



ALL CLEANERS®

ALL CLEANERS, INCORPORATED

632 Executive Drive
Willowbrook, Illinois 60527
(630) 920-1100
Fax (630) 325-7777
allcleaners@aol.com
info@allcleanersinc.com
www.allcleanersinc.com

City of Aurora
City Clerk's Office, 2nd Floor
44 E. Downer Place
Aurora, Illinois

COPY

Request for Proposal 15-44
Janitorial cleaning Services at various City-Owned Buildings
Due Date: Wednesday, September 16, 2015 at 2:00 p.m

"ALL CLEANERS serves nationwide"

JANITORIAL SERVICE • PRESSURE WASHING • SECURITY GUARD • WINDOW CLEANING • CARPET SHAMPOO
AZ, CA, CO, D.C., FL, GA, IL, IN, KS, LA, MD, MI, MN, NJ, NY, OH, PA, TX, VA, WA, WI

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RFP 15-44
City of Aurora**

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City of Aurora

I. COVER PAGE



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September 14, 2015

City of Aurora
City Clerk's Office, 2nd Floor
44 E. Downer Place
Aurora, IL 60507

Re: Request for Proposal 15-44
Janitorial Cleaning Services at various City-Owned Buildings
Due Date: September 16, 2015 at 2:00 p.m.

Dear,

Thank you for the opportunity to present All Cleaners, Inc's proposal to provide Janitorial Services for:

Request for Proposal 15-44
Janitorial Cleaning Services at Various City-Owned Buildings

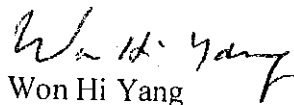
Please find attached one (1) original completed identical, unbound proposal and four(4) completed bounded proposal of all your requested requirements. Also All Cleaners, Inc submit one(1) set of the Proposal Pricing in separate sealed envelope. All Cleaners, Inc. acknowledged received Addendum#1 & #2

All Cleaners, Inc Nor any of its owners, is currently listed on any federal, state nor local list of debarred, suspended and ineligible contractors and grantees. Additionally, all equal employment and affirmative action non-discrimination regulations. Thank you for the opportunity to assist you. I look forward to a long business relationship with you.

If you have any questions, please feel free to contact me at (630)920-1100 or E-mail at allcleaners@aol.com, info@allcleanersinc.com, www.allcleanersinc.com

I look forward to a long business relationship with you.

Cordially,


Won Hi Yang
President

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City of Aurora

II. BID DOCUMENTS & ADDENDUM#1 & #2



CITY OF LIGHTS

City of Aurora, Illinois

Request for Proposal 15-44

**Janitorial Cleaning Services
at Various City-Owned Buildings**

PROPOSALS DUE

**Wednesday, September 16, 2015
at 2:00 p.m.**

**City of Aurora
City Clerk's Office, 2nd Floor
44 E Downer Place
Aurora, Illinois**

CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 15-44

JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDING

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CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 15-44

JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDING

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All inquiries and/or questions pertaining to the provisions of this Request for Proposal package shall be directed in writing to Mrs. Esther Phillips, Director of Purchasing, PurchasingDL@aurora-il.org, by 5:00 p.m., Tuesday, September 8, 2015. Questions may not be communicated by telephone and questions received after this date and time will not receive a response.

A response to questions will *only* be sent to those in attendance at the mandatory pre-site inspection meeting(s) by noon, Thursday, September 10, 2015.

DO NOT SEND OR DELIVER PROPOSALS to the Purchasing Office.

All proposals are to be submitted on the proposal form provided. Each proposal must be placed in an envelope, sealed, and clearly marked on the outside: "Proposal 15-44 Janitorial Services at Various City-Owned Buildings." The original unbound proposal submittal and four (4) copies are to be provided. Facsimile or electronic copies will not be accepted. In a separate sealed envelope, submit one (1) set of the proposal pricing.

Any Proposer who owes the City money may be disqualified at the City's discretion.

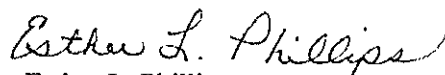
The City encourages minority business firms to submit proposals and encourages the successful firm to utilize minority businesses as applicable.

A 100% performance and payment bond will be required from the successful Proposer.

Sufficient proof of liability and workmen's compensation insurance must be furnished to satisfy requirements of the City of Aurora.

The City of Aurora reserves the right to reject any or all Proposals, or parts thereof, and to waive any technicality, informality or irregularity in the Proposals received, and to disregard all nonconforming or conditional Proposals or counter-proposals and to hold the best Proposals for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Proposal to the lowest responsible Proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed Work or usage and therefore is in the best interest of the City.

CITY OF AURORA



Esther L. Phillips
Director of Purchasing

PROPOSER'S CERTIFICATION

I/We hereby certify that:

- A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).
- D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.
- E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.
- F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

COMPANY NAME All Cleaners, Inc

ADDRESS 632 Executive Dr

CITY/STATE/ZIP CODE Willowbrook, IL 60527

NAME OF CORPORATE/COMPANY OFFICIAL Won Hi Yang
PLEASE TYPE OR PRINT CLEARLY

TITLE President

AUTHORIZED OFFICIAL SIGNATURE *Won Hi Yang*

DATE 9/14-/2015

TELEPHONE (630) 920-1100

FAX No. (630) 325-7777

Subscribed and Sworn to
Before me this 14th day
of September, 2015

Hye Kim
Notary Public



STATE OF ILLINOIS)
)
County of Kane) ss.

PROPOSER'S TAX CERTIFICATION

(PROPOSER'S EXECUTING OFFICER), being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the PROPOSER, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

DATED this 14th day of September, 2015.

By Won Hi Yang
(Signature of Proposer's Executing Officer)
Won Hi Yang
(Print name of Proposer's Executing Officer)
President
(Title)

ATTEST/WITNESS:

By Hye Kim
Title VP

Subscribed and sworn to before me this 14th day of September 2015.

Hye Kim
Notary Public

(SEAL)



**CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 15-44**

**JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS**

INSTRUCTIONS TO PROPOSERS

01. REQUIREMENTS OF PROPOSER

The successful Proposer may be required to (a) enter into a fully signed contract in writing with the City of Aurora covering matters and things as are set forth in the Proposal Package; and (b) carry insurance acceptable to the City covering public liability, property damage and workers compensation.

02. ACCEPTANCE OF PROPOSALS

- a. Proposer must submit five (5) complete, sealed, signed and attested copies of the proposal, four (4) of which shall be a complete bound copy and one (1) of which shall be complete, identical, unbound copy of the proposal, and shall have provided all requested information, and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in each copy in order to be considered responsive.
- b. **In a separate sealed envelope, submit one (1) set of the proposal pricing.**
- c. The City reserves the right to reject any and all Proposals or parts thereof and to waive any technicalities and irregularities in the proposal and to disregard all nonconforming or conditional Proposals or counter-proposals and to hold the proposals for ninety (90) days from the opening date set forth above. Proposer agrees to accept a notice of award, if selected, based on the terms of this Proposal in the event that a notification of award is received on or before expiration of the 90-day time period. The City reserves the right to cancel the Proposal at any time, without liability for any loss, damage, cost or expense incurred or suffered by any Proposer as a result of that cancellation. Each Proposer is solely responsible for the risk and cost of preparing and submitting a Proposal.
- d. Although price is a consideration, qualifications and experience, capacity to handle the work, and response to the RFP, will also be considered. No Proposal will be considered unless the Proposer shall furnish evidence satisfactory to the City that he has the necessary facilities, abilities, experience, equipment, and financial and physical resources available to fulfill the conditions of the contract and execute the Work should the contract be awarded to him. Proposal documents which are not responsive to the requirements herein may not be considered by the City for an award of the contract.

The contract will be awarded to the lowest responsible Proposer. In determining the responsibility of any Proposer, the City may take into account other factors in addition to the evaluation criteria, such as past records of its or other entities transactions with the Proposer, experience, ability to work cooperatively with the City and its staff, adequacy of equipment, ability to complete performance within necessary time limits, and other pertinent considerations such as, but not limited to, reliability, reputation, competency, skill, efficiency, facilities and resources.

The Proposer will be awarded in the City's best interests based on these and other legally-allowable considerations. The City and its representatives and agents may make any investigations deemed necessary to determine the ability of the Proposer to perform the Work. The Proposer shall furnish any information and data requested by the City for this purpose.

03. RECEIPT OF PROPOSALS

- a. It is suggested that Proposers allow a minimum of four days for delivery through U.S. mail, or Proposals may be delivered to the Office of the City Clerk in person. Overnight courier is acceptable provided timely receipt of Proposers. The Proposer assumes responsibility for late delivery of the mail. It is the sole responsibility of the Proposer to see that his Proposal is received in the proper time.
- b. Any Proposal received by the Office of the City Clerk **after 2:00 p.m. on Wednesday, September 16, 2015** shall be rejected and returned unopened.

04. WITHDRAWAL OF PROPOSALS

Proposals may not withdraw their Proposal after the opening without the approval of the Purchasing Director. Requests to withdraw a Proposal must be in writing and properly signed. Proposers may, however, without prejudice, modify or withdraw its Proposal by written request, provided that the request is received by the City Clerk prior to the scheduled opening and at the address to which Proposals were to be submitted. Following withdrawal or modification of its Proposal, Proposer may submit a new Proposal, provided it is received by the City Clerk prior to the proposal due date. No Proposal will be opened which is received after the time and date scheduled for the Proposals to be received.

05. CITY'S AGENT

The Purchasing Director, or his delegate, shall represent and act for the City in all matters pertaining to the Proposal and contract in conjunction thereto.

06. CONTRACT

The contract shall be for a period of twenty-four (24) months, from the date of award with the option for two one-year extensions based on mutual agreement between the Proposer and the City of Aurora.

An authorized company representative shall appear at the office of the Purchasing Office within five (5) business days after City Council approval for the purpose of signing the contractual agreement. Failure on the part of the Proposer to execute the contract within five (5) business days and provide the required evidence of insurance at or before the execution of the contract will be considered just cause for the annulment of the award of the Proposal.

07. SUBLETTING OR ASSIGNMENT OF CONTRACT

The Proposer shall not sublet, sell, or assign all, or any portion of the contract, or of the work provided for therein, without the written consent and authorization of the City, and in no case shall such consent relieve said contractor from either, any, or all of the obligations herein entered into, or change the terms of the obligation hereof. The workers on premise shall be employed by the contractor.

08. INVESTIGATION

It shall be the responsibility of the Proposers to make any and all investigations necessary to become thoroughly informed of what is required and specified in the RFP. No plea of ignorance by the Proposers of conditions that exist or may hereafter exist as a result of failure or omission on the part of the Proposer to make the necessary examinations and investigations will be accepted as a basis for varying the requirements of the City of the compensation to the Proposer.

Each Proposer submitting a Proposal is responsible for examining the complete Request for Proposal Package and all Addenda, and is also responsible for informing itself of all conditions that might in any way affect the cost or the performance of any Work. Failure to do so will be at the sole risk of the Proposer, and no relief will be given for errors or omissions by the Proposer. If awarded the contract, the Proposer will not be allowed any extra compensation by reason of any matter or thing concerning which such Proposer should have fully informed himself, because of his failure to have so informed himself prior to submitting the proposal. The submission of a Proposal shall be construed as conclusive evidence that the Proposer has made such examination as is required in this section and that the Proposer is conversant with local facilities and difficulties, the requirements of the Request for Proposal documents, and of pertinent, local, state and federal laws and codes, prevailing local labor and material markets, and has made due allowance in its Proposal for all contingencies.

09. PROPOSER CAPABILITY

The City reserves the right to require of the Proposer proof of his/her capability to perform as required by the specifications. However, prequalification of the Proposer shall not be required. The City may, at its option, disqualify a proposer and reject his proposal for cause. Reasons deemed sufficient for this action shall include, but not be limited to, the following:

- Evidence of collusion among proposers.
- Receipt of more than one proposal on any project from an individual, or from a corporation. This restriction does not apply to subcontractors.
- Default on any previous contract.
- For unreasonable failure to complete a previous contract within the specified time or for being in arrears on an existing contract without reasonable cause for being in arrears.
- Inability to perform as revealed by an investigation of the Proposer's financial statement, experience and/or plant and equipment.
- **Any proposer who owes the city money may be disqualified at the City's discretion.**

10. PROPOSAL AWARD

Except as otherwise may be stated in this RFP, Proposal award shall be made to the lowest responsible Proposer meeting the requirements and/or intent of the RFP at the net delivered price(s) shown and best responding to the needs of the City, in the City's sole discretion. However, if the Proposer modifies limits, restricts or subjects his Proposal to conditions that would change the requirements of the RFP, this would be considered a conditional or qualified Proposal and will not be accepted. The City reserves the right to delete any item listed in the Proposal.

11. PAYMENT

Payment shall be made monthly for services rendered. If a remodeling project takes an area out of service for 30 days or more, the respective billing will be reduced proportionately to the square footage removed from the cleaning schedule, or a mutually agreed upon credit will be issued.

The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this Contract, within thirty (30) days of the receipt of the invoice.

Time, in connection with any discount offered, will be computed from the date of delivery to the City or from the date a correct invoice is received by the City of Aurora Purchasing Division, if the latter date is later than the date of delivery.

Prices will be considered NET, if no payment discount is shown.

The successful Proposer shall submit invoices via e-mail to:

PurchasingDL@aurora-il.org

or to the following address:

**City of Aurora
Attn: Purchasing Division
44 E. Downer Place
Aurora, IL 60507**

12. PRICES

- a. Unit prices shall be shown for each unit on which there is a Proposal Price and shall include all packing, crating, freight and shipping charges to destination unless otherwise stated in the Proposal.
- b. Unit prices shall not include any local, state or federal taxes. In case of mistake in extension of price, unit price shall govern. All prices must be typewritten or written in black ink. (The party signing the Proposal or his/her authorized representative must initial any alteration in ink.)

13. TAXES

The City of Aurora is exempt, by law, from paying State and City Retailer's Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax upon City works and purchases. The City of Aurora's Sales Tax Exemption Number is E9996-0842-07.

14. DEFAULT

In case of default by successful Proposer, the City will procure articles or service from other sources and hold the contractor responsible for any excess cost incurred as provided for in Article 2 of the Uniform Commercial Code.

15. CANCELLATION

The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.

16. SIGNATURES

Proposal must be signed by the Proposer with his/her usual signature. Proposals by partnerships must be signed with the partnership name by all members of the partnership, or an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of the person authorized to bind it in the matter. All signatures must be in ink.

When a corporation submits a Proposal, its agent must present legal evidence that he has lawful authority to sign said Proposal and that the corporation has a legal existence. In the event that any corporation organized and doing business under the laws of any foreign state is the successful Proposer, such corporation must present evidence before any contract is executed that it is authorized to do business in the State of Illinois. Proposals by corporations must be executed in the corporate name by the President or a Vice President (or other corporate officer accompanied by evidence of authority to sign), and the signature must be attested by the Secretary or an Assistant Secretary, and the corporate seal must be affixed. The corporate address and state of incorporation must be shown below the signature. Proposals by partnerships must be executed in the partnership name and signed by a partner whose title must appear under the signature, and the official address of the partnership must be shown below the signature. Any corrections to entries made on the Proposal forms shall be initialed by the person signing the Proposal. When requested by the City, satisfactory evidence of the authority of any signature on behalf of the Proposer shall be furnished.

17. COMPLIANCE WITH LAWS AND REGULATIONS

The Proposer shall at all times observe and comply with all Federal, State, Municipal and other local laws, ordinances, regulations, and requirements which in any manner affect the conduct of the Work, and with all Federal, State and local laws and policies of non-discrimination, sexual harassment, prevailing wages and others applicable thereto; and all such orders or decrees as exist at the present and which may be enacted later, of bodies or tribunals having jurisdiction or authority over the Work, and no plea of misunderstanding or ignorance thereof will be considered. He shall indemnify and save harmless the City and all its officers, agents, employees and servants against any requirement, claim or liability arising from or based on the violation of any such law, ordinance, regulation, order or decree, whether by himself or his employees.

18. BONDS AND INSURANCE

The Proposer will be required to furnish a Performance Bond in the amount of one hundred percent (100%) of the full contract price, a Payment Bond, Public Liability Insurance, and Workers Compensation Insurance; all of which shall be acceptable to the City of Aurora.

The Proposer awarded the project(s) will need to provide performance and payment bonds for one year with a letter attached from the bond company certifying that the bond may be automatically renewed for the second year.

The term Payment Bond shall be understood to mean the bond executed by the Proposer and his surety guaranteeing the payment of all sums of money due for any labor, materials, apparatus, fixtures, or machinery furnished to such principal for the purpose of performing the contract work.

The term Performance Bond shall be understood to mean the bond, executed by the contractor and his surety, guaranteeing complete execution of the contract.

Proof of liability insurance coverage through a reputable, recognized carrier shall be provided at the time of acceptance and signing of the contract and shall remain current for the duration of the contract.

The City of Aurora, by showing and substantiating sufficient proof of incompetence, negligence, poor or substandard workmanship which would cause unwarranted damage or deterioration of either premises, contents or appendages, reserves the right to terminate said Contractor without recourse from the City by successful Contractor.

19. INSURANCE AND HOLD HARMLESS PROVISION

At the Proposer's expense, the Proposer shall secure and maintain in effect throughout the duration of this contract, insurance of the following kinds and limits to cover all locations of the Proposer's operations. The Proposer shall furnish Certificates of Insurance to the City before starting or within ten (10) days after the execution of the contract, whichever date is reached first. All insurance policies shall be written with insurance companies approved by the City of Aurora and licensed to do business in the State of Illinois and having a rating of not less than A IX, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the City. This provision shall also be stated on each Certificate of Insurance as: "Should any of the above described policies be canceled before the expiration date thereof, the issuing company will endeavor to mail 10 days written notice to the certificate holder named to the left". If requested, the awardee of this proposal will give the City a copy of the insurance policies. The policies must be delivered to the City within two weeks of the request. The limits of liability for the insurance required shall provide coverage for not less than the following amount, or greater where required by law:

- (1) Worker's Compensation Insurance - Statutory amount.
- (2) General Liability Insurance:
 - (a) \$1,000,000 per occurrence and \$2,000,000 general aggregate
 - (b) \$500,000 per occurrence for Property Damage
 - (c) \$1,000,000 per occurrence for Personal Injury
- (3) Auto Liability Insurance:
 - (a) Bodily injury with limits not less than \$1,000,000
 - (b) Property damage with limits not less than \$500,000
- (4) Umbrella excess liability of \$1,000,000 per occurrence, \$2,000,000 aggregate

The Proposer shall include the City as a primary, non-contributory additional named insured on both General and Auto Liability Insurance policies and indicate said status on any Certificates of Insurance provided to the City pursuant to this project. All insurance premiums shall be paid without cost to the City.

The Proposer agrees to indemnify and save harmless the City of Aurora, their agents and employees from and against all loss and expenses (including costs and attorneys' fees) by reason

of liability imposed by law or claims made upon the City of Aurora for damages because of bodily injury, including death at any time resulting therefrom sustained by any person or persons or on account of damage to property, including loss of use thereof, arising out of or in consequence of the performance of this project work, whether such claims or injuries to persons or damage to property be due to the negligence of the Proposer or his Subcontractors. The Proposer shall assume total risk and shall be responsible for any and all damages or losses caused by or in any way resulting from the work and provide all insurance necessary to protect and save harmless the City of Aurora and its employees.

20. WORKERS COMPENSATION ACT

The Proposer further agrees to insure his employees and their beneficiaries and to the employees and the beneficiaries of any subcontractor employed from time to time by him on said Work, the necessary first-aid, medical, surgical, and hospital services and any compensation provided for in the Workers Compensation Act of the State of Illinois that is or may be in force in the State.

Such insurance shall be placed by said Proposer in a company or association (to be approved by the City and to be accepted by the Council thereof) authorized under the laws of the State of Illinois to insure the liability above specified.

Said Proposer hereby further agrees to indemnify, keep and save harmless said City from all action, proceedings, claims, judgments, awards, and costs, loss, damages, expenses, and attorney's fees which may in any way come against said City by reason of any accidental injuries or death suffered by any of his employees or the employees of any subcontractor employed by him in and about the performance of the Work provided for in the contract, and any and all liability resulting thereupon; and said Proposer, in case of any suit, action, or proceeding on account of any or all of the foregoing shall defend the same for and on behalf of said City and indemnify the City therefore, and pay the amount of any and all awards and final judgments and orders rendered and entered therein, together with all loss, costs, damages, attorney's fees, and expenses incurred therein. Said Proposer shall be the sole employer of its employees and workers, and in no way so shall the City be considered a joint employer of same under any circumstance.

21. MINORITY PARTICIPATION

The City of Aurora encourages minority business firms to submit proposers and encourages the successful contract Proposer to utilized minority businesses as sub-contractors for supplies, equipment, services and construction.

22. PROSECUTION OF WORK

The Proposer shall begin the Work to be performed under the contract no later than ten (10) days after the execution and acceptance of the contract, unless otherwise provided. The Work shall be conducted in such a manner and with sufficient materials, equipment and labor as is considered necessary to insure its completion within the time specified in the contract.

23. INSURANCE CERTIFICATES

At, or prior to, delivery of the signed contract, the successful Proposer shall deliver to the City the policies of insurance or insurance certificates as required by the Contract Documents. All policies or certificates of insurance shall be approved by the City before the successful Proposer may proceed with the Work. Execution of the contract by the City is contingent upon receipt of the

insurance policies or certificates. Failure to provide the evidence of insurance in the time provided for will result in disqualification and the Proposal will be awarded to the second rated Proposer or in the creation of a new Request for Proposal.

24. PERSONNEL AND EQUIPMENT

The Proposer shall provide an adequate number of competently trained personnel with sufficient supervision to provide the services required, and the Proposer shall provide identification of its personnel if requested by the City.

Any Proposer's employee whose employment is reasonably detrimental or objectionable to the City shall be immediately transferred from the premises upon the City's request. The exercise of the option shall not be construed as placing the City in charge of the Work or making the City responsible for safety.

All on the road vehicles or equipment shall be identified by the Proposer's name for purpose of identification.

All tools or equipment required to carry out the operations within the scope of the contract shall be provided by the Proposer and shall meet the standards of the Federal Occupational Safety and Health Act and State of Illinois safety codes as may be required by law. The City reserves the right to inspect the equipment that will be used prior to award of the Proposal.

25. TIME

Proposer shall schedule its Work to meet the requirement of the City. Proposer shall perform the Work expeditiously in cooperation with the City's agents, employees, contractors and subcontractors. Proposer shall make no claim against City and no claim shall be allowed for any damages which may arise out of any delay caused by City, its agents, employees, contractor or subcontractors. Proposer's sole remedy for delay shall be an extension in the contract time.

26. PRE-SITE INSPECTION

Mandatory pre-site inspection meetings will be held at each location as follows:

- **Tuesday, September 1, 2015, at 10:00 a.m.**, City Hall 2nd Floor Council Chambers, 44 E. Downer Place, Aurora, IL. Site visitation of each location will follow immediately thereafter beginning with City Hall, Elmslie/Hogan Building, Aldermen's Office, Building & Permits, Stolp Island Offices, and Public Art Building.
- **Wednesday, September 2, 2015, at 10:00 a.m.**, Customer Service, 3770 McCoy Drive, Aurora, IL.
- **Wednesday, September 2, 2015, at 11:30 a.m.**, Animal Control, 600 S. River Street, Aurora, IL.
- **Thursday, September 3, 2015, at 9:00 a.m.**, at the Central Garage Building, 720 N. Broadway, Aurora, IL.
- **Thursday, September 3, 2015, at 11:30 a.m.**, at the Visitor's Center at 1000 Ray Moses Drive, Aurora, IL. Site visitation of each location will follow immediately thereafter beginning with the Visitor's Center and followed by the Phillips Park Golf Course Clubhouse respectively.

Due to the multiple number of buildings being reviewed, in order to qualify to bid, Proposer's must be present at the start of the meeting on the day and at the site for the location(s) they desire to bid on.

APPENDIX A

**CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 15-44**

**JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS**

PROPOSAL SPECIFICATIONS

Section 1. Project Introduction and Purpose

Proposers are required to read and understand all information contained within the entire proposal package. By responding to this RFP, the proposer agrees to have read and understand these documents.

Purpose: The City of Aurora (hereinafter “the City”) seeks proposals from qualified contractors to perform comprehensive cleaning and janitorial work at various city-owned buildings.

- City Hall, 44 E. Downer Place, Aurora, IL
- Elmslie/Hogan Building, 1-5 S. Broadway and 51 E. Galena Blvd., Aurora, IL
- Aldermen’s Office, 60 E. Downer Place, Aurora, IL
- Building & Permits, 65 Water Street, Aurora, IL
- Stolp Island Offices, 5 E. Downer Place, Aurora, IL
 - Public Information
 - ACTV
 - Legal
 - Fire Prevention
 - Training Center
- Public Art Building, 20 E. Downer Place, Aurora, IL
- Customer Service Center, 3770 McCoy Drive, Aurora, IL
- Visitor Center, 1000 Ray Moses Drive, Aurora, IL
- Phillips Park Golf Course Building, 1001 Hill Avenue, Aurora, IL
- Central Garage Building, 720 N. Broadway, Aurora, IL.
- Animal Control, 600 S. River Street, Aurora, IL

Overall, the goal is to provide one or multiple contracts to qualified Proposers for the locations listed above. The cleaning requirements are identified within Appendix “B”.

Section 2. Minimum Qualifications, Specifications, and Scope of Work

The following are minimum requirements that the vendor must meet in order to be eligible to submit a proposal. Responses must clearly show compliance with these minimum qualifications. The City will reject without further consideration those applications that are not clearly responsive to these minimum qualifications.

All proposal respondents are to submit a written report containing and/or substantiating the following:

1. The company's legal name, address, telephone number and e-mail address.
2. Resume(s) of principal(s) of the company outlining experience and qualifications.
3. A description of the company's prior experience, including similar contracted buildings (in particular those buildings owned by a governmental entity).
4. The name(s) of at least three building owners who are knowledgeable regarding the company's performance and would be willing to provide a reference.
5. Details concerning how the solicited buildings will be cleaned to meet the project requirements including:
 - a. The number of employees to be utilized.
 - b. The number of hours each employee will work on a daily and weekly basis.
 - c. The organized framework to be used for the cleaning (i.e. what building elements will be cleaned first, which floors will be cleaned first, which other floors will be cleaned sequentially).

Note: This is required for each building/location.

6. A description of what areas appear to be the most critical to clean based upon your inspection and survey. Describe location and rationale.
7. A description of what special cleaning methods and/or products your company would recommend in order to maintain the buildings in the best possible manner. What experience does your company have in the use of these methods and/or products? Provide specific examples.
8. A copy of the training program that is used for your company's employees. In the alternative, describe the type of training that employees undergo at initial hire as well as on an on-going basis.

Section 3. Rates and Prices

Prospective vendors shall submit one (1) copy of their financial proposal in response to this RFP as a separate, sealed enclosure in their submissions package.

Pricing shall be firm and fixed throughout the term of the program, unless a formal contract amendment makes a change to the Scope of Work and necessitates a revision to the firm-fixed pricing.

Section 4. Proposal Format and Organization

Submit your proposal using the following format and include the financial proposal, using the form provided, in a separate sealed envelope. Failure to clearly and completely provide all information below, on the forms provided and in the order requested, will result in rejection of the proposal as non-responsive.

- 4.1 **Cover Letter:** Cover letter must be signed by an individual having the authority to sign contracts on behalf of the organization. Cover letter must also acknowledge receipt of all addenda, if any have been issued (if unsure, contact the Purchasing Director).
- 4.2 **Responsible Contract Personnel:** Indicate who the Project Manager is and other project team members that will support the program and supply brief resumes and where they reside.

4.3 Proposal Response: Elements of this RFP will be scored and ranked by the Evaluation Committee as described in **Section 5** below. Please note that brief, concise responses to the items listed in **Section 2** of this RFP are strongly preferred. Proposals should not exceed 45 single sided, not including covers, table of contents and section dividers.

Supplemental brochures and materials that will assist the City in evaluation will be considered; vendors should use their judgment on attachments and appendixes providing additional information.

Please provide the most recent audited company financial statements with your RFP submission. The vendor should submit an original plus four (4) copies of the proposal and any supporting materials. Only one (1) copy of the financial proposal is to be submitted, in a separate, sealed envelope. Pricing shall not be mentioned anywhere in the body of the proposal.

The vendor has full responsibility to ensure the proposal arrives to the City Clerk's office prior to the 2:00 p.m., Wednesday September 16, 2015.

The City assumes no responsibility for delays caused by the US Post Office or any other delivery service. Postmarking by the due date will not substitute for actual receipt of response by the date due. Proposals arriving after the deadline may be returned, unopened, to the vendor, or may simply be declared non-responsive and not subject to evaluation, at the sole determination of the City.

Section 5. Evaluation Process

Step #1: Initial Screening

Minimum Qualifications and Responsiveness: City will review proposals for initial decisions on responsiveness and responsibility. Those proposals initially determined to be responsive and submitted by responsible proposers will proceed to Step 2.

Step #2: Proposal Evaluation

The Project Evaluation Team, comprised of members of the cooperating City Departments, will evaluate proposals. Proposal responses will be evaluated on, but not limited to, price, company qualifications and experience (including reference checks), and availability and capacity of the company to perform the work.

Step #3: Interviews

The Project Evaluation Team reserves the right to interview top ranked firms that are considered most competitive. If interviews are conducted, rankings of firms shall be determined by combining results of interviews and proposal submittals.

Step #4: Selection

The City will select the vendors that are evaluated to be most competitive. When evaluation of the responses produces ratings that are equivalent, the Project Evaluation Team will recommend award of the contract to the vendor(s) whose response is deemed to be in the best interests of the City. Any contract resulting from this RFP will be subject to approval by the Aurora City Council.

Section 6. Administrative Requirements and Information

6.1 Proposal Procedures and Process. This section details City procedures for directing the RFP process. The City reserves the right in its sole discretion to reject the proposal of any vendor who fails to comply with any procedure in this section.

- 6.2 **Communications with the City.** All inquiries and/or questions pertaining to the provisions of this RFP shall be directed in writing to Mrs. Esther Phillips, Director of Purchasing, PurchasingDL@aurora-il.org, by 5:00 p.m., Tuesday, September 8, 2015.

NO questions will be accepted or answered verbally. No questions will be accepted or answered after the September 8, 2015 5:00 p.m. cut-off date/time.

A response to questions will be sent only to those in attendance at a mandatory pre-site inspection meeting(s) by noon, Thursday, September 10, 2015.

No other City official or City employee is empowered to speak for the City with respect to this RFP. Any vendor seeking to obtain information, clarification, or interpretations from any other City official or City employee other than as directed above, is advised that such material is used at the vendor's own risk. The City will not be bound by any such information, clarification, or interpretation.

- 6.3 **Mandatory Pre-Site Inspection Meetings.** A **mandatory pre-site inspection** meeting will be held at each location as follows:

- **Tuesday, September 1, 2015, at 10:00 a.m.,** City Hall 2nd Floor Council Chambers, 44 E. Downer Place, Aurora, IL. Site visitation of each location will follow immediately thereafter beginning with City Hall, Elmslie/Hogan Building, Aldermen's Office, Building & Permits, Stolp Island Offices, and Public Art Building.
- **Wednesday, September 2, 2015, at 10:00 a.m.,** in the front lobby at the Customer Service, 3770 McCoy Drive, Aurora, IL.
- **Wednesday, September 2, 2015, at 11:30 a.m.,** in the front lobby at Animal Control, 600 S. River Street, Aurora, IL.
- **Thursday, September 3, 2015, at 9:00 a.m.,** in the front lobby at the Central Garage Building, 720 N. Broadway, Aurora, IL.
- **Thursday, September 3, 2015, at 11:30 a.m.,** at the Visitor's Center at 1000 Ray Moses Drive, Aurora, IL. Site visitation of each location will follow immediately thereafter beginning with the Visitor's Center and followed by the Phillips Park Golf Course Clubhouse respectively.

Due to the multiple number of buildings being reviewed, in order to qualify to bid, Proposer's must be present at the start of the meeting on the day and at the site for the location(s) they desire to bid on.

- 6.4 **Changes to the RFP/Addenda.** A change may be made by the City if, in its sole judgment, the change will not compromise the City's objectives in this acquisition. A change to this RFP will be made by formal written addendum and shall become part of this RFP and included as part of the Contract. It is the responsibility of interested vendors, **who were in attendance at the mandatory pre-site inspection(s)**, to assure that they have received Addenda, if any are issued, and acknowledge such receipt in their cover letter.
- 6.5 **Receiving Addenda and/or Question and Answers.** The City will make efforts to provide addenda and similar announcements directly to those who were in attendance at the mandatory pre-site inspection(s).

Notwithstanding efforts by the City to provide such notice to those who were in attendance at the mandatory pre-site inspection(s), it remains the obligation and responsibility of those vendors to learn of any addenda issued by the City. Such efforts by the City to provide notice do not relieve the vendor from the sole obligation for learning of such material.

- 6.6 **RFP Opening – No Reading of Prices.** The City does not read out loud proposal openings for RFP responses. The City requests that companies refrain from requesting proposal information concerning other respondents until after an awarded by City Council, as a measure to best protect the solicitation process, particularly in the event of a cancellation or re-solicitation. Proposal materials become public information only after the contract has been awarded by City Council.
- 6.7 **Effective Dates of Offer.** Offer prices and costs in vendor submittal must remain valid until after City Council has made an award. Should any vendor object to this condition, the vendor must provide objection through a question and/or complaint through the Freedom of Information (FOIA) process.
- 6.8 **Cost of Preparing Proposals.** The City will not be liable for any costs incurred by the vendor in the preparation of proposals submitted in response to this RFP including, but not limited to, costs incurred in connection with the vendor's participation in pre-site inspection(s).
- 6.9 **Vendor Responsibility.** It is the vendor's responsibility to examine all specifications and conditions thoroughly, and comply fully with specifications and all attached terms and conditions. Vendors must comply with all Federal, State, and City laws, ordinances and rules, and meet any and all registration requirements where required for contractors as set forth by the State of Illinois.
- 6.10 **Changes in Proposals.** Prior to the proposal submittal closing date and time established for this RFP, changes may be made to a proposal already received by the City if that vendor makes a request to the City Clerk, in writing, to do so. No change to a proposal shall be made after the proposal closing date and time.
- 6.11 **Errors in Proposals.** Proposers are responsible for errors and omissions in their proposals. No such error or omission shall diminish the proposer's obligation to the City.
- 6.12 **Withdrawal of Proposal.** A submittal may be withdrawn by written request to the City Clerk from the submitter prior to the stated closing date and time.
- 6.13 **Rejection of Proposals and Rights of Award.** The City reserves the right to reject any or all proposals, or portions thereof, at any time with no penalty. The City also has the right to waive immaterial defects and minor irregularities in any submitted proposal at its sole discretion.
- 6.14 **Proposal Disposition.** All material submitted in response to this RFP shall become the property of the City of Aurora upon delivery to the City Clerk.

APPENDIX B

CITY OF AURORA, ILLINOIS REQUEST FOR PROPOSAL 15-44 JANITORIAL CLEANING SERVICES AT VARIOUS CITY-OWNED BUILDINGS

SPECIAL INSTRUCTIONS

Section 1. General

- 1.0.0 Sections 1.0.0 through 1.11.0 applies to all building/suite locations.
- a. Mandatory uniforms to include company issued pants, a shirt with a collar, company name and employee name over chest pocket and display of ID card at a visible location around neck or on uniform must be worn by all personnel at all times.
 - b. Maintenance of a log record detailing all areas cleaned in strict conformance with the contract must be submitted each week by the cleaning company by an established deadline (to be determined by City).
 - c. All employees must fully understand and speak English and carry a cell phone at all times and respond promptly to all calls for service that are placed by the City.
 - d. Cleaning company supervisor is required to walk the buildings once every two weeks and provide a written report to City's Division of Central Services. The written report must list all observed problems and indicate the company's response to them.
 - e. Supervisor is required to meet with Superintendent and walk the buildings once a month. A written report listing all observed problems and the approach to their solution must be submitted no later than two days after the walk through.
 - f. Cannot mix mop applications with the toilets. Separate mop required for all toilets.
 - g. Cannot mix mop application with any lunch rooms in buildings. Separate mop must be used for lunch rooms.
 - h. Termination provisions:
 1. Failure to walk buildings once every month and provide written report within required time frame.
 2. Failure of the designated crew leader to return cell phone call from Central Service or any designated personnel within fifteen minutes of a call being place during building working hours.
 3. Other violations of the contract may result in termination for just cause with 30 days' notice; unless the infraction requires immediate action.
 4. The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.
 - i. Cleaning staff, including substitute employees, are subject to review prior to being allowed access to the premises. Each employee and sub-contractor, including supervisors, shall submit to being photographed, finger printed and subjected to and pass a background check.

1.1.0 Locations

- a. City Hall, 44 E. Downer Place, Aurora, IL
- b. Elmslie/Hogan Building, 1-5 S. Broadway and 51 E. Galena Blvd., Aurora, IL
- c. Aldermen's Office, 60 E. Downer Place, Aurora, IL
- d. Building & Permits, 65 Water Street, Aurora, IL
- e. Stolp Island Offices, 5 E. Downer Place, Aurora, IL
 - Public Information
 - ACTV
 - Legal
 - Fire Prevention
 - Training Center
- f. Public Art Building, 20 E. Downer Place, Aurora, IL
- g. Customer Service Center, 3770 McCoy Drive, Aurora, IL
- h. Visitor Center, 1000 Ray Moses Drive, Aurora, IL
- i. Phillips Park Golf Course building, 1001 Hill Avenue, Aurora, IL
- j. Central Garage Building, 720 N. Broadway, Aurora, IL.
- k. Animal Control, 600 S. River Street, Aurora, IL

1.2.0 Contract Term

The contract will be for two (2) years with two one-year extensions based on mutual agreement between the contractor and the City of Aurora.

The City reserves the right to not award any or all locations listed in the Proposal Package.

1.3.0 Supply Responsibility

Paper, plastic bags and cleaning chemicals will be provided by the City of Aurora for all areas. A mandatory training session on proper use of chemicals and equipment maintenance will be conducted by the supplier for the staff of the winning proposer prior to contract implementation. No chemicals will be stored in containers without complete labels.

Sanitary napkins shall be supplied by the City and installed by the Contractor in the various vending machines located throughout the buildings. All vending machines are coin operated and the revenue from the machines will be the property of the City of Aurora.

1.4.0 Equipment Responsibility

All equipment is provided and maintained by the contractor. This includes the following minimum items:

- a. Janitorial carts (6" wheels, or larger to hold paper)
- b. High dusters with extensions for stairwells and vaulted ceilings
- c. Dust mops
- d. Wet mops
- e. Mop buckets with wringers
- f. Commercial upright vacuums with beater brushes and magnet bars or preferred backpack commercial vacuums

- g. Backpacks or hand held vacuums with wand for edgework and brush for vents
- h. Large commercial canister vacuums
- i. One 20" floor machine
- j. Buckets on wheels
- k. Carpet cleaner(s) for spot cleaning
- l. Carpet extractor

1.5.0 Communication

The crew leader will speak, read and write English and will carry a cellular phone and respond to calls from the facility manager or designee. The crew leader will also respond to requests and issues noted in a log to be maintained at each location. The crew leader will be available, if requested, to meet with a facility manager before the end of the facility manager's workday. The crew leader's supervisor will be required to walk the buildings once a month with the Superintendent of Central Services or designee. The crew leader will be required to check in with a designated member of the City's maintenance staff each day as designated per each location.

1.6.0 Glass

The exterior and interior of perimeter windows is not to be included in the bid except at public entrances. All non-perimeter glass is included.

1.7.0 Carpeting

The contractor is required to maintain the appearance of the carpeting by spot cleaning and regular cold water cleaning (spin mopping or extraction) of traffic patterns. Note that the City, not the contractor, is responsible for shampooing the carpeting. The contractor shall report any stains to the Superintendent of Central Services or designee.

1.8.0 Entrance Mats

The City of Aurora has a mat exchange program. The mats are to be vacuumed as heavy traffic carpeted areas every day.

1.9.0 Exterior

Nothing on the exterior of the building is to be covered under this bid except trash containers, ashtrays, mats, glass, metal, and trash and tobacco waste found within 20 ft. of all entranceways.

1.10.0 Recyclable Materials

Only the large collector containers and the newspaper/magazine/catalog/plastic/metal containers are to be emptied by cleaning staff. It is the individual city associate's responsibility to empty the small recycling container into the collector container. A.I.D is used for some of the recyclables, these will need to go in the designated location.

1.11.0 Credit for Area Out of Service

If a remodeling project takes an area out of service for 30 days or more, the respective billing will be reduced proportionately to the square footage removed from the cleaning schedule, or a mutually agreed upon credit will be issued.

Section 2. Downtown Area Facilities

2.1.0 Building/Suite Specific Information

a. Elmslie/Hogan Building

The Elmslie/Hogan, located at 1 S. Broadway and 51 E. Galena Blvd., is comprised of three adjacent remodeled buildings. The buildings are over 80 years old, total in excess of 12,000 square feet and house approximately 30 associates. Traffic is low to moderate.

There are eight restrooms with a total of eight toilets, four urinals; seven sinks and separate kitchen sink areas. There are three stairways, an elevator and two public entrances. The basement is not included. The staff generally operates Monday thru Friday, 8:00 a.m. to 5:00 p.m.

b. Aldermen's Building

The Aldermen's Building, located at 60 E. Downer Place, is a 2 story, 8,400 square foot building over 90 years old, housing 17 persons in 14 offices, a kitchen, break room, reception area, 3 meeting rooms and 2 stairways. Traffic is low. There is one public entrance. The basement is not included in the bid. The staff generally operates Monday thru Friday, 8:00 a.m. to 5:00 p.m.

c. City Hall

City Hall, located at 44 E. Downer Place, is comprised of 2 adjacent buildings: a 5 story building over 90 years old and a 2 story building over 60 years old. There are nearly 100 staff operating out of approximately 50,000 square feet. There are 3 public entrances. Traffic is high in the Water Billing and Revenue Cashiering Areas. The rest of the building has low to moderate traffic. There are frequent evening meetings, but staff generally operates Monday thru Friday, 8:00 a.m. to 5:00 p.m. There is a small office and adjacent work area in the basement that is part of the bid.

d. Building & Permits

The Building & Permits Building located at 65 South Water Street, houses the Building & Permits Division with 17 employees. The structure consists of two adjoining buildings constructed in the 1920's.

e. Stolp Island Offices

The Stolp Island Suites are located at 5 E Downer Place and consist of Special Events/Public Information located in Suite A, Legal Department in Suite F, Fire Prevention in Suite G, Training Facility in Suite H, and Cable Access located in Suite T.

g. Public Art Building

The Aurora Public Arts Commission and Aurora Historical Society share space in this facility located at 20 East Downer Place in the downtown. This three-story commercial structure was built in 1866. The square footage is 10,800

2.2.0 Cleaning Specifications

Following are cleaning specifications for all Downtown areas facilities.

2.2.1 General

- a. Mandatory start time of 6:00 p.m. each day. A cleaning schedule must be submitted to the Superintendent of Central Services or designee.
- b. The first responsibility for the crew leader when reporting to the property at 6:00 p.m. is to meet with a member of the City's custodial staff. This mandatory visit is required for the reporting of any janitorial issues needing immediate attention. These meetings will occur in the basement of City Hall.
- c. The crew leader will need to sign in starting he/she has a full staff and if not who is missing and why.
- d. Bathroom sign-off sheet is required to be completed and signed on a daily basis by the cleaning crew leader. The sign-off sheet must be on company letterhead and be changed out each week.
- e. Basement office area and immediately adjacent work area in City Hall are part of the contract and must be cleaned.
- f. The City of Aurora observes the following holidays which apply to all areas in these specifications: New Year's Day, Memorial Day, 4th of July, Labor Day, Veteran's Day, Thanksgiving Day and the Friday after and Christmas Day (Christmas Eve Day and New Year's Eve Day are work days that end at noon).

2.2.2 Waste Baskets, Trash Containers, Large Recycling Containers and Ash Trays

Empty all waste baskets trash containers and large recycling containers daily. Empty all exterior ashtrays daily. Install clean plastic liners in all wastebaskets and trash containers as required; but not less than weekly. Double bag where liquids may be discarded. Damp wipe all ashtrays daily.

Wash and sanitize all trash containers, wastebaskets and ashtrays as needed, but no less than monthly.

2.2.3 Furniture, Including Desks, Files, Bookcases, Shelving, Tables, Lockers, Etc.

Dust every Monday. Damp wipe monthly or as needed. Clean thoroughly semi-annually. Eating areas shall have tables, chairs, cabinets, counter tops and sinks sanitized daily.

2.2.4 Telephones

Wipe daily. Sanitize weekly with a special cleaner.

2.2.5 Drinking Fountains

Clean and sanitize daily.

2.2.6 Low Dusting

Low dust all horizontal surfaces to hand height (70" including sills, ledges, molding, shelving, picture frames, ducts, radiators, vents, etc.) weekly. Observe for and clear cobwebs daily.

2.2.7 High Dusting

High dust above hand height all horizontal surfaces, including ledges, molding, shelving, ducts, radiators, vents, etc. monthly. High vacuum if necessary. Remove any cobwebs.

2.2.8 Interior Partitions Glass and Entry Doors

Clean all interior glass weekly. All entry doors and glass to be cleaned daily. Remove finger prints and spot clean as needed.

2.2.9 Venetian Blinds

Dust quarterly.

2.2.10 Fabric Furniture

Vacuum fabric furniture monthly. Spot clean as needed. Report stains to the Superintendent of Central Services or designee.

2.2.11 Diffusers

Dust diffuser outlets in ceiling with treated cloth quarterly. Vacuum area adjacent to diffuser outlet quarterly.

2.2.12 Floors

Dust mop all resilient and hard floors daily. Wet mop daily. Vacuum all carpeted floors daily. Sanitize all bathroom floors daily. Clean all floor corners daily.

2.2.13 Storage Areas

Floors of dead storage areas to be dust mopped and wet mopped quarterly. Floors shall be stripped and waxed annually.

2.2.14 Carpeted Floors

Carpeted floors to be spot cleaned daily as needed and all carpeting vacuumed daily. The contractor shall report any stains to the Superintendent of Central Services or designee.

2.2.15 Hard and Resilient Flooring

Spray buffing to occur monthly in corridors and public areas. Note that the City, not the contractor, is responsible for stripping and waxing the linoleum floors.

2.2.16 Washrooms

Clean and sanitize, and polish all fixtures including toilet bowls, urinals, sinks, mirrors and vanity cabinets daily. Clean and sanitize all flush rings, drain and over-flow outlets daily. Clean all chrome fittings daily. Clean and sanitize all toilet seats daily. Flush toilet bowls and urinals with a bowl disinfectant daily. Wash glaze tile weekly but spot clean daily.

All walls and dividers are to be cleaned and sanitized weekly and spot cleaned daily. Sweep and damp mop all floors and sanitize daily. Remove all urinal floor protectors when cleaning daily. Pour spent cleaning solution down floor drains weekly and use odor agent weekly.

2.2.17 Dispensers

Refill all dispensers such as paper towel, sanitary napkin, soap, toilet tissue, deodorizers, and etc. to normal limits daily. Clean surfaces daily.

2.2.18 Walls

Spot clean all walls and partitions daily. Wash all walls and partitions as needed. Remove fingerprints and all other dirt and grime.

2.2.19 Light Fixtures

Dust and wipe all fixtures as needed, but at least quarterly.

2.2.20 Doors, Baseboards and Ceilings

Spot clean doors and baseboards daily where needed. Door kick plates cleaned daily as needed. Observe and remove cobwebs.

2.2.21 Stairwells

Dust mop and wet mop daily. Spot clean all walls, stair risers, railings, etc., as needed. Observe for and clear cobwebs.

2.2.22 Elevators

Vacuumed and spot cleaned daily. Clean door tracks on each floor level daily removing all dust, dirt and debris. Clean walls daily.

2.2.23 Appliances

Clean fronts and tops of vending machines daily. Clean and sanitize outside microwave and refrigerator daily. Clean and sanitize inside of microwave and refrigerator monthly.

2.2.24 Deep Cleaning Schedule

The contractor will be required to develop and submit for approval a deep cleaning schedule within the first month of the contract to the Superintendent of Central Services.

Section 3. Customer Service

The Customer Service facility is located at 3770 McCoy Drive.

3.1.0 Hours of Work

Custodial duties are to be performed during the following hours:

- Monday, Wednesday and Friday between the hours of 5:00 p.m. and 8:00 p.m.

3.2.0 Cleaning Specifics

Following are cleaning requirements for Customer Service.

3.2.1 Waste Basket, Trash Containers and Large Recycling Containers

Empty all wastebaskets, trash containers and large recycling containers **daily**. Install clean plastic liners in all wastebaskets and trash containers as required, but not less than **weekly**. Double bag where liquids may be discarded.

Wash and sanitize all trash containers and wastebaskets as needed, but no less than **monthly**.

3.2.2 Furniture, Including Desks, Files, Bookcases, Shelving, Tables, Lockers, Work Out Equipment, Etc.

Dust weekly. Damp wipe at least monthly, or as needed. Clean thoroughly semi-annually. Eating areas shall have tables, chairs, cabinets, counter tops and sinks sanitized daily.

3.2.3 Telephones

Wipe daily. Sanitize weekly.

3.2.4 Drinking Fountains

Clean and sanitize daily.

3.2.5 Low Dusting

Low dust all horizontal surfaces to hand height (70" including sills, ledges, molding, shelving, picture frames, ducts, radiators, vents, etc.) weekly. Observe for and clear cobwebs.

All community work stations are to be dusted weekly. Individual work stations are not required to be dusted.

3.2.6 High Dusting

High dust above hand height all horizontal surfaces, including ledges, molding, shelving, ducts, radiators, vents and etc. monthly. High vacuum if necessary. Observe for and remove cobwebs.

3.2.7 Interior Partition Glass and Entry Doors

Clean all interior glass weekly. All entry doors and glass to be cleaned daily. Remove finger prints, spot clean as needed.

3.2.8 Venetian Blinds

Dust quarterly.

3.2.9 Fabric Furniture

Vacuum fabric furniture monthly. Spot clean as needed.

3.2.10 Diffusers

Dust diffuser outlets in ceiling with treated cloth quarterly. Vacuum areas adjacent to diffuser outlets quarterly.

3.2.11 Floors

Dust mop all resilient and hard floors once daily. Wet mop daily as needed, but no less than two times weekly. Vacuum all carpeted floors daily. Clean door thresholds for entrances daily. Strip and wax annually.

3.2.12 Storage Areas

Floors of storage areas to be dust mopped and wet mopped quarterly. Floors shall be stripped and waxed annually.

3.2.13 Carpeted Floors

Carpeted floors to be spot cleaned daily as needed and all carpeting vacuumed daily. The contractor shall report any stains to the Superintendent of Central Services or designee.

3.2.14 Dispensers

Refill all dispensers such as paper towel, sanitary napkin, soap, toilet tissue, deodorizers, etc., to normal limits daily. Clean surfaces daily.

3.2.15 Walls

Spot clean all walls and partitions daily. Wash all walls and partitions as needed. Remove fingerprints and all other dirt and grime.

3.2.16 Light Fixtures

Dust and wipe all fixtures as needed, but at least quarterly.

3.2.17 Doors, Baseboards and Ceilings

Spot clean doors, and baseboards daily where needed. Door kick plates cleaned daily as needed. Observe and remove cobwebs.

3.2.18 Stairwells

There are three stairwells. Dust mop and wet mop daily. Spot clean all walls, stair risers, railings and all other parts of the structure as needed. Observe and remove cobwebs.

3.2.19 Washrooms Areas

Clean and sanitize, and polish all fixtures including toilet bowls, urinals, sinks, mirrors and vanity cabinets, daily. Clean and sanitize all flush rights, drain and over-flow outlets daily. Clean and polish all chrome fittings daily. Clean and sanitize all toilet seats, daily. Flush toilet bowls and urinals with a bowl disinfectant daily. Wash glaze tile weekly but spot clean daily.

All walls and dividers are to be cleaned and sanitized weekly and spot cleaned daily. Sweep and damp mop all floors and sanitize daily. Pour spent cleaning solution down floor drains at least weekly and use odor agent if necessary.

3.2.20 Appliances

Clean fronts and tops of vending machines daily. Clean and sanitize outside of microwave and refrigerator daily. Clean and sanitize inside of microwave daily and refrigerator monthly.

Section 4. Division of Parks and Recreation

Custodial services for the City of Aurora, Division of Parks and Recreation: Visitors Center located at 1000 Ray Moses Drive, Aurora; Phillips Park Golf Course Clubhouse located at 1001 Hill Ave, Aurora.

4.0.0 Hours of Work

Custodial duties are to be performed during the following hours:

- Visitor Center building - between 8:00 pm and 8:00 am.
- Phillips Park Golf Course building – between 9:00 pm and 5:00 am.

4.1.0 Holidays

The City of Aurora observes the following holidays: New Year’s Day, **Memorial Day, 4th of July, Labor Day, Veteran’s Day**, Thanksgiving Day and the **Friday after** and Christmas Day, (Christmas Eve Day and New Year’s Eve Day are work days that end at noon). Golf courses are open on holidays in bold print. The Visitor Center is open every day except Thanksgiving, mid-March through mid-December, and is closed during the winter months.

4.2.0 Visitor’s Center

Square Footage of Visitor’s Center is 3,500 sq. ft. Visitor Center Building is available for cleaning 8:00 pm – 8:00 am. Year round coverage required as listed below:

<u>VISITOR'S CENTER</u> 1000 Ray Moses Drive, Aurora, IL Note: Interior of Mastodon Display Cases will be cleaned by Visitor Center Staff only	
April 1 thru May 31 (7 days a week) <ul style="list-style-type: none"> Monday, Thursday & Saturday - Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats 	2 months
June 1 thru August 31 (7 days a week) <ul style="list-style-type: none"> Monday thru Sunday - Complete Clean 	3 months
September 1 thru October 31 (7 days a week) <ul style="list-style-type: none"> Monday, Thursday & Saturday - Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats 	2 months
November 1 thru November 30 And March 1 thru March 31 (3 days a week) <ul style="list-style-type: none"> Monday, Thursday, Saturday - Complete Clean 	2 months
December 1 thru February 28 (1 day a week) <ul style="list-style-type: none"> Monday – Complete Clean 	3 months

4.3.0 Phillip’s Park Golf Course

Square Footage of Phillips Park Golf Course Clubhouse is 2,700 sq. ft. Phillips Park Golf Course Building is available for cleaning 9:00 pm – 5:00 am. Daily coverage will be for seven months as listed below, and 1 day/week for five months:

<u>PHILLIPS PARK GOLF COURSE CLUBHOUSE</u> 1001 Hill Avenue, Aurora, IL Note: Kitchen Area is Not Included in this Bid	
April 1 thru October 31 (7 days a week) <ul style="list-style-type: none"> Monday thru Sunday - Complete Clean 	7 months
November 1 thru March 31 (2 days a week) <ul style="list-style-type: none"> Monday – Complete Clean 	5 months

4.4.0 Cleaning Specifications

Following are cleaning specifications for the Visitors Center and Phillips Park Golf Course Clubhouse facilities.

4.4.1 Waste Basket, Trash Containers and Ash Trays

Empty all wastebaskets, trash containers and ashtrays daily. Install clean plastic liners in all wastebaskets and trash containers as required, but not less than weekly. Double bag anywhere liquids may be discarded. Damp wipe all ashtrays daily.

Wash and sanitize all trash containers, wastebaskets and ashtrays as needed, but no less than monthly.

Garbage at the Visitor Center needs to be placed in the back of the building in the proper garbage containers. At the Golf Course Clubhouse, the garbage needs to be put downstairs in the golf cart storage area.

4.4.2 Furniture, Including Desks, Files, Bookcases, Shelving, Tables, Lockers, Etc.

Dust weekly. Damp wipe as needed but at least monthly. Clean thoroughly semi-annually. Eating areas shall have tables, chairs, cabinets, counter tops and sinks sanitized daily.

4.4.3 Telephones

Wipe daily. Sanitize weekly.

4.4.4 Drinking Fountains

Clean and sanitize daily.

4.4.5 Low Dusting

Low dust all horizontal surfaces to hand height (70" including sills, ledges, molding, shelving, picture frames, ducts, radiators, vents, etc.) weekly. Observe for and clear cobwebs.

4.4.6 High Dusting

High dust above hand height all horizontal surfaces, including ledges, molding, shelving, ducts, radiators, vents and etc. monthly. High vacuum if necessary. **Observe for and remove cobwebs.**

4.4.7 Interior Partitions Glass and Entry Doors

Clean all interior glass weekly. **All entry doors and glass interior & exterior to be cleaned daily.** Remove finger prints, spot clean as needed.

4.4.8 Venetian Blinds

Dust quarterly.

4.4.9 Fabric Furniture

Vacuum fabric furniture monthly. Spot clean as needed.

4.4.10 Diffusers

Dust diffuser outlets in ceiling with treated cloth quarterly. Vacuum area adjacent to diffuser outlet quarterly.

4.4.12 Storage Areas

Floors of storage areas to be dust mopped and wet mopped monthly. Floors shall be stripped and waxed annually. This does not apply to areas less than 40 square feet, which are to be considered closets and cleaned as needed.

4.4.13 Carpeted Floors

Carpeted floors to be spot cleaned daily as needed and all carpeting in high traffic areas to be cold water extracted, or spin mopped monthly. The contractor shall report any stains to the Superintendent of Parks and Recreation or designee.

4.4.14 Hard and Resilient Flooring

Spray buffing to occur daily in corridors and public areas. Specialty floors such as at the Visitors Center are to be **maintained per manufacturer's recommendations.**

4.4.15 Washrooms and Shower Rooms

Clean and sanitize, and polish all fixtures including toilet bowls, urinals, sinks, mirrors and vanity cabinets daily. Clean and sanitize all flush rings, drain and over-flow outlets daily. Clean and polish all chrome fittings daily. Clean and sanitize all toilet seats daily. Flush toilet bowls and urinals with a bowl disinfectant daily. Strip and clean all soil and soap scum in shower area weekly. Wash glaze tile weekly but spot clean daily. Sweep and damp mop all floors and sanitize daily. Pour spent cleaning solution down floor drains at least weekly and use odor agent if necessary.

4.4.16 Dispensers

Refill all dispensers such as paper towel, soap, toilet tissue, deodorizers, and etc. to normal limits daily.

4.4.17 Spot Clean

Spot clean all doors, walls and partitions daily. Wash all walls and partitions as needed. Remove fingerprints, etc.

4.4.18 Light Fixtures

Dust and wipe all fixtures as needed, but at least quarterly

4.4.19 Doors, Walls, Ceilings

Spot clean doors, walls, ceilings and baseboards as needed. **Observe for and clear cobwebs.**

4.4.20 Stairwells

Dust mop daily and wet mop weekly. Spot clean all walls, stair risers, railings, etc., as needed. **Observe for and clear cobwebs.**

4.4.21 Appliances

Clean fronts and tops of vending machines and/or appliances daily.

4.4.22 Mechanical Areas

Most mechanical areas will require sweeping and damp mopping of floors and some dusting of walls, equipment, ledges, etc. monthly or as needed.

Section 5. Central Garage Building

Located at 720 North Broadway, the facility houses the administrative offices of the Street Maintenance, Equipment Services and Maintenance Services Divisions within three adjoining structures. In addition, there is a parking lot for vehicle and equipment storage, a salt dome, and recycling storage space. The square footage is 66,780.

5.0.0 Hours of Work

Custodial duties are to be performed during the following hours:

- Monday through Friday between the hours of 5:00 p.m. and 8:00 p.m.

5.1.0 Cleaning Specifications

Following are cleaning specifications for the Central Garage Building. A cleaning schedule must be submitted to the Superintendent of Central Services or designee.

5.1.1 Washrooms

Clean and sanitize, and polish all fixtures including toilet bowls, urinals, sinks, mirrors and vanity cabinets daily. Clean and sanitize all flush rings, drain and over-flow outlets daily. Clean all chrome fittings daily. Clean and sanitize all toilet seats daily. Flush toilet bowls and urinals with a bowl disinfectant daily. Wash glaze tile weekly but spot clean daily. Sweep and damp mop all floors and sanitize daily. Remove all urinal floor protectors when cleaning daily. Pour spent cleaning solution down floor drains weekly and use odor agent weekly.

5.1.2 Dispensers

Refill all dispensers such as paper towel, sanitary napkin, soap, toilet tissue, deodorizers, and etc. to normal limits daily. Clean surfaces daily.

5.1.3 Waste Baskets, Trash Containers, Large Recycling Containers and Ash Trays

Empty all waste baskets trash containers and large recycling containers daily. Empty all exterior ashtrays daily. Install clean plastic liners in all wastebaskets and trash containers as required; but not less than weekly. Double bag where liquids may be discarded. Damp wipe all ashtrays daily.

Wash and sanitize all trash containers, wastebaskets and ashtrays as needed, but no less than monthly.

5.1.4 Furniture, Including Desks, Files, Bookcases, Shelving, Tables, Lockers, Etc.

Dust every Monday. Damp wipe monthly or as needed. Clean thoroughly semi-annually. Eating areas shall have tables, chairs, cabinets, counter tops and sinks sanitized daily.

5.1.5 Telephones

Wipe daily. Sanitize weekly with a special cleaner.

5.1.6 Drinking Fountains

Clean and sanitize daily.

5.1.7 Low Dusting

Low dust all horizontal surfaces to hand height (70" including sills, ledges, molding, shelving, picture frames, ducts, radiators, vents, etc.) weekly. Observe for and clear cobwebs daily.

5.1.8 High Dusting

High dust above hand height all horizontal surfaces, including ledges, molding, shelving, ducts, radiators, vents, etc. monthly. High vacuum if necessary. Remove any cobwebs.

5.1.9 Interior Partitions Glass and Entry Doors

Clean all interior glass weekly. All entry doors and glass to be cleaned daily. Remove finger prints and spot clean as needed.

5.1.10 Venetian Blinds

Dust monthly.

5.1.11 Fabric Furniture

Vacuum fabric furniture monthly. Spot clean as needed.

5.1.12 Diffusers

Dust diffuser outlets in ceiling with treated cloth quarterly. Vacuum area adjacent to diffuser outlet quarterly.

5.1.13 Floors

Dust mop all resilient and hard floors daily. Wet mop daily. Vacuum all carpeted floors daily. Sanitize all bathroom floors daily. Clean all floor corners daily.

5.1.14 Hard and Resilient Flooring

Spray buffing to occur monthly in corridors and public areas. Note that the City, not the contractor, is responsible for stripping and waxing the linoleum floors.

5.1.15 Spot Clean

Spot clean all doors, walls and partitions daily. Wash all walls and partitions weekly. Remove fingerprints, etc.

5.1.16 Light Fixtures

Dust and wipe all fixtures as needed, but at least quarterly.

5.1.17 Doors, Walls, Ceilings

Spot clean doors, walls, ceilings and baseboards as needed. Remove any cobwebs.

5.1.18 Stairwells

Dust mop and wet mop daily. Spot clean all walls, stair risers, railings, etc., as needed. Observe for and clear cobwebs.

5.1.19 Appliances

Clean fronts and tops of vending machines weekly. Clean and sanitize outside microwave and refrigerator daily. Clean and sanitize inside of microwave and refrigerator weekly.

Section 6. Animal Control

Located at 600 South River Street, this facility was built and equipped in 1992 at a total cost of \$1,400,000. It was designed to accommodate future expansion. Constructed of masonry and steel, the building has 9,600 square feet of space and can accommodate 60 dogs and 50 cats.

6.0.0 Hours of Work

Custodial duties are to be performed during the following hours:

- Monday, Wednesday and Friday between the hours of 5:00 p.m. and 8:00 p.m.

6.1.0 Cleaning Specifics

Following are cleaning requirements for Animal Control. A cleaning schedule must be submitted to the Superintendent of Central Services or designee.

6.1.1 Waste Basket, Trash Containers and Large Recycling Containers

Empty all wastebaskets, trash containers and large recycling containers daily. Install clean plastic liners in all wastebaskets and trash containers as required, but not less than weekly. Double bag where liquids may be discarded.

Wash and sanitize all trash containers and wastebaskets as needed, but no less than monthly.

6.1.2 Furniture, Including Desks, Files, Bookcases, Shelving, Tables, Lockers, Work Out Equipment, Etc.

Dust weekly. Damp wipe at least monthly, or as needed. Clean thoroughly semi-annually. Eating areas shall have tables, chairs, cabinets, counter tops and sinks sanitized daily.

6.1.3 Telephones

Wipe daily. Sanitize weekly.

6.1.4 Drinking Fountains

Clean and sanitize **daily**.

6.1.5 Low Dusting

Low dust all horizontal surfaces to hand height (70" including sills, ledges, molding, shelving, picture frames, ducts, radiators, vents, etc.) weekly. Observe for and clear cobwebs.

All community work stations are to be dusted weekly. Individual work stations are not required to be dusted.

6.1.6 High Dusting

High dust above hand height all horizontal surfaces, including ledges, molding, shelving, ducts, radiators, vents and etc. monthly. High vacuum if necessary. Observe for and remove cobwebs.

6.1.7 Interior Partition Glass and Entry Doors

Clean all interior glass weekly. All entry doors and glass to be cleaned daily. Remove finger prints, spot clean as needed.

6.1.8 Venetian Blinds

Dust quarterly.

6.1.9 Fabric Furniture

Vacuum fabric furniture monthly. Spot clean as needed.

6.1.10 Diffusers

Dust diffuser outlets in ceiling with treated cloth quarterly. Vacuum areas adjacent to diffuser outlets quarterly.

6.1.11 Floors

Dust mop all resilient and hard floors once daily. Wet mop daily as needed, but no less than two times weekly. Vacuum all carpeted floors daily. Clean door thresholds for entrances daily. Strip & wax semiannually.

6.1.12 Storage Areas

Floors of storage areas to be dust mopped and wet mopped quarterly.

6.1.13 Carpeted Floors

Carpeted floors to be spot cleaned daily as needed and all carpeting vacuumed daily. The contractor shall report any stains to the Superintendent of Central Services or designee.

6.1.14 Dispensers

Refill all dispensers such as paper towel, sanitary napkin, soap, toilet tissue, deodorizers, etc. to normal limits daily. Clean surfaces daily.

6.1.15 Walls

Spot clean all walls and partitions daily. Wash all walls and partitions as needed. Remove fingerprints and all other dirt and grime.

6.1.16 Light Fixtures

Dust and wipe all fixtures as needed, but at least quarterly.

6.1.17 Doors, Baseboards and Ceilings

Spot clean doors, and baseboards daily where needed. Door kick plates cleaned daily as needed. Observe and remove cobwebs.

6.1.18 Washrooms Areas

Clean and sanitize, and polish all fixtures including toilet bowls, urinals, sinks, mirrors and vanity cabinets, daily. Clean and sanitize all flush rights, drain and over-flow outlets daily. Clean and polish all chrome fittings daily. Clean and sanitize all toilet seats, daily. Flush toilet bowls and urinals with a bowl disinfectant daily. Wash glaze tile weekly but spot clean daily.

All walls and dividers are to be cleaned and sanitized weekly and spot cleaned daily. Sweep and damp mop all floors and sanitize daily. Pour spent cleaning solution down floor drains at least weekly and use odor agent if necessary.

6.1.19 Appliances

Clean and sanitize outside of microwave and refrigerator daily. Clean and sanitize inside of microwave daily and refrigerator monthly.

CITY OF AURORA
REQUEST FOR PROPOSAL 15-44
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

REFERENCES

(Please Type)
Organization Canon Solution america, Inc
Address 425 N. Martingale Rd., suite 1700
City, State, Zip Schaumburg, IL 60173
Phone Number 847-706-3995 (cell) 773-447-7508
Contact Person Sang J. Lee
Date of Project 10/3/88 - present

Organization City of Rockford
Address 523 S. Central Ave.
City, State, Zip Rockford, IL 601102
Phone Number 815-967-6983 (cell) 815-520-7827
Contact Person Kwame Calvin
Date of Project 2/11/2013 - present

Organization Village of Hinsdale
Address 19 E. Chicago Ave.
City, State, Zip Hinsdale, IL 60521
Phone Number 630-789-7028 (cell) 630-878-2015
Contact Person Jim Pointkowski
Date of Project 4/1/2014- present

Contractor's Name: Won Hi Yang
Signature & Date: 9/14/2015

CITY OF AURORA
 ADDENDUM PROPOSAL FORM 15-44
 JANITORIAL CLEANING SERVICES
 AT VARIOUS CITY-OWNED BUILDINGS

I/We propose to furnish material and labor as specified in the attached specifications at the following listed monthly prices.

DOWNTOWN FACILITIES - Vendors must bid on all locations:		
Building Location	Address	Monthly Cost
Elmslie/Hogan Building Monday thru Friday	1-5 S. Broadway/Galena Blvd	
Alderman's Building Monday thru Friday	60 E. Downer Place	
City Hall Monday thru Friday	44 E. Downer Place	
Building & Permits Monday thru Friday	65 Water Street	
Stolp Island Offices Monday thru Friday	5 E. Downer Place	
* Public Information		
* ACTV		
* Legal		
* Fire Prevention		
* Training Center		
Public Art Building Monday thru Friday	20 E. Downer Place	
TOTAL MONTHLY COST FOR DOWNTOWN FACILITIES:		

Vendors may bid on the following locations individually:		
Building Location	Address	Monthly Cost
Central Garage Building	720 N. Broadway	
Animal Control	600 S. River Street	
Customer Service	3770 McCoy Drive	

Contractor's Name: All Cleaners, Inc

Signature & Date: Wm M. Gray 9/14/2015

CITY OF AURORA
ADDENDUM PROPOSAL FORM 15-44
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

PARK & RECREATION DIVISION - Vendors **must** bid on all items for both locations.

BUILDING LOCATION	# OF MONTHS	UNIT COST PER MONTH	TOTAL
1) VISITOR'S CENTER - 1000 Ray Moses Drive, Aurora, IL Note: Interior of Mastodon Display Cases will be cleaned by Visitor Center Staff only			
1a) April 1 thru May 31 (7 days) Monday, Thursday & Saturday Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats	2 months		
1b) June 1 thru August 31 (7 days) Monday - Sunday Complete Clean	3 months		
1c) September 1 thru October 31 (7 days) Monday, Thursday & Saturday Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats	2 months		
1d) November 1 thru November 30 March 1 thru March 31 (3 days) Monday, Thursday, Saturday Complete Clean	2 months		
1e) December 1 thru February 28 (1 day) Monday - Complete Clean	3 months		
VISITOR'S CENTER GRAND TOTAL (1a thru 1e):			

BUILDING LOCATION	# OF MONTHS	UNIT COST PER MONTH	TOTAL
2) PHILLIPS PARK GOLF COURSE CLUBHOUSE - 1001 Hill Avenue, Aurora, IL Note: Kitchen Area is Not Included in this Bid			
2a) April 1 thru October 31 (7 days a week) • Monday thru Sunday Complete Clean	7 months		
2b) November 1 thru March 31 (1 day) • Monday - Complete Clean	5 months		
PHILLIPS PARK GOLF COURSE CLUBHOUSE GRAND TOTAL:			
GRAND TOTAL FOR VISITOR'S CENTER & PHILIPS PARK GOLF COURSE:			

Contractor's Name: All Cleaners, Inc

Signature & Date: Wm Id. Yang 9/14/2015

CITY OF AURORA
ADDENDUM PROPOSAL FORM 15-44
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

All prices shall be shown as delivered Aurora Destination, Prepaid and Allowed. Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07.

No additional charges over base proposal price will be accepted without written approval of the Purchasing Director.

The City of Aurora reserves the right to reject any or all Proposals, or parts thereof, and to waive any technicality, informality or irregularity in the Proposals received, and to disregard all nonconforming or conditional Proposals or counter-proposals and to hold the best Proposals for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Proposal to the lowest responsible Proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed Work or usage and therefore is in the best interest of the City.

SUBMITTED BY

COMPANY All Cleaners, Inc

ADDRESS 632 Executive Dr.

CITY, STATE, ZIP Willowbrook, IL 60527

PREPARER'S NAME Won Hi Yang
Please Type

CONTRACT PERSON Won Hi Yang
Please Type

EMAIL Allcleaners@aol.com

AUTHORIZED SIGNATURE Won Hi Yang President
Title

PHONE # (630) 920-1100 FAX # (630) 325-7777 DATE 9/14/2015

Addendum #1 Received Won Hi Yang
Signature

Addendum #2 Received Won Hi Yang
Signature

APPENDIX E

CONTRACT

**CITY OF AURORA
REQUEST FOR PROPOSAL 15-44**

**JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS**

CONTRACT

THIS AGREEMENT, entered on this 14th day of September, 2015, for [Janitorial Cleaning Services at Various City-Owned Buildings is entered into between the **CITY OF AURORA** ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and All Cleaners, Inc ("Contractor"), located at 632 Executive Dr., Willowbrook, IL

WHEREAS, the City issued a Request for Proposal 15-44 **Janitorial Cleaning Services at Various City-Owned Buildings**; and

WHEREAS, the Contractor submitted a Proposal in response to the RFP and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on September 14, 2015, the City's awarded a contract to

All Cleaners, Inc.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. **Agreement Documents.** The Agreement shall be deemed to include this document, Contractor's response to the RFP, to the extent it is consistent with the terms of the RFP, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

RFP 15-44 Janitorial Cleaning Services at Various City-Owned Buildings

Addendum #1

Addendum #2

In connection with the RFP and this Agreement, Contractor acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Contractor represents that such material and information furnished in connection with the RFP and this Agreement is truthful and correct. Contractor shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. **Scope of Services.** Contractor shall perform the Services listed in the Scope of Services, attached hereto as Exhibit I.

3. **Term.** This Agreement shall be for a period of twenty-four (24) months, from the date of award with the option for two one-year extensions based on mutual agreement between the Proposer and the City of Aurora, unless sooner terminated in accordance with the terms contained herein, ends upon completion of the Services.

4. Compensation.

a. **Maximum Price.** In accordance with the Contractor's Proposal, the maximum price for providing the Services shall be in accordance to the pricing on the RFP proposal form. The maximum price may not be changed unless the City is provided with supporting documentation to warrant the change in maximum price or as otherwise provided in this Agreement.

b. **Schedule of Payment.** The City shall pay the Contractor for the Services in accordance with the amounts set forth in Exhibit 2. The Contractor shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. The City shall utilize its best efforts to make payment within thirty (30) days after approval of the invoice. Each invoice shall be accompanied by a statement of the Contractor of the percentage of completion of the Services through the date of the invoice, where applicable.

5. Performance of Services.

Standard of Performance. Contractor shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Contractor shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Contractor shall ensure that Contractor and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Contractor shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Contractor or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Contractor from the responsibilities set forth herein.

Notwithstanding the foregoing, Contractor shall not be responsible for the performance of construction contracts, work or products, or any deficiencies or effects resulting therefrom, of any contractor, subcontractor, manufacturer, supplier, fabricator, or consultant retained by the City or any other third-party, including any person working on their behalf. Nothing herein shall be construed as giving the Contractor the responsibility for or the authority to control, direct, or supervise construction, construction means, methods, techniques, sequences, procedures, and safety measures and programs except those which directly relate solely to Contractor's performance of Services as set forth in this Agreement.

6. Termination.

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Contractor with thirty (30) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Contractor only for services performed up the date of termination. After the termination date, Contractor has no further contractual claim against the City based upon this Agreement and any payment so made to the Contractor upon termination shall be in full satisfaction for Services rendered. Contractor shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. **Illinois Freedom of Information Act.** The Contractor acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. **Entire Agreement.** This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. **Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

City Clerk

(SEAL)

FOR All Cleaners, Inc

By Wen Li Yang 9/15/15
PRESIDENT

(CORPORATE SEAL)



(If a Corporation)

CORPORATE NAME All Cleaners, Inc



By Wm H. Yang
President - Contractor

ATTEST

Wm H. Yang
Secretary

(If a Co-Partnership)

Partners doing Business under the firm

Contractor

(If an Individual)

_____ (SEAL)

_____ (SEAL)
Contractor

APPDENDIX F

VENDOR APPLICATION PACKET



City of Aurora

44 E. Downer Place • Aurora, Illinois 60507-2067 • 630-256-4636

Dear Vendor:

Thank you for your interest in doing business with the City of Aurora. Each year, the City buys a variety of products ranging from office supplies to equipment to a wide range of professional and technical services. These purchases are accomplished through the Purchasing Division of the City's Finance Department.

Vendors who wish to do business with the City of Aurora must first take steps to become aware of the materials, supplies, equipment or services sought by the City. Vendors should also register to receive notice of the City's procurement needs. To ensure you receive notice of the procurement activities most appropriate to you, please complete the enclosed Forms. Please be sure to provide a description of the products you offer on the Vendor Application form where indicated. The City sends copies of bid specifications to vendors registered for the specific products and services. We also advertise bids on our website at www.aurora-il.org/finance/purchasing/bid_invitation and in our local newspaper, the *Aurora Beacon News*. Most non-construction bid packages can be downloaded from the City's website.

The City of Aurora encourages the participation of businesses owned by minorities, women, and disabled persons (MWDP) in the City's procurement process as well as self-declared vendors. If you have obtained certification by one of the following programs and agencies, please provide a current certification certificate with your Vendor Application Form.

1. Illinois Unified Certification Program
2. Illinois Department of Central Management Services (CMS) Business Enterprise Program
3. Illinois Department of Transportation
4. Women's Business Development Center

For more information concerning the aforementioned certification programs, please contact one of the individuals on the enclosed list.

If you have questions on how to become a vendor of the City, please call or write:

City of Aurora
Purchasing Division of the Finance Department
44 E. Downer Place
Aurora, Illinois 60505
630-256-3550

We look forward to doing business with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Weisner".

Thomas J. Weisner
Mayor

Enclosures

City of Aurora
List of Minorities, Women,
and Disabled Persons Certifications
Recognized by the City of Aurora

1. Illinois Unified Certification Program Participants

Illinois Department of Transportation
2300 S. Dirksen Parkway
Springfield, Illinois 62764
217/780-5490
www.dot.state.il.us

Metra
547 W. Jackson Blvd, 5th Floor West
Chicago, Illinois 60661
312/322-6323
www.metradbe@metrarr.com

City of Chicago
121 N. LaSalle St., Lower Level
Chicago, Illinois 60602
312/744-0835
www.cityofchicago.com

Chicago Transit Authority (CTA)
567 W. Lake Street
Chicago, Illinois 60661
312/664-7200, ext. 12626
www.transitchicago.com

Pace
550 W. Algonquin Road
Arlington Heights, Illinois 60005
847/228-2439
www.pacebus.com

2. Illinois Department of Central Management Services Business Enterprise Program

Illinois Department of Central Management Services
Business Enterprise Program
100 West Randolph
Suite 4-400
Chicago, Illinois 60601
(312) 814-4190
www.BEP.CMS@illinois.gov

3. Illinois Department of Transportation

Illinois Department of Transportation
2300 S. Dirksen Parkway
Springfield, IL 62764
217/780-5490
www.dot.state.il.us

4. Women's Business Development Center

8 South Michigan Avenue
Suite 400
Chicago, Illinois 60603
312-853-3477
certification@wbdc.org

From: Coulter, Jolene <JCoulter@aurora-il.org>

Subject: City of Aurora, IL - RFP 15-44 Janitorial Services

Date: Wed, Aug 26, 2015 7:34 am

Attachments: 15-44 CS - Janitorial Services Various Bldgs.pdf (1817K)

Good morning,

The City of Aurora, IL has published a Request for Proposal for Janitorial Services at Various City-Owned Buildings. Attached is the request for proposal specifications, including mandatory pre-site inspection dates, times and locations.

Sealed proposals will be accepted **until 2:00 pm, Wednesday, September 16, 2015** at:

City of Aurora
Attn: City Clerk's Office, 2nd Floor
44 E. Downer Place
Aurora, IL 60507

We hope you'll participate in the process.

Sincerely,

Jolene Coulter

Administrative Assistant – Purchasing Division
44 E. Downer Place
Aurora, IL 60507
Ph) 630-256-3550
Fx) 630-256-3559

From: Coulter, Jolene <JCoulter@aurora-il.org>

Subject: City of Aurora, IL - Addendum for RFP

Date: Thu, Sep 10, 2015 11:53 am

Attachments: 15-44 Janitorial Services Addendum .pdf (1041K)

Good morning,

Attached is the Addendum #1 for the Request for Proposal 15-44 Janitorial Cleaning Services at Various City-Owned Buildings.

Proposer must submit five (5) complete sealed proposals. **In a separate sealed envelope, submit one (1) set of the pricing proposal.**

Sealed proposals will be accepted **until 2:00 pm, Wednesday, September 16, 2015** at:

City of Aurora
Attn: City Clerk's Office, 2nd Flr
44 E. Downer Place
Aurora, IL 60507

Late proposals will not be accepted.

Thank you for your participation in the process and we look forward to receiving your proposals.

Sincerely,

Jolene Coulter

Administrative Assistant – Purchasing Division
44 E. Downer Place
Aurora, IL 60507
Ph) 630-256-3550
Fx) 630-256-3559



Esther L. Phillips
Director of Purchasing

CITY OF LIGHTS

THOMAS J. WEISNER
Mayor

Date: September 10, 2015

To: Prospective Proposers

From: Esther L. Phillips, Director of Purchasing

RE: CITY OF AURORA REQUEST FOR PROPOSAL 15-44 – Addendum #1
JANITORIAL CLEANING SERVICES AT VARIOUS CITY-OWNED BUILDINGS

This addendum forms a part of the Request for Proposal 15-44 Janitorial Cleaning Services at Various City-Owned Buildings. All other information pertaining to the Request for Proposal shall remain the same.

Proposer must submit five (5) complete, sealed, signed and attested copies of the proposal, four (4) of which shall be a complete bound copy and one (1) of which shall be complete, identical, unbound copy of the proposal, and shall have provided all requested information, and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in each copy in order to be considered responsive. In a separate sealed envelope, submit one (1) set of the proposal pricing.

Proposers are instructed to use the attached Addendum Proposal Form and Contract.

Sealed proposals will be accepted until 2:00 pm, Wednesday, September 16, 2015 at the Office of the City Clerk, 44 E. Downer Place, Aurora, IL 60507.

Responses/Clarifications to questions received by 5:00 pm, Tuesday, September 8, 2015:

- Correction to Appendix B, Page 10, Section 4.3.0 Phillips Park Course. November 1 thru March 31 should read 1 day a week.

4.3.0 Phillip’s Park Golf Course

Square Footage of Phillips Park Golf Course Clubhouse is 2,700 sq. ft. Phillips Park Golf Course Building is available for cleaning 9:00 pm – 5:00 am. Daily coverage will be for seven months as listed below, and 1 day/week for five months:

<u>PHILLIPS PARK GOLF COURSE CLUBHOUSE</u>	
1001 Hill Avenue, Aurora, IL	
Note: Kitchen Area is Not Included in this Bid	
April 1 thru October 31 (7 days a week)	
• Monday thru Sunday - Complete Clean	7 months
November 1 thru March 31 (2 1 days a week)	
• Monday – Complete Clean	5 months

2. Could you please provide us with the information what is the current contract amount (annually or monthly) for janitorial services at: Building & Permits, Stolp Island Offices, Public Art Building, Animal Control, and Central Garage Building?

Monthly billing rates for the above locations are as follows:

Building and Permits	\$895.00
Stolp Island Offices:	
- Public Information	\$250.00
- ACTV	\$200.00
- Fire Prevention	\$300.00
- Training Center	\$100.00
- Legal	Being handled by staff
Public Art Building	\$415.00
Central Garage	\$1,399.00
Animal Control	Being handled by staff

3. What is square footage for the above mentioned facilities?

Please see the attached sheet for the square footage of each building (Exhibit A)

4. Should we use prevailing State wages for staffing, or some other wage rate?

Only state service contracts, i.e. janitorial services, have to abide by the procurement requirements. You will need to contact the Department of Labor for additional information or questions.

5. Is snow removal part of the scope of work?

No, snow removal is not part of the scope of work.

6. Would the City of Aurora like us to submit a bid for window washing of exterior and/or interior windows?

No, window washing is not part of the scope of work.

7. Can you please verify the scope of work in the garage portion of the Central Garage on Broadway?

Appendix A, Section 2, Page 1 are the minimum qualifications, specifications, and scope of work.

The detailed Scope of Work for the Central Garage Building can be found in Appendix B, Section 5, beginning on Page 13.

8. Is it possible to get floor plans of the buildings with square footages on them?

Floor plans for all the buildings are unavailable, please see the attached sheet for the square footage of each building. (Exhibit A)

9. Is it possible to have the areas that are specific to the contract highlighted on the plans? This is particularly helpful for the Central Garage and Animal Control Building since portions of these buildings are not in the scope of work.

Floor plans for all the buildings are unavailable; at the site visit it was discussed which portions of the areas that are not in the scope of work.

10. Please provide all cleanable SQ. FT of all the buildings required janitorial Services.

Please see the attached sheet for the square footage of each building. (Exhibit A)

11. Who is the incumbent contractor and how long have they been providing their services?

There are three different contractors currently providing services:

Building	Contractor	Contract Term
City Hall	Crystal Management and Maintenance Services	1yr
Elmslie/Hogan Building	Crystal Management and Maintenance Services	1 yr
Alderman's Office	Crystal Management and Maintenance Services	1 yr
Building and Permits	A.Lindoo Building Maintenance	No Contract
Stolp Island Offices:		
- Public Information	M.J.M. Medina Maintenance	No Contract
- ACTV	M.J.M. Medina Maintenance	No Contract
- Fire Prevention	M.J.M. Medina Maintenance	No Contract
- Training Center	M.J.M. Medina Maintenance	No Contract
- Legal	Staff	
Public Art Building	A.Lindoo Building Maintenance	No Contract
Animal Control	Staff	No Contract
Customer Service	A.Lindoo Building Maintenance	No Contract
Central Garage	A.Lindoo Building Maintenance	No Contract
Visitor's Center	Crystal Management and Maintenance Services	1 yr
Phillips Park Golf Course	Crystal Management and Maintenance Services	1 yr

12. What is the current contracted monthly price and yearly price?

Monthly billing rates for the above locations are as follows:

City Hall	\$1,595.00
Alderman's Office	\$460.00
Elmslie/Hogan Building	\$880.00
Building and Permits	\$895.00
Stolp Island Offices:	
- Public Information	\$250.00
- ACTV	\$200.00
- Fire Prevention	\$300.00
- Training Center	\$100.00
- Legal	Being handled by staff
Public Art Building	\$415.00
Customer Service	\$440.00
Central Garage	\$1,399.00
Animal Control	Being handled by staff

13. Can you provide us with the bid tab sheet form the last bid opening?

The previous bid tabulation from the last bid opening has been attached as Exhibit B.

14. Is this current contract value including the cost of supplies?

No, the current contract value does not include cost of supplies.

15. Is the scope/size of this bid identical with the current contract?

No, this request for proposal has expanded buildings/services, currently each contract is separate.

16. Have there been any changes from the previously awarded contract to current request for bid?

Yes, please see response to #15.

17. What are the criteria for awarding the contract?

See Appendix A, Page 3, Section 5. Evaluation Process for the criteria and process.

18. Is the contract being bid out due to poor performance from the incumbent contractor?

The current contract is expiring and the process is to rebid.

END OF ADDENDUM

CITY OF AURORA
 ADDENDUM PROPOSAL FORM 15-44
 JANITORIAL CLEANING SERVICES
 AT VARIOUS CITY-OWNED BUILDINGS

I/We propose to furnish material and labor as specified in the attached specifications at the following listed monthly prices.

DOWNTOWN FACILITIES - Vendors must bid on all locations:		
Building Location	Address	Monthly Cost
Elmslie/Hogan Building Monday thru Friday	1-5 S. Broadway/Galena Blvd	
Alderman's Building Monday thru Friday	60 E. Downer Place	
City Hall Monday thru Friday	44 E. Downer Place	
Building & Permits Monday thru Friday	65 Water Street	
Stolp Island Offices Monday thru Friday	5 E. Downer Place	
* Public Information		
* ACTV		
* Legal		
* Fire Prevention		
* Training Center		
Public Art Building Monday thru Friday	20 E. Downer Place	
TOTAL MONTHLY COST FOR DOWNTOWN FACILITIES:		

Vendors may bid on the following locations individually:		
Building Location	Address	Monthly Cost
Central Garage Building	720 N. Broadway	
Animal Control	600 S. River Street	
Customer Service	3770 McCoy Drive	

Contractor's Name: SUL CLEANERS, INC
 Signature & Date: Wm H. Yang 9/15/15

CITY OF AURORA
 ADDENDUM PROPOSAL FORM 15-44
 JANITORIAL CLEANING SERVICES
 AT VARIOUS CITY-OWNED BUILDINGS

PARK & RECREATION DIVISION - Vendors must bid on all items for both locations.

BUILDING LOCATION	# OF MONTHS	UNIT COST PER MONTH	TOTAL
1) VISITOR'S CENTER - 1000 Ray Moses Drive, Aurora, IL			
Note: Interior of Mastodon Display Cases will be cleaned by Visitor Center Staff only			
1a) April 1 thru May 31 (7 days) Monday, Thursday & Saturday Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats	2 months		
1b) June 1 thru August 31 (7 days) Monday - Sunday Complete Clean	3 months		
1c) September 1 thru October 31 (7 days) Monday, Thursday & Saturday Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats	2 months		
1d) November 1 thru November 30 March 1 thru March 31 (3 days) Monday, Thursday, Saturday Complete Clean	2 months		
1e) December 1 thru February 28 (3 days) Monday - Complete Clean	3 months		
VISITOR'S CENTER GRAND TOTAL (1a thru 1e):			

BUILDING LOCATION	# OF MONTHS	UNIT COST PER MONTH	TOTAL
2) PHILLIPS PARK GOLF COURSE CLUBHOUSE - 1001 Hill Avenue, Aurora, IL			
Note: Kitchen Area is Not Included in this Bid			
2a) April 1 thru October 31 (7 days a week) • Monday thru Sunday Complete Clean	7 months		
2b) November 1 thru March 31 (1 day) • Monday - Complete Clean	5 months		
PHILLIPS PARK GOLF COURSE CLUBHOUSE GRAND TOTAL:			
GRAND TOTAL FOR VISITOR'S CENTER & PHILIPS PARK GOLF COURSE:			

Contractor's Name: ALL CLEANERS, INC
 Signature & Date: W. H. [Signature] 9/15/15

CITY OF AURORA
ADDENDUM PROPOSAL FORM 15-44
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

All prices shall be shown as delivered Aurora Destination, Prepaid and Allowed. Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07.

No additional charges over base proposal price will be accepted without written approval of the Purchasing Director.

The City of Aurora reserves the right to reject any or all Proposals, or parts thereof, and to waive any technicality, informality or irregularity in the Proposals received, and to disregard all nonconforming or conditional Proposals or counter-proposals and to hold the best Proposals for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Proposal to the lowest responsible Proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed Work or usage and therefore is in the best interest of the City.

SUBMITTED BY

COMPANY ALL CLEANERS, INC.

ADDRESS 632 EXECUTIVE DR

CITY, STATE, ZIP WILLOW BROOK, IL 60527

PREPARER'S NAME WON HI YANG
Please Type

CONTRACT PERSON WON HI YANG
Please Type

EMAIL ALLCLEANERS@AOL.COM

AUTHORIZED SIGNATURE Wm Hi Yang PRESIDENT
Title

PHONE # (630) 720-1100 FAX # (630) 325-7700 DATE 9/15/15

Addendum Received Wm Hi Yang 9/15/15
Signature

CITY OF AURORA
REQUEST FOR PROPOSAL 15-44

JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

CONTRACT

THIS AGREEMENT, entered on this 15 day of SEPTEMBER, 2015, for [Janitorial Cleaning Services at Various City-Owned Buildings is entered into between the CITY OF AURORA ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and ALL CLEANERS, INC. ("Contractor"), located at 632 EXECUTIVE DR WILLOWBROOK IL 60527

WHEREAS, the City issued a Request for Proposal 15-44 Janitorial Cleaning Services at Various City-Owned Buildings; and

WHEREAS, the Contractor submitted a Proposal in response to the RFP and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on Sept 16, 2015, the City's awarded a contract to

ALL CLEANERS, INC.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. **Agreement Documents.** The Agreement shall be deemed to include this document, Contractor's response to the RFP, to the extent it is consistent with the terms of the RFP, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

RFP 15-44 Janitorial Cleaning Services at Various City-Owned Buildings
Addendum #1

In connection with the RFP and this Agreement, Contractor acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Contractor represents that such material and information furnished in connection with the RFP and this Agreement is truthful and correct. Contractor shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. **Scope of Services.** Contractor shall perform the Services listed in the Scope of Services, attached hereto as Exhibit I.

3. **Term.** This Agreement shall be for a period of twenty-four (24) months, from the date of award with the option for two one-year extensions based on mutual agreement between the Proposer and the City of Aurora, unless sooner terminated in accordance with the terms contained herein, ends upon completion of the Services.

4. **Compensation.**

a. **Maximum Price.** In accordance with the Contractor's Proposal, the maximum price for providing the Services shall be in accordance to the pricing on the RFP proposal form. The maximum price may not be changed unless the City is provided with supporting documentation to warrant the change in maximum price or as otherwise provided in this Agreement.

b. **Schedule of Payment.** The City shall pay the Contractor for the Services in accordance with the amounts set forth in Exhibit 2. The Contractor shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. The City shall utilize its best efforts to make payment within thirty (30) days after approval of the invoice. Each invoice shall be accompanied by a statement of the Contractor of the percentage of completion of the Services through the date of the invoice, where applicable.

5. **Performance of Services.**

Standard of Performance. Contractor shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Contractor shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Contractor shall ensure that Contractor and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Contractor shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Contractor or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Contractor from the responsibilities set forth herein.

Notwithstanding the foregoing, Contractor shall not be responsible for the performance of construction contracts, work or products, or any deficiencies or effects resulting therefrom, of any contractor, subcontractor, manufacturer, supplier, fabricator, or consultant retained by the City or any other third-party, including any person working on their behalf. Nothing herein shall be construed as giving the Contractor the responsibility for or the authority to control, direct, or supervise construction, construction means, methods, techniques, sequences, procedures, and safety measures and programs except those which directly relate solely to Contractor's performance of Services as set forth in this Agreement.

6. **Termination.**

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Contractor with thirty (30) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Contractor only for services performed up the date of termination. After the termination date, Contractor has no further contractual claim against the City based upon this Agreement and any payment so made to the Contractor upon termination shall be in full satisfaction for Services rendered. Contractor shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. **Illinois Freedom of Information Act.** The Contractor acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. **Entire Agreement.** This Agreement, along with the documents set forth in Section I and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. **Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

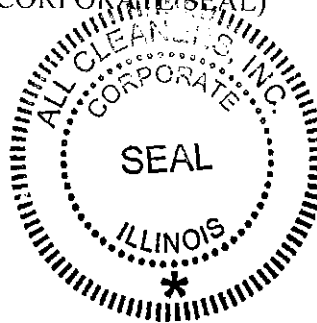
City Clerk

FOR ALL CLEANERS, INC.

By Wen H. Yang

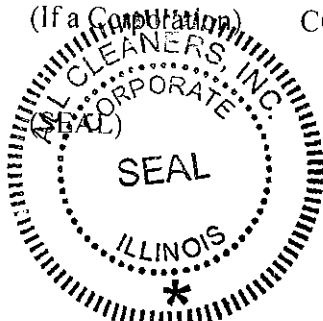
(SEAL)

(CORPORATE SEAL)



(If a Corporation)

CORPORATE NAME ALL CLEANERS, INC



By Wm H. Yang
President - Contractor

ATTEST:

Wm H. Yang
Secretary

(If a Co-Partnership)

Partners doing Business under the firm

Contractor

(If an Individual)

(SEAL)

(SEAL)
Contractor

EXHIBIT A

Buildings for Request for Proposal 15-44
 Janitorial Cleaning Services for Various City-Owned Buildings

<u>Building</u>	<u>Square Footage</u>
Elmslie/Hogan Building 1-5 S. Broadway/Galena Blvd.	Excess 12,000
Alderman's Building 60 E. Downer Place	6,500
City Hall 44 E. Downer Place	45,000
Building and Permits 65 Water Street	7,500
Stolp Island Offices 5 E. Downer Place	
- Public Information	1,840
- ACTV	2,457
- Legal	1,449
- Fire Prevention	1,760
- Training Center	2,378
Public Art Building 20 E. Downer Place	10,800
Central Garage 720 N. Broadway	66,780
Animal Control 600 S. River Street	2,100
Customer Service 3770 McCoy Drive	2,100
Visitor's Center 1000 Ray Moses Drive	3,500
Phillips Park Golf Course Clubhouse 1001 Hill Avenue	2,700

EXHIBIT B

Bid Proposal Tabulation 13-40
 Janitorial Services for Various Downtown City Buildings
 Bid Opening July 3, 2013

Company	City/State	Elmslie/Hogan Building	Alderman's Building	City Hall Building	Total Monthly Cost
All Cleaners, Inc.	Willowbrook, IL	\$ 919.92	\$ 600.32	\$ 2,371.00	\$ 3,891.24
Crystal Management & Maintenance Services	Mount Prospect, IL	\$ 880.00	\$ 460.00	\$ 1,595.00	\$ 2,935.00
Dukane Contract Services, Inc.	Batavia, IL	\$ 1,198.00	\$ 723.00	\$ 2,767.00	\$ 4,688.00
Eco-Clean Maintenance, Inc.	Chicago, IL	\$ 875.00	\$ 460.00	\$ 1,689.00	3,024.00
Perfect Cleaning Service Corp.	Chicago, IL	\$ 1,100.00	\$ 650.00	\$ 2,100.00	\$ 3,850.00
ServiceMaster Clean	Carol Stream, IL	\$ 1,115.00	\$ 860.00	\$ 2,875.00	\$ 4,850.00

The City of Aurora reserves the right to reject any or all bids, to waive technicality, informality or irregularity in the bids received. The City further reserves the right to award the bid to the lowest responsible bidder whose offer best responds in quality, fitness and capacity to the requirements of the proposed work or usage and therefore is in the best interest of the City.

EXHIBIT B (CONT)

CITY OF AURORA
Bid Tabulation for 11-15R
Custodial Services for the Parks Division
 Opened July 6, 2011

	Crystal Maintenance Services Corp. Mount Prospect, IL
Visitor's Center	
Months of April thru May	\$ 445.00
Months of June thru August	\$ 560.00
Months of September thru October	\$ 445.00
Months of November thru March	\$ 340.00
Total Visitor's Center Annual Cost	\$ 5,160.00
Phillips Park Golf Course	
Months of April thru October	\$ 645.00
Total Phillips Park Golf Annual Cost	\$ 4,515.00
Total Annual Cost - Calculated	\$ 9,675.00

The City of Aurora reserves the right to reject any or all bids, to waive any technicality, informality or irregularity in the bids received. The City further reserves the right to award the bid to the lowest responsible bidder whose offer best responds in quality, fitness and capacity to the requirements of the proposed work or usage and therefore is in the best interest of the City.



Purchasing Division | Finance Department

Esther L. Phillips
Director of Purchasing

CITY OF LIGHTS

THOMAS J. WEISNER
Mayor

Date: September 11, 2015

To: Prospective Proposers

From: Esther L. Phillips, Director of Purchasing

RE: CITY OF AURORA REQUEST FOR PROPOSAL 15-44 – Addendum #2
JANITORIAL CLEANING SERVICES AT VARIOUS CITY-OWNED BUILDINGS

This addendum forms a part of the Request for Proposal 15-44 Janitorial Cleaning Services at Various City-Owned Buildings. All other information pertaining to the Request for Proposal shall remain the same.

Proposer must submit five (5) complete, sealed, signed and attested copies of the proposal, four (4) of which shall be a complete bound copy and one (1) of which shall be complete, identical, unbound copy of the proposal, and shall have provided all requested information, and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in each copy in order to be considered responsive. **In a separate sealed envelope, submit one (1) set of the proposal pricing.**

Proposers are instructed to use the attached Addendum Proposal Form and Contract.

Sealed proposals will be accepted until 2:00 pm, Wednesday, September 16, 2015 at the Office of the City Clerk, 44 E. Downer Place, Aurora, IL 60507.

Correction to Proposal Form and Addendum Proposal Form.

PARK & RECREATION DIVISION

Section 1e) Should read December 1 thru February 28 (1 day)

1e)	December 1 thru February 28 (31 days)
	Monday – Complete Clean

End of Addendum

CITY OF AURORA
 ADDENDUM PROPOSAL FORM 15-44
 JANITORIAL CLEANING SERVICES
 AT VARIOUS CITY-OWNED BUILDINGS

I/We propose to furnish material and labor as specified in the attached specifications at the following listed monthly prices.

DOWNTOWN FACILITIES - Vendors must bid on all locations:		
Building Location	Address	Monthly Cost
Elmslie/Hogan Building Monday thru Friday	1-5 S. Broadway/Galena Blvd	
Alderman's Building Monday thru Friday	60 E. Downer Place	
City Hall Monday thru Friday	44 E. Downer Place	
Building & Permits Monday thru Friday	65 Water Street	
Stolp Island Offices Monday thru Friday	5 E. Downer Place	
* Public Information		
* ACTV		
* Legal		
* Fire Prevention		
* Training Center		
Public Art Building Monday thru Friday	20 E. Downer Place	
TOTAL MONTHLY COST FOR DOWNTOWN FACILITIES:		

Vendors may bid on the following locations individually:		
Building Location	Address	Monthly Cost
Central Garage Building	720 N. Broadway	
Animal Control	600 S. River Street	
Customer Service	3770 McCoy Drive	

Contractor's Name: ALL CLEANERS, INC.

Signature & Date: Wm H. Gray 9/15/15

CITY OF AURORA
ADDENDUM PROPOSAL FORM 15-44
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

PARK & RECREATION DIVISION - Vendors **must** bid on all items for both locations.

BUILDING LOCATION	# OF MONTHS	UNIT COST PER MONTH	TOTAL
1) VISITOR'S CENTER - 1000 Ray Moses Drive, Aurora, IL Note: Interior of Mastodon Display Cases will be cleaned by Visitor Center Staff only			
1a) April 1 thru May 31 (7 days) Monday, Thursday & Saturday Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats	2 months		
1b) June 1 thru August 31 (7 days) Monday - Sunday Complete Clean	3 months		
1c) September 1 thru October 31 (7 days) Monday, Thursday & Saturday Complete Clean Tuesday, Wednesday, Friday & Sunday Clean Restrooms, Empty Trash and Vacuum Door Mats	2 months		
1d) November 1 thru November 30 March 1 thru March 31 (3 days) Monday, Thursday, Saturday Complete Clean	2 months		
1e) December 1 thru February 28 (1 day) Monday - Complete Clean	3 months		
VISITOR'S CENTER GRAND TOTAL (1a thru 1e):			

BUILDING LOCATION	# OF MONTHS	UNIT COST PER MONTH	TOTAL
2) PHILLIPS PARK GOLF COURSE CLUBHOUSE - 1001 Hill Avenue, Aurora, IL Note: Kitchen Area is Not Included in this Bid			
2a) April 1 thru October 31 (7 days a week) • Monday thru Sunday Complete Clean	7 months		
2b) November 1 thru March 31 (1 day) • Monday - Complete Clean	5 months		
PHILLIPS PARK GOLF COURSE CLUBHOUSE GRAND TOTAL:			
GRAND TOTAL FOR VISITOR'S CENTER & PHILIPS PARK GOLF COURSE:			

Contractor's Name: ALL CLEANERS, INC.
Signature & Date: Wm H. Jay President 9/15/15

CITY OF AURORA
ADDENDUM PROPOSAL FORM 15-44
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

All prices shall be shown as delivered Aurora Destination, Prepaid and Allowed. Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07.

No additional charges over base proposal price will be accepted without written approval of the Purchasing Director.

The City of Aurora reserves the right to reject any or all Proposals, or parts thereof, and to waive any technicality, informality or irregularity in the Proposals received, and to disregard all nonconforming or conditional Proposals or counter-proposals and to hold the best Proposals for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Proposal to the lowest responsible Proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed Work or usage and therefore is in the best interest of the City.

SUBMITTED BY

COMPANY ALL CLEANERS, INC.

ADDRESS 632 EXECUTIVE DR

CITY, STATE, ZIP WILLOWBROOK, IL 60527

PREPARER'S NAME WON HI YANG
Please Type

CONTRACT PERSON WON HI YANG
Please Type

EMAIL ALLCLEANERS@AOL.COM

AUTHORIZED SIGNATURE Wm Hi Yang PRESIDENT
Title

PHONE # (630) 920-1100 FAX # (630) 325-7777 DATE 9/15/15

Addendum #1 Received Wm Hi Yang
Signature

Addendum #2 Received Wm Hi Yang
Signature

CITY OF AURORA
REQUEST FOR PROPOSAL 15-44

JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

CONTRACT

THIS AGREEMENT, entered on this 14th day of September, 2015, for [Janitorial Cleaning Services at Various City-Owned Buildings is entered into between the CITY OF AURORA ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and All Cleaners, Inc ("Contractor"), located at 632 Executive Dr., Willowbrook, IL

WHEREAS, the City issued a Request for Proposal 15-44 **Janitorial Cleaning Services at Various City-Owned Buildings**; and

WHEREAS, the Contractor submitted a Proposal in response to the RFP and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on September 14, 2015, the City's awarded a contract to

All Cleaners, Inc.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. **Agreement Documents.** The Agreement shall be deemed to include this document, Contractor's response to the RFP, to the extent it is consistent with the terms of the RFP, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

RFP 15-44 Janitorial Cleaning Services at Various City-Owned Buildings

Addendum #1

Addendum #2

In connection with the RFP and this Agreement, Contractor acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Contractor represents that such material and information furnished in connection with the RFP and this Agreement is truthful and correct. Contractor shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. **Scope of Services.** Contractor shall perform the Services listed in the Scope of Services, attached hereto as Exhibit I.

3. **Term.** This Agreement shall be for a period of twenty-four (24) months, from the date of award with the option for two one-year extensions based on mutual agreement between the Proposer and the City of Aurora, unless sooner terminated in accordance with the terms contained herein, ends upon completion of the Services.

4. **Compensation.**

a. **Maximum Price.** In accordance with the Contractor's Proposal, the maximum price for providing the Services shall be in accordance to the pricing on the RFP proposal form. The maximum price may not be changed unless the City is provided with supporting documentation to warrant the change in maximum price or as otherwise provided in this Agreement.

b. **Schedule of Payment.** The City shall pay the Contractor for the Services in accordance with the amounts set forth in Exhibit 2. The Contractor shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. The City shall utilize its best efforts to make payment within thirty (30) days after approval of the invoice. Each invoice shall be accompanied by a statement of the Contractor of the percentage of completion of the Services through the date of the invoice, where applicable.

5. **Performance of Services.**

Standard of Performance. Contractor shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Contractor shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Contractor shall ensure that Contractor and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Contractor shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Contractor or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Contractor from the responsibilities set forth herein.

Notwithstanding the foregoing, Contractor shall not be responsible for the performance of construction contracts, work or products, or any deficiencies or effects resulting therefrom, of any contractor, subcontractor, manufacturer, supplier, fabricator, or consultant retained by the City or any other third-party, including any person working on their behalf. Nothing herein shall be construed as giving the Contractor the responsibility for or the authority to control, direct, or supervise construction, construction means, methods, techniques, sequences, procedures, and safety measures and programs except those which directly relate solely to Contractor's performance of Services as set forth in this Agreement.

6. **Termination.**

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Contractor with thirty (30) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Contractor only for services performed up the date of termination. After the termination date, Contractor has no further contractual claim against the City based upon this Agreement and any payment so made to the Contractor upon termination shall be in full satisfaction for Services rendered. Contractor shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. **Illinois Freedom of Information Act.** The Contractor acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. **Entire Agreement.** This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. **Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

City Clerk

(SEAL)

FOR All Cleaners, Inc

By Walter L. Yang 9/15/15
PRESIDENT

(CORPORATE SEAL)



(If a Corporation)

CORPORATE NAME All Cleaners, Inc



By Wm H. Yang
President - Contractor

ATTES

Wm H. Yang

Secretary

(If a Co-Partnership)

Partners doing Business under the firm

Contractor

(If an Individual)

_____ (SEAL)

Contractor _____ (SEAL)

All Cleaners, Inc.
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Janitorial Cleaning services for
RFP 15-44
City of Aurora

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TECHNICAL PROPOSAL

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**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

I. Executive Summary

1. All Cleaners, Inc. 632 Executive Dr., Willowbrook, IL 60527. Won H Yang-President & Secretary, Hye Y Kim, Vp. All Cleaners, Inc. providing JANITORIAL SERVICES, PESSURE WASHING & SNOW REMOVAL SERVICES since Feb. 3, 1987 as_ of NON- UNION (SEIU) operation.
2. All Cleaners, Inc., DBA Nationwide , Inc. & Grass Tree, Inc ,DGO Premium Services Co. & Diaz Group, LLC, currently holds contracts within heavy industrial, municipal and commercial sectors.

2-1 JANITORIAL SERVICES

- A. We are Janitorial Services experienced in managing and providing labor for industries such as Amtrak and Corn International Corp. giving us the practical work knowledge in factory cleaning.
- B. Long term contracts with CANON Solution, Inc, (since 1988) and Amtrak (since 1987) have provided experience in specialty office and laboratory cleaning.

2-2 PRESSURE WASHING & CAR WASHING

A. All Cleaners have experience Pressure Washing Business since 2003 to 2006 at Corn Product Int'l. and we are pressure washing all oiled, greased and flour floor for 35 different building by 75 full time employees including janitorial services. We are continued pressure washing services to small and large industries since than

B. All Cleaners, Inc. Award Pressure Washing Contract \$3,790,000/ 5 years from City of Chicago, 725 different Building included Midway Airport and O'Hare Airport from July 1, 2014 to June 30, 2019 and Parking garage cleaning Contract from City of Des Plaines

C. All Cleaners, Inc. had been cleaning Car Washing Services for various Car Dealer past. Our Sub- Contractor, MBE, DGO Premium Services cleaning 26 dealers now. When we cleaning car washing , first applied degreaser soap on surface of car and pressure Hot Water Pressure Washing Machine with 3,500 PSI

2-3 SNOW REMOVAL AND SIDWALK

- A. All Cleaners, Inc. award snow removal contract from City of Des Plaines from November 1, 2014 to October 30, 2017
3. It is the depth of our experience and long term business relationships that will be of benefit to your facility. We should be awarded this contract because All Cleaners, Inc. brings high standards

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

of cleaning, with the professional management to support our operations. The flexibility of our operations and management staff will provide you a professional, cost effective approach toward clean buildings.

4. It is the depth of our experience and long term business relationships that will be of benefit to your facility. We should be awarded this contract because All Cleaners, Inc. brings high standards of cleaning, with the professional management to support our operations. The flexibility of our operations and management staff will provide you a professional, cost effective approach toward clean buildings.
5. Duns and Bradstreet #05-411-3472. Rating available by request.
6. We possess a wide variety of attributes:
 - A. Janitorial, Pressure Washing & snow Removal experience since 1987
 - B. Impressive array of present and past experience
 - C. 24-hour service
 - D. Comprehensive and responsive management team
 - E. Hard-working, fully trained janitors
 - F. English speaking, 100% legal employees
 - G. Certified Green Clean Institute Company

II. Training Program

A. Initial Training for Custodial Staff

1. Company Policy and Regulations: As part of their employment packet, custodians are advised of company policy regarding attendance, behavior and work performance:

All Cleaners, Inc Absence Policy

- 1) Each leave of absence request must have the following form filled out by the custodian and approved by a ***All Cleaners, Inc.*** Operations Supervisor, in writing, within the following time frames:
 - a. Vacation Requests must be made 3 months prior to vacation being taken.
 - b. Personal leave of absence for physician appointment, court dates, etc. must be made a minimum of 1 week in advance.
- 2) Leave of absence for illness must be made a minimum of 2 hours prior to your shift starting. All absences for illness must be reported to phone 630-920-1100.
 - a. Upon your return to work, you must fax over a doctor's evaluation/report to 630-325-7777.
 - b. Any leave of absence for illness that does not have a doctor's note will be considered an unexcused absence.
- 3) **When possible, physician's appointments should be made either before or after your shift.** Physician's appointments made by 2nd shift custodians (3:00-11:30PM) during working hours will only be approved under extreme circumstances as 2nd shift has ample time either before shift to schedule appointments.
- 4) Failure to get written approval for any leave of absence is cause for write up as an unexcused absence. More than one write up for unexcused absence will result in a three (3) day suspension without pay. Multiple unexcused absences will result in termination.
- 5) Shift switches with another custodian in your building to avoid a shortage of hours will need written approval from an ***All Cleaners, Inc.*** Operations Supervisor, and signatures from both of the custodians involved.
- 6) No verbal authorization for an absence request will be honored unless:
 - a. Following an emergency situation, a leave of absence request is signed and submitted.

ALL CLEANERS, INC.
TECHNICAL PROPOSAL

2. Employee Rules and Regulations

Conduct Subject to Immediate Suspension and/or Discharge

The following actions will result in immediate suspension without pay pending investigation, or, depending on the offense, possible discharge:

- 1) **Insubordination**, including, but not limited to, disobeying work instructions of an Operations Supervisor or *All Cleaners, Inc.* Officer.
- 2) **Poor Work Performance**: not completing daily task requirements.
- 3) **Fighting** or other physically or verbally threatening conduct on job sites towards other employees, customers or vendors of All Cleaners, Inc.
- 4) **Cursing or similar verbal abuse** toward another employee, customer or vendor of All Cleaners, Inc.
- 5) **Threatening, intimidating, or harassing** any individual in the building in which you work.
- 6) **Any unauthorized departure from a job site**. All assigned working hours must be worked.
- 7) **Unauthorized absences**
 - a. Absence without written authorization from an *All Cleaners, Inc.* Operations Supervisor/Officer
 - b. Absence for illness without a doctor's note
- 8) **Sleeping** during working hours.
- 9) **Bringing unauthorized person(s) onto a job site** under any circumstance.
- 10) **Being under the influence** of alcohol or any controlled substance while at work.
- 11) **Use of customer's computers or telephones**.
- 12) **Use of personal cell phone during working hours** – with the exception of breaks and lunch times.
- 13) **Interruption of customer's business or employees**.
- 14) **Unauthorized possession of customer or company property**. Any employee suspected of stealing will be investigated, and if evidence exists, prosecuted to the full extent of the law. Use of customer equipment, computers and phones is expressly prohibited.
- 15) **Falsification of any Company records**, including, but not limited to:
 - a. Accident reports
 - b. Time Cards – Including punching in and out for another employee and manually entering time without a supervisor signature.
 - c. Work Records

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

3. Policy Against Sexual Harassment

Sexual harassment is unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of sexual nature that is unwanted. Examples of sexual harassment include:

- Unwanted sexual advances.
- Sexual jokes or comments of a sexual nature or about a person's body.
- Whistling or unwanted touching.
- Obscene comments or gestures or descriptions of sexual practices.
- Sexual pictures, magazines, or photographs.
- Other physical or verbal conduct of a sexual nature that interferes with a person's work or that creates a hostile place for a person to work.
- Supervisors or co-workers should not ask you for a sexual favor (including kissing) in exchange for any condition of your job, such as leaving early or taking a break.
- Sexual harassment is illegal and is prohibited at All Cleaners, Inc.
- Sexual harassment can involve individuals of the same or different sex.

-Who does ALL CLEANER'S Policy Apply to?

All of All Cleaners, Inc. applicants and employees are not to be harassed by any employee or supervisor of All Cleaners, Inc. nor by All Cleaners, Inc.'s customers or vendors.

All Cleaners, Inc. prohibits sexual harassment at All Cleaners corporate office, *All Cleaners, Inc* customer locations, during business meetings and business-related parties.

-What should you do if you believe you are being Harassed?

If you believe you are being sexually harassed

- Tell the person who is harassing you to stop; and
 - Call *All Cleaners, Inc.* office at (630) 920-1100
 - If an employee does not wish to file a complaint internally with All Cleaners, Inc, they have the right to contact the Illinois Department of Human Rights, William Stratton Building Room 404 Springfield, Illinois.

All Cleaners, Inc. will investigate all complaints of sexual harassment any employees engaging in sexual harassment can be disciplined and discharge.

Retaliation is when someone disciplines you or harasses you for providing information about sexual harassment. Retaliation is also illegal and prohibited at *All Cleaners, Inc.* If you think someone has retaliated against you for a sexual harassment complaint, call *All Cleaners, Inc.* office.

I acknowledge that I have received the above Policy in my own language:

___ English ___ Spanish ___ Polish

Printed Name _____

Signature and Date _____

ALL CLEANERS, INC.
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- B. Cleaning technology**
1) All Cleaners will trained to all employees at our training room & actual customer facility usage of vacuum, clean rest room & locker room, shower room, clean toilet, dust mop & wet mop, empty garbage can & recycle bin, etc. 80 hours train. All employee will be working with experienced cleaning personal together at job site. Even if they had cleaning experiences before, we training them our cleaning methods and rule and regulation.
- C. Equipment Usage, Maintenance and Safety Training** via videos and personal trainers, are conducted by our equipment suppliers, LaPort and AmSan onsite:
1) Custodians are taught the proper usage of high speed buffers, walk behind scrubbers, low speed buffers and shampoo machines.
2) Proper use of modernized equipment increases the productivity of each cleaner. Therefore, each custodian is able to clean more square footage than the industry standard of 32,000 SFT for eight (8) hours of work.
3) Daily Maintenance of all equipment is stressed. Requiring each custodian to take care of and maintain their equipment results in lower equipment costs.
4) Successful course completion is marked by certification.
- D. Chemical Usage Training is conducted** by LaPort, AmSan and Canberra Corporation
1) Proper dilution techniques. By teaching each custodian the proper measurements for each chemical used, there is a reduction of chemical costs. Chemical waste is reduced, and proper dilution assures each chemical works in the best manner possible.
2) Appropriate chemicals to use for each cleaning situation
3) Chemical Tracking and Product Usage will be monitored by Stearns One Pack Chemical Systems. Stearns One Pack Systems are individualized chemical packages that are diluted with one bottle of water.
(a) One Pack Green Chemicals decrease packaging waste, and ensure proper dilution.
(b) Chemical Dispensing Systems reduce custodian contact with chemicals for increased worker safety
(c) Pre-set dilution rates ensure chemicals are diluted to proper levels. This results in less waste, and more effective cleaning chemicals.
(d) Chemical tracking is more accurate as chemical waste created by improper chemical mixture is virtually eliminated.
(e) Each Mixing Bottle is color coded with MSDS in English and Spanish.
(f) Stearns One Pack Chemicals are Green Seal Certified.
- E. MSDS forms**
1) MSDS Sheets for Proposed Chemicals to be used at the Customer's facilities are attached.
2) Custodians are trained to read MSDS Sheets
- F. Ongoing training** is provided by both Operation Managers and Zone Supervisors. Each item taught is accompanied by a visual demonstration, as well as written evaluation of training received:

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

Employee Instruction/Training

Employee Information			
Employee Name:		Date:	
Shift:		Building:	
Supervisor:		Building Address:	
Type of Training			
<input type="checkbox"/> Task List	<input type="checkbox"/> Absence Policy	<input type="checkbox"/> Floor Care	
<input type="checkbox"/> Bathroom Cleaning	<input type="checkbox"/> Proper Ordering of Supplies	<input type="checkbox"/> Safety Rules	
<input type="checkbox"/> Garbage Removal	<input type="checkbox"/> Dusting Requirements	<input type="checkbox"/> Other _____	
<input type="checkbox"/> Proper Use of Material/Equipment	<input type="checkbox"/> Company Policy and Procedures	<input type="checkbox"/> Other _____	
Details			
Proper Dilution and use of Husky 891 Arena Disinfectant: 1 oz. Of Husky per 1 Gallons of Water (1 Squeeze) Husky 891 Arena Disinfectant to be used in all lock up areas and to clean up all bodily fluid spills. Husky 891 MUST remain wet for 10 minutes to kill HIV1, CA-MRSA, HBV, HCV, SARS			
Acknowledgement of Receipt of Training			
<i>I have read this Employee Training Notice and understand the expectations of my position.</i>			
Employee Signature		Date	
Supervisor Signature		Date	

- F. **Stressing constant improvement** by use of training helps to increase productivity as well as pride in work performed.
- G. **Proper training of employees with use of equipment and frequency** of services increases custodian's square footage per hour cleaning ability from industry standard of 32,000 feet per eight (8) hour period to 45,000 square feet or more.
- H. **All Cleaners, Inc. holds company certification with the Green Clean Institute**
 - 1. Green Clean Institute Training modules assist operations and management in green cleaning instruction for custodians and implementing green clean techniques companywide.
 - 2. Green Clean Institute Technician Training includes instruction on:
 - (a) Green Cleaning Basics
 - (b) Green Cleaning Terminology
 - (c) Green Cleaning to Reduce Health Risks and Environmental Toxins and Maximum Use of Resources
 - (d) Custodial Responsibility for Green Cleaning
 - (e) Federal and State Mandates for Green Cleaning, Existing Green Clean Standards
 - (f) Green Cleaning Procedures and Practical Tips for Green Cleaning
 - 3. All Cleaners, Inc... Operations Managers, Project Managers, Custodial Supervisors and Head Custodians are required to successfully pass the Green Clean Institute of North America's Certification Testing on an annual basis. Management Module Includes All Green Clean Technician Training plus instruction on:
 - (a) Green Clean Management – starting the green cleaning process
 - (b) Green Clean Transition
 - (c) Ergonomics
 - (d) Liability
 - (e) Paper Products and Pollution

**ALL CLEANERS, INC.
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- (f) Safety management
- (g) Antimicrobial Cleaning Products
- (h) Hazardous Waste
- (i) Indoor Air Quality
- (j) Rules for Cleaners
- (k) Chemical Distribution
- (l) Waste and Waste Water Disposal

III. Safety Program

- A. All Cleaners, Inc's approach to safety is the belief that proper use of chemicals and equipment creates a safer environment to work include cleaning technology. This goes hand in hand with the training program that each custodian must complete. All Cleaners training to the all employees, PPE, blood borne pathogens and work safety on going base no less than every 3 month.
- B. Training completed in English and Spanish if necessary. Spanish safety guide is attached.
- C. Educational and Safety Training is completed at time of employment, and quarterly thereafter.
- D. With recent outbreaks of Community Acquired MRSA (flesh eating bacteria) on the rise, All Cleaners, Inc has begun using of Husky Arena 891, the only chemical to kill CA-MRSA. The additional cost of this chemical is justified to keep our employees and custodians safe.
 - 1. Husky Arena 891 kills the following bacteria and viruses:
 - (1) CA-MRSA
 - (2) HIV-1, HBV, HCV
 - (3) Avian Influenza A Virus
 - 2. This chemical is used primarily in locker room, restroom and gym facilities.

IV. Quality Programs

- A. **Staffing for the of Customer Facilities-** All Cleaners, Inc.'s proposal is designed to have two permanent custodians that will clean all facilities on a nightly basis. This crew will be supervised by Mike Shemshedini, All Cleaner's Inc. regional manager.
 - 1. Each facility will have a separate plan and schedule for the Staffing, Quality Control, Equipment, Consumable Supplies, Cleaning Chemical Inventory and Delivery Plan, as well as Daily, Weekly, Semi-monthly and Quarterly Cleaning Schedules including Periodic Cleaning Schedules.
 - 2. During the transition period, an additional custodian will be trained with the permanent staff. This is to ensure adequate coverage at the contract start, as well as to train another custodian for times of illness or vacation.
- B. **BACKGROUND CHECKS AND SCREENING**
 - 1. All employees of All Cleaners, Inc. are required to sign a release form prior to employment to allow criminal background checks and drug screening.
 - 2. All Cleaners, Inc. will use the Customer's release form to check criminal backgrounds of employees, and will work with the Bartlett Police Department to ensure that background checks are completed as per RFP specifications.
- C. **EMPLOYEE REPLACEMENT**
 - 1. All Cleaners, Inc. will supply the customer with names of a minimum of one replacement employees. These employees will be subject to all background screening and training as permanent employees assigned to the customer Buildings.
 - (1) Floater Custodians will be used to fill vacancies of permanent custodians during times of illness and vacation.
 - (2) Custodians within a floater capacity will also be used during periodic cleaning such as stripping and waxing of floors.

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- (3) Retaining additional custodians on file will help with continuity of service in the event that an employee is not available for work.
- (4) In Addition, Mike Shemshedini will be available to fill in for work, in the event of great need.
- 2. The customer will be notified by phone and e-mail of any replacement personnel that will be filling a permanent position for more than two (2) days. Duration of the assignment will also be communicated, if known.

D. QUALITY MANAGEMENT PROGRAM

- 1. Regional Manager will carry a checklist and assign to each employee a total cleaning area divided by four days (Monday – Thursday). If cleaning calls for low and high dusting, corner vacuuming, etc. He must do all those services on that particular day. For the rest of the cleaning areas we will perform general cleaning only. On Friday any work that is behind will be performed on this day. See Example A below, Periodic Cleaning:

1 Floor

Mon	Tues
Wed	Thurs

Friday spare time

- 2. Each custodial closet will have a logbook, MSDS Sheets, List of Chemicals & Equipment, Supply List, Order Form for supplies and equipment in the janitor’s closet. We will also have a repair tags available.
- 3. Regional Manager must order all chemicals and equipment through the main office.
- 4. All cleaning crews must report to the Regional Manager any problems in the building i.e. lights outs, drains clogged, etc. He/she will report problems to the building manager and also to the Operation Manager.
- 5. If complaints occur the customer will put them into the logbook, however we have found this is difficult to understand. The cleaning crew wastes their time looking for the particular complaint area. We prefer to have you tell us your complaints on the floor plan showing the area. Example B Below: Complaint Sheet & Inspection Sheet:

- A. Corner Vacuuming
- B. High Dust
- C. Spot Removal
- D. Clean Entrance Doors

Floor Plan showing areas

C		D		
A			B	

- 6. My cleaning person will take this floor plan after the cure is complete and will sign and return it. This way any complaints are corrected the same day and will not carry over to the next day.
- 7. When our Regional/Operation Manager inspects, he does it the same way: marking on the floor plan and leaving in the log book for the crew to pick and cure in the same manner same day. This way we have better communication with our customers.

ALL CLEANERS, INC.
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E. QUALITY ASSURANCE PROGRAM

1. The Regional Manager will inspect each area of each responsibility at least one (1) time per week. He/she will fill in a Supervisor Inspection Form and go over this Form with custodians at his/her shift and make all corrections or any improvements needed.
2. After corrections are made, the Regional Manager will inspect each area per building and check to make sure all corrections have been made properly. If he finds that corrections are still needed, s/he will stay with the Custodian and they, together, will make necessary corrections until the Job is completed to satisfaction.
3. When the Regional Manager and Operations Manager inspect areas, s/he will check the Restroom Cleaning Completion Form, Periodic Cleaning Schedule, supplies, condition of equipment, inspect all cleaning areas, paying close attention to rest rooms, common areas, lunchrooms, and lobby areas. Checks for spot cleaning and the condition of the floors, high and low dusting, vacuuming behind all furniture, dusting and Venetian blinds and window sills, etc., all of which should be performed on a weekly basis. (Please see our House Service Quality Assurance Inspection Sheet and Restroom Cleaning Completion Form).
4. On a monthly basis, while the Operations Manager inspects the areas, he will make copies of the Log Sheets and will study if any complaints are coming into the same areas. In this way, we can learn what changes need to be made, i.e., more training, changing the frequency of schedules, or the need to bring in other equipment or supplies to that area. This will also enable us to see how each employee is doing his/her job.
5. Each month, our Operations Manager would like to inspect each area cleaned along with the customer. If this approach is not practical for the customer, all monthly inspection sheets will be submitted to the customer prior to the 15th of every month.
6. If we must improve any areas, the corrections will be made each shift for each task.
7. Most Periodic Cleaning Schedules will include, stripping and refinishing, buffing, machine scrubbing and recoating, carpet shampoo, cleaning of Venetian blinds, windows, ceiling diffusers, light fixtures, and high dusting, vacuuming or dusting of acoustic ceilings.
8. All Periodic Cleaning Schedules will be given to the customer and our Operations Manager. Our Operations Manager will go over this schedule and will instruct the Regional Manager what tasks are to be completed. Custodians will fill out a form showing the date, time and area those tasks were performed, according to each area. After completion of the work, the Operations Manager will inspect the area again to ensure that the work was completed to satisfaction. If necessary, we will correct again. Periodic cleaning completion forms must be filled out by the Regional Manager after work is finished. The Operations Manager must inspect the periodic cleaning, and sign off on the completion form prior to the periodic cleaning completion form being distributed to the customer.
9. Monthly, All Cleaners, Inc. will compile the Periodic Cleaning Completion Forms into a composite grid detailing all work completed during the previous month. Both the Periodic Cleaning Completion Forms and the Composite Grid will be delivered to the Customer prior to the 15th of each month.

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

ALLCLEANERS,INC.

Periodic Cleaning Completion Form

Area(s) Work
Completed In:
Date Service
Completed:
Supervisor:
Date To Be
Completed By:

**Periodic Cleaning
Completed:**

<u>Date Finished</u>	<u>Furniture/Dusting</u>	<u>Date Finished</u>	<u>Flooring Work</u>
	High Dusting		Strip and Refinish Hard Floors :
	Vacuum all Fabric Furniture		
	Shampoo All Fabric Furniture		
	Dust HVAC louvers		Burnish Floors:
	Damp Wipe All Furniture and Cabinets		
			Machine Scrub Hard Flooring:
			Shampoo Carpet Floors:
			Shampoo Carpet Stairways:

<u>Date Finished</u>	<u>Restroom Detail:</u>
	Dust all Surfaces
	Disinfect/Clean all Partitions
	Disinfect/Clean all Walls
	Scrub inside/outside of toilets
	Detail baseboards
	Detail Sinks

Other Items
Completed:

Supervisor Signature
and Date:

ALL CLEANERS, INC. TECHNICAL PROPOSAL

HOUSE SERVICE QUALITY ASSURANCE INSPECTION

Building		Geo Loc	
Address	_____		
Sector	Zone		
Bldg. Type		Sq Ft	# Floors
Inspected By		Total Occupancy	
Date		Time	Page 1 of
Service/Contractor Name	_____		

P F G E

1) ENTRANCE/LOBBIES/CORRIDORS/

Floors Clean/Finished
 Carpet Clean/Vacuumed
 Corners and Baseboards
 Glass/Metal Surfaces
 Dusting
 Walls/Doors-Clean/Dust Free
 Water Fountains
 Lighting Clean/Lamped

ITEM
COMMENT/DESCRIP. OF DEVIATION & LOCATION

2) ELEVATOR/STAIRWELLS

Floors Clean/Finished
 Steps/Landings-Clean/Finished
 Carpet Cleaned/Vacuumed
 Walls/Doors/Rails-Clean/Dust Free
 Lighting Clean/Lamped
 Glass/Metal Surfaces

ITEM
COMMENT/DESCRIP. OF DEVIATION LOCATION

3) RESTROOMS

Dispensers/Fixtures
 Floor/Corners/Baseboards
 Mirrors/Shelves/Metal Surfaces
 Toilet Bowls/Seats
 Urinals
 Sinks
 Stalls/Partitions
 Waste Receptacles
 Walls/Doors-Clean/Dust Free
 Lighting Clean/Lamped

ITEM
COMMENT/DESCRIP. OF DEVIATION LOCATION

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

P F G E

4) OFFICE/TELEPHONE EQUIPMENT SPACE				ITEM #	COMMENT/DESCRIP. OF DEVIATION & LOCATION
					Floors Clean/Finished
					Carpet Clean/Vacuumed
					Furniture Clean/Dust Free
					Walls/Doors-Clean/Dust Free
					Lighting Clean/Lamped
					Waste
					Receptacles
					Windows/Window Treatments
					Water Fountains

5) LOUNGES/CAFETERIAS/ASSEMBLY ROOMS/ CONFERENCE ROOMS				ITEM #	COMMENT/DESCRIP. OF DEVIATION & LOCATION
					Floors Clean/Finished
					Carpet Clean/Vacuumed
					Furniture Clean/Dust Free
					Walls/Doors-Clean/Dust Free
					Lighting Clean/Lamped
					Waste
					Receptacles
					Water Fountains

6) MISCELLANEOUS				ITEM #	COMMENT/DESCRIP. OF DEVIATION & LOCATION
					Ceilings Clean/Dust Free
					Air Vents/Grilles-Clean/Dust Free
					Fire Equipment Clean/Dust Free
					Exit Lights Clean/Lamped

7) EXTERIOR AND GROUNDS				ITEM #	COMMENT/DESCRIP. OF DEVIATION & LOCATION
					Litter Removal
					Smoking Receptacles
					Exterior Lights Clean/Lamped
					Graffiti Removal
					Stairwells Clean

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL
ALL CLEANERS, INC.
Restroom Task Completion Sheet**

Date: _____
 Building _____
 Location: _____

Employee Name: _____
 Shift: _____

** Complete Tasks and Check Items Completed Each Time Restroom is Cleaned!*

<u>Time Finished</u>	<u>Restroom Location</u>	<u>M/F</u>	<u>Clean Urinals</u>	<u>Clean Sinks</u>	<u>Clean Toilets</u>	<u>Clean Floor</u>	<u>Fill Soap</u>	<u>Empty Waste</u>	<u>Restock Paper Products</u>	<u>Clean Mirrors & Dust Shelving</u>	<u>Dis-infect Diaper Station</u>	<u>Clean Chrome</u>	<u>Change Urinal Screens</u>
		M/F											
		M/F											
		M/F											
		M/F											
		M/F											
		M/F											
		M/F											
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		M/F											
		M/F											

<u>Date & Time Checked</u>	<u>Supervisor on Duty</u>	<u>Restroom Condition</u>	<u>Areas of Improvement Needed (List In Detail)</u>
		Good	Improvement Needed
		Good	Improvement Needed
		Good	Improvement Needed
		Good	Improvement Needed

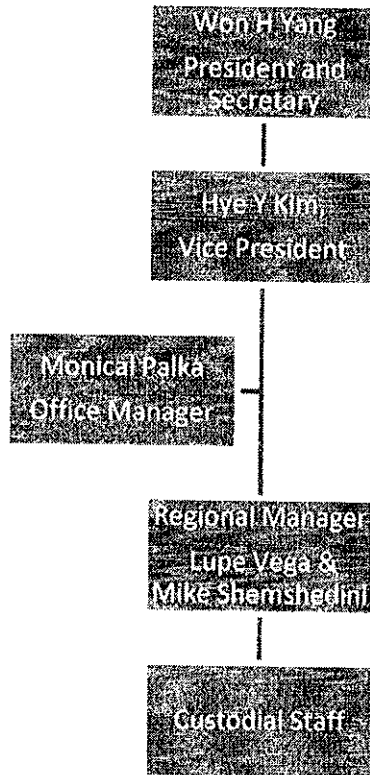
**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

V. Management Structure

A. Corporate Management

1. **President**-Won Hi Yang, handles all contract negotiations, Union communications, custodial training, accounting and operational concerns
2. **Vice President**-Hye Y Kim, in charge of daily operations, custodian training and human resources, primary operations' customer contact and oversees invoicing
3. **Office Manager**-Monica Palka, in charge of payroll and invoicing

ALL CLEANERS, INC Operations Chart



B. Custodial Staffing Duties

1. **Operations Manager** - In charge of personnel, hiring and firing, total responsibility for site management and operations. Replaces employees on vacation, leave-of-absence, etc. Handles paperwork, communicates with Customer, Home Office, deals with workmen's compensation claims, etc. Assumes the responsibilities of the Supervisor if he/she is off duty. A schedule all work orders, inspect all buildings, orders supplies, check all equipment and is in charge of the Quality Control Program. Schedules and conducts quarterly training of custodians.
2. **Regional Manager** - In charge of all buffers, waxes, shampoos and general cleaners. Oversees the duties of the personnel and reports any and all problems to the Operations Manager. Assigns the Periodic Cleaning Schedule work, checks deficiency reports and instructs custodians in the correction of deficiencies and inspects buildings after corrections

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

have been made. Distributes daily schedules to the light duty/general cleaners on a daily basis. He also orders supplies, and is responsible for the Periodic Cleaning Scheduling.

3. **General Cleaners-** Clean all entrance doors, clean rest rooms and refill all dispensers, spot mop and vacuum \all common areas, pick up debris around the building, empty trash from outside area, empty trash in rest rooms and lunchroom. Perform light duty services as instructed by management. Vacuum, sweep, damp mop, dust mop, clean walk-off mats, low dusting, trash removal, cleaning of glass, drinking fountains, sinks, marker boards, chalkboards, trays, and police the grounds. Performs spot cleaning, cleans and disinfects restrooms and locker room fixtures.
4. **Heavy Duty Cleaners** - Buffs floors, performs high dusting and all Periodic work, sweeps and hoses down garage floors, machine scrubs floors, shampoos carpeting and strips/waxes floors. Heavy duty cleaning will be accomplished on evening shifts.

C. Phase In Plan Corporate Management Staff will begin planning and scheduling for operations and quality control plan as follows:

1. Visit each site.
2. Check equipment and supply inventory, order as needed.
3. Estimate percentage of hard floor and carpet floor inventory.
4. Review number of staff at site.
5. Review cleaning hours.
6. Our Regional Managers, Mike Shemshedini and Lorida Karasilli, will lead the phase-in plan. They will organize staff and cleaning frequencies, deliver chemicals, consumables and equipment, and oversee initial clean-up.

D. Start Up Plan We will contact the current contractor and ask if we can interview and hire current employees for general cleaning positions. If the current contractors permit us, we will hire current contractor employees after

1. We perform necessary criminal background checks
2. Validate their driver's license or state id, and also their I-9 forms, and social security numbers.
3. Drug Screenings will also be done.
4. If we are unable to hire the existing employees, we will hire through our trained stand-by personnel and also extend our current employees' hours.
5. If more staff is needed, we will advertise in the local newspapers and hire people who are qualified.

VI. Supplier Profile

A. Corporate Overview

1. All Cleaners, Inc specializes in management of custodial services, janitorial cleaning, parking lot maintenance, hard floor and carpet care. We strive to provide high quality, economical custodial services to a variety of industries and municipalities.
2. As a Minority Business Enterprise (MBE), All Cleaners, Inc fulfills company and municipality needs to utilize MBE/WBE businesses.
3. It is our mission to provide well trained custodians to our customers. With a professional custodial staff, it is possible to reduce overhead costs and increase productivity.

B. Organization and Structure

1. All Cleaners, Inc. is headquartered at
632 Executive Drive, Willowbrook, Illinois 60527
Phone :630-920-1100 Fax: 630-323-7777

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

Won H Yang - President

Hye Y Kim – Vice President

Won Hi Yang – Secretary

Operation Manager-Lupe Vega & Mike Shemshideni,

2. Operations Headquarters plays a key roll in both the day to day operations and management of all custodians at customer's facilities.
3. Accountability from Custodians on up is an important component of how quality janitorial services can be supplied.

C. Strategic Relationships

1. MBE/WBE Corporations

- (1) Even though All Cleaners, Inc is a Minority Business Enterprise , we consistently subcontract to other MBE/WBE companies

2. Strong Supplier Relationships

- (1) All Cleaners, Inc has strong relationships with several suppliers of chemicals and equipment:

(a) AmSan

380 Roma Jean Parkway

Streamwood, IL 60107

(800)443-4377

(b) PCS Industrial Supply

7979 W 183rd St.

Tinley Park, IL 60477

(708)267-3501

- (2) Allows for faster delivery of equipment and chemicals.

(a) Equipment delivery within ten (10) days of ordering.

(b) Turn around time for chemical delivery within two (2) days of ordering. Due to the large quantity of chemicals ordered, both companies consistently stock the chemical preferences of All Cleaners, Inc.

(c) All equipment and chemicals delivered to customer facility.

(d) All Cleaners, Inc uses Advance, Thoromatic and Eagle equipment.

- (3) Chemical and equipment training provided by the suppliers.

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

D. Performance Standards Methodology

Customer satisfaction can be measured by the length of relationships. The number of years of service, with some companies, 15 years or longer, is indicative of both the quality of our cleaning services and our cost efficiency. There are several operational methods employed All Cleaners, Inc... To measure performance:

1. Weekly Site Inspections by Regional Manager -identifies strengths and areas of improvement needed. Assures that pro-active plans can be implemented where improvement is necessary.
2. Monthly Site Inspections by Operations Manager-places checks and balances for Site Project Manager.
3. Monthly e-mail and phone correspondence by All Cleaners, Inc. Headquarters with Customer liaison for multi-point communication.
4. Quarterly Evaluations of Custodians: evaluating work performance and attendance. Assures that each custodian has proper training and managed properly to attain maximum performance.
 - (1) Custodian Evaluation will be kept in each custodian's file to assure that constant improvements are made.
 - (2) Custodian having Evaluations that depict work less than satisfactory will be re-evaluated on a weekly basis until problems have been corrected.
5. Quarterly Evaluations of Regional Manager by Operations Manager – assures that custodial staff is given the proper management and training.
 - (1) Regional Manager Evaluations will be handled in the same manner as custodian evaluations.
 - (2) Evaluations of all employees increase the productivity of each employee and re-enforces the fact that all are accountable for their performance.

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

ALL CLEANERS, INC.

Employee Name: _____

Date of Review: _____

Building _____

Supervisor: _____

1 Attendance

1a Excused Absence

1b Unexcused Absences

1c # of Times Late

Excellent	Good	Fair	Unsatisfactory	Comments:

2 Work Performance

2a Knowledge of Work

2b Attention to Detail

2c Motivation

2d Ability to Take Direction

Initiative to Improve Work

2e Place

2f Cleanliness of Area Worked

2g Leadership Ability

Excellent	Good	Fair	Unsatisfactory	Comments:

Areas of Improvement Needed (list # above with suggestion):

Employee Comments:

Supervisor Comments:

Next Review Date:

Employee Signature & Date:

Supervisor Signature & Date:

**ALL CLEANERS, INC.
TECHNICAL PROPOSAL**

E. Business Resumption Plan

1. There is no reason that All Cleaners, Inc. would not be able to complete this project. However, the organization of our Operations Staff is such, that should there become a temporary absence, another employee would be able to run operations.
2. All Cleaners, Inc. currently holds a line of credit with MB Financial Bank in the amount of \$1.5 million.
 - (1) This line of credit is used to purchase necessary equipment and chemicals, as well as insure payroll.
 - (2) Allows us to offer 45 day terms of payment.
3. Large Pool of Stand-by, Trained Janitorial Staff which enables quick replacement of any custodian absence due to vacation, illness or retirement.

VII. Appendices

A. Equipment Prevention Program

All the equipment (walk behind scrubber, high speed buffer, floor scrubber & vacuum) are attached with the safety guard protector and all the vacuum cleaners include magnetic bars. Proper care of equipment is the number one priority to maintain the life of our equipment. Each custodian is instructed on the proper way to clean equipment after use. This practice maintains the usefulness and effectiveness of each piece of equipment: from mop heads to walk behind scrubbers. Each new piece of equipment will be demonstrated to our custodians by our equipment vendor, Vega Industrial Products.

During weekly inspections, both our Zone Supervisors and Custodians will check all equipment to assure its proper usage.

Our maintenance people will visit our sites and inspect and repair all equipment. Should any equipment be under repair, we will use our stand-by equipment temporarily so there is no service interruption.

B. List of Chemicals:

1. **Green Seal™ Certified Chemical Purchasing and Usage**
 - 1) Where applicable, only chemicals listed as Green Seal™ Certified Products will be used at Lake County Health Department. Using Green Seal™ Certified Products will reduce toxins released within the environment and improve indoor air quality.
 - 2) All chemicals used will carry the following **Green Seal™** environmental standard classifications:
 - a) GS-73 for General purpose, bathroom, glass and carpet cleaners
 - b) GS-40 for Industrial floor care
 - c) GS-41 Designation for hand soap
 - d) Green Select Degreaser Cleaner

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City of Aurora**

IV. CERTIFICATE OF INSURANCE



ALLCL-2

OP ID: EZ

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/24/2015

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

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

PRODUCER Total Insurance Services, Inc. 3175 Commercial Avenue Northbrook, IL 60062-1926 Wendy A. Coleman	CONTACT NAME: Wendy A. Coleman	
	PHONE (A/C, No, Ext): 847-205-1777	FAX (A/C, No): 847-205-1919
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED All Cleaners, Inc. Won H. Yang 632 Executive Drive Willowbrook, IL 60527	INSURER A: Ohio Security Ins. Co.	
	INSURER B: StarNet Insurance Company	
	INSURER C: Ohio Casualty Group	24090
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:


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

FORM LTR	TYPE OF INSURANCE	ADOL SUBR INSD WVP	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		BLS (16) 56 28 75 55	01/20/2015	01/20/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		USO (16) 56 28 75 55	01/20/2015	01/20/2016	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	BNUWC0130394	01/20/2015	01/20/2016	PER STATUTE DTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

CERTIFICATE HOLDER

CANCELLATION

CITY OF D City of Des Plaines Attn: Tom Bueser 1420 Miner St. Des Plaines, IL 60016	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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V. EQUIPEMENT LIST

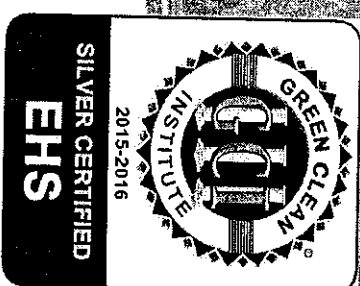
EQUIPMENT LIST
CITY OF AURORA
AURORA, IL

Units	Manufacturer	Model	List of Equipment	Price	Amount
4	Hawk	HP1520	20" High speed floor Machine 1500 w/padholder	775.00	3,100.00
4	Hawk	HP1020	20" Floor Machine 175 RPM	746.00	2,984.00
4	Hawk	A0001-NAT4	4 Gallon Solution for floor machine	45.00	180.00
4	Hawk	A0011	20" Floor Machine Pad Holder	50.00	200.00
3	Hawk	A006	17" Nylon carpet brush	130.00	390.00
15	Hawk	V002	10gal Wet/dry vacuum "HAWK"	320.00	4,800.00
4	Hawk	V003	15gal Wet/dry vacuum "HAWK"	460.00	1,840.00
1	Hawk	BH001	Air Blower	160.00	160.00
1	Thoro-matic	M12	12gal Carper extractor	1,335.00	1,335.00
7	Eureka	Pix 200	Amano Pix 200 Time Clock	175.00	1,225.00
12	Rubber Maid	55 Gallon	Container (55 gallon) with Dolly	95.00	1,140.00
16	Rubber Maid	9511	Wet Floor Signs	14.00	224.00
4	Rubber Maid	9772	Rubbermaid Maid Carts	275.00	1,100.00
16	Rubber Maid	7680	Buckets - 35 qt. on wheels w/wringers	105.00	1,680.00
6	Sanitaire	SC679J	Sanitaire Commercial Upright Vacuum Cleaners w/beater bar	139.00	834.00
2	Eureka	3680	Pro Team Back-Pac Corner, Edge & High Dusting Vacuum	100.00	200.00
Total					\$ 21,392.00

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VI. CERTIFICATE OF GREEN CLEAN

EHS Certified



GCI Silver Certification

Green Clean Institute awards All Cleaners, Inc. a GCI Silver Certified firm based upon the diligent completion of the educational requirements of the frontline workers and management. As such, All Cleaners, Inc. shall have the ability to deliver Environmental Health Services that convey value to all facilities being served. This Silver EHS service, All Cleaners, Inc., may now provide the resources to meet EHS facility certification.

This certificate is awarded to:

All Cleaners, Inc.

A handwritten signature in black ink, appearing to read "David Thompson".

David Thompson, President



Certification # 73498909

Issued:3/18/2015 Expires:3/19/2016