Pbertram@carnationbldgsvcs.com)

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### **Green Cleaning and the Products**

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What is green cleaning? The overall goal of “green cleaning” is to protect the health and safety of a facilities occupants and workers without harming the environment. Carnation Building Service, Inc. is proud to be a member of the U.S Green Building Council. We will serve as your green cleaning expert and keep you up to date on the latest processes and innovations to keep your facility running smoothly and effectively. Carnation Building Service, Inc. green maintenance program guides you on the path to more sustainable cleaning solutions. We are committed to promoting sustainable practices for a cleaner, greener environment

Carnation Building Service, Inc. green cleaning program will include use of green products and procedures required to earn points toward certification for our customers working towards LEED (Leadership in Energy and Environmental Design) certification.

Carnation Building Service, Inc. is one of the most competitive, professional, reliable and environmentally friendly cleaning companies along the front range.

The efficient use of labor through increased productivity is a significant aspect of the green cleaning strategy. Carnation Building Service, Inc. uses up to date equipment,

supplies and methods to reduce man hours while maintaining quality results. Other strategies include the following products and methods:

- Green seal certified products
- Equipment, methods, supplies, training
- Recycling program – Paper, ink cartridges, magazines, cardboard, plastic, tin, aluminum and glass
- Environmentally friendly chemicals dispensing systems
- Post-consumer recycled consumable products in restrooms
- Micro fiber cloths and pads
- Environmentally safe chemicals and cleaning solutions
- Recapture and disposal methods
- LEED guidelines
- Rechargeable batteries
- Electronic transmittals via email to reduce paper waste

**Carnation Building Service, Inc. ensures the success of your program in the following ways:**

- Maintain/Enhance indoor quality
- Improve worker and occupant safety
- Ensure sustainability
- Reduce cleaning cost
- Durable products
- Lower total environmental impact
- Few harmful emissions Employee education program
- Reduce absenteeism
- Water conservation
- Promoting environmental awareness and responsibility

### **Training**

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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 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 and used throughout the balance of the project.

We believe the term "experienced cleaner" is used too liberal. 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 rotation basis in their work environment. This demonstrates to the employees our commitment to quality and our care for their needs by handling 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 at a specified location with the trainer or trainers to review standard procedures, either in written or video format, 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 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, 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 shown to reduce our turnover rate with the industry average being almost 300% Carnation Building Service, Inc. turnover rate for 2016 was at 31%, if

we don't consider them for the first 20 days, a large percentage of new hires quite during that first 20 days. We think this says it all.

Uniforms: Carnation Building Service, Inc. provides each employee with four black polos with our name and logo, management is provided maroon polos for easy identification of a supervisor or management at a presentation this office will be happy to provide a sample polo shirt to the committee at this time for approval.

### **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, or 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 allowed protecting 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 had to produce an itemized inspection process that allowed the detail to mirror client expectations and contract performance in 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 periodic, and translates these into balanced workloads and classification job descriptions that will be a road map for our cleaning activities.

Only then can we expect our operative 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 advancements and ensuring that it keeps us as your proactive, responsible, and professional housekeeper.

Implementation of a detailed Quality Control Management Program is the first vital step in achieving our goals. The second is an involved management staff at all levels to monitor and communicate what is stated to you in this presentation.

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

For the purposes of this quote, we have included a sampling of inspection reports and measurement tools we use that will identify performance by area and by cleaner (Current and Projected).

Further, we believe that in conjunction with our computer-generated scheduling, we have planned our own scheduling of periodic and projected work.

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

The City is requiring nightly inspections of the facilities which this office will adhere to as required in the RFP.

### **Scheduling of Monthly Inspections with Management and Performing Periodic Work**

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

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

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

### **The Categories**

- INSPECTIONS
  1. Public washrooms
  2. Tenant's areas
  3. Entrances, main lobby
  4. Corridors, elevator lobbies

5. Elevators
6. Stairways, janitors' closet, equipment

- PERIODIC SCHEDULING

1. Monthly (Carpets, Windows, ECT)
2. Function
3. Areas
4. Date

Carnation Building Service, Inc. would like you the customer to know that this office has made the investment in software that allows us to monitor the overall quality of our work. The one thing we hear a lot when looking at a potential customer is consistency in overall performance, and the customer just does not have time to monitor the work being done.

### **Employee Recruitment, Development & Retention**

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#### EMPLOYMEE RECRUITMENT

As Colorado'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 staff.

We have found that our cleaners are attracted to Carnation Building Services, Inc. for its reputation for providing stable, regular work hours in a healthy and safe work environment. Also by having the proper amount of supervision and training, they receive the total support of our opportunities for advancement. Because we promote from within, we are able to attract and retain qualified personal.

#### EMPLOYEE DEVELOPMENT

The hiring process at Carnation Building Services, Inc. begins with the completion of our employment applications. Representatives from our Human Resources Department are available to assist applicants if necessary.

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 opening/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 job site:

The orientation session consists of three phases:

- Overview of Carnation Building Services, 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 supervisory personnel. The training and safety videos will be shown. Our training has the following objectives:

- Reduce employee turnover
- Improve work quality
- Improve employee morale and production

The videos were prepared and researched by the BSCAI, Butchers and manufactures used by Carnation Building Services, Inc. All new employees attend the class as part of their training and 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 Services, Inc. motivates its employees by recognizing our personal in the following way:

- Providing thorough pre-employment and onsite training

- Creating a positive work environment at each location and providing outstanding 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 Services, 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 rest areas, and our newsletter.

**Please each and every employee is required to pass E-Verify, if the customer would like our account information this can be provided.**

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### **Equal Employment Policy**

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

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### **Carnation Building Services, Inc.-Organization Chart**

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

#### **Customer**

General Manager (CBS)

Director of Operation	Marketing and Business
Operations Manager	Manager/Personal
Quality Assurance	Safety Manager
Area Manger	
Building Supervisor	
Staff	



## **Staffing Information**

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**Please note this would be considered the minimum number of man hours per location.**

**City of Maricopa:** Carnation Building Service, Inc. will provide the Customer with a project manager, one area manager and two working supervisors, (if awarded the contract). Carnation Building Service, Inc. would supply the customer with a floor crew, as required in the RFP.

### **Locations:**

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#### **City Hall**

Carnation Building Services, Inc. will provide a project manager, area manager, working supervisor, a day porter and the required cleaning staff, the estimated man hours per day are at 18. (Inspected daily)

#### **Copper Sky**

Carnation Building Services, Inc. will provide a project manager, area manager, working supervisor and the required day porters (Will vary depending on time of Year) and required cleaning staff, the estimated total man hours per day are at 29.6. (Inspected Daily). **Please note this is a daily average based on the entire year, during certain times of the year the daily man hours will be higher.**

#### **Copper Sky (Public Restrooms)**

Carnation Building Services, Inc. will provide a project manager, area manager, required cleaning staff, the estimated total man hours per day are at 1.3. Inspected Daily

#### **Library**

Carnation Building Services, Inc. will provide a project manager, area manager, working supervisor, and the required cleaning staff, the estimated total man hours per day are at 1.8. (Inspected daily)

#### **Pacanna Park (Restrooms)**

Carnation Building Services, Inc. will provide a project manager, area manager, required cleaning staff, the estimated total man hours per day are at 1.0 (Inspected Daily)

## **Transition Plan**

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Carnation Building Service, Inc. is your current contractor and we would like to serve the City of Maricopa for the next several years.

**Please note that we have based our hourly rate at \$11.00 dollars per hour which should allow us to remain at our contract price until December 31, 2019, at which time we may request a meeting with the City to talk about the contract and pricing.**

If at some point Carnation Building Service, Inc. were to lose the account due to some unforeseeable processes Carnation Building Service, Inc. would provide any and all information to the new company that would make the transition as seamless as possible for you the customer.

### **Specifications as Provided in Solicitation Number: 18FAC7242017**

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- Carnation Building Services, 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 the specifications and understands that this office is responsible for providing all equipment and consumables as per the RFP.
- Carnation Building Services, Inc. has read and understands the administrative QA requirements and management responsibilities for this RFP.

### **Equipment and Supplies**

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Carnation Building Services, Inc. is responsible for providing all vacuums, labor, supervision and equipment to include, trash gondolas, trash barrels, high speed equipment, low speed equipment, brooms, ladders, bathroom carts, dusters, floor finishes, mops, dust pans, bowel mops, scrapers, floor pads, mop buckets, extension cords and any other item required to complete the work as presented in the RFP.

### **References**

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#### **Hexcel Corporation**

Contact: Devin Lovell

D: 520-413-6787

Email: [devin.lovell@hexcel.com](mailto:devin.lovell@hexcel.com)

**City of Gilbert**

Contact: Diane Shannon  
D: 480-503-6800  
Email: [Diane.shannon@gilbertaz.gov](mailto:Diane.shannon@gilbertaz.gov)

**City of Maricopa**

Contact: Dan Leonard  
D: 520-316-6949  
Email: [Daniel.leonard@maricopa-az.gov](mailto:Daniel.leonard@maricopa-az.gov)

**Aurora Public Schools**

Contact: Bob Larkin  
D: 303-367-3000  
Email: [raropkin@aps.k12.co.us](mailto:raropkin@aps.k12.co.us)

**City of Lakewood**

Contact: Pam Browning  
D: 303-987-4822  
Email: [Pambro@lakewood.org](mailto:Pambro@lakewood.org)

**Omar D. Blair**

Contact: Jim Haessler  
D: 303-371-9570 x1108  
Email: [jim.haessler@omardblairk8.com](mailto:jim.haessler@omardblairk8.com)

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**Related Experience**

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Carnation Building Service, Inc. has been involved with some of the largest companies to include the following:

**University of Colorado Denver** (561,000 square feet of cleanable space) provide 2 full time day porters, maintains all carpet cleaning, hard surface floors maintenance and nightly janitorial staff of twelve. This office does provide all paper, soap and liners for this facility. Contact Andy Ketchum, Phone Number: 303-556-6355

**The City and Country of Denver:** (621,000 square feet of cleanable space) Carnation Building Service, Inc. provides the City with a staff of fourteen, maintains all carpet cleaning, floors maintenance and nightly janitorial. Contact John Guldaman, Phone Number: 720-913-8114

**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 maintain the food courts. Contact Mark Hyams, Phone Number: 303-342-3582

**Jefferson Country:** (1,051,231) Carnation Building Service, Inc. provides Jefferson Country with a staff of 28 cleaners, three day porters, one project manager and two working supervisors. 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 Bud Feurs, Phone number 720-641-4103

**Double Tree Hotel:** (321,000) Carnation Building Service, Inc. provides the hotel with complete service in the front of the house, to include dusting, restrooms, vacuuming, carpet cleaning, window washing, also cleaning all kitchen areas, to include the hallways leading to banquet rooms on both levels. Contact Bonnie Kish, Phone number 719-527-4630.

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**Carnation Building Services, Inc.**

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At Carnation Building Services, Inc., we like to think of ourselves as a big company in the cleaning industry. With offices in Denver, and Colorado Springs, 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 and support.

Sometime, the size of an organization works against it. As it grows bigger, the customer becomes less important. At Carnation Building Services, 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

## **Letters of Recommendation**

Mike Goins  
DIRECTOR



Facility Operations Department  
4430 South Adams County Parkway  
1<sup>st</sup> Floor, Suite C1700  
Brighton, CO 80601-8208  
PHONE 720.523.6006  
FAX 720.523.6008  
www.adcgov.org

April 23, 2012

To whom it may concern,

Adams County has awarded Mr. Michael Bertram, and his company, Carnation Building Service, Inc. for the cleaning of 17 of our facilities. To date we are very satisfied with the services Carnation is providing.

Carnation has provided us with competitive pricing, compliance with our contractual terms and conditions and is proving to be very responsive in responding to the few issues we have raised and to the additional conditions we have requested of them.

To date we are very satisfied with Carnation Building Service, Inc and look forward to continuing our business relationship with Mr. Bertram and his company.

Don Murray

A handwritten signature in cursive script that reads 'Don Murray'.

Supervisor, Adams County Environmental Services

BOARD OF COUNTY COMMISSIONERS

W. R. "Skip" Fischer  
DISTRICT 1

Alice J. Nichol  
DISTRICT 2

Erik Hansen  
DISTRICT 3



July 14, 2008

To whom it may concern,

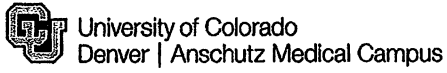
The United States Olympic Committee has had a working relationship with Carnation Building Services for the past two years. CBS has provided outstanding janitorial service to the USOC.

The U.S. Olympic Training Center is a 600,000 square foot operation located on 35 acres in the middle of Colorado Springs, CO. The complex consists of many different environments, resident housing, food service, athlete training venues, business offices, meeting and conference facilities. CBS has been able to meet our standard of providing world class service to America's finest athletes in a professional and cost effective manner.

CBS is an important part of our service team. The USOC would not be able to provide a safe and healthy environment without the support of companies like Carnation Building Services.

Yours in. Sport,  
Richard G. Miner FMD  
Operations Manager

1 Olympic Plaza Colorado Springs, CO 80909 (719) 886-4803 Rick.miner@usoc.org  
U.S Olympic Committee. • Colorado Springs, CO 130909 tel. 719.632.5551 •  
www.usolympicteam.com



Facilities Management

1945 Wheeling Street  
Mail Stop F-410  
Campus Services Building  
P.O. Box 6508

o  
m  
f

May 4, 2012

To Whom It May Concern:

From May 2004 to May 2009, Carnation Building Services provided cleaning service for three educational and office buildings at the University of Colorado's Downtown Campus.

Carnation provided excellent service in the cleaning of 300,000sqft of office space, they emptied the garbage, vacuumed offices, cleaned restrooms and provided basic housekeeping services; they received complements and high remarks from students and the Vice-Chancellor alike.

Carnation Building Services is a valuable and highly professional company that will provide a great cleaning service to any organization.

Sincerely,

Vimol Mitchell

Facilities Manager

**Commitment to Excellence**

**(Carnation Building Service, Inc. made the Boston Globe)**

City & County of Denver  
**JOHN W. HICKENLOOPER**  
Mayor

November 15, 2004

Mr. Robert Pineda  
c/o Carnation Building Services, Inc. - Denver  
928 Salida Way  
Aurora, CO 80011

RE: COMMITMENT TO EXCELLENCE

Dear Mr. Pineda:

Congratulations for receiving a "Commitment to Excellence" pin for providing outstanding customer service to the traveling public at Denver International Airport (DIA) and for the article that appeared in "The Boston Globe", Thursday, October 7, 2004 edition (copy attached).

Often times the first and last impression of Colorado and our airport are encountered in concession locations. Good customer service is paramount to creating a positive experience for DIA customers. Your display of exceptional customer service serves as a model for all DIA employees to emulate.

Your dedication to excellence proves that our objectives are the same: *To provide a world class airport leading the aviation industry in service, efficiency, innovative practices, safety, convenience and aesthetics.* You have the appreciation of the City and County of Denver's Department of Aviation.

Sincerely,



Vicki Braunage  
Co-Manager of Aviation



Turner West  
Co-Manager of Aviation

:dmv

cc: Carnation Building Services, Inc., Mr. Michael Bertram  
Ms. Angela Lin, MD, 36 Fieldstone Road, Westwood, MA 02090-1114



DENVER  
INTERNATIONAL  
AIRPORT

Department of Aviation  
Airport Office Building  
8500 Peña Boulevard  
Denver, Colorado 80249

303.342.2200  
www.FlyDenver.com

Angela Lin  
36 Fieldstone Road  
Westwood, MA 02090-1114

October 9, 2004

Manager, Burger King  
Denver International Airport, 80249

Re: Search for the maintenance man who helped my son find his baseball cap  
Saturday, August 28, around 11 am

Dear Burger King Manager,

This is quite a tale. This is such a story that I wrote a newspaper column about it, and would like to try to locate the gentleman who helped us.

I don't know his name. He was a Spanish speaking man, about 60 years old, about 5 feet 2 inches, who appeared to be a maintenance worker.

We had arrived in Denver from Boston, and had lunch at Burger King. In our excitement, my son left his green baseball cap on the table near the white railing. We went to the car rental agency, but returned shortly afterwards in a panic, trying to find the hat.

As the article relates, this kind man had taken the time to prop up the hat in a location where we would be sure to find it. He made certain that it was not discarded nor picked up by someone else. I would like to give him this photo and a copy of the article. I would like him to know he was very important in our life.

I would like you, his employer, to know what a decent man you have employed. My family will never forget this small kindness and will always have a good memory about the Denver Airport Burger King. Sometimes, it's not the food that matters.

Sincerely,

Angela Lin, MD

# Unbroken bond of boy and hat

By Angela Lin

In the best of times, a baseball cap is worn with comfort and pride, its brim folded to perfection. When the hat goes missing, it feels like the worst of times. Two local boys lost their favorite headgear during summer excursions, and regained them through the kindness of strangers.

For my son, Tim, a plane trip from Boston to Denver ended with lunch at a fast-food restaurant in the terminal. It overlooked an atrium fountain surrounded by a railing. In a photo taken shortly before "the disappearance," Tim is wearing his beloved hunter-green Westwood hat pulled low on his forehead. He's got that slightly smug smile that

**Suburban Diary** comes when you're wearing the hat of your team, whether it's a Little League team south of Boston or a Major League Baseball playoff contender. The photo can't convey the smell of sweat earned from hot summer days and nights on dusty fields in places like Canton, Attleboro, and Norwood.

From the airport terminal, we traveled to the car rental agency. There he realized what had happened. "I can't find my hat. It's not in my backpack," he said. "Can we check the trunk of the car, and your suitcase?" All negative. After some concentrated mental retracing of footsteps, we realized it must have been left at the restaurant.

We drove back to the terminal, dashed inside to the restaurant, passing a gentleman emptying the trash can. We glanced at the table where we had been sitting — no hat. I was the first to spy the green hat with the white W by the railing. It was on a post, propped up for easy viewing. The two were reunited, boy and hat.

As if in a movie, the man walked over from the trash can he had been tending, unnamed but with a face I'll remember. The man from maintenance was smiling as broadly as we were. He spoke in a mixture of English and Spanish, but we understood.

"I knew this hat belonged to someone who would come back. I knew the owner would want it, so I placed it where it would be seen," he told us. After hearty handshakes, a tip, and laughter all around, we dashed out, hat firmly placed on head.

The second tale involves our 11-year-old Walpole friend, Mark, and his visit to Boston's Long Wharf while wearing his Boston Red Sox hat. Not just any hat, but his first "B" hat. The hat slipped off while he was waiting to board the harbor shuttle to Georges Island. Attempts to retrieve it before the ferry departed were in vain. He and his family were despondent.

Returning to the dock hours later, the perky hat was still bobbing in the harbor flotsum. Mark's father dashed to the Long Wharf Marriott searching for a long device to snare the cap. He was directed to a maintenance man named Bill, who suggested a contractor's revolving "snake." Despite their best efforts, the "B" hat remained out of reach.

Weeks later, a cardboard box arrived secured in yards of tape. Bill's name and the Marriott's were on the return address. Inside, wrapped in bubble wrap, was the cherished baseball cap. Bill had become as enamored of the errant hat as the boy.

For some readers, October means only football, when the headgear of interest is a molded, imperious helmet. But Red Sox Nation knows better. As Mark wrote to Bill in his thank-you note, "A hat is like a friend." Friends take care of friends all through the year, deep into the playoffs.

Angela Lin, a medical doctor, lives in Westwood.

Help me find him!



## **Insurance Information**



**Resumes for Key Personal  
For  
This Project**

Resume  
For  
Michael R. Bertram

Objective: To work and provide the best services available to our customers at a fair price.

Education: Graduated from Metropolitan State College in 1983 (Denver, Colorado).

Job History:

---

1991 to Present: Started and founded Carnation Building Service, Inc., last year's review was at four million dollars.

1988 – 1991 was an owner operator for United Van Lines. (Johnson Storage and Moving)

1986 – 1988: Bought a moving company in Montrose, Colorado, grew the company from less than two hundred thousand to just over one million in just over two years. Due to the economy sold the operation.

1983 -1986: Just coming out of school took a job with Mobile Oil, Mobile Oil decided to downsize, so I found my self-unemployed.

1977 – 1983: Attended the University of Colorado, Adams State College, and Metro State College where I got a Bachelor of Science degree.

Thank-you  
Michael R. Bertram

# Jonathan Valenzuela

johnny@carnationbldgsves.com • Denver,  
CO• 303-340-4828

## Objectives

Set course of action to judge how efficiently  
and effectively the organization is operating

## Education

Colorado State University- Pueblo  
2010 Bachelor of Science in Business

## Administration

- Four Years of Men's NCAA Division  
Two Soccer

### Carnation Building Services Inc. Regional Manager

November 2012 – 2013

- Responsible for over 30 employees
- Regional territory included Arizona, California, Colorado, New Mexico, Utah and Wyoming
- Schedule meetings with customers
- Attend bid proposal walkthroughs
- Startup newly acquired contracts
- Recruit , training and terminated employees
- Establish great customer relationships

### Carnation Building Services Inc. Director of Operations/ General Manager

- CBS- total facility maintenance
- Responsible for over 300 employees
- Regional territory includes Arizona, California, Colorado, New Mexico, Utah and Wyoming
- Set course of action to judge how efficiently and effectively the organization is operating
- Responsible for overseeing the work of upper- level management
- Monitor margins and work productivity, as well as implementing new directive for growth
- Setting guidelines for personnel evaluations, recruitment, and advancement
- Operations HR-responsibilities
  - Recruit employees , hire and terminate employees, E-Verify , Background checks , provide training, reference check and develop talent
- Attend bid proposal walkthroughs
- Startup newly acquired contracts
- Establish good customer relationships
- Go beyond expectations to satisfy customers and prolong contract through great customer service

## Skills

- Strong Interpersonal skills
- Fluent in Spanish
- Operations management
- Budgeting
- Financial monitoring and forecasting
- Approachable
- Crisis and emergency communications
- MS Office
- Strategic thinker

# Shane Lampe

75 South Washington Street #101 Denver, CO 80209 720-935-3026 [shane.lampe@gmail.com](mailto:shane.lampe@gmail.com)

Extremely organized, efficient, outgoing, and a friendly professional offering a solid creative advertising, design, marketing, business development and community outreach background with responsibility in total program execution. My commitment and expertise are skills that build great relationships to help make success achievable.

## **Education:**

University of Colorado at Boulder - School of Journalism and Mass Communication,  
Bachelors of Science in Creative Advertising with an emphasis in Marketing. 2005

## **Work Experience:**

**NC Design & Marketing - Denver, CO January 2015 - Present**

### **Responsibilities**

- Design, develop, implement and evaluate all marketing and advertising collateral and outreach strategies, prep files for production, proofing custom projects, and all design materials.
- Work with external vendors to coordinate the execution of communications and marketing projects.
- Assess business and design a solution that offers advantages across all departments for user experience.
- Acquire new partnerships and coordinate according to department needs.
- Discover alternative funding sources to support company, through community outreach.

### **Accomplishments**

- Developed community partnerships that helped supply the financial needs of all departments.
- Grew business from one client to eight in four month period.

**Marketing Director - Easter Seals Colorado - Denver, CO January 2010 - September 2014**

### **Responsibilities:**

- Translate business objectives and strategies to develop the Easter Seals Colorado brand within the community, facilitate new business growth, and maintain relationships.
- Designed and implemented annual marketing and outreach strategies for all departments and programs, through all marketing collateral; such as brochures, newsletters, flyers, logos, viral videos, photography, webpage design, presentations and other messaging alternatives.
- Generated new state contracts, city contracts, and private contracts.
- Planed and administered marketing operations budgets for all programs with varying budgets of \$0 to \$10,000.
- Discovered alternative funding sources to support all programs.
- Organized, and oversee annual volunteer events such as Colorado Gives Day, Comcast Cares Day, and Veterans Community Outreach.
- Developed, and wrote proposals for state set-a-side contract bids and state disability contract bids.

### **Accomplishments:**

- Increased revenue by 400% annually in an eight month period.
- Expanded employment department in eight months from four enclave sites and 32 clients to 20 sites and 250+ clients.
- Acquired partners and donations, organize and supervise donation stations, utilize local businesses to provide resources that results in \$18,000+ in donations per event.
- Chair member of Colorado Inclusion Committee, and community advocate for individuals with disabilities.

**Marketing Manager - Easter Seals Colorado - Denver, CO June 2009 - January 2010**

**Responsibilities:**

- Developed community jobs for clients after assessing their skill sets; provided job coaching and training.
- Attended development team meetings; provided appropriate input; made recommendations accordingly.
- Assisted in the development of curriculum for new crew sites and independent placement.
- Trained new staff, conducted and recorded training according to state regulations.

**Accomplishments:**

- Developed community partnerships and created new community advocates for individuals with disabilities.
- Discovered new funding sources to help support employment programs within the community.
- Changed community and small business perspectives on the work ability of individuals with developmental disabilities, through visual aids, presentations, and overall education.
- Promoted to Marketing Director in an eight month period.

**Admissions Specialist - Heritage College - Denver, CO April 2008 - April 2009**

**Responsibilities:**

- Conducted one on one interviews and self-managed enrollments of all potential students.
- Participated in follow-along services for students; submitted follow-up reports timely for billing.
- Called potential students, and helped them gather information during Q and A phone sessions.

**Accomplishments:**

- Ranked #1 in enrollments and retention for seven out of twelve months.
- Broke monthly enrollment records three times.

**Art Director - The Integer Group - Lakewood, CO January 2007 - January 2008**

**Responsibilities:**

- Collaborated with a team of four to create Keystone Light and Coors Banquet programs resulting in over \$1 million in National sales.
- Assisted internal brand teams with program guidance and innovative ideas.
- Directed Summer, Snow, Fall and Retro programs for Coors Banquet and Keystone Light.
- Managed staff photographers, graphic designers, and interns to meet team and program goals.

**Accomplishments:**

- Winner of 2007 Colorado Advertising and Marketing Club award for Coors Banquet Snow Program.
- Programs resulted in over \$1 million in National sales.

**Requested information  
by  
The Customer**



**ATTACHMENT B  
SUBSTITUTE W-9 FORM**

**PART I: Company Information:**

1. Name (as shown on Income Tax Return): CARNATION BUILDING SERVICE, INC
2. Business Name (if different than above): N/A
3. DUNS #: 867141673
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 type="checkbox"/> Corporation
	<input type="checkbox"/> Partnership
6. Order Address:
 

<u>666 E 47th Ave</u>	<u>Denver</u>	<u>CO</u>	<u>80116</u>
(Order address)	(City)	(State)	(Zip code)
7. Remittance address (if different than above):
 

<u>N/A</u>			
(Remittance address)	(City)	(State)	(Zip code)
8. Contact person for bid invitations: Michael D. Britram
9. Phone Number: 800-700-3373 Fax Number: 303-340-4845
10. Email address of contact person: MICHAEL@CARNATION BIDG SVCS. 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 checked="" type="checkbox"/> Contractor
<input type="checkbox"/> Consultant	<input type="checkbox"/> Other: _____
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
---	--------------------------------------	--
13. How long has the company been in business? 26 years
14. Does applicant currently hold a valid business license issued by the City of Maricopa?
 

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
---	-----------------------------

**AM**

**PART II: COMMODITY OR SERVICE DESCRIPTION**

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

*Facility maintenance*

**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 |

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


Michael R. BERTRAM  
**Name** (Please print)

*Michael R. Bertram*  
**Signature**

PRESIDENT  
**Title** (Please print)

9/6/2017  
**Date**

**ATTACHMENT C  
PARTICIPATION IF BOYCOTT OF ISRAEL**

	<b>Participation if Boycott of Israel</b>		<b>State of Arizona State Procurement Office 100 N. 15th Ave., Suite 201 Phoenix, AZ 85007</b>
		PAGE 1  OF 1	

All materials submitted as part of a response to a solicitation are subject to Arizona public records law and will be disclosed if there is an appropriate public records request at the time of or after the award of the contract. Recently legislation has been enacted to prohibit the state from contracting with companies currently engaged in a boycott of Israel. To ensure compliance with A.R.S. §35-393.01 This form must be completed and returned with the response to the solicitation and any supporting information to assist the State in making its determination of compliance.

As defined by A.R.S. §35-393.01:

1. "Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with Israel or with persons or entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:
  - (a) In compliance with or adherence to calls for a boycott of Israel other than those boycotts to which 50 United States Code section 4607(c) applies.
  - (b) In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.
2. "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, and includes a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate.
3. "Direct holdings" means all publicly traded securities of a company that are held directly by the state treasurer or a retirement system in an actively managed account or fund in which the retirement system owns all shares or interests.
4. "Indirect holdings" means all securities of a company that are held in an account or fund, including a mutual fund, that is managed by one or more persons who are not employed by the state treasurer or a retirement system, if the state treasurer or retirement system owns shares or interests either:
  - (a) together with other investors that are not subject to this section.
  - (b) that are held in an index fund.
5. "Public entity" means this State, a political subdivision of this STATE or an agency, board, commission or department of this state or a political subdivision of this state.
6. "Public fund" means the state treasurer or a retirement system.
7. "Restricted companies" means companies that boycott Israel.
8. "Retirement system" means a retirement plan or system that is established by or pursuant to title 38.

All offerors must select one of the following:

My company does not participate in, and agrees not to participate in during the term of the contract a boycott of Israel in accordance with A.R.S. §35-393.01. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.

My company does participate in a boycott of Israel as defined by A.R.S. §35-393.01. :

By submitting this response, proposer agrees to indemnify and hold the State, its agents and employees, harmless from any claims or causes of action relating to the State's action based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the State in defending such an action.

CARNATION BUILDING SERVICE, INC Michael R. Bertram  
Company Name Signature of Person Authorized to Sign  
444 E 47th Ave MICHAEL R. BERTRAM  
Address Printed Name  
DENVER CO 80216 NEESTA ENT  
City State Zip Title

## **Addendum**



## Questions from RFP #18-FAC7242017 – Janitorial Services City Wide

1. Any Specific Changes from Previous Contract? Only change is the supplier is fully responsible for consumables. **There were only changes in the scope for Copper Sky. The consumables are the same as previous.**

2. Do we have any usages from consumables from last year?

**No**

3. Are consumables required by vendor? Dan – Yes, Paper and chemical

4. Can we get the average foot traffic per location if vendor does not provide usages from last year?

**-City Hall**

**50 - 75 Employees with estimate of 100 public foot traffic daily**

**-Fleet**

**15 – 20 Employees with minimal public foot traffic daily**

**-Library**

**15 Employees with estimate of 730 public foot traffic daily**

5. Can we get an employee count per location? Also, wanted foot traffic per location  
**Similar question above so answered complete in question 4.**

6. Are there any special events. Dan – Yes, they are detailed in the RFP.

7. Can we get Blue Prints, layouts or floor plan with square footage?

8. How often are inspections done? Dan – They are outlined in the RFP.

9. What about wage subscribing to living wage other than federal minimum wage. Kathy, we need your help with this answer

10. Do the parks facilities use the same paper products such as T.P?

11. Will floor type be broken down on floor plan?

As best as possible.

WMB

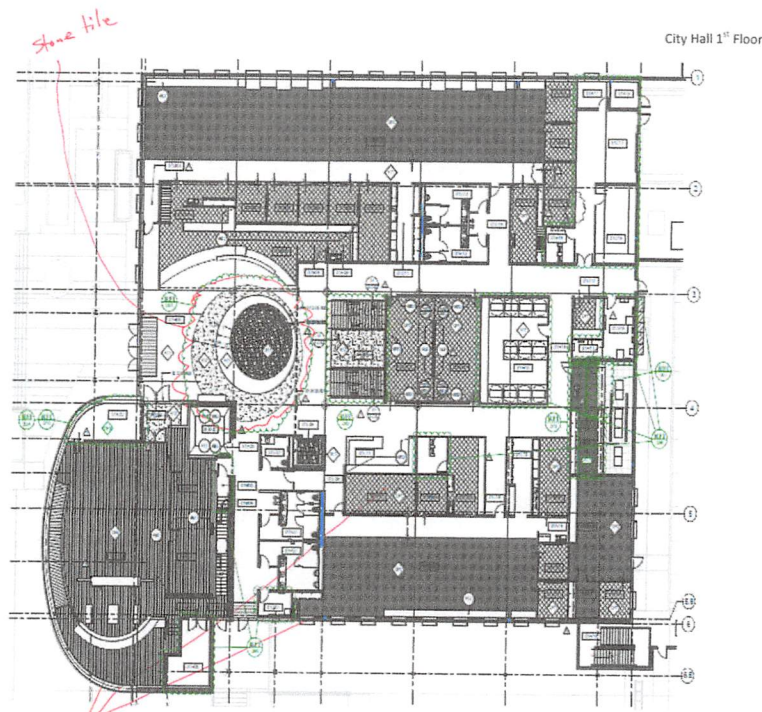
**Questions From RFP #18-FAC7242017**

I have two more questions one is in the RFP one is I does not talk about the track in the RFP at Copper Sky, and the 2<sup>nd</sup> is there is nothing about the Church set up and tear downs every Sunday at Copper Sky. Could you please advise as to the exceptions.

- 1) The track should be covered under general floor where it references per manufacture specs.
- 2) The church set up and tear down should not be the responsibility of the contract but check with Danny at copper sky.

*WMB*

40K sq.ft. total with both floors.



Stone tile

Carpet

Shaded areas show changes in flooring type(see notes above). Clear areas are polished concrete.

LEGEND

Gensler

Adobe Acrobat Pro

Easily edit text and images in PDF documents

Start Now

Send Files

Store Files

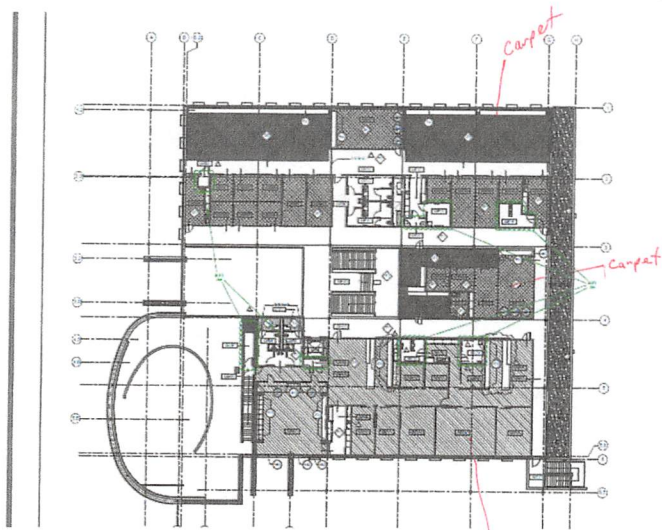
SHEET NOTES

Page ①

WMB



2<sup>ND</sup> Floor City Hall



See notes above

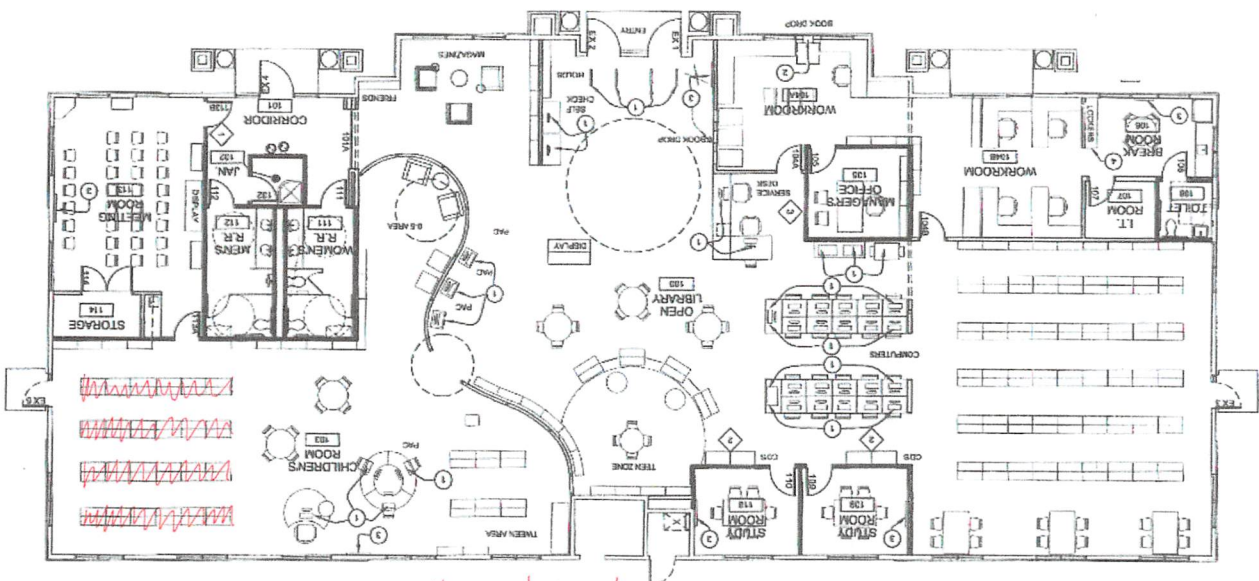
Carpet

- T Add Text
- ✓ Add Checkmark
- Place Signature
- ▶ Send or Collect Signatures
- ▶ Work with Certificates

page ②



Library

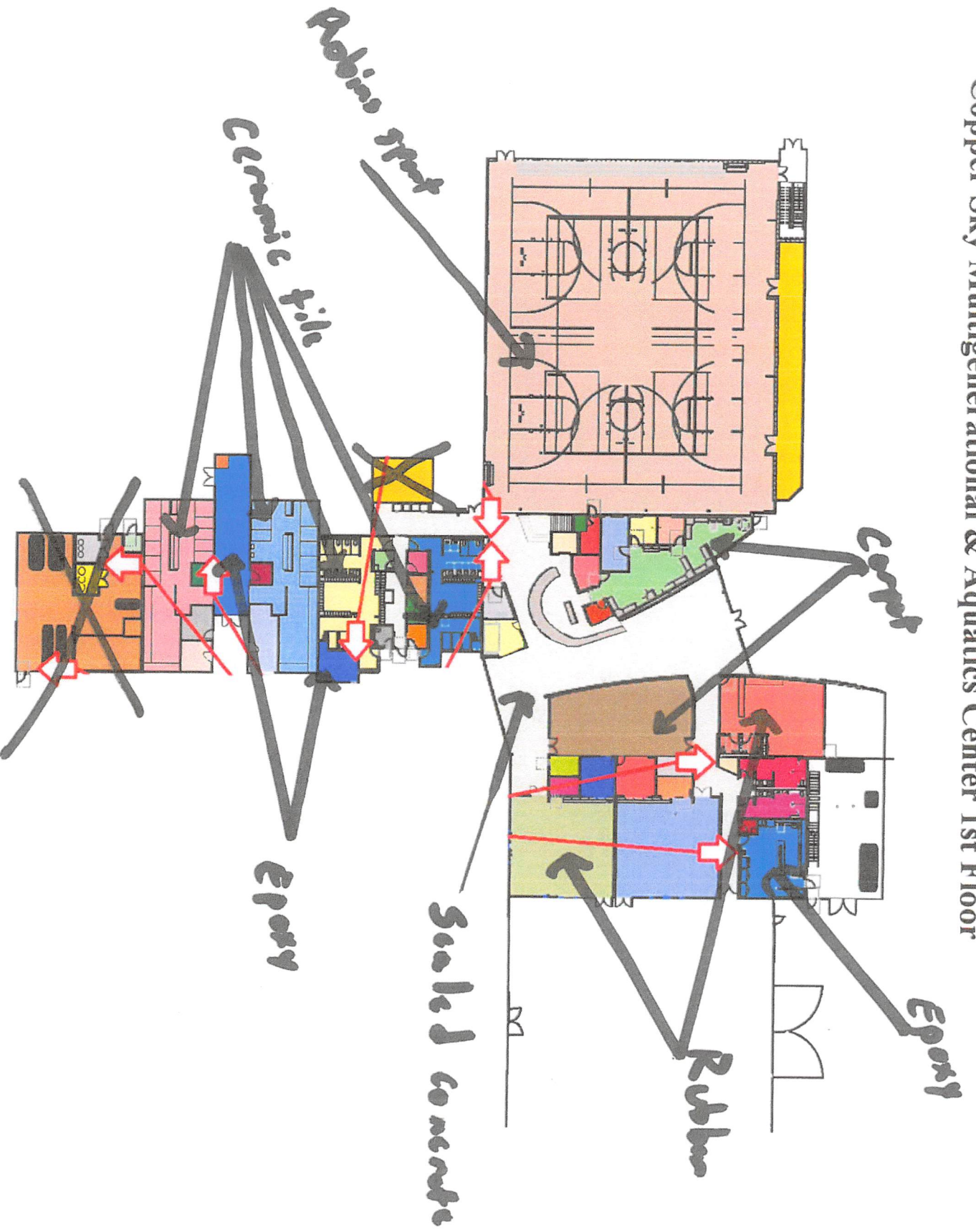


All carpet except in bathrooms.

Est. 10K sq.ft.

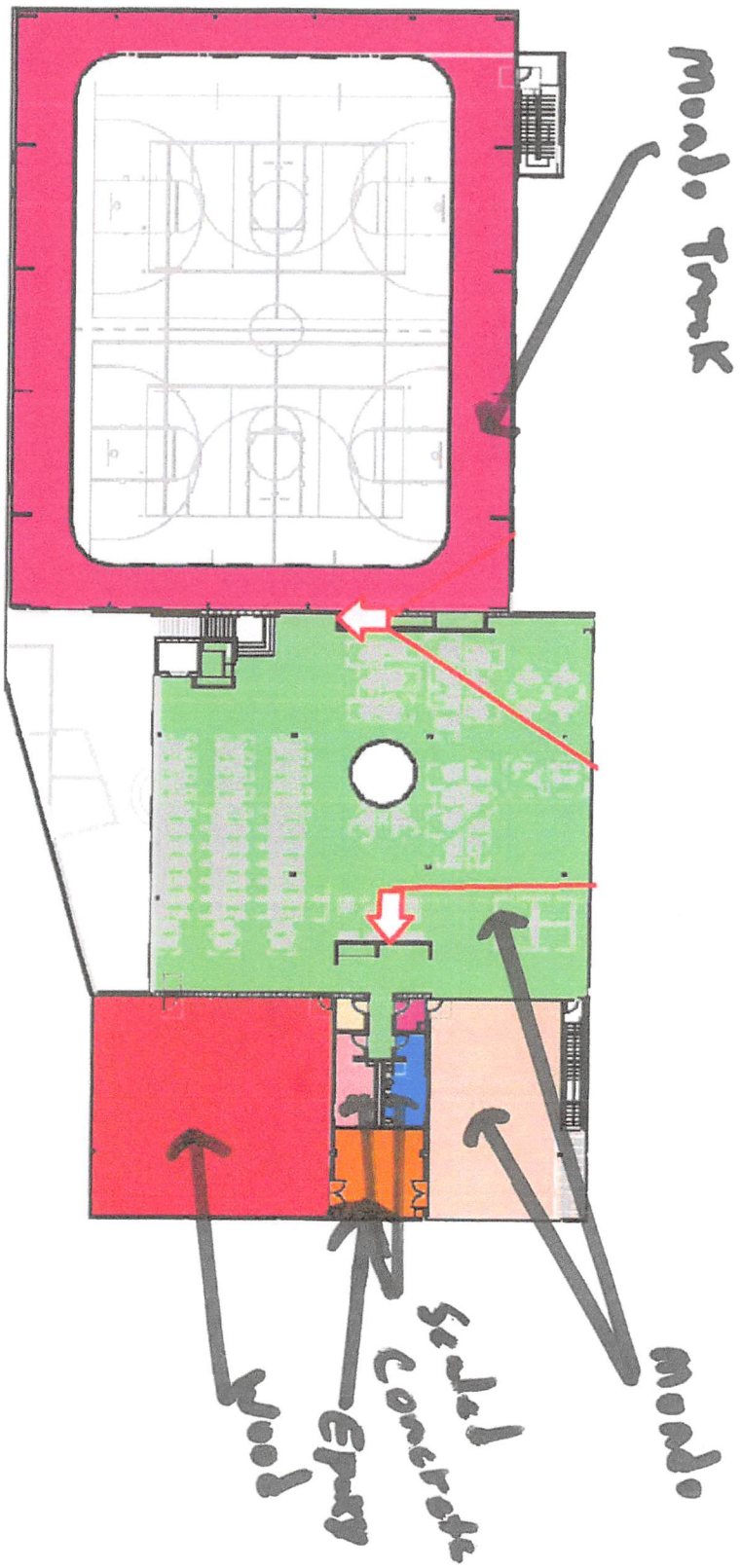
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Copper Sky Multigenerational & Aquatics Center 1st Floor





Copper Sky Multigenerational & Aquatics Center 2nd Floor



**EXHIBIT A**  
**DAILY WORK REPORT EXAMPLES**  
**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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*WMP*

**EXHIBIT A (CONT'D)**  
**DAILY WORK REPORT EXAMPLES**  
**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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## **Pricing Information**



**ATTACHMENT A**  
**PROPOSED FEES/COMPENSATION**  
**PRICING SHEET FOR CITY OF MARICOPA JANITORIAL SERVICES**

1) Maricopa City Hall		\$ 1379. <sup>00</sup>
a. Weekly Fee		<hr/>
b. Month Fee		\$ 5971. <sup>00</sup>
c. Annual Fee		\$ 71,652. <sup>00</sup>
2) Copper Sky MultiGen Center		\$ 3968. <sup>00</sup>
a. Weekly Fee		<hr/>
b. Month Fee		\$ 17,181. <sup>00</sup>
c. Annual Fee		\$ 206,172. <sup>00</sup>
3) Copper Sky Regional Park Public Rest Rooms		\$ 181. <sup>00</sup>
a. Weekly Fee		<hr/>
b. Month Fee		\$ 784. <sup>00</sup>
c. Annual Fee		\$ 9408
4) Maricopa Public Library		\$ 209. <sup>00</sup>
a. Weekly Fee		<hr/>
b. Month Fee		\$ 905. <sup>00</sup>
c. Annual Fee		\$ 10,860
5) Pacana Park Public Rest Rooms		\$ 145. <sup>00</sup>
a. Weekly Fee		<hr/>
b. Month Fee		\$ 628. <sup>00</sup>
c. Annual Fee		\$ 7536. <sup>00</sup>
<b>COMBINED TOTAL WEEKLY FLAT FEE</b>		\$ 5882. <sup>00</sup>
<b>COMBINED TOTAL MONTHLY FLAT FEE</b>		\$ 25,469. <sup>00</sup>
<b>COMBINED TOTAL MONTHLY FLAT FEE</b>		\$ 305,628. <sup>00</sup>
<b>SPECIAL EVENT JANITORIAL / CLEANING SERVICES</b>		\$ 19.80 / hr
<b>PER HOUR RATE</b>		<hr/>

**Man Hours For Maricopa (Copper Sky and City Hall)**

<b>City Hall</b>	<b>HRS Per Day</b>	<b>Days</b>	<b>Totals Per Week</b>	
Day Porter	11	4	44	
Cleaning	7	4	28	
<b>Totals HRS</b>			<b>72</b>	<b>3744</b>

<b>Copper Sky</b>	<b>HRS Per Day</b>	<b>Days</b>	<b>Total HRS</b>	
Day Porter				
Day Porters Ai	13	269	3497	
Day Porter Aii	12	38	456	
Day Porter Aiii	4	38	152	
Day Porters Bi	4	46	184	
Day Porter Bii	18	46	828	
Day Porter Ci	4	14	56	
Day Porter Cii	16	14	224	
Day Porter Di	8	14	112	
<b>Total Hour</b>			<b>5509</b>	<b>5509</b>

<b>Copper Sky</b>	<b>HRS Per Day</b>	<b>Days Per Year</b>		
Cleaning HRS	14.41	363	5230.83	
<b>Totals (CS)</b>			<b>10,739.83</b>	