



REQUEST FOR PROPOSAL

# Wheeler Service Center Janitorial Services

Facility Services Made Simple

"We provide customized plans tailored to meet your specific needs"

RFP #: RFP #26-31

Due Date: May 1, 2026,  
by 11:00 a.m.



313-879-9948



[rawwad@facilities360.com](mailto:rawwad@facilities360.com)



National Presence

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# Legal Status Of Offeror

## ATTACHMENT B LEGAL STATUS OF OFFEROR

(The Respondent shall fill out the provision and strike out the remaining ones.)

The Respondent is:

- A corporation organized and doing business under the laws of the state of \_\_\_\_\_, for whom \_\_\_\_\_ bearing the office title of \_\_\_\_\_, whose signature is affixed to this proposal, is authorized to execute contracts on behalf of respondent.\*

\*If not incorporated in Michigan, please attach the corporation's Certificate of Authority

- A limited liability company doing business under the laws of the State of Michigan, whom Ray Awwad bearing the title of Director of Operations whose signature is affixed to this proposal, is authorized to execute contract on behalf of the LLC.
- A partnership organized under the laws of the State of \_\_\_\_\_ and filed with the County of \_\_\_\_\_, whose members are (attach list including street and mailing address for each.)
- An individual, whose signature with address, is affixed to this RFP.

Respondent has examined the basic requirements of this RFP and its scope of services, including all Addendum (if applicable) and hereby agrees to offer the services as specified in the RFP.



Date: 4/29/2026

Signature

(Print) Name Ray Awwad Title Director of Operations

Firm: Facility Service Janitorial DBA Facilities360

Address: 2750 Carpenter Rd. Ann Arbor, MI. 48108

Contact Phone 313-879-9984 Fax \_\_\_\_\_

Email rawwad@facilities360.com

# City Of Ann Arbor Declaration Of Compliance

## ATTACHMENT C CITY OF ANN ARBOR DECLARATION OF COMPLIANCE

### Non-Discrimination Ordinance

The "non discrimination by city contractors" provision of the City of Ann Arbor Non-Discrimination Ordinance (Ann Arbor City Code Chapter 112, Section 9 158) requires all contractors proposing to do business with the City to treat employees in a manner which provides equal employment opportunity and does not discriminate against any of their employees, any City employee working with them, or any applicant for employment on the basis of actual or perceived age, arrest record, color, disability, educational association, familial status, family responsibilities, gender expression, gender identity, genetic information, height, HIV status, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, source of income, veteran status, victim of domestic violence or stalking, or weight. It also requires that the contractors include a similar provision in all subcontracts that they execute for City work or programs.

In addition the City Non-Discrimination Ordinance requires that all contractors proposing to do business with the City of Ann Arbor must satisfy the contract compliance administrative policy adopted by the City Administrator. A copy of that policy may be obtained from the Purchasing Manager

The Contractor agrees:

- (a) To comply with the terms of the City of Ann Arbor's Non-Discrimination Ordinance and contract compliance administrative policy.
- (b) To post the City of Ann Arbor's Non-Discrimination Ordinance Notice in every work place or other location in which employees or other persons are contracted to provide services under a contract with the City.
- (c) To provide documentation within the specified time frame in connection with any workforce verification, compliance review or complaint investigation.
- (d) To permit access to employees and work sites to City representatives for the purposes of monitoring compliance, or investigating complaints of non-compliance.

The undersigned states that he/she has the requisite authority to act on behalf of his/her employer in these matters and has offered to provide the services in accordance with the terms of the Ann Arbor Non-Discrimination Ordinance. The undersigned certifies that he/she has read and is familiar with the terms of the Non-Discrimination Ordinance, obligates the Contractor to those terms and acknowledges that if his/her employer is found to be in violation of Ordinance it may be subject to civil penalties and termination of the awarded contract

Facility Service Janitorial DBA Facilities360

Company Name



4/29/2026

Signature of Authorized Representative

Date

Ray Awwad - Director of Operations

Print Name and Title

2750 Carpenter Rd. Ann Arbor, MI. 48108

Address, City, State, Zip

313-879-9984 rawwad@facilities360.com

Phone/Email address

**Questions about the Notice or the City Administrative Policy. Please contact:**

Procurement Office of the City of Ann Arbor  
(734) 794-6500

# City of Ann Arbor living wage ordinance declaration of compliance

## ATTACHMENT D CITY OF ANN ARBOR LIVING WAGE ORDINANCE DECLARATION OF COMPLIANCE

The Ann Arbor Living Wage Ordinance (Section 1.811-1.821 of Chapter 23 of Title I of the Code) requires that an employer who is (a) a contractor providing services to or for the City for a value greater than \$10,000 for any twelve-month contract term, or (b) a recipient of federal, state, or local grant funding administered by the City for a value greater than \$10,000, or (c) a recipient of financial assistance awarded by the City for a value greater than \$10,000, shall pay its employees a prescribed minimum level of compensation (i.e., Living Wage) for the time those employees perform work on the contract or in connection with the grant or financial assistance. The Living Wage must be paid to these employees for the length of the contract/program.

*Companies employing fewer than 5 persons and non-profits employing fewer than 10 persons are exempt from compliance with the Living Wage Ordinance. If this exemption applies to your company/non-profit agency please check here  No. of employees \_\_\_\_\_*

The Contractor or Grantee agrees:

- (a) To pay each of its employees whose wage level is not required to comply with federal, state or local prevailing wage law, for work covered or funded by a contract with or grant from the City, no less than the Living Wage. The current Living Wage is defined as \$17.42/hour for those employers that provide employee health care (as defined in the Ordinance at Section 1.815 Sec. 1 (a)), or no less than \$19.42/hour for those employers that do not provide health care. The Contractor or Grantor understands that the Living Wage is adjusted and established annually on April 30 in accordance with the Ordinance and covered employers shall be required to pay the adjusted amount thereafter to be in compliance with Section 1.815(3).

<i>Check the applicable box below which applies to your workforce</i>	
<input type="checkbox"/>	Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage without health benefits
<input checked="" type="checkbox"/>	Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage with health benefits

- (b) To post a notice approved by the City regarding the applicability of the Living Wage Ordinance in every work place or other location in which employees or other persons contracting for employment are working.
- (c) To provide to the City payroll records or other documentation within ten (10) business days from the receipt of a request by the City.
- (d) To permit access to work sites to City representatives for the purposes of monitoring compliance, and investigating complaints or non-compliance.
- (e) To take no action that would reduce the compensation, wages, fringe benefits, or leave available to any employee covered by the Living Wage Ordinance or any person contracted for employment and covered by the Living Wage Ordinance in order to pay the living wage required by the Living Wage Ordinance.

The undersigned states that he/she has the requisite authority to act on behalf of his/her employer in these matters and has offered to provide the services or agrees to accept financial assistance in accordance with the terms of the Living Wage Ordinance. The undersigned certifies that he/she has read and is familiar with the terms of the Living Wage Ordinance, obligates the Employer/Grantee to those terms and acknowledges that if his/her employer is found to be in violation of Ordinance it may be subject to civil penalties and termination of the awarded contract or grant of financial assistance.

Facility Service Janitorial DBA Facilities360  
Company Name

2750 Carpenter Rd. Suite 5  
Street Address

  
Signature of Authorized Representative

4/29/2026  
Date

Ann Arbor, MI. 48108  
City, State, Zip

Ray Awwad - Director of Operations  
Print Name and Title

313-879-9984 rawwad@facilities360.com  
Phone/Email address

# Attachment E

## ATTACHMENT E



### VENDOR CONFLICT OF INTEREST DISCLOSURE FORM

All vendors interested in conducting business with the City of Ann Arbor must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the City of Ann Arbor's conflict of interest policies as stated within the certification section below.

If a vendor has a relationship with a City of Ann Arbor official or employee, an immediate family member of a City of Ann Arbor official or employee, the vendor shall disclose the information required below.

1. No City official or employee or City employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.
2. No retired or separated City official or employee who has been retired or separated from the City for less than one (1) year has an ownership interest in vendor's Company.
3. No City employee is contemporaneously employed or prospectively to be employed with the vendor.
4. Vendor hereby declares it has not and will not provide gifts or hospitality of any dollar value or any other gratuities to any City employee or elected official to obtain or maintain a contract.
5. Please note any exceptions below.

Conflict of Interest Disclosure*	
Name of City of Ann Arbor employees, elected officials or immediate family members with whom there may be a potential conflict of interest.	<input type="checkbox"/> Relationship to employee
	<input type="checkbox"/> Interest in vendor's company
	<input type="checkbox"/> Other (please describe in box below)
N/A	

\*Disclosing a potential conflict of interest does not disqualify vendors. In the event vendors do not disclose potential conflicts of interest and they are detected by the City, vendor will be exempt from doing business with the City.

<b>I certify that this Conflict of Interest Disclosure has been examined by me and that its contents are true and correct to my knowledge and belief and I have the authority to so certify on behalf of the Vendor by my signature below:</b>		
Facility Service Janitorial DBA Facilities360	313-879-9984 888-360-5666	
<b>Vendor Name</b>	<b>Vendor Phone Number</b>	
	4/29/2026	Ray Awwad
<b>Signature of Vendor Authorized Representative</b>	<b>Date</b>	<b>Printed Name of Vendor Authorized Representative</b>

Questions about this form? Contact Procurement Office City of Ann Arbor Phone: 734/794-6500, procurement@a2gov.org

# Cover Letter

## Dear Selection Team,

Facilities360 is pleased to submit this formal proposal to provide elite custodial services for the City of Ann Arbor Wheeler Service Center. We have thoroughly reviewed the requirements for the Operations Building and the Vehicle Storage Building (VSB) and are fully prepared to begin a successful partnership starting July 1, 2026.

Over the last 26 years, Facilities360 has consistently delivered premier custodial solutions to municipal and educational sectors. We currently manage daily operations for over 2.3 million square feet of facilities, supported by a dedicated workforce of 2,100 professionals. Our team demonstrates a high level of professionalism and attention to detail, ensuring we maintain clean, safe, and welcoming environments for City staff and the public.

Our management team is professional, responsive, and highly accommodating in meeting the unique needs of our partners. We utilize our proprietary F360 Mobile App to provide the City with total transparency through GPS-tagged, time-stamped photos and real-time inspection reports. This technology allows us to eliminate "guesswork" and maintain a proactive quality control program that has historically resulted in an 80% increase in customer satisfaction for our clients.

Furthermore, the custodial staff provided by Facilities360 are courteous, knowledgeable, and professional. We understand the specialized security needs of your site and will ensure all assigned personnel undergo the required extensive background checks, including Social Security verification and criminal history screenings, to meet the City's strict security standards.

Overall, Facilities360 is a dependable partner that offers competitive pricing while maintaining the highest standards of service. We are committed to our motto, "Facility Services Made Simple," and we greatly value the opportunity to contribute to the maintenance of the City of Ann Arbor's facilities.

Please feel free to contact me if you require any additional information.

Sincerely,

**Ray Awwad**

Operations Manager



 313-879-9948

 rawwad@facilities360.com

 www.facilities360.com

### What Our Clients Say ...



Facilities360 has consistently displayed a strong work ethic, going above and beyond to ensure that the job is completed to the highest standard. Their dedication and commitment to delivering outstanding results are truly commendable.

**Kenneth Williams**

*Operations Manager, Bradford Academy*

# Executive Summary

Facilities360 is pleased to submit this proposal to provide elite facility cleaning services for the City of Ann Arbor's Wheeler Service Center. Our objective is to foster a clean, safe, and professional environment across the Operations Building and the Vehicle Storage Building (VSB) starting July 1, 2026. Operating under our motto, "Facility Services Made Simple," we deliver a solution built on the following foundational pillars:

## Our Core Philosophy: One Client, One Contract

At the core of our approach is a simple but powerful commitment: we operate one contract at a time. Every client we serve receives our full attention, dedicated resources, and a level of accountability that ensures consistent, high-quality outcomes. We are not structured to pursue volume at the expense of service we are built to deliver reliability, responsiveness, and long-term partnership through intentional, focused growth. For the City of Ann Arbor, this means our management and workforce are fully aligned with your specific needs, ensuring the 5:00 pm — 10:00 pm cleaning window is managed with precision.

## The Human Element: Investing in Excellence

What truly differentiates Facilities360 is our people. This business is fundamentally driven by the human element, and we have made it our priority to hire, develop, and retain individuals who take pride in their work and ownership of the client experience. We currently manage a national workforce of 2,100 professionals and maintain an industry-leading 6% staff turnover rate, ensuring the Wheeler Service Center benefits from consistent service and deep institutional knowledge. The way we invest in and treat our teams through competitive wages and OSHA-compliant Safety training directly translates into the quality, consistency, and professionalism the City will receive every day.

## Hands-On Leadership and Accountability

Our leadership remains actively involved in day-to-day operations, ensuring a level of oversight, responsiveness, and accountability that is often lost in larger organizations. This hands-on approach allows us to make timely decisions and stay closely aligned with client expectations. Operations Manager Ray Awwad will serve as the principal point of contact, maintaining a direct bridge between our localized field supervision and City administration.



# Executive Summary



## 10 Reasons Why the City Should Choose Facilities360

By integrating our national infrastructure with localized expertise, we provide the City with ten distinct advantages:



### Proven Track Record

Over 26 years of excellence in delivering premier custodial solutions to municipal and educational sectors.



### Industry-Specific Expertise

Specialized experience in high-stakes, high-security municipal environments.



### Client-Centric Approach

We shift the burden of custodial oversight from City officials to our seasoned management team.



### Tailored Solutions

Custom-engineered cleaning plans designed specifically for the unique layouts of the Operations Building and the VSB.



### Experienced Leadership

A unified leadership ecosystem providing six levels of accountability with zero subcontractors.



### Expert Workforce

A team of 2,100 professionals supported by a corporate culture that maintains an industry-leading 6% turnover rate.



### Proactive Customer Service

A 24/7 service guarantee with 30-minute acknowledgments and 60-minute physical response times.



### State-of-the-Art Equipment

Exclusive use of Tennant® and ProTeam® HEPA technology to ensure superior air quality and asset preservation.



### Ongoing Quality Review

Real-time, data-driven audits and GPS-tagged proof of performance delivered via our proprietary F360 Mobile App.



### Continuous Improvement Culture

A commitment to consistently evaluating and enhancing our processes to exceed City expectations.

We are committed to being more than a service provider; we aim to be a dependable partner that delivers excellence through focus, discipline, and a people-first philosophy one client, one contract, at a time








# Company Profile

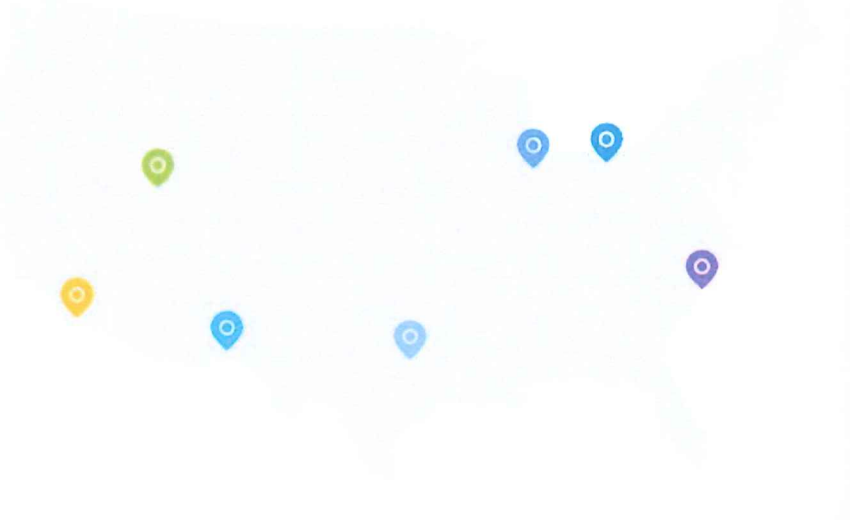
## National Scale with Local Accountability

Facilities360 is a privately held corporation with a robust national presence and a dedicated local branch in Ann Arbor. Our company is fully licensed to operate in the State of Michigan and maintains a significant infrastructure designed to provide elite custodial and facility management solutions.

Our national presence is built upon a foundation of 2,100 dedicated professionals. Unlike volume-driven competitors, our "One Client, One Contract" philosophy ensures that the City of Ann Arbor receives our full attention and dedicated resources. This approach, combined with a corporate culture that prioritizes the "Human Element," has resulted in an industry-leading 6% turnover rate, ensuring the Wheeler Service Center benefits from consistent staff and deep institutional knowledge.

Our distributed network ensures that we can leverage national resources while providing localized field leadership. Our offices are located in:

-  Ann Arbor, MI (Head office)
-  Riverside, CA
-  Detroit, MI
-  McCall, ID
-  Scottsdale, AZ
-  Wilmington, NC
-  Ave Dallas



## History and Experience

Originally established in 2002 as a local enterprise in Ohio, Facilities360 has grown over the last 26 years into a premier national service provider. We currently manage daily operations for over 2.3 million square feet of facilities, supported by a professional workforce of 2,100 employees. Our firm specializes in high-stakes environments, including:

# Company Profile



City Municipalities  
and County  
Departments.



Educational  
Institutions (K-12 and  
Higher Education).



Medical Centers and  
Clinical Facilities.



## Unique Technical Qualifications

Facilities360 is uniquely qualified for the Wheeler Service Center contract due to our integration of advanced technology and rigorous industry standards:



### ISSA CIMS Certification

Our management processes are validated by the International Cleaning Industry Supply Association's Cleaning Industry Management Standard, ensuring high-quality, safe, and customer-focused operations.

### Environmental Commitment



### Proprietary F360 Mobile App

We provide total digital accountability. Our app delivers GPS-tagged, time-stamped photos and real-time inspection reports directly to a client dashboard, eliminating "guesswork" in custodial oversight.



### GS 5-Point Green Cleaning System

We utilize a sophisticated color-coded microfiber protocol (Blue for restrooms, Red for high-touch surfaces, etc.) to strictly prevent cross-contamination across different facility zones.



### Industry-Leading Retention

Through competitive wages and comprehensive support, we maintain an industry-leading 6% turnover rate, ensuring the City of Ann Arbor benefits from consistent staff and deep institutional knowledge of the site.



### Environmental Commitment

We leverage LEED-compatible green cleaning techniques and HEPA-filtered ProTeam® vacuums, which are 43% more efficient at removing fine particulates and allergens than standard equipment.



# Management & Organization Structure

Facilities360 provides a unified leadership ecosystem designed to act as a seamless extension of the City of Ann Arbor's administration. Our management structure is built on five levels of accountability, shifting the burden of custodial oversight from City officials to our seasoned experts. This high-accountability model ensures multiple layers of oversight with zero subcontractors, providing the City with direct access to our most experienced leadership.



## Key Personnel

The following seven professionals comprise the core leadership team for the Wheeler Service Center project. All professional personnel are physically located at or managed through our Ann Arbor branch office.

### Levels of Response: The Facilities360 Team (7 Key Personnel)

#### Level 1

##### Corporate Strategy & Strategic Oversight



#### **Vinny Issa** Vice President of Operations

Mr. Issa provides corporate-level strategic planning and ensures national resources are leveraged for the City of Ann Arbor. He has over eight years of experience driving operational excellence and previously directed a comprehensive operational overhaul that increased efficiency by 30%.

#### Level 2

##### Principal Contract Leadership



#### **Ray Awwad** Operations Manager

Identified as the "Key" individual and main point of contact for managing the contract, coordination, and customer service. A University of Michigan (Ann Arbor) graduate, Mr. Awwad has over 12 years of experience in educational and facilities management and is a certified Facility Management Professional (FMP) and Certified Facility Manager (CFM).

# Management and Organizational Structure

## Level 3

### Accounts & Regional Leadership



**Hose Jefferson** | Accounts Manager

Mr. Jefferson serves as the administrative lead, ensuring the local portfolio is supported with 24/7 availability for urgent requests. He bridges the gap between high-level administration and field execution.



**Heather DelaPaz** | Regional Account Manager

Ms. DelaPaz leads regional training and support initiatives, ensuring that nightly terminal cleaning teams fully understand the specific safety protocols and quality standards required for municipal facilities.

## Level 4

### Operational & Maintenance Management



**Dennis Babinger** | Area Manager

Mr. Babinger provides elite technical oversight, drawing on over 35 years of facility engineering and management experience, including 12 years as Director of Engineering for Marriott International. He manages daily field operations and ensures all industrial-grade equipment is utilized to peak performance standards.

## Level 5

### Specialized Compliance & Quality Support



**Marvin Mejia** | Quality Control Manager

Mr. Mejia manages the robust internal audit program via the F360 Mobile App to provide the City with GPS-tagged, time-stamped proof of performance. His background includes serving as a Facilities Assistant at the University of Michigan.



**Erik Williams** | Training Manager

An OSHA Safety Certified expert with over 10 years of experience, Mr. Williams oversees comprehensive staff training in Bloodborne Pathogen protocols, GHS chemical safety, and specialized high-security protocols.



## Security & Vetting Commitment

All personnel within this structure are subject to the City's strict security standards. We accept full responsibility for ensuring that every member of the Wheeler Service Center team has passed Social Security verification and has no felony or violent misdemeanor convictions within the last five years.

Note: Full professional resumes for all key personnel are included in the Appendix of this proposal.

# Proven Performance in Municipal & Educational Environments

Facilities360 possesses over 26 years of experience in the janitorial industry, with a specialized focus on the unique demands of municipal government and K-12/Higher Education sectors. We currently manage daily custodial operations for over 2.3 million square feet of facility space across the country, utilizing a workforce of 2,100 professionals trained in elite sanitization standards.

## Experience List & Proven Ability

Our ability to implement projects of this scale and complexity is demonstrated through our long-term partnerships with clients that mirror the operational needs of the City of Ann Arbor Wheeler Service Center:



## Local Continuity & Retention

We maintain an industry-leading 6% staff turnover rate. For the City of Ann Arbor, this translates to a stable, dedicated team that gains deep institutional knowledge of your facilities, rather than the "rotating door" common in volume-driven firms.

# Proven Performance in Municipal & Educational Environments


## Client References

Facilities360 provides the following list of references for recently completed and ongoing contracts that demonstrate our ability to manage large-scale municipal and educational portfolios. Our experience with these partners directly mirrors the operational, security, and technical requirements of the City of Ann Arbor Wheeler Service Center.

### Global Education Excellence (GEE)

#### Contact

**Mike Hart,**

 734-664-1121


 [m.hart@gee-edu.org](mailto:m.hart@gee-edu.org)

 2455 S Industrial Hwy, Suite A,  
Ann Arbor MI 48104


### City of Jackson MI

#### Contact

**Ron Howard**

 517-206-1048


 [rhoward@cityofjackson.org](mailto:rhoward@cityofjackson.org)

 161 W. Michigan Ave, Jackson MI


### County of Ingham, MI

#### Contact

**Joel Hathom**

 517-676-7280

 [jhathom@ingham.org](mailto:jhathom@ingham.org)


 121 Maple St., Mason, MI 48854


# Proven Performance in Municipal & Educational Environments

## KIPP Durham College Prep

### Contact

**Michale McDaid**

 330-814-4791


 1107 Hollowat St., Durham NC 27701

 [mmcdaid@kippen.org](mailto:mmcdaid@kippen.org)

## McCall Donnelly School District

### Contact


**Jason Clay**

 208-634-2161


 McCall and Donnelly, Idaho

 [jclay@mdsd.org](mailto:jclay@mdsd.org)

## Our Work for the References

**Concentra** 


We provide Day Porters and janitorial staff for night cleaning of PT, exam rooms, lobbies, staff lounges, and other areas, as well as carpet cleaning and strip and wax services.

**Global Education Excellence** 


We provide janitors to clean more than 1 million square feet daily for 14 schools. Services include janitorial, carpet cleaning, and power washing. This partnership began in 2022 under a 3-year contract.

**County of Ingham** 

We provide day porters and night janitors to clean 15 locations totaling over 600,000 square feet, six days per week. Services include janitorial, carpet cleaning, and power washing. This partnership began in 2024 under a 3-year contract.

**KIPP Durham College Prep** 

We provide comprehensive janitorial service, including day and night custodians. Our scope includes summer, winter, and spring break detailing and floor wet work for this 130,000 square foot campus.

**McCall Donnelly School District** 

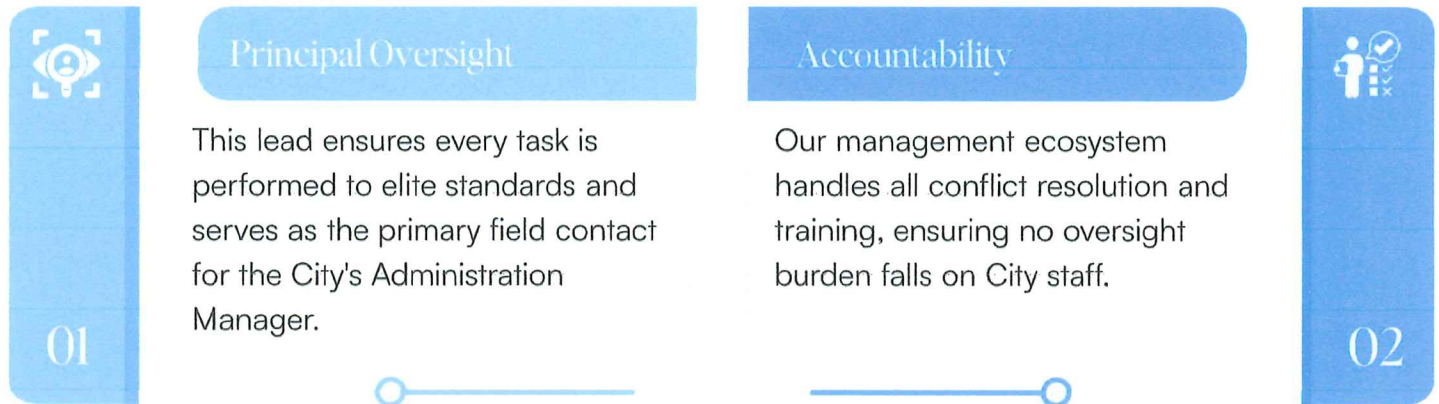
We provide janitors to clean more than 1.3 million square feet daily for six schools. Our scope includes janitorial services, carpet cleaning, and power washing for this district with over 4,200 students.

# Detailed Staffing Deployment Plan

Our staffing model for the Wheeler Service Center is built on the "Working Supervisor" framework, ensuring that a lead professional is always present to manage the specialized needs of the Operations Building and Vehicle Storage Building (VSB) during the mandated cleaning window.

## The "Working Supervisor" Model

In strict accordance with RFP requirements, we will appoint a dedicated supervisor who will remain on-site and mobile across both Wheeler facilities from 5:00 PM to 10:00 PM.



## Facility-Specific Staffing Breakdown

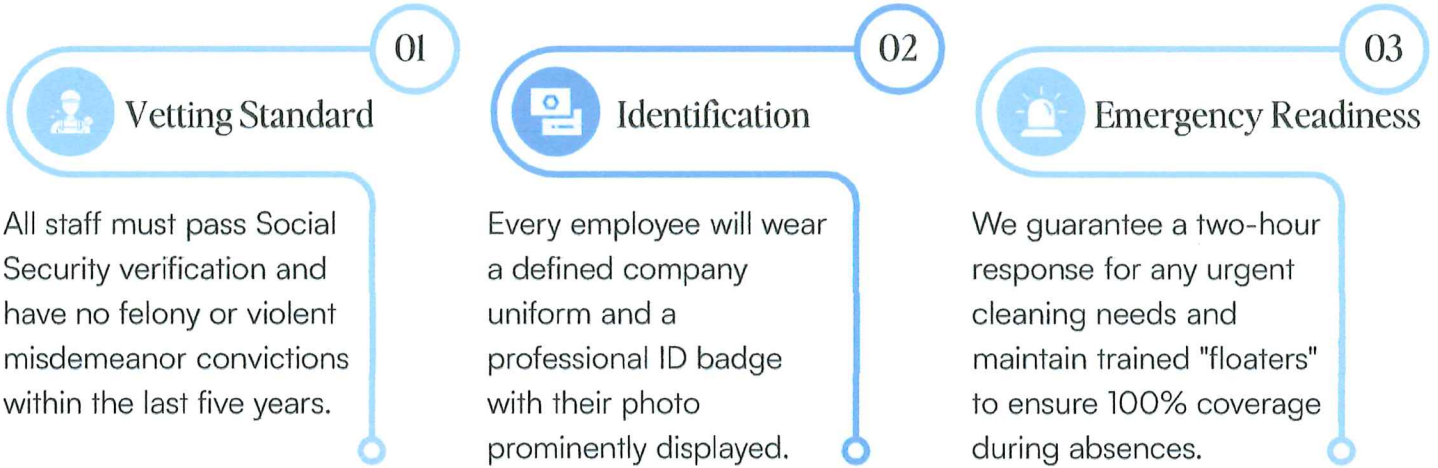
We will deploy a vetted team capable of maintaining the 16,990 total square feet of municipal and operational space.

Facility	Staffing Level	Cleaning Frequency	Deployment Details
Operations Building (15,040 sq. ft.)	2–3 Custodians	5 Days/Week	Focused on the 4 bathrooms, 2 locker rooms, wellness center, and administrative offices.
Vehicle Storage Building (VSB) (1,950 sq. ft.)	1 Dedicated Custodian	5 Days/Week	Focused on the 2 bathrooms, laundry/mud room, and locker room to ensure high-security readiness.
Supervision (Shared)	1 Working Supervisor	5 Days/Week	Mobile lead managing both buildings; coordinates the monthly walkthrough with City officials.

# Detailed Staffing Deployment Plan

## Security, Vetting, and Professional Standards

Security is the foundation of our partnership. No individual is permitted to work on-site until they have passed our multi-layered vetting process:



## Detailed 60-Day Transition Plan

Based on the City of Ann Arbor's schedule, we have developed a pre-implementation model to guarantee "Day 1 Readiness" by July 1, 2026.

ID	Task Name	Duration	Start Date	Finish Date	Resource
1.0	PHASE 1: PRE-IMPLEMENTATION	60 Days	May 1, 2026	June 30, 2026	Mgmt/Ops
1.1	Assign local Working Supervisor for Wheeler Service Center	1 Day	May 1, 2026	May 1, 2026	VP Ops
1.2	Facility Walkthrough & Scope Finalization with City Admin	4 Days	May 4, 2026	May 7, 2026	Ops Mgr
1.3	Order Equipment (HEPA Vacuums, Buffers, Scrubbers)	5 Days	May 4, 2026	May 8, 2026	Purchasing
1.4	Interview/Hire Current Site Staff (Retention Strategy)	10 Days	May 11, 2026	May 22, 2026	HR
1.5	Initiate City-Mandated Background Checks (SSN/Photo ID)	20 Days	May 11, 2026	June 5, 2026	HR/City

# Detailed Staffing Deployment Plan

ID	Task Name	Duration	Start Date	Finish Date	Resource
1.6	Review Safety/Emergency Protocols & Access Devices	3 Days	June 23, 2026	June 25, 2026	Safety/Ops
1.7	Uniform & Professional ID Badge Distribution	2 Days	June 29, 2026	June 30, 2026	HR
2.0	PHASE 2: IMPLEMENTATION (GO-LIVE)	31 Days	July 1, 2026	July 31, 2026	Team
2.1	Official Service Start: Operations & VSB Buildings	--	July 1, 2026	--	Crews
2.2	Execution of Mandatory Initial Deep Clean	5 Days	July 1, 2026	July 7, 2026	Deep Team
2.3	F360 App Setup & Dashboard Training for City Staff	3 Days	July 1, 2026	July 3, 2026	IT/Ops
2.4	GPS-Tagged Daily Verification & Proof of Performance	Ongoing	July 1, 2026	July 31, 2026	QC Mgr
3.0	PHASE 3: STABILIZATION	60 Days	Aug 1, 2026	Sept 30, 2026	Mgmt
3.1	First Formal Monthly Walkthrough with Admin Manager	1 Day	Aug 1, 2026	Aug 1, 2026	Ops Mgr
3.2	Establish Procedure for Reporting Hazardous Conditions	7 Days	Aug 1, 2026	Aug 7, 2026	Supervisor
3.3	Quality Assurance Trend Analysis & Success Reporting	Monthly	Aug 1, 2026	Sept 30, 2026	QC Mgr
3.4	Steady-State Operations Achieved	--	Sept 30, 2026	--	TEAM

## Transition Milestone: The Initial Deep Clean

On Day 1, we prioritize the RFP-mandated Initial Deep Clean to restore neglected areas. Our specialized team will remove grout staining in locker rooms, eliminate ground-in grime in the wellness center and kitchens, and perform high dusting of vents and beams to establish a new "elite" baseline for the Wheeler Service Center.

# Facilities360 Cleaning Plan



## Our Approach & Philosophy

Facilities360 is an active advocate for sustainable practices within the janitorial and building maintenance industry. The company applies green cleaning knowledge and techniques to ensure facilities are spotless and sanitary while promoting ecological balance. Team members are educated on sustainability to foster a culture of environmental stewardship.

01

The program utilizes environmentally friendly chemicals, microfiber cleaning systems, HEPA-filtered vacuum cleaners, and advanced water conservation systems.



Eco Friendly Infrastructure

02

Recycling is integrated into daily operations to segregate cardboard and plastic packaging. Facilities360 also partners with certified waste management vendors for the responsible disposal of hazardous materials.



Sustainability Initiatives



## Daily Cleaning Program Elements

The daily program is built on five key pillars to ensure efficiency and accountability:



### Routine Cleaning Cycles

High-traffic areas (common areas, restrooms, hallways, entryways) are serviced multiple times per shift.



### Zone-Based Staffing

Buildings are divided into zones with dedicated teams assigned to each to ensure accountability.



### Advanced Scheduling

Cleaning is scheduled based on facility traffic patterns to minimize operations disruption.



### Specialty Services

The program includes deep cleaning and maintenance for flooring, carpets, and windows.



### Technology Integration

Real-time tracking and digital reporting via the F360 Mobile App monitor and document all completed tasks.



# Facilities360 Cleaning Plan

## Surface-Specific Cleaning Disciplines

### Hard-Floor Cleaning

Staff uses advanced 16" x 16" microfiber mops and cloths designed to capture dirt particles efficiently while reducing water and chemical use. Floors are dry-mopped first to remove loose debris.

### Table and Furniture Cleaning

Microfiber cloths are dampened with mild, eco-friendly detergents to prevent cross-contamination and protect delicate surfaces like wood or glass.

### Office Maintenance

HEPA-filtered vacuums capture fine particulates and allergens to maintain indoor air quality. Surfaces are treated with green-certified agents that leave no harmful chemical residues.

### Restroom Sanitation

High-efficiency, low-flow water systems are used for fixtures to conserve water. High-touch surfaces like faucet handles are treated with biodegradable disinfectant wipes.

### Carpet & Wall Care

Carpets are maintained using extraction techniques to preserve fibers. Walls are cleaned with green materials to remove soil while maintaining the integrity of painted surfaces.

## Comprehensive Training Program

Facilities360 utilizes a structured and modular training program led by the Training Manager.

### Blended Learning

This includes in-person, hands-on sessions for equipment handling and safety, as well as an online e-learning platform for OSHA standards, harassment prevention, and GHS chemical safety.

### Biohazard Training (3-Step Process):

**01 Step 1:** Workers are provided with a kit including PPE and a step-by-step cleaning guide.

**02 Step 2:** Staff is trained to identify specific hazard types (blood, feces, etc.) and apply the correct location-specific cleaning method.

**03 Step 3:** Disposal involves double-bagging and identifying the bag as a biohazard in compliance with local and federal regulations.

# Facilities360 Cleaning Plan



## Continuous Readiness

Employees receive specialized training for developments like COVID-19 preparedness, emergency response procedures, and health/hygiene awareness. Critical programs are re-certified annually.



## Equipment & Material Standards

In accordance with RFP requirements, Facilities360 will furnish all necessary industrial-grade equipment to be maintained on-site.

### Dedicated Mop Systems

01

We provide two separate mop and bucket systems one dedicated solely to bathrooms/locker rooms and one for common areas.

### Surface Protection

02

All products and microfiber cloths are selected to be non-damaging to chrome, stainless steel, and other specialized finishes found in the Wheeler Service Center.

### Digital Inventory Management

03

We utilize the F360 Mobile App to track expendable supply levels (provided by the City), ensuring a "Zero-Depletion Guarantee" where dispensers are always restocked before running empty.

By integrating these elite methodologies with OSHA and GHS-compliant safety training, Facilities360 ensures that the Wheeler Service Center remains a premier, healthy environment for all City employees and visitors.



# Quality Control

Facilities360 implements a structured, data-driven Quality Assurance (QA) program designed to ensure consistent cleaning quality, regulatory compliance, rapid issue resolution, and full transparency. Our Quality Assurance framework is built on four pillars:



1 Clear standards & written procedures.



Consistent supervision & inspections.



Technology-enabled tracking.



Rapid corrective action & communication.



## Supervisory Oversight

A dedicated Area Supervisor provides direct oversight and conducts weekly on-site inspections. They utilize digital QA software for performance scoring, coach staff on procedures, and serve as the primary point of contact for City management. The supervisor is responsible for validating adherence to all cleaning protocols and internal performance requirements.



## Digital Inspection System (The F360 Advantage)

**We utilize the F360 Mobile App (incorporating CleanAudit Pro) to ensure total digital accountability. This cloud-based platform provides:**

### GPS Tagged Verification



Every task sign-off and inspection is automatically time-stamped and location-verified via GPS.

### Visual Transparency



Supervisors include inspection photos of critical areas, which are posted to the City's dashboard in real time.

### Cleanliness Scoring



Inspections are scored on a 0–100 scale to track performance and identify trending areas for improvement.

### Inventory Tracking



The app tracks expendable supply inventory to keep costs under control and ensure dispensers never run empty.

# Quality Control



## Scheduled Inspections



## Weekly Supervisor Inspections

Comprehensive checks of restrooms, common areas, and hallways to ensure disinfection compliance and staff performance.



## Monthly Deep-Dive Quality Audit

Performed by the Operations Manager or Director, featuring a full site walk-through and validation of high dusting, floor care, and window cleaning.



## Quarterly Review

Includes trend analysis, staffing reviews, and client feedback sessions.



## Issue Resolution Process

Facilities360 guarantees a 24-Hour Resolution Policy for all standard service-related concerns.

### 30-Minute Acknowledgment



We commit to acknowledging any issues or concerns raised within 30 minutes of receipt.

### 60-Minute Physical Action



Corrective actions on-site are initiated within 60 minutes of the report.

### Verification



Once corrected, photo verification is uploaded to the dashboard, followed by a verification inspection within 48 hours.



## Continuous Improvement Culture

We follow a continuous improvement cycle: Plan → Execute → Inspect → Improve. We analyze historical data and Key Performance Indicators (KPIs) to identify root causes of problems and prevent recurrence. This loop is essential in aligning our services with City expectations and fostering a culture of learning and growth.



## Performance & Training Validation

All personnel undergo a structured onboarding process and must maintain certifications in Bloodborne Pathogens, OSHA Safety, and Chemical Handling. Staff performance is monitored against threshold scores; if expectations are not met, we initiate on-the-spot retraining or formal performance reviews.





# Elite Equipment & Infrastructure

Facilities360 will furnish and maintain a dedicated fleet of industrial-grade, OSHA-approved equipment on-site at the Wheeler Service Center. Our commitment to using the highest-tier machinery ensures that your facilities are not only clean but preserved for the long term.

## Mandatory On-Site Equipment Inventory

01

In strict accordance with RFP Section II.C.2, the following inventory will be stationed at the Operations Building and the Vehicle Storage Building (VSB):

-  **Industrial-Grade HEPA Vacuums:** We exclusively use ProTeam® Super QuarterVac HEPA backpack units. These are 43% more efficient at removing fine dust and allergens and are CRI Gold Rated for carpet preservation.
-  **Dual Mop & Bucket Systems:** We will provide two Rubbermaid® WaveBrake® systems per building one color-coded specifically for bathrooms/locker rooms and one for common areas to strictly prevent cross-contamination.
-  **High-Speed Floor Buffers:** We will maintain a 22" high-speed buffer on-site (such as the Tennant® BR-2000-DC) to perform the required weekly and quarterly floor maintenance.
-  **Waste Management Infrastructure:** Each building will be equipped with 44-gallon Rubbermaid® Brute® rolling containers and high-capacity tilt trucks to ensure efficient debris removal.

## Specialized Advanced Machinery

02

To handle the "Initial Deep Clean" and semi-annual specialty tasks, we leverage national-scale technology:

### Tennant® T300/T500 Walk-Behind Scrubbers:



Utilized for deep-cleaning finished concrete and tile, these machines feature Ec-H2O NanoClean® technology to reduce detergent use while ensuring floors are dry and safe immediately after cleaning.

### Tennant® E5 Compact Extractors



Used for the semi-annual steam cleaning of the 15,000+ sq. ft. of carpeted space, utilizing dual overlapping spray jets for deep-fiber soil removal.

# Elite Equipment & Infrastructure

## Maintenance & Safety Standards

03

### OSHA Compliance

01

All equipment meets or exceeds City, State, and Federal codes. Our Training Manager conducts monthly safety inspections of all on-site machinery.

### Replacement Guarantee

02

If any piece of equipment is found to be unacceptable or malfunctioning, Facilities360 guarantees a replacement within 5 working days.

### Surface Safe Tools

03

All microfiber tools and squeegees are selected specifically to be non-damaging to the specialized chrome and stainless steel finishes found in the Wheeler lockers and kitchens.



# Elite Hiring & Personnel Vetting

Facilities360 (Facility Service Janitorial, LLC) understands that the "Human Element" is the foundation of custodial excellence. Our recruitment and vetting process is designed to ensure that the Wheeler Service Center is staffed by a dedicated, professional, and high-security team.



## Recruitment Strategy

We utilize a multi-channel approach, including local partnerships and online platforms, to source top talent. To ensure a seamless transition, we prioritize interviewing current custodial staff to leverage their existing knowledge of the Wheeler facilities.



## Professional Identification

All staff will wear defined company uniforms and prominently display professional ID badges with their photo at all times for easy identification.



## The Hiring Process

Every candidate undergoes a rigorous multi-step evaluation:

- Skill Assessment: Practical testing to evaluate proficiency in industrial janitorial tasks.
- Reference Verification: Thorough checks of employment history and reliability.
- Drug-Free Workplace Compliance: Mandatory pre-employment 5-panel drug screening and a commitment to maintaining a drug-free, alcohol-free, and smoke-free environment.



## City-Mandated Security Compliance

In strict accordance with RFP Section II.C.8, no individual will be permitted on-site until they have passed the extensive City background check. We ensure all staff meet the following criteria:

- No felony or violent misdemeanor convictions (including theft, assault, or violent crimes) within the past five years.
- Verification of Social Security Numbers and submission of Photo IDs to the City for approval.



# Customer Service & Partnership Philosophy

Facilities360 is committed to excellence and a customer-centric philosophy. We understand that the satisfaction and trust of the City of Ann Arbor are paramount, and we have developed a comprehensive strategy to ensure your expectations are not only met but exceeded.

"What sets Facilities360 apart is their exceptional communication and dedication to customer satisfaction. They are always responsive and proactive, ensuring that any concerns are addressed promptly." Mike Hart, Facilities Director, Global Educational Excellence

**Our customer service model for the Wheeler Service Center is built on three essential pillars:**

## Rapid Responsiveness Guarantee

01

We understand that issues can arise unexpectedly in a high-traffic municipal environment. To ensure minimal disruption to City operations, Facilities360 provides a two-stage response commitment:



**30-Minute Acknowledgment:** Our management team will acknowledge any concern raised via the F360 App, phone, or email within 30 minutes of receipt.



**60-Minute Physical Action:** We will initiate on-site corrective work or emergency response within 60 minutes of the report.

## Clear and Transparent Communication

02

Effective communication is the cornerstone of our partnership. We maintain open and transparent lines of communication with City administrators from the initial transition meeting through the duration of the contract.



**Active Listening:** We prioritize your specific preferences and feedback to tailor our nightly services.



**24/7 Accessibility:** Operations Manager Ray Awwad remains readily accessible to address any strategic queries or urgent facility needs.

## Proactive Operational Approach

03

We do not wait for problems to arise; we take a proactive stance in preventing them.



**Continuous Evaluation:** Our team continuously evaluates and improves our cleaning processes for the Operations Building and VSB, staying abreast of industry-best practices and technical innovations.



**Trend Identification:** By utilizing the F360 Mobile App, our team identifies potential issues such as supply depletion or high-wear floor areas before they impact facility quality.

"Facilities360 brings something extra to the contract the desire to deliver the best customer experience every day".

# Non-Discrimination and Drug Policies






Facilities360 (Facility Service Janitorial, LLC) is committed to maintaining a professional, safe, and inclusive work environment for all team members and the City of Ann Arbor. Our policies are designed to ensure the highest standards of integrity and safety at the Wheeler Service Center.

## Non-Discrimination Policy

Facilities360 is an equal opportunity employer. We provide equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, or genetics. We strictly comply with all local, state, and federal non-discrimination laws and specifically adhere to the City of Ann Arbor's Non-Discrimination Ordinance.

## Drug-Free Workplace Standards

Facilities360 maintains a strict Drug-Free Workplace. All staff assigned to the Wheeler Service Center must adhere to our policy of a drug-free, alcohol-free, and smoke-free environment.

-  **Pre-Employment Drug Screening:** All job applicants who receive a conditional offer of employment are required to undergo a pre-employment drug screening. This screening checks for commonly abused substances, including illegal drugs and controlled substances.
-  **Testing Methods:** We utilize a 5-Panel Drug Test. All tests are conducted by accredited and certified testing facilities to ensure the highest levels of accuracy and reliability.
-  **Consent and Disclosure:** All applicants must provide written consent for drug screening as a condition of employment. Candidates are fully informed of the testing process, the substances being tested, and their rights under the law prior to the test.
-  **Random and Post-Incident Testing:** To maintain a safe environment, we may conduct random drug testing during the term of employment. Testing is also mandatory following any workplace accident or incident where substance abuse is suspected.
-  **Reasonable Suspicion Testing:** We reserve the right to require immediate testing if there is a reasonable belief that an employee is under the influence of drugs or alcohol while on duty. A positive result may lead to disciplinary action, up to and including termination, in accordance with firm rules and City of Ann Arbor policies.

## High-Level Criminal Background Checks

As part of our rigorous vetting and commitment to the City's security, we perform "High Level" criminal background checks on all potential team members.

**Candidate Consent:** All candidates must provide consent for these checks during the application process.

01

**Compliance:** Results must meet all local, state, and federal requirements.

02

**City Standards:** In accordance with the Wheeler Service Center RFP, no individual with a felony or violent misdemeanor conviction within the last five years will be permitted to work on-site.

03



VINNY ISSA

Vice President of Operations

Vissa@facilities360.com

313-808-4852

LinkedIn: Vinny Issa

www.facilities360.com

CORE SKILLS

- ◆ Strategic Planning & Execution
- ◆ Operational Excellence
- ◆ Business Acquisition & Integration
- ◆ Team Leadership & Development
- ◆ Process Improvement
- ◆ Financial Management
- ◆ Stakeholder Engagement
- ◆ Customer Relationship Management

EDUCATION

- ◆ Bachelor of Science in Psychology and Social Work, Minor in Business
- ◆ Eastern Michigan University, 2020
- ◆ Graduated with a comprehensive understanding of psychological principles and social work practices.
- ◆ Completed a minor in business, equipping me with essential knowledge in business administration, management, and entrepreneurship.



APPENDIX A

Management Resumes

OBJECTIVE

Dynamic and results-oriented Vice President of Operations with more than eight years of experience in driving operational excellence, strategic planning, and business growth. Proven track record in transforming a family-owned business into a thriving entity in the Michigan market. Adept at leading cross functional teams, improving operational processes, and increasing efficiency. Committed to leveraging a strong educational background in psychology, social work, and business to foster a positive and work environment

PROFESSIONAL EXPERIENCE

Vice President of Operations Facilities360; Michigan 2022 – Present

- ◆ Spearheaded the strategic acquisition and integration of a family-owned business, expanding the company’s presence into the Michigan market.
- ◆ Directed a comprehensive operational overhaul, resulting in a 30 percent increase in overall efficiency and a 25 percent growth in revenue within the first year.
- ◆ Implemented innovative business strategies that enhanced operational procedures, quality assurance, and customer satisfaction.
- ◆ Led cross-functional teams in the execution of business objectives, fostering a culture of excellence and continuous improvement.

VARIOUS OPERATIONAL ROLES

Facilities360, 2022 – Present


- ◆ Joined the company in an entry-level position and rapidly advanced through roles of increasing responsibility, culminating in the role of Vice President of Operations.
- ◆ Played a pivotal role in purchasing the company from its original owners, setting the stage for substantial growth and expansion.
- ◆ Developed and executed operational strategies that significantly improved productivity, efficiency, and employee engagement.
- ◆ Established and maintained strong relationships with vendors, stakeholders, and customers, ensuring high levels of satisfaction and loyalty.



MARVIN MEJIA

Quality Control & Training Specialist

 hdelapaz@facilities360.com

 www.facilities360.com

### CORE SKILLS

- ◆ Multi-Site Janitorial Operations & Oversight
- ◆ Staff Training, Development & Retention
- ◆ Quality Control, Safety & Compliance
- ◆ Client Relations & Account Management
- ◆ Scheduling & Workflow Optimization
- ◆ Floor Care Programs
- ◆ Post-Construction & Special Project Clean-Up
- ◆ Bilingual: English & Spanish

### EDUCATION

- ◆ Associate of Applied Science in Business Management
- ◆ Lansing Community College — Lansing, MI, 2009

## APPENDIX A

# Management Resumes

### PROFESSIONAL SUMMARY

Mr. Mejia specializes in process optimization and quality auditing. His background in industrial hygiene ensures that Facilities360 meets the strict cleanliness standards required for student health. He is the "eyes and ears" of the quality program, operating independently of the daily cleaning crews to provide unbiased assessments.

### PROFESSIONAL EXPERIENCE

#### **Facilities360, Area Manager**

Lansing, MI — 2016 to Present

5+ Years in Industrial and Educational Cleaning Supervision

- ◆ **Audit Execution:** Conducts the minimum 12 required formal inspections per building per year, utilizing the F360 Mobile App to generate data-driven reports.
- ◆ **Trend Analysis:** Reviews inspection data to identify recurring deficiencies (e.g., specific restrooms that consistently fail inspection) and implements corrective training.
- ◆ **Safety Compliance:** Conducts weekly safety toolbox talks and ensures all SDS (Safety Data Sheets) are current and accessible in every custodial closet.

#### **Director of Operations, Coverall Janitorial, Detroit,**

MI - March 2012 - February 1, 2024


- ◆ Directed all aspects of operations for a leading janitorial services company, overseeing facility maintenance, team management, and service quality.
- ◆ Implemented process improvements and cost-saving initiatives, resulting in increased operational efficiency and client satisfaction.
- ◆ Cultivated a culture of excellence and accountability, driving continuous improvement and employee development initiatives.







**RAY AWWAD**

*Account Manager /Operations Manager*

 rawwad@facilities360.com

 313-879-9984

 www.facilities360.com

 **CORE SKILLS**

- ◆ Facility Management
- ◆ Operations Management
- ◆ Strategic Planning
- ◆ Stakeholder Engagement
- ◆ Cost Control
- ◆ Team Leadership
- ◆ Vendor Management
- ◆ Facility Maintenance

 **EDUCATION**

- ◆ Bachelor of Arts in Education University of Michigan, Ann Arbor, MI

 **CERTIFICATIONS**

- ◆ Facility Management Professional (FMP)  
Certified Facility Manager (CFM)



APPENDIX A

# Management Resumes

PROFESSIONAL SUMMARY

*March 2012 - February 1, 2024*

Accomplished facilities manager with a strong background in educational services and operations management. A University of Michigan graduate, skilled in optimizing facility operations, enhancing service delivery, and driving organizational success. Proven ability to lead diverse teams, implement cost-saving initiatives, and foster collaborative partnerships to achieve strategic objectives.

PROFESSIONAL EXPERIENCE

*Director of Educational Services, Facilities360*

*Wayne, MI - Feb 15, 2024 to Present*

- ◆ Lead the educational services department, overseeing facility management, strategic planning, and service delivery for educational institutions.
- ◆ Develop and implement customized solutions to meet the unique needs of clients, optimizing facility environments and supporting educational goals.
- ◆ Collaborate with stakeholders to develop innovative programs and initiatives aimed at enhancing facility efficiency and supporting student success.

*Director of Operations, Coverall Janitorial, Detroit,*

*MI - March 2012 - February 1, 2024*

- ◆ Directed all aspects of operations for a leading janitorial services company, overseeing facility maintenance, team management, and service quality.
- ◆ Implemented process improvements and cost-saving initiatives, resulting in increased operational efficiency and client satisfaction.
- ◆ Cultivated a culture of excellence and accountability, driving continuous improvement and employee development initiatives.



HEATHER DELAPZ

Account Manger



hdelapaz@facilities360.com



CORE SKILLS

- ◆ Multi-Site Janitorial Operations & Oversight
- ◆ Staff Training, Development & Retention
- ◆ Quality Control, Safety & Compliance
- ◆ Client Relations & Account Management
- ◆ Scheduling & Workflow Optimization
- ◆ Floor Care Programs
- ◆ Post-Construction & Special Project Clean-Up
- ◆ Bilingual: English & Spanish



EDUCATION

- ◆ Associate of Applied Science in Business Management
- ◆ Lansing Community College — Lansing, MI, 2009



APPENDIX A

Management Resumes

PROFESSIONAL SUMMARY

March 2012 - February 1, 2024

Results-driven Area Manager with more than 8 years of proven leadership in janitorial and facilities services at Facilities360. Experienced in managing large teams, overseeing daily operations across multiple sites, and ensuring consistent service delivery for commercial, educational, and municipal clients. Known for implementing quality control systems, strengthening client relationships, and driving operational efficiency without compromising service standards.

EXPERIENCE

Facilities360, Area Manager

Lansing, MI — 2016 to Present

- ◆ Oversee daily janitorial operations across 12+ client facilities including commercial offices, schools, and municipal buildings.
- ◆ Lead, train, and mentor a workforce of 40+ janitorial staff, ensuring adherence to company standards and safety procedures.
- ◆ Implement and maintain digital tools such as Orange QC for inspections and reporting, improving accountability and service consistency.
- ◆ Standardize staff training using Spartan Chemical's CleanCheck® program, ensuring proper chemical usage, safety compliance, and efficiency.
- ◆ Develop customized cleaning programs for each site, including specialized services such as wet work floor care, deep sanitization, and postconstruction cleanup
- ◆ Coordinate staffing schedules across multiple shifts, guaranteeing consistent coverage and rapid response to client needs.
- ◆ Serve as the primary point of contact for clients in the Lansing region, fostering strong relationships and maintaining a 95%+ client satisfaction rate.

Certifications & Training

- ◆ Certified Custodial Supervisor (CCS) — 2023
- ◆ Spartan Chemical CleanCheck® Certification — 2022
- ◆ ISSA Cleaning Management Institute (CMI) — Advanced Custodial Technician — 2021
- ◆ Bloodborne Pathogens Safety Training — 2021
- ◆ OSHA 30-Hour General Industry Safety Certification — 2020
- ◆ CPR & First Aid Certified (American Red Cross) — Current



ERIK WILLIAMS  
Training Manager



www.facilities360.com



### CORE SKILLS

- **Janitorial Skills:** Floor care (waxing, polishing), carpet cleaning, disinfection, waste management.
- **Safety and Compliance:** Knowledge of OSHA regulations, proper handling of cleaning chemicals, first aid.
- **Team Management:** Scheduling, staff training, performance monitoring, conflict resolution.
- **Technical Proficiency:** Familiar with modern janitorial equipment and software for tracking cleaning tasks.



### EDUCATION

- ◆ High School Diploma



### CERTIFICATIONS

- ◆ OSHA Safety Certified
- ◆ Janitorial and Maintenance Technician Certification
- ◆ First Aid and CPR Certified



## APPENDIX A

# Management Resumes

### PROFESSIONAL SUMMARY

Detail-oriented and dependable janitorial professional with more than 10 years of experience maintaining clean, safe, and organized facilities. Proven track record of handling daily cleaning tasks, managing supplies, and ensuring compliance with safety and sanitation standards. Committed to creating welcoming environments in various settings, including educational, healthcare, and corporate facilities.

### PROFESSIONAL EXPERIENCE

#### *Facilities360, Janitorial Supervisor*

*Canton, MI | 9/2023- Present*

- ◆ Supervised a team of janitors in maintaining cleanliness standards across commercial and educational facilities, ensuring consistent quality and efficiency.
- ◆ Developed and implemented cleaning schedules, improving team productivity by 15 percent.
- ◆ Trained staff in proper use of cleaning chemicals and equipment, reducing safety incidents by 20 percent.
- ◆ Managed inventory and supply orders, resulting in a 10 percent reduction in overhead costs.

#### *Coverall Health-Based Cleaning Systems Lead Janitor*

*Canton, MI | [2/2017 – 9/2023*

- ◆ Executed daily cleaning tasks, including sweeping, mopping, vacuuming, and disinfecting high-touch areas.
- ◆ Collaborated with facility managers to ensure client satisfaction and address any specific cleaning requests or challenges.
- ◆ Oversaw the maintenance and repair of cleaning equipment to ensure consistent and effective performance.
- ◆ Documented cleaning procedures and safety protocols, ensuring compliance with health and safety standards.

#### *Amanna Solutions, Janitorial Specialist*

*Canton, MI | 1/2015 – 4/2018*

- ◆ Maintained large school and corporate facilities, performing high-quality cleaning and disinfecting duties.
- ◆ Assisted with summer and seasonal readiness, preparing spaces for large-scale events and regular operations.
- ◆ Regularly updated management on cleaning progress and provided feedback for process improvements.



Dennis Babinger

Area Manager, Facilities360

✉ dbabinger@facilities360.com

☎ 888-360-5666

🌐 www.facilities360.com

### CORE SKILLS

- **Facility & Maintenance Management:** Preventive Maintenance, Engineering Management, Building Trades, Daily Operations, and Facility Management (FM).
- **Operations & Project Management:** Strategic Planning, Service Operations, Auditing, Project Management, and Workflow Optimization.
- **Business & Client Relations:** Account Management, Customer Relationship Management (CRM), Vendor Management, and Stakeholder Engagement.
- **Financial & Leadership Oversight:** Accounting, People Management, Staff Training, and Development.

### EDUCATION & CERTIFICATIONS

- ◆ Facility Management Professional (FMP) / Certified Facility Manager (CFM)
- ◆ OSHA Safety Certified
- ◆ Advanced Technical Proficiency in Power Tools and Maintenance

## APPENDIX A

# Management Resumes

### PROFESSIONAL SUMMARY

Accomplished Operations and Engineering Manager with over 35 years of experience in facility maintenance, large-scale engineering oversight, and service operations. Proven track record of leading diverse teams of up to 20+ employees within high-pressure environments, including international hospitality and luxury property management. Expert in preventive maintenance, vendor relations, and multi-site facility management, with a

### PROFESSIONAL EXPERIENCE

#### Vice President of Operations

*Lighthouse Property Management | Petoskey, MI May 2001 — Nov 2004*

- ◆ Directed comprehensive operations and sales strategies for a regional property management firm.
- ◆ Oversaw high-level advertising and account management, fostering long-term relationships with stakeholders and vendors.
- ◆ Implemented operational procedures that enhanced service delivery and customer satisfaction across the property portfolio.

#### Director of Engineering

*Bay Harbor Yacht Club | Petoskey, MI Nov 1999 — Oct 2001*

- ◆ Managed the daily operations of the maintenance and housekeeping departments, ensuring luxury standards were consistently met.
- ◆ Supervised specialized building trades and facility upkeep, maintaining the structural and aesthetic integrity of the club.
- ◆ Coordinated multi-departmental schedules to ensure seamless facility transitions and efficient service cycles.

#### Director of Engineering

*Marriott International | Detroit Metropolitan Area May 1987 — Dec 1999*

- ◆ Oversaw complex daily engineering operations for a 12-year tenure within a world-renowned hospitality organization.
- ◆ Led large-scale facility maintenance projects and engineering management initiatives to optimize building performance.
- ◆ Developed and executed cost-saving preventive maintenance programs, reducing operational overhead while maintaining service quality.

#### Supervisor, Convention Services

*Orlando World Center Marriott | Orlando, FL Jun 1987 — Oct 1988*

- ◆ Led a dedicated team of 20 employees, ensuring high-quality service delivery for large-scale convention events.
- ◆ Managed personnel performance and service standards to exceed guest expectations in a high-volume setting.

#### Maintenance Technician

*Auker Homes | Grand Blanc, MI Feb 1985 — May 1986*

- ◆ Performed technical maintenance and repairs utilizing advanced power tools and mechanical expertise.

#### Guide

*Walt Disney World | Orlando, FL May 1986 — Oct 1987*

- ◆ Delivered professional guided tours, emphasizing high-level customer service and engagement in a premier resort environment

# Equipment

Facilities360 will provide all equipment needed to fulfill this RFP. As part of our goal to provide the best service possible, we will purchase all new equipment to clean your facilities.



## FLOOR SCRUBBERS

**Type:** Walk-behind and ride-on floor scrubbers. Our floor scrubbers are well-maintained and regularly updated to ensure efficiency and reliability.



## VACUUM CLEANERS

**Type:** Upright, backpack, and canister vacuum cleaners. Our vacuum cleaners are regularly inspected and replaced as needed. All vacuums will be equipped with HEPA filters.



## CARPET EXTRACTORS

**Type:** Portable and truck-mounted carpet extractors. Carpet extractors are periodically replaced to ensure effective carpet cleaning.



## PRESSURE WASHERS

**Type:** High-pressure cold and hot water pressure washers. Pressure washers are maintained and updated as required for efficient outdoor cleaning.



## BUFFING AND BURNISHING MACHINES

**Type:** High-speed and low-speed floor machines. Buffing and burnishing machines are regularly serviced and replaced as necessary to maintain floor shine.



## JANITORIAL CARTS AND TROLLEYS

**Type:** Cleaning supply carts and trolleys. Janitorial carts are replaced as needed to ensure functionality and organization.



## WINDOW CLEANING EQUIPMENT

**Type:** Extension poles, squeegees, and window cleaning solutions. Equipment is well-maintained, and consumables like cleaning solutions are regularly restocked.



## MICROFIBER CLEANING TOOLS

**Type:** Microfiber mops, cloths, and dusters. Microfiber tools are periodically replaced to maintain cleaning effectiveness.



*Facilities360 will provide all equipment needed to fulfill this RFP. As part of our goal to provide the best service possible, we will purchase all new equipment to clean your facilities.*

# Cleaning Products

Facility 360 employs a fleet of commercial-grade, UL-listed cleaning equipment including:



ProTeam Super Coach HEPA-filter vacuums ensuring superior particulate filtration.



Tennant T3 Auto Scrubbers with environmentally friendly Green Seal certification.



Kaivac No-Touch Restroom Systems for advanced sanitation with touch-free chemical delivery.



ProChem Carpet Extractors utilizing low-VOC solutions certified by EPA Safer Choice.

Cleaning chemicals and disinfectants are pre-approved for safety and efficacy, holding Green Seal GS-37, EPA Safer Choice, or UL EcoLogo certifications. Products are certified against the specific viruses and bacteria detailed by the RFP, ensuring thorough pathogen control within classrooms, clinics, and common areas.

Facility 360 manages the full supply chain including inventory control, safe chemical storage, and reordering protocols to prevent supply disruption.



# Cleaning Products



4 oz. 36/cs | MANUFACTURERSITEM #2309036

Item # 2309036

Stearns ONE PACKS Mark E II  
Disinfectant/Deodorizer

- Multi-purpose, neutral pH, hospital grade quaternary. A one step germicide, detergent, deodorizer, fungicide, virucide.
- One pack makes 1/2 gallon
- Use with #2999570 (pint) pre-printed spray bottle



0.5 wt. oz. 1/400/cs | MANUFACTURERS ITEM #2702242

Item # 2702242

Stearns Water Flakes® Bowl Cleaner 0.5 wt. oz.

- Removes tough stains without harming your plumbing. Easily destroys stubborn stains built by soils, lime scale, and urinary salts.
- Removes stains with high foaming action
- One water-soluble packet per bowl or urinal



Stearns® QUART'R PACKS® Powdered Detergent/  
Disinfectant

Item # 2702242

Stearns Water Flakes® Bowl Cleaner 0.5 wt. oz.

- Removes tough stains without harming your plumbing. Easily destroys stubborn stains built by soils, lime scale, and urinary salts.
- Removes stains with high foaming action
- One water-soluble packet per bowl or urinal



4 oz. 36/cs | MANUFACTURERSITEM #2309036

Item # 2708978

Stearns Water Flakes® All-Purpose  
Cleaner/Deodorizer - 0.5 oz.

- Water-soluble packets: powerful and versatile, safe for surfaces from stainless steel to marble, concrete, and ceramics. Drop one water-soluble packet in water
- Packaged for institutional and industrial use
- Safer Choice

# Cleaning Products



3.5 g. 4/80/cs | MANUFACTURERS ITEM #2706926

Item # 2706926

Stearns® QUART'R PACKS® Restroom & Bowl Cleaner -3.5 g

- An acid producing powdered cleaner that removes iron stains, mineral stains, and water scale. Clean, fresh herbal fragrance.
- Ideal for daily cleaning and bowl maintenance
- One packet makes 1 quart for restroom and bowl cleaning



1.5 g. 4/90/cs | MANUFACTURERS ITEM #2706704

Item # 2706704

Stearns® QUART'R PACKS® Window Cleaner - 1.5 g

- Concentrated glass cleaner for streak-free results on glass, mirrors, stainless steel, chrome, and porcelain.
- Also use on lightly soiled surfaces
- One packet makes 1 quart for all-purpose cleaning



1.5 wt. oz., 2/36/cs | MANUFACTURERS ITEM #2709005

Item # 2702242

Stearns® Water Flakes® Heavy-Duty Cleaner Degreaser 1.5 wt. oz.

- Highly concentrated formula specially designed for degreasing floors and general spray-and-wipe cleaning.
- Contains sodium metasilicate and butyl
- One convenient water-soluble packet makes 4 gallons
- Packaged for institutional and industrial use
- . 2 x 36 x 1.5 wt. oz. per case



5 oz., 36/cs | MANUFACTURERS ITEM #2308589

Item # 2308589

Stearns® ONE PACKS Concept "915" Ice Melt Remover 5 oz.

- Removes the white crust of ice melting compound residue. Pleasant sassafras fragrance. Leaves floors sparkling clean; Great for carpets too.
- One pack makes 5 gallons.



FACISER-07

MNALEZNY

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MMDDYYYY)  
2/19/2026

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

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

<b>PRODUCER</b> Hub International Midwest East 2816 Jefferson Avenue Midland, MI 48640	<b>CONTACT</b> PHONE (A/C, No, Ext): FAX (A/C, No): EMAIL: ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
<b>INSURED</b> Facility Service Janitorial LLC 2750 Carpenter Road, Suite 5 Ann Arbor, MI 48108	INSURER A: General Insurance Company of America	24732
	INSURER B: Ohio Casualty Insurance Company	24074
	INSURER C: Ohio Security Insurance Company	24082
	INSURER D: ACE American Insurance Company	22667
	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.

INBR LTR	TYPE OF INSURANCE	ADDITIONAL INSURER	POLICY NUMBER	POLICY EFF (MMDDYYYY)	POLICY EXP (MMDDYYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIED PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJ <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	X X	BWG66347091	5/31/2025	5/31/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY Included GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTO ONLY <input type="checkbox"/> HIRED AUTO ONLY <input type="checkbox"/> SCHEDULED AUTO <input type="checkbox"/> ROPS/GENE	X X	AZG66347091	7/30/2025	7/30/2026	COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> CED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X X	USO66347091	2/5/2026	5/31/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/DIR/SENIOR EXCLUDED? (WORKERS IN MI) YES, DESCRIBE HOW DESCRIPTION OF OPERATIONS below	Y/N N/A	XWS66347091	5/31/2025	5/31/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Cyber/Privacy/Network		D03171000	6/16/2025	6/16/2026	Aggregate \$ 1,000,000

<b>CERTIFICATE HOLDER</b>	<b>CANCELLATION</b>
	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 

ACORD 25 (2016/03)

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# Letter Of Recommendation



## Global Educational Excellence

Nationwide Schools  
2455 S Industrial Hwy A, Ann Arbor, MI 48104  
Contact: (734) 664-1121  
October 5, 2024

To Whom It May Concern,

It is with great confidence that I highly recommend Facilities360 as an outstanding facilities provider.

As the Facilities Director at Global Educational Excellence, I have had the pleasure of working with Facilities360 for some time now. They currently service eight (8) of our K-12 schools, each with student populations ranging between 860 and 1,240 students per building. Their janitorial services, pest control services, and snow removal services have consistently met and exceeded our expectations, ensuring a clean, safe, and well-maintained environment for our students and staff.

Facilities360 takes great pride in their professionalism, and one of the standout aspects of their service is their uniformed staff, who are always presentable, courteous, and well-trained. Their team members undergo comprehensive background checks and certified training, providing us with the peace of mind that our schools remain secure and safe environments for students, faculty, and visitors.

Their janitorial team ensures that our schools are maintained to the highest standards, paying attention to every detail, from classrooms to common areas. Their pest control services have been essential in keeping our facilities pest-free, offering proactive treatments and regular inspections to prevent any issues. Additionally, their snow removal services have been invaluable during the winter months, ensuring that our campuses remain clear, accessible, and safe for students, parents, and staff.

What sets Facilities360 apart is their exceptional communication and dedication to customer satisfaction. They are always responsive and proactive, ensuring that any concerns are addressed promptly. Their team goes above and beyond to provide solutions tailored to our needs, making them an invaluable partner in maintaining our facilities.

I highly recommend Facilities360 to any organization seeking a reliable and professional facilities provider.

If you have any questions or require further details about our experience, please feel free to contact me.

Sincerely,  
Mike Hart  
Facilities Director  
Global Educational Excellence  
Phone: (734) 664-1121  
Email: [m.hart@gee-edu.org](mailto:m.hart@gee-edu.org)

# Letter Of Recommendation



McCall-Donnelly Joint School District No. 421  
299 S 3rd Street, McCall, ID 83638  
Phone: (208) 634-2161 Fax: (208) 634-4075

11/12/2024

To whom it concerns,

It is with pleasure that I write this letter of recommendation on behalf of Facilities 360. Over the last couple of years, the McCall Donnelly School District has lost all the evening custodial staff. We hired Facilities 360 through the RFP process for their custodial services.

Facilities 360 have been instrumental in keeping our facilities clean and sanitized. Their passion for their work is unmatched and we have seen drastic improvements over the previous contractor.

Working with Ray and Vinni is both professional and enjoyable. They are very personable and a pleasure to work with. I highly recommend this team for your facility needs.

If you have any questions or would like more information, please do not hesitate to contact me.

Respectfully,

Jason Clay

Director of Operations/Maintenance  
208-634-2161  
jclay@mdsd.org  
McCall Donnelly School District

Barbara R Morgan Elementary School Donnelly Elementary School Payette Lakes Middle School

Heartland High School McCall-Donnelly High School

# Letter Of Recommendation



24218 Garner, Southfield, MI 480  
p (248) 351.0000 | f (248) 663.80  
[www.bradfordacademy.com](http://www.bradfordacademy.com)

To Whom It May Concern:

I am writing this letter to enthusiastically recommend Facilities 360 as tenured vendor at Bradford Academy. Having had the pleasure of working with them, I can confidently attest to their exceptional strengths, skills, and achievements.

Facilities 360 has consistently displayed a strong work ethic, going above and beyond to ensure that the job is completed to the highest standard. Their dedication and commitment to delivering outstanding results are truly commendable.

One of their notable strengths is their adaptability. Regardless of the situation or circumstances, Facilities 360 has proven time and again that they can quickly adapt and find innovative solutions. Their forward-thinking approach allows them to anticipate and address potential issues proactively, ensuring a smooth and efficient workflow.

Punctuality is crucial in ensuring all areas and extra tasks are addressed and Facilities 360 understands this importance. They consistently adhere to schedules and deadlines, never compromising on their commitment to timely delivery. Their reliability in meeting deadlines has been highly valuable to our school.

Moreover, Facilities 360 possesses excellent communication skills. They actively engage with our team members, listening attentively to feedback and effectively conveying their own ideas

# Letter Of Recommendation



and collaborative working environment.

When it comes to their fit for the job, Facilities 360 are not only hard workers but also prideful in their work. They take immense pride in their accomplishments, always striving for excellence. Their dedication to delivering exceptional service is evident in the quality of their workmanship.

In conclusion, I wholeheartedly recommend Facilities 360 for any cleaning-related services. Their exceptional work ethic, adaptability, forward-thinking approach, punctuality and excellent communication skills make them an invaluable asset to any organization. I am confident that they will continue to shine and exceed expectations wherever they go.

Please feel free to contact me if you require any further information or have any questions.

Thank you for considering Facilities 360 for your needs. You will not be disappointed with their exceptional services.

Regards,

A handwritten signature in black ink, appearing to read 'Kenneth Williams', written over a white background.

Kenneth Williams  
Director of Operations

# Letter Of Recommendation



Shantell M. Gordon  
Facilities Assistant  
Washtenaw Intermediate School District  
1819 S. Wagner Rd. 48103  
April 10, 2026

I am pleased to provide this letter of recommendation for Facilities 360, a custodial services vendor that has partnered with Washtenaw Intermediate School District since 2023.

During this time, Facilities 360 has consistently delivered excellent custodial services across six of our locations. Their team demonstrates a high level of professionalism, attention to detail, and commitment to maintaining clean, safe, and welcoming environments for our staff and students.

The company's management team is professional, responsive, reliable, and highly accommodating in meeting our needs. They communicate effectively, follow through on requests, and remain flexible in adapting to the evolving demands of our facilities. I am particularly impressed with how hands-on the Director of Operations is, ensuring quality service and maintaining strong communication. Additionally, Facilities 360 offers competitive pricing while maintaining a high standard of service, making them a strong value as a service provider.

Additionally, the custodial staff provided by Facilities 360 are courteous, knowledgeable, and kind. They work exceptionally well within our unique environment, which includes supporting a population of special education young adults and medically fragile individuals. Their ability to interact respectfully and compassionately with both students and educators reflects their professionalism and understanding of our mission.

Overall, I highly recommend Facilities 360 for custodial services. They have proven to be a dependable partner, and we greatly value their contributions to our organization.

Please feel free to contact me if you require any additional information.

Sincerely,  
Shantell Gordon  
Facilities Assistant  
Washtenaw Intermediate School District (WISD)

1819 S. WAGNER RD. P.O. BOX 1406 ■ ANN ARBOR, MI 48106-1406 ■ (734) 994-8100 ■ WWW.WASHTENAWISD.ORG

# GS 5 Point Green Cleaning System

01

## MARK E II ONE STEP DISINFECTANT CLEANER #2309036

Red for all light to medium soiled surfaces, washroom fixtures, countertops, toilet bowls, stainless steel, drinking fountains, mirrors, painted walls, phones, ashtrays, garbage cans, etc. Mark E II is a pH neutral cleaner-deodorizer-disinfectant-mildewcide. EPA Registered



For Spray Cleaning/ Disinfecting:



Fill Mark E II Bottle 2999570 to marked line with water



Add contents of one pack of #2309036 Mark E II



Install Pump. See spray cleaning/ disinfecting instructions below.



Fill Mark E II Bottle 2999570 to marked line with water.



Add one pump from stock solution bottle.



Lightly spray surfaces. Wipe dry. Tip: Empty and rinse bottle before refilling.

02

## GS Neutral Cleaner Concentrate #2384606

Yellow for all lightly soiled hard floors, including marble, terrazzo, asphalt tile, ceramic tile, granite, synthetic floors, poured surfaces, concrete, linoleum, etc.



Fill bucket to proper level with water.

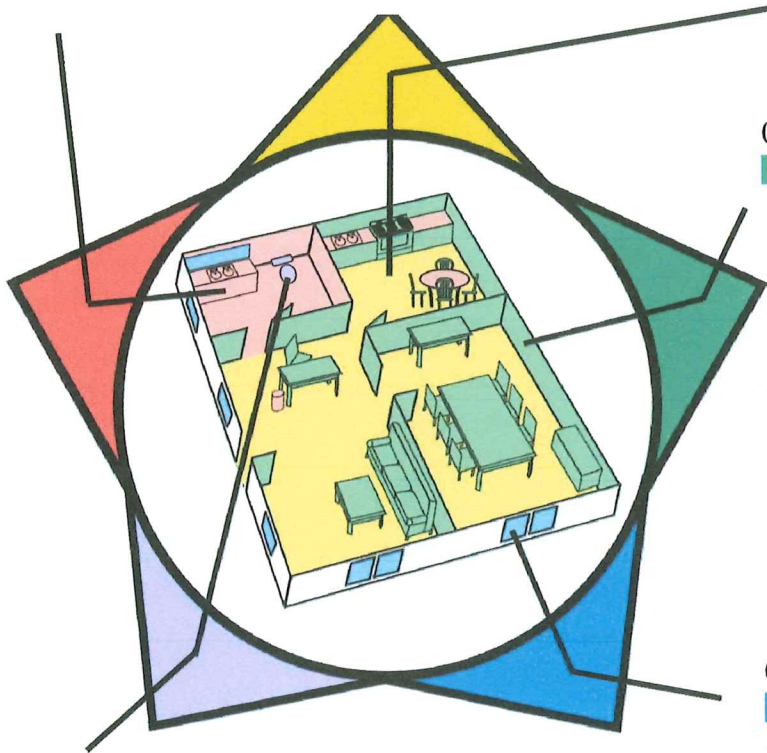


Pour in contents of one pack of GS Neutral Cleaner #2384606 to the bucket.



Damp mop in normal manner.

Tip: Change solution according to your supervisor's directions.



04

## GS EXTRA STRENGTH CLEANER CONCENTRATE #2308534

Green for all heavily soiled or oily surfaces, washable surfaces, countertops, walls, vinyl furniture, glass, windows, mirrors, stainless steel, etc.



Fill green spray bottle with 30 oz. of cold water.



Add contents of one pack of GS Extra-Strength Cleaner #2308534 to the bottle.



Lightly spray surfaces. Wipe dry.

Tip: Empty and rinse bottle before refilling.



03

## GS RESTROOM & BOWL CLEANER CONCENTRATE #2385108

Purple for all toilet bowls, urinals, shower walls, tubs and sinks, etc.



Fill purple bottle with 30 oz. of cold water.



Add contents of one pack of GS Restroom & Bowl Cleaner Concentrate #2385108 to the bottle/the bucket.



Squeeze bottle to squirt liquid into toilet bowl or urinal, and clean.

Tip: Empty and rinse bottle before refilling.

This product meets Green Seal™ Standard GS-37 based on effective performance, concentrated volume, minimized/recycled packaging and protective limits on: VOCs and human & environmental toxicity. GreenSeal.org.



05

## GS WINDOW CLEANER CONCENTRATE #2384002

Blue for all glass, windows, mirrors, stainless



Fill blue spray bottle with 30 oz. of cold water.



Add contents of one pack of GS Window Cleaner Concentrate #2384002 to the bottle.



Lightly spray surfaces. Wipe dry.

Tip: Empty and rinse bottle before refilling.



# Other Services

Our company is named Facilities 360 because we offer a complete circle of services that encompasses everything related to facilities management. From janitorial to staffing services, snow removal to lawn care, we are a one-stopshop for all your facilities needs.

## MAINTENANCE



Facilities360 prides itself on its maintenance services, ensuring that all facilities under their care are not only functioning optimally but also maintained to the highest standards. This includes regular checks and repairs, addressing wear and tear, and proactive measures to prevent potential issues.

## SNOW REMOVAL



In states like Michigan, where winter brings snow and ice, we provide timely and efficient snow removal services. This is crucial for maintaining accessibility and safety during the colder months.

## PEST CONTROL



We employ effective and environmentally friendly methods to manage and eliminate pests, ensuring that facilities remain safe and comfortable for occupants.


## LAWN CARE



Our lawn care services guarantee that outdoor spaces are not just well-maintained but also aesthetically pleasing. This includes regular mowing, landscaping, and garden maintenance, enhancing the overall appeal of the properties.

Ray Awwad Director of operations, can discuss with you details and pricing on other services for your facilities. Ray can be reached at

 [rawwad@facilities360.com](mailto:rawwad@facilities360.com)

 313-879-9948

