



ANN ARBOR BEST CITY IN THE US



Proposal for Janitorial Services at Various City Facilities



Digital- Proposal

Submitted to Attention:
Matthew Kulhanek,
Fleet & Facilities Manager

City of Ann Arbor
c/o Customer Service 301 East Huron Street,
Ann Arbor, MI 48107

RFP # 23-28

Date of Submittal:
May 18, 2023
10.00 AM Local Time



We Passionately Create an Environment that Makes Citizens Feel Safe, Healthy, and Happy!

HEADQUARTERS:

Michigan Office

7310 Woodward Ave.
Suite 500
Detroit, MI 48202

**North Carolina
Office**
500 N. Main Street
Monroe, NC

Georgia Office 3340
Peachtree Rd,
Suite,1800, Atlanta,
Georgia 30326

Illinois Office
55 E. Monroe, Ste
3800,55 E. Monroe,
Ste 3800,Chicago, IL
60603

New Jersey Office
710 Irish Hill Road,
Runnemede New
Jersey 08078

Texas Office
7047 Twin Hills
Ave, Dallas, TX
75231

Tennessee Office
8001 Volkswagen Dr.
Trailer City
Chattanooga, TN
37416

Texas Office
7558 Dillion Street,
Houston, TX 77601

Texas Office
9800 Airport Blvd,
San Antonio, Texas
78216

Missouri Office
12450 Lusher Rd
1013, Saint Louis,
MO 63138

Kansas Office
748 Ray Road
Fort Riley, KS.
66442

Florida Office
4730 NW 2nd
Avenue, Suite 100
Boca Raton, FL 33431



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Cover Letter



May 16, 2023

City of Ann Arbor c/o Customer Service
301 East Huron Street, Ann Arbor, MI 48107
Attn: Matthew Kulhanek, Fleet & Facilities Manager

We would like to thank you for giving LGC Global this opportunity to submit our proposal in response to Request for Proposal - Janitorial Services at Various City Facilities, RFP # 23-28. LGC has over 25+ years of City/County cleaning experience. Our team is one of the only full-service facility maintenance corporations with a dedicated Vertical for Municipal Division supporting our valued City customers globally and nationwide.

LGC has worked thoroughly to **analyze** and **review** the **current City of Ann Arbor** Janitorial Services operations to enhance and streamline our service operation. This is accomplished through the application of **city service best practices** and the installation of the newest **state-of-the-art equipment, procedures, and technology**. This approach has been successful with our valued city/county customers nationwide. Our city janitorial services program has been customized in current city/county environments.

Our program is designed to **ensure strict compliance** with the **detailed specifications, frequencies, performance requirements, and contract terms** contained within the solicitation documents. We have **comprehensively addressed** the **information requested** in the Solicitation while also offering an **innovative solution**. As you review our Pricing Proposal, you will find that we have provided a very competitive, cost-effective offering. LGC is committed to providing continuous improvement as well as cost savings to our valued customers throughout the life of our contracts.

Thank you for giving us the opportunity to participate in this procurement. With our demonstrated past performance for delivering quality services, our competitive pricing, our vast city janitorial experience, and our cutting-edge technology, the City of Ann Arbor will receive a quality service delivery by LGC throughout the year. LGC looks forward to presenting our solutions in its detailed presentation.

Sincerely,

Tushar Patel, Chief Operating Officer
Tushar.Patel@lgccorp.com
T: (313) 263-5020 - F: (313)-315-5375

LGC Global

7310 Woodward Avenue, Suite 500A, Detroit, MI 48202, USA
T: (313) 263-5020 □ F: (313)-315-5375



A. Professional Qualifications

1. State the full name and address of your organization.

LGC Global Energy FM, LLC
7310 Woodward Ave., Suite 500, Detroit, MI 48202

If applicable, the branch office or other subsidiary element that will perform, or assist in performing, the work here under.

Not Applicable

Indicate whether it operates as an individual, partnership, or corporation

LGC Global is a corporation incorporated in the State of Michigan, Texas, Florida, Illinois, Georgia, Delaware, Kansas, Arizona, and Kentucky.

If as a corporation, include whether it is licensed to operate in the State of Michigan.





2. Include the names of the project team personnel by skill and qualification that will be employed in the work, specifically listing the contract manager who will be the day to day contact for the City. Identify only individuals who will do work on this project by name and title. Resumes and qualifications are required for all proposed project team personnel other than cleaning staff.

Team LGC will be responsible for supplying trained and qualified staff to perform the cleaning and maintenance services outlined in the contract. Team LGC will assume the role of overall project management, starting with the Project Manager and On-site Supervisor. We also provide corporate support, including contract administration, financial administration (budgets, insurance, bonding), MIS, Health/Safety, and Quality Control.

Dorian Ellis (Contract Manager)



Background

Dorian Ellis is a results-driven Operations Manager with over 25+ of experience in Facilities Management. He merges a background in management and continuous improvement metric software with a solid understanding of business relationships, requirements, and technical solutions. He is committed to providing guidance regarding business operations and effectively communicating complex information to audiences.

Core competencies:

- Regulatory Compliance
- Vendor/Union Negotiations/Relations

- Lean Maintenance/QS-9000
- Team Mentoring and Development
- Vendor Management
- Start-up /Turnaround Management
- Strategic/Tactical Planning
- Conflict Resolution
- Continuous Improvement
- System Integration

Years of Experience

- 25+ years’ experience in Facility Operations and Management
- AS in Business Administration – Ivy Tech
- CMI Train the Trainer
- CIMS Cleaning Industry Management

Professional Experience

- Business Management – University of Illinois at Chicago
- LGC Global FM (2010 – Present) - Director of Operations – Facility Management

Industry Sector Dorian Serviced	Locations in North America	Size of the Building/ square Feet
Cities & Counties	City of Dallas	1.3 million
	City of Sterling Heights	0.3 million
	Union County	0.5 million
Airports	SAT, ORD	4.0 million
School Districts	Avondale	0.5 million
Federal	Fort Riley	2.0 million
Automotive Assembly Plant	VW – Chattanooga	5.0 million



Latwan Wesley(On-site Supervisor)

Latwan has 25+ years of experience as a facilities management professional. He has a proven track record of supervising large teams, addressing customer concerns promptly, and ensuring timely resolution of issues. With these accomplishments, Latwan has developed exceptional organizational and leadership skills. He provides guidance and support to client representatives, manages janitorial staff, and is committed to ensuring that all customer concerns are dealt with immediately. Latwan is recognized for his contributions to the industry and has implemented innovative operations strategies that resulted in substantial increases in cleanliness scores.

During his journey with LGC, Latwan has demonstrated the following skills and abilities:

- Extensive experience in using IOTs such as Smart Restroom and Trash
- Management Systems and Autonomous Cleaning Equipment technology.
- Strong understanding of maintaining KPI and SLA of any contract and adept at conflict management.
- Identifying development needs to motivate employee performance and recognizing the reciprocal relationship between staff and on-site management.

As a supervisor for the 'Managed Janitorial Services' project at the City of Sterling Heights, Latwan oversaw the cleaning and maintenance of a variety of facilities, including an administration building, community center, district court, library, police department, department of public works, and more. In this role, he was responsible for ensuring that his team of janitorial staff performed their duties to the highest standards. He provided guidance

and support, identified development needs, and motivated employee performance.

Years of Experience and Education

- Concentrated studies in Management of Organizational Development - Spring Arbor College
- Transitional Leadership - Detroit Regional Chamber of Commerce, Leadership Detroit
- Certification in Radio and Television Production - SPECS Howard School of Broadcasting

Professional Experience

LGC Global

Project Manger
Nov 2017 – Present

MBE Capital Partners LLC

Vice President of Business Development
Nov 2016 – Oct 2017

Michigan Minority Supplier Development

Council/Minority Business Development Agency

Vice President of External Affairs

Jan 2012 – Oct 2016

Integrated Media Technologies, Detroit, Michigan

Director of External Affairs Jan 2005 - Aug 2010

City of Detroit

Executive Assistant and Multi-Cultural Liaison
Jan 2002 – Dec 2005



3. State history of the firm, in terms of length of existence, types of services provided, etc. Identify the technical details that make the firm uniquely qualified for this work.

LGC Global FM is a leading provider of top-tier janitorial and facility management services, with a proven history of success spanning over 25+ years. Headquartered in Detroit, MI, our team of expert professionals is dedicated in providing exceptional service to a diverse range of clients, both domestically and globally.

As an MBE-certified business, LGC has suitable experience in delivering high-quality services to high-security government and commercial facilities for the past 25 years. Our ability extends to maintaining and cleaning a vast number of high security government facilities, including administration buildings, district courts, public safety and police departments, government centers, and more.

LGC Global has provided sustainable janitorial services for our City/County customers across the globe. These services include:

- Deep Cleaning & Disinfection
- Supplies/Equipment Furnished
- Floor & Carpet Care
- Groundskeeping
- Equipment Maintenance
- Glass and Metal Cleaning
- Dusting & High Area Cleaning
- Pressure Washing
- Cleaning Elevators
- Trash & Recycling Management
- Waxing and Stripping
- Cleaning/Polishing of Walls and Mirrors
- Dusting Furniture

<h2>Who We Are</h2> <p>We are a facility management company dedicated to delivering comprehensive solutions to create healthy, safe, and efficient environments through expert services and innovative technologies.</p>	<h2>History of Innovation Since 1994</h2> 	<h2>More than 1,200 employees worldwide</h2>
<h2>Business Operations in 3 Primary Markets</h2> <p>MUNICIPAL FEDERAL FACILITY MANAGEMENT</p> 	<p>Headquartered in Detroit, MI</p> 	<p>Core Business: Facility Management, Construction, Infrastructure Development and Maintenance</p> <p>Core Values Client Satisfaction Positive Can Do Attitude Responsibility Respect</p>
<h1>\$150</h1>	<p>Consolidated Net 2022 Revenue Million</p>	<p>Bonding Capacity \$100 Million</p> <p> Government Approved Accounting Systems & Processes</p>

Professional Licensing

- ISO 9001:2008 Certified
- Occupational Health & Safety Management Systems 18001:2007 Certified
- Social Accountability Standards 8000:2001 Certified
- ISO 14001 Environmental Management Systems Certified
- Cleaning Management Institute Certified
- International Facility Management Association (IFMA) Certified



Core Values



Respect

We listen, understand and reciprocate with dignity and courteousness.



Positivity

We are flexible and bring energy and enthusiasm to work.



Excellence

Our high-quality and responsive services exceed customer expectations.



Responsibility

We take ownership of our actions and hold ourselves accountable.

Industry Sectors

UNIONCOUNTY
plant your future.
Project Title: Janitorial Services in 21 locations
Client Location: 500 Main Street
Monroe NC 28112
3+ years
Date: From 2020 to Ongoing
565,410 sq. ft.
Total Cleaning Area
\$1,073,730
Total dollar amount per year

City of Dallas
Project Title: City of Dallas Citywide Janitorial Services
Client Location: Dallas, TX
2+ years
Date: From 2021 to Ongoing
1,349,837 sq. ft.
Total Cleaning Area
\$1,529,564
Total dollar amount per year

Sterling Heights
InnovatingLiving
Project Title: Managed Janitorial Services, City of Sterling Heights
Client Location: Sterling Heights, Michigan
3+ years
Date: From 2019 to Ongoing
370,000 sq. ft.
Total Cleaning Area
\$736,000
Total dollar amount per year

Waterford Township

Dearborn

Farmington Hills

Lansing

Inkster
Discover. Grow. Unite.

City of Detroit

City of Tucson

City of San Antonio

Our janitorial services contract for City of Ann Arbor includes:

Our techniques for the janitorial services contract for City of Ann Arbor are multi-faceted and comprehensive.

Technical Competence



Project Management – Our complete Project Management plan covers:

- The Scope of Work



- Potential Challenges
- Schedules
- Project Financials

The Contract Manager and other key personnel will plan, execute, and evaluate all operations onsite, including extra services.



Leadership – Our Corporate Management provides guidance and resources while our Contract

Manager:

- Makes key decisions
- Handles challenges
- Interfaces with City of Ann Arbor and the workforce
- Devises solutions to maximize productivity.

Our supervisors monitor the performance of janitors, correct deficiencies, and create reports.



Innovative Technology – LGC integrates technology and autonomous equipment in all

aspects of our service.

- Our CMMS makes operations and supply management seamless.
- Our SWEPT mobile application provides an extra layer of supervision and management for our services. It also facilitates communication between Ann Arbor stakeholders and LGC.



Operating Policies – LGC thoroughly analyzes facility systems, structure, and interior and exterior grounds.

Our experience in large facilities allows us to deploy:

- Qualified, experienced staff
- Ample equipment and supplies
- Cutting-edge technology
- First-class service to the facilities



Risk Mitigation – We draft emergency preparedness and business continuity plans prior to the

start of our operations. We emphasize the health and safety of staff and visitors through rigorous safety measures.



Sustainability – LGC incorporates environment-friendly practices, products, and supplies. Our ‘Green-Clean’ plan strives for:

- Energy efficiency
- Water management
- Sustainable consumables
- Greener facility management

We will be also promoting public health and safety, and enhancing the city's public image, our services include several other objectives. The first and foremost is to ensure quality service and maintain the safety and security of the facilities by conducting rigorous quality control measures and security background checks for all personnel. This will help the city to ensure that our janitorial services team is trustworthy and capable of providing top-tier service.

For reporting, our janitorial staff will use SWEPT mobile application. This allows us to quickly report problems, making sure the team gets in front of issues that worsen if left unaddressed.

We also aim to reduce operational costs by eliminating the need to hire and manage full-time cleaning staff, optimizing cleaning schedules, and streamlining cleaning processes.

Meanwhile, promoting environmental sustainability is another important objective of ours. Finally, the contract includes proper reporting and quality control measures to ensure that the janitorial services team is providing the best possible service.



B. Past Involvement with Similar Projects

The written proposal must include a list of specific janitorial service work history experiences in a commercial or governmental environment and indicate a proven ability to satisfactorily complete the work as specified. A complete list of client references must be provided for similar work experience from the last five years. The list shall include the business/agency name, address, point of contact name, title, and telephone number. The list shall also include the date service began, length of service (in years and months), number of sites and approximate size of each site being serviced.

Project Title: City of Sterling Heights: Managed Janitorial Services

Client Location: Sterling Heights, Michigan

3 years and 11 months

Date: From 6/7/2019 to Ongoing

370,000 sq. ft.

Total Cleaning Area

\$736,000

Total dollar amount per year

Brief Description:

LGC provides comprehensive facilities operation management and custodial services for 15 city facilities. We also provide a detailed report of the work performed daily for comparison with the scheduled requirements, ensuring that all tasks are accomplished to the highest standards.

Types of Facilities and Size of Facilities:

- Administration Building 44,000 sq. ft.
- Community Center 98,000 sq. ft.
- District Court 30,000 sq. ft.
- Library 38,000 sq. ft.
- Nature Trails 4,000 sq. ft.
- Police Department 58,000 sq. ft.

- Department of Public Works 8,000 sq. ft.
- Fire Station 12,000 sq. ft.
- Senior Center 33,000 sq. ft.
- Park Amphitheater 2,000 sq. ft.

Key Services:

- Rooms and office cleaning
- Restroom maintenance
- Cleaning entrances, lobbies, and main corridors
- Cleaning Stairways
- Floor maintenance
- Window cleaning
- Strip and wax
- Clean and disinfect drinking fountains
- Trash management
- Ground maintenance

LGC Added Value:

- Covid disinfection plan
- Sustainable purchasing program

Point of Contact:

Kyle Langlois, Director
klangois@sterling-heights.net
(586) 446-2705





Project Title: Union County, North Carolina – Janitorial Services

Client Location: Union County, North Carolina

2 years 11 months

Date: From 6/18/2020 to Ongoing

565,410 sq. ft.

Total Cleaning Area

\$1,073,730

Total dollar amount per year

Brief Description:

Team LGC provides all labor, supplies, supervision, tools, materials, equipment, and transportation necessary to provide janitorial and day porter services.

Types of Facilities and Size of Facilities:

- Sheriff’s Office 2,000 sq. ft.
- Government Center 144,000 sq. ft.
- Historic Courthouse 16,400 sq. ft.
- Historic Post Office 24,855 sq. ft.
- Main Library and Board of Elections 42,914 sq. ft.
- Adult Probation Center 9,000 sq. ft.
- Agriculture Center 40,350 sq. ft.
- Administration Building 11,172 sq. ft.
- Animal Shelter 1,870 sq. ft.
- Farmers Market 4,200 sq. ft.

- Firing Range 27,048 sq. ft.
- Judicial Center 94,340 sq. ft.
- Libraries 50,378 sq. ft.
- Equipment Building 21,545 sq. ft.

Key Services:

- Dusting
- Sweeping and vacuuming
- Damp and dust mopping
- Ground maintenance
- Metal cleaning
- Glass and window cleaning
- Façade cleaning
- Wall washing
- Entrances and vestibules cleaning
- Waste and recycling collection
- Elevators and escalators cleaning
- Cleaning of stairways, food vending areas, and common areas
- Deep cleaning all public and private restrooms

LGC Added Value:

- Corporate event support
- Monthly safety training
- Client satisfaction measures
- Environmental program

Point of Contact:

Kelli Manczka, Contracting Officer
(704) 283-2872

kelli.manczka@unioncountync.gov





Project Title: City of Dallas Citywide Janitorial Services

Client Location: Dallas, TX

2 Year and 1 month

Date: 4/12/2021 – Present

1,349,837
Square footage

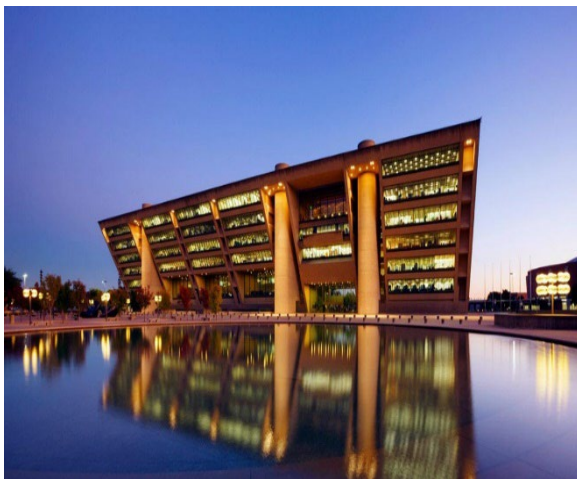
\$1,529,564
Total annual value

Brief Description

LGC provides full janitorial services for thirty-two facilities across the City of Dallas, Texas. This includes the management of services, personnel, and equipment/material/supplies needed to deliver janitorial services to all facilities.

Types of Facilities and Size of Facilities:

- Municipal Buildings 587,000 sq. ft.
- City Hall 182,100 sq. ft.
- Police Headquarters
- Libraries
- Fire Departments
- Parking Garages
- Community Centers
- Child Care Building
- BSD Headquarters/Warehouse
- Police Substation
- Communications Buildings
- Police Heliport
- Police Firearms Training
- Police Academy



All cleaning and disinfection are conducted in compliance with ISSA (International Sanitary Supply Association), Green Seal, and CDC (Centers for Disease Control) guidelines. All high-touch surface areas are disinfected daily to remove dirt and bacteria from surfaces.

Key Services:

- High-Touch Disinfection
- Restroom cleaning
- Ground Maintenance
- Cleaning Parking garages
- Servicing Municipal areas
- Cleaning City Hall
- Floor Care
- Policing of Grounds
- Trash Collection & Transport
- Glass & Metal Cleaning
- Graffiti Removal
- Air Vent Cleaning
- Power Scrubbing

LGC Added Value:

- Covid disinfection plan
- Autonomous sweepers and scrubbers
- SWEPT technology is utilized for reporting and monitoring.

Point of Contact:

Armando Rios, Facilities Superintendent
Armando.Rios@dallas.gov
(214) 671-1934





Given below is a List of LGC's experience with contracts similar in size and scope:

Project Title	Services Provided	Years	Size(sq.ft.)	Building Type
City of Lansing	<ul style="list-style-type: none"> ▪ Provide janitors and supervisors. ▪ General cleaning, ▪ Carpet cleaning ▪ Floor machine operation ▪ Restroom services ▪ Sweeping, mopping, dusting ▪ Trash management ▪ Drinking fountain disinfection 	2019 - ongoing	86,752	15 facilities: district court, police department, community centers, public works office, library, and more.
Waterford Township	<ul style="list-style-type: none"> ▪ Carpet / Rug Cleaning, including Spot Cleaning ▪ Floor Cleaning / Thorough Sweeping ▪ Damp Mopping and Spray Buffing ▪ Stripping and Sealing ▪ Waxing and Buffing ▪ Emptying Waste Receptacles ▪ Cleaning / Disinfecting Drinking Fountains ▪ Stainless Steel Cleaning ▪ Spray Buff Hard Floors ▪ Strip and Refinish (PVC and Stone, not Rubber Floors) 	June 2017 - ongoing	102,583	Township Buildings, including the Town hall, 51st District Court, Fire Station, DPW building & Library
Detroit Public Library	<ul style="list-style-type: none"> ▪ Floor Cleaning / Thorough Sweeping ▪ Damp Mopping and Spray Buffing ▪ Wet Mopping and Scrubbing ▪ Stripping and Sealing ▪ Waxing and Buffing ▪ Restroom Cleaning ▪ Emptying Waste Receptacles ▪ Cleaning / Disinfecting Drinking Fountains 	Oct 2018 - ongoing	661,696	23 Branches of Detroit Public Library within the City of Detroit include Administrative Offices, Cafeteria, Hallways, Reading Rooms. Stairways, Restroom, Meeting Rooms



	<ul style="list-style-type: none"> ▪ Stainless Steel Cleaning (Elevators, Doors, Trims, etc.) ▪ Cleaning High Traffic Areas ▪ Spray Buff Hard Floors ▪ Strip and Refinish (PVC and Stone, not Rubber Floors) ▪ Wall Spot Cleaning ▪ Air Vent Cleaning ▪ Cleaning and Disinfecting Showers, Shower Walls, and Stalls (Restroom/Locker Rooms) ▪ Glass Cleaning ▪ Policing Outside the Branches ▪ Cleaning the Kitchen Area 			
<p>City of Detroit GLWA</p>	<ul style="list-style-type: none"> ▪ Service, empty, and clean all waste and recycling receptacles; carry trash to the pick-up area. ▪ High-Touch Disinfection ▪ Hard floor care ▪ Glass Cleaning ▪ High Dusting ▪ Vacuum and spot cleaning all carpeted floors. ▪ Cleaning & disinfecting restrooms, plumbing fixtures, toilet handles, toilet partitions, & bright work ▪ Restocking dispensers, refill soap as needed ▪ Emptying and disinfecting all sanitary napkin receptacles ▪ Dust mop hard floors with a chemically treated mop ▪ Exterior power-washing ▪ Spot mop stains & spills, clean all mop splatter from all surfaces. 	<p>June 2007 - ongoing</p>	<p>1,985,000</p>	<p>12 Detroit Water and Sewage Department (DWSD/GLWA) facilities, comprising 5 service yards, 5 water treatment plants, 20 freshwater booster stations, and 10 water pumping stations</p>



<p>City of Inkster</p>	<ul style="list-style-type: none"> ▪ Sanitization of restrooms ▪ Restroom supply replenishment ▪ Carpet cleaning ▪ Floor sweeping ▪ Mopping ▪ Trash removal ▪ Furniture dusting and cleaning ▪ Cleaning of glass doors ▪ Kitchen sinks and countertops sanitization ▪ Disinfecting drinking fountains ▪ Windowsill cleaning ▪ Elevator cleaning ▪ Stairwells cleaning 	<p>2020 - ongoing</p>	<p>91,106 sq. ft</p>	<p>Justice center, City hall, Recreation center, and Department of public services.</p>
<p>Lakeshore Healthcare Group</p>	<ul style="list-style-type: none"> ▪ Custodial & Housekeeping ▪ High-Touch Sanitization & Disinfection ▪ Graffiti Removal ▪ Groundskeeping, Pest Control ▪ Restroom Cleaning ▪ Glass and Metal Cleaning ▪ Blood & Body Fluid Cleanup ▪ Sharps Disposal ▪ High Area Cleaning & Dusting ▪ Waste & Recycling Management ▪ Floor & Carpet Care 	<p>June 2011 - ongoing</p>	<p>1,900,000</p>	<p>3 skilled nursing care facilities/rehabilitation centers include patient rooms, restrooms, therapy areas, office/administrative areas, lobbies, cafeterias, shower & locker rooms, exterior grounds, and more</p>

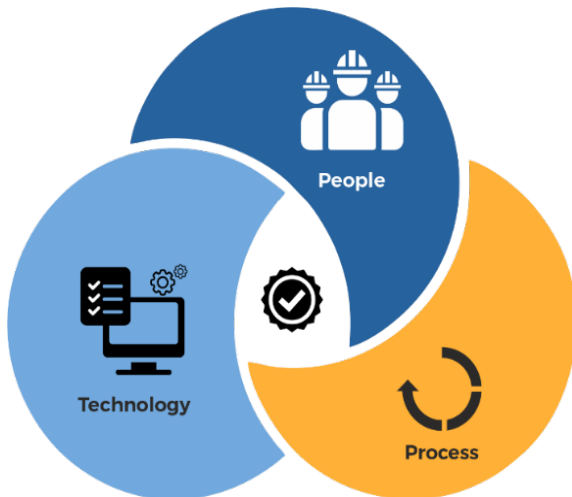


C. Proposed Work Plan

Provide a detailed and comprehensive description of how the offeror intends to provide the services requested in this RFP. This description shall include, but not be limited to how the services will be managed and scheduled, company quality control practices for this project, communication and coordination, the working relationship between the offeror and City staff, and the company’s general philosophy in regard to providing the requested services. Please describe the process for proposer background checks, submitting employees/potential employees for City background checks, addressing complaints for uncompleted tasks, and scheduling of non-daily/weekly tasks.

Our Methodology

At LGC, we believe that thorough implementation and management is the key to success in every project. Thus, we focus on the core factors that contribute to our desired outcomes – People, Process and Technology.



Our People

People are our most vital assets and an integral part of our service. The number one cost factor of delivering services to our customers is the cost of our people.

Our Recruitment Process

- Identifying the right candidates
- In-person interviews to assess their skills and attitude
- Offer letter based on their experience.
- Onboarding process by the HR team
- On-Site training on health and safety, LGC’s policies, and job-related solutions

Onboarding Methodology

Our onboarding begins with a thorough

orientation that covers all the basics, from our policies and procedures to our systems and processes. We then offer ongoing training and support, including regular check-ins with a mentor, opportunities for continuing education and professional development, and access to a network of experienced colleagues.

LGC Background Check: Thorough, Tried & Tested

LGC Global takes the security requirements of the City of Ann Arbor very seriously, and we understand that the safety and security of the visitors and employees are of utmost importance.

Once we identify the candidate to hire, we make a contingent job offer pending the results of our comprehensive employee assessment. LGC conducts background checks for all employees, including a criminal history check, national sex offender registry check, fingerprinting check, past address search, and social security verification.

Additionally, we comply with all state-specific background checks as required by Ann Arbor’s law. Our hiring manager will coordinate the necessary documents to confirm identity and employment authorization during the I-9 verification process. Candidates may be required to go through additional screenings and employment background checks. In addition to background checks, all LGC candidates must submit to a drug test, a TB test, show proof of a flu shot, and an annual physical.

Addressing Short and Long-Term Unscheduled Absences

Short-Term Absences



- Ongoing recruiting for part-time and full-time staff
- An extension of shifts to cover absences.
- Use the call-in roster
- Using the team of pre-qualified, approved, and on-call employees

Long-Term Absences

- Immediate screening of candidates in the pipeline
- Get support from recruiting partners
- Temporarily fill vacancies till permanent replacements done
- Stimulate the interest of new candidates through advertising

Time and Attendance Management

A Self-Delivery model enables better facility management with:

- Time and attendance records
- GPS check-in/out
- Real-time work order status
- 24/7 Call Center
- Automatic Time Scheduling
- SLA Compliance

Uniform: Dressed for Perfection

We comply with City of Ann Arbor’s uniform policy, and our employees wear a distinctive uniform for easier identification with the LGC logo and a photo ID badge.

Our Occupational Safety and Health Measures

LGC Global ensures compliance with OSHA and other regulatory requirements. Our occupational safety and health tools and systems include:

- Safe STEP (Slip, Trip, Elimination Process) to avoid a hazardous scene or injuries
- TEC (Targeted Exposure Control) process to reduce exposure to the ergonomic risks leading to musculoskeletal injuries
- Proprietary 5S Process (Sort, Set in Order, Shine, Standardize, Sustain)

- SOPs, checklists, training processes, quick start guides, and self-assessment processes
- **5-Whys process** of incident investigation as a simple root cause analysis tool. The process involves defining a problem and questioning the cause until it is resolved. Locations must report accidents within 48 hours and managers must complete the ‘5-Whys’ Analysis.

Risk Management System

We have developed a RMS that identifies, evaluates, manages, and controls risk to ensure continuous improvement throughout the organization.

Three Checks for Safety

All LGC Global employees must stop and think:



Do I know how to do the job?



Do I have the right equipment?



Is my environment safe?

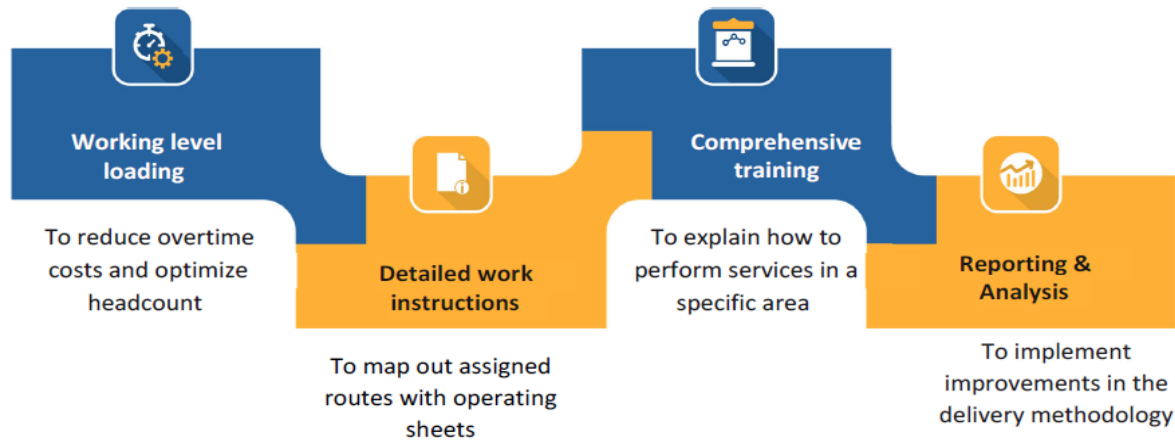
Our Training Process

Our team undergoes a comprehensive training program to ensure they have the knowledge and expertise needed to effectively manage facilities, while our strict safety protocols help to minimize risk and keep everyone involved safe.

Each class or learning opportunity, including on-the-job training, is structured with specific, measurable, and time-bound objectives.



Our Process



Streamlined & Well-Strategized Delivery Models

By implementing solid processes, we can deliver and maintain best-in-class service with quality and consistency.

Coordination of Corporate, On-Site Labor, and Other Resources

Our quality control supervisor and custodians are the first responders on the site, but the corporate team and additional managers are always prepared to travel to any project location to assist the on-site team.

Innovative Equipment

We begin with all new equipment and implement the latest technologies for daily tasks. For instance, touchless restroom cleaners offer efficiency, effectiveness, and dignity to the job.

Personal Protective Equipment (PPE)

Our safety coordinators ensure proper use of the equipment and PPE such as:

- Gloves
- Masks
- Safety goggles
- Boots, Anti-skid shoes
- Raincoats, reflective jackets
- Hard hat

Our Technology

We implement a top-tier CMMS system to make Data-Driven Decisions that improve our service. This informs us if there is a crisis to manage or

just a new request to fulfill. All staff, from custodians to management, carry a company-provided smart mobile device to enter data as they are performing their daily tasks.

- Best-in-Class CMMS system
- Data-Driven Decisions
- Smart Phones
- Real Time Dashboard & Monitoring

“SWEPT” – Mobile-based Solution

Our use of Swept mobile app keeps us on top of our service delivery. By having our custodial staff take time-stamped photos of their completed work to be reviewed by management, supervisors can constantly be aware of completed and incomplete tasks according to the service guidelines.

Mobile-Centric Supplies & Consumables Management

- Helps to control, manage, restock, and dispense materials for on-site and off-site inventory
- Mobility solutions provided to all janitorial staff members
- Supply tracking enables cleaners to keep track of supplies per location



- On-the-go orders for any urgent supplies
- Elimination of zero-stock scenarios
- Automated ordering also saves time

Disinfection and Cleaning Technology Solutions – Autonomous & UV Equipment, Autonomous UV Disinfection

In conjunction with ALTA Equipment and Aitheon Robotics, we introduced a UV Light Disinfection Unit to two of our current clients, Avondale Schools, and City of Sterling Heights. UV Light eradicates airborne germs and effectively fights pathogens in indoor spaces without chemicals.

Autonomous Floor Scrubber

In conjunction with Ice Robotics, we implemented EMMA at San Antonio Airport. EMMA disinfects floors, reducing toxins stirred into the air.

Smarter Trash Technology – Reduces Cleaning Waste

In conjunction with Bakers Waste Equipment in Lenore, NC, we implemented Smarter Trash technology for waste disposal.

Smart Technology for Restrooms

LGC utilizes touchless cleaners which apply automatically diluted disinfectants to fixtures, handles, and floors.

Autonomous Floor Sweeper

In conjunction with Ice Robotics, we implemented Whiz at Detroit Public Library's 16 locations. Whiz is programmed to follow a set route and is less likely to miss spots that human operators might. Whiz offers a more detailed cleaning by covering more areas in quicker timeframes.

All Feedback is Anonymous

Our Restroom Alert System allows visitors to provide anonymous feedback via SMS. It also offers cleaning checklists and reference cards.

Our Quality Control

To ensure this, we appoint an experienced Project Manager who will work alongside our Supervisor and to monitor work quality across all City of Ann Arbor Buildings.

Quality Assurance – We Get it Right the First Time!

We ensure quality and cost-effectiveness through the following factors:

- Contractual alignment of the interests of Team LGC with Team City of Ann Arbor's interests
- Understanding your strategic priorities
- Apply solid and centralized direction to manage all buildings
- Project manager who acts
- Investment in technology and skills necessary to deliver a high-quality program

Auditing

Our supervisor performs internal evaluations on (at least) a daily and weekly basis to ensure no gaps in service.

- Problem Occurs
- Seek the City of Ann Arbor's input
- Investigate the severity of the problem
- Research available resources
- Identify appropriate solution
- Set a timeline for implementation
- Inform the City of Ann Arbor Team of the solution
- Document solution process
- Follow-up

Qualitative Assessment Tools

- Operations Performance Assessment
- QCS Assessments
- Project Manager Audits

Record Keeping

We share detailed, precise, and transparent records on the CMMS platform for 24/7, 365 days access. Our record-keeping procedures include:

- OSHA records
- Emergency Protocols
- Schedules (work, maintenance, etc.)



- Daily Routines
- Training & Maintenance Manuals
- SOPs
- Employee assignments

Quality Control at Your Fingertips

A quick and efficient way to see work status with customization that shows:

- Time and attendance
- Training
- SOPs
- Inventory management
- Supply ordering
- Equipment maintenance
- Recordkeeping
- Reporting
- Audits

Real Time Dashboard & Monitoring

Our CMMS dashboard provides a quick way to see the status of various items that may need to be tracked. The dashboard can show work order status, messages, charts, KPIs, saved reports, and more.

KPIs and Performance Rating

At LGC, we know that City of Ann Arbor has set clear expectations for performance delivery. LGC will provide the necessary measurement of performance and regular reporting to support the achievement of your outcomes.

Performance Rating

When conducting on-site inspections on Swept, our managers can rate the quality of individual cleaning tasks, take photos, and easily record comments.

Reporting

Our cleaning crews will utilize the Swept mobile app to report daily work. This process is crucial to keep City of Ann Arbor management up to date on service progress. For any services missed, a detailed report covering the reason for deficiency and issues encountered will be submitted.

Resolving Reporting Issues

By utilizing the SOP of having staff report daily work on the Swept, we ensure we have all reporting basis covered, even in the event of technology errors.

Identify Issues Fast

Most complaints have less to do with quality and more to do with communication. Our mobile app allows cleaners to quickly report problems, making sure the team gets in front of issues that worsen if left unaddressed. Once reported, managers will know immediately.

How do you communicate quality?

All our staff know English, though it might not be their first language. Within our app, employees can choose from over one hundred languages.

Mobile Customized Cleaning Inspections

Our managers can create custom inspection plans and cleaning inspection reports using any smartphone. The plans can include unlimited inspection points that are organized to make sure every area is inspected thoroughly.



Sample Inspection Form

LGC Global Energy FM

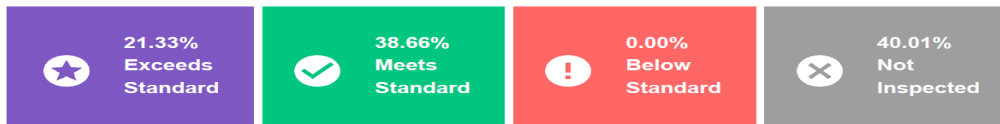
Powered by **swept**

CLEANING INSPECTION

INSPECTION PLAN:
City of Sterling Heights

COMPLETED BY:
Jonathon Crosby

COMPLETED FOR:
Amanda Opalewski



Front Entrance:				
Inspection Point	Exceeds	Meets	Below	N/A
Vacuum Carpet	★			
Clean doors (both sets, inside and out)	★			
Wipe handles	★			
Dust (High/Low)	★			

Lobby:				
Inspection Point	Exceeds	Meets	Below	N/A

Our Cleaning Approach for the City of Ann Arbor

LGC Global is committed to providing high-quality services, and part of this commitment involves maintaining a clean and safe working environment for our employees, customers, and partners. Our cleaning approach involves several key components:

Regular Cleaning And Disinfection: We conduct regular cleaning and disinfection of all areas, equipment, and surfaces using effective cleaning agents and disinfectants.

Strict Safety Protocol: Our personnel follow strict hygiene protocols.

Training and Education: We provide comprehensive training and education to our employees.

Tasks are to be carried out at the City of Ann Arbor:

Restroom Maintenance

Our services for restrooms include:

- Replenishing all restroom supplies throughout the day
- Sweeping and wet mopping the floors with disinfectant cleaner or soap and water
- Washing and sanitizing toilets, seats, and urinals
- Cleaning sinks, chrome surfaces, mirrors, walls, ledges, grills, and partitions
- Emptying all trash cans and replacing plastic liners as needed



- Deodorizing and disinfecting traps, drains, toilets, and urinals with deodorant bars
- Dusting and damp wiping all horizontal surfaces, including Venetian blinds and air grills
- Shampooing or steam cleaning all entry area carpets, traffic areas, and non-traffic areas
- Scrubbing concrete stairs and completely washing and drying all glass and wooden furniture
- Washing and drying Venetian blinds and cleaning all light lenses, globes, and diffusers.

Trash Collection

We prioritize the collection of all trash from containers and recycling materials from City of Ann Arbor facilities. Our team will ensure that all trash and recycling containers are regularly monitored to prevent them from overflowing. If any container is approaching its capacity, we will promptly empty it to avoid any mess or inconvenience.

Office Cleaning

Our cleaning procedure for the office:

- Remove all the items from the table and put them in a safe place
- Dust all surfaces including the table, chairs, and other furniture with a microfiber cloth
- Vacuum the carpet or sweep and mop the hard floors to remove any dirt and debris
- Clean the windows, blinds, and windowsills with a window cleaner and a clean cloth
- Disinfect all high-touch areas such as door handles, light switches, and conference phones with a suitable disinfectant cleaner

Detention Center

Below is our sample procedure for cleaning a detention center:

- Cleaning high touch points of the detention cell
- Cleaning the bed and washing the linen regularly

- Cleaning floor area of the cell
- Collecting and disposing of trash containers
- Our team will give special attention to high-touch areas, such as doorknobs, light switches, and call buttons.

Clean, Sanitize, And Polish Drinking Fountains

All facility drinking fountains will be regularly cleaned, disinfected, and polished for optimum cleanliness and appearance. Our cleaning team's SOPs will ensure that drinking fountains are free of streaks, spots, scale, stains, and other matter. These will be cleaned with sanitizing solution once a day.

Kitchen Cleaning

Our team will clean black countertops and backsplashes daily using the appropriate cleaner. Cabinet fronts will also be cleaned daily, using glass cleaner only. Appliances will be cleaned daily with a non-abrasive cleaner or polisher to keep them looking their best.

Laboratory

Here is our cleaning procedure for laboratories:

- Collect and dispose of trash and recyclables.
- Dust all surfaces, including furniture, equipment, and windowsills.
- Vacuum, sweep, or mop non-carpeted floors.
- Deep clean carpeted floors, including spot cleaning and shampooing, as necessary.
- Disinfect high-touch surfaces, such as doorknobs, light switches, and elevator buttons.
- Clean and sanitize restrooms, showers, and other wet areas.
- Inspect and restock supplies, as necessary.
- Follow all safety protocols

Dusting, Mopping, and Sweeping

High and low-level dusting will be conducted regularly. Air vent returns will be cleaned and kept dust-free. Our staff will sweep the entire floor to dispose of dirt, trash, and debris.



Elevator Cleaning

Our janitorial crew will spot-clean elevator walls and doors using the recommended solution and a spray bottle. Later, they will wipe it with a clean cloth. All metal surfaces and switches will be cleaned with metal cleaner.

Lobby and Entrance

Dust and clean all surfaces, including chairs, tables, and reception desk. Sweep and mop the floors.

Floor Care

All hard floors (including grout, baseboards, corners, and edges) will be maintained to have a uniform, tidy appearance free of streaks, debris, residues, etc. Any furniture or otherwise moveable items that sit atop floors will be moved to ensure all areas are thoroughly cleaned and replaced after cleaning has finished.

Surface Standards

- Glass, Mirrors, Windows, Metals, Ceramic, and Terrazzo Floors
- The glass will be spot cleaned using the appropriate window or glass cleaner and a microfiber cloth or squeegee where applicable. If necessary, cream paste cleaner will be used to remove marks on the surface.
- Metal surfaces, appliances, and fixtures will be wiped down using an appropriate cleaner, and polished for a streak-free appearance.
- Terrazzo floors will be frequently swept free of debris, and cleaned of spills, scuffs, marks, etc.
- Ceramic floors will be rotary scrubbed using a degreaser as needed.
- All other surfaces – vinyl, wood, etc. – will undergo cleaning with the appropriate chemicals using the manufacturer's standards.

Optional Services

Implementing sharps collection containers within restroom locations mentioned in the RFP aligns with best practices for the safe disposal

of used needles. We provide a designated area where individuals can dispose of sharps in a manner that minimizes the risk of accidental needlestick injuries or improper handling. By promoting responsible disposal habits, LGC aims to enhance the overall cleanliness and safety of the City of Ann Arbor's facilities. Responsible disposal habits for sharps collection containers include:

- Do not recap or bend needles.
- Place sharps immediately into the designated container.
- Do not overfill the container.
- Do not force items into the container.
- Do not remove needles from their original containers.
- Securely close and seal the container.
- Follow local regulations and disposal procedures.

Proper signage

Our team will ensure the placement of proper signage posted to indicate areas that are wet or being cleaned to prevent slips and falls. Meanwhile, for chemical and hazardous spills and stains, our team will ensure:

1. Wearing a proper PPE kit before attending to the hazardous stain. Our PPE kit for the federal laboratory consists of a lab coat, goggles, gloves, and an apron.
2. Our team will ensure to isolate the area to prevent harmful damage and causes to others.
3. Later, we will examine the chemical and analyze whether it is harmful or not.
4. In addition, we will consult MSDS sheets to determine appropriate methods to deal with that chemical.
5. Our team will then try and get rid of the chemical by using an absorbent.
6. Thereafter, they will clean the area and dispose of all the waste.



Carpet Care

For past clients, we have combined the Tennant R14 ReadySpace[®] with daily vacuuming and a spot cleaner to help maintain deep extraction cleaning results longer. The rapid-drying carpet cleaning technology uses soil-transfer rollers sprayed with a cleaning solution to grab dirt from carpet fibers and lift it into the machine where sprayers rinse the soil from the rollers.

Mats and carpets will undergo regular vacuuming and spot-cleaning according to the allotted frequencies and shampooing depending on the need and contract area. Our team will pre-spray the area to be cleaned with a properly diluted cleaning solution.

Our floor care services for carpets go beyond simple vacuuming. For carpeted areas, the following is a sample of what we can offer:

- Hot Water Extraction Cleaning
- Dry Cleaning
- Carpet Shampooing
- Dry Foam
- Preconditioning

All carpet coverings in public traffic areas will be dry before daily operations begin. Interim cleaning is to be performed as necessary and any spills will be addressed immediately upon notice.

Our finalized carpet and floor care program will utilize equipment, products, and processes that first, undergo approval.

Advancing Ann Arbor's Environmental Principles with Emerging and Progressive Solutions

LGC Global offers a diverse range of emerging and progressive products and services that align seamlessly with the city's environmental principles. We firmly believe that our innovative solutions can make a significant impact on advancing Ann Arbor's sustainability goals and contribute to its reputation as an environmentally conscious community.

At LGC Global, sustainability is at the core of everything we do. Our commitment to environmental stewardship drives us to continuously seek out cutting-edge technologies and solutions that promote a greener future. We understand the importance of tailoring our offerings to meet the unique needs of each community we serve, and we will collaborate closely with the City of Ann Arbor to design and implement customized strategies that align with its environmental initiatives.

Our extensive portfolio encompasses a wide range of environmentally friendly products and services. From renewable energy solutions to waste management systems, smart city technologies to eco-conscious infrastructure development, we provide comprehensive solutions that can address various aspects of sustainability. By leveraging our expertise and experience, we aim to provide the City of Ann Arbor with practical, reliable, and cost-effective options that support its commitment to environmental well-being.

Over the years, LGC Global has successfully partnered with municipalities and organizations worldwide, delivering impactful results in enhancing environmental sustainability. We prioritize the safety and well-being of occupants by constantly updating our cleaning supplies and procedures to meet current requirements and recommendations set forth by reputable organizations such as the Environmental Protection Agency (EPA) and the Centers for Disease Control and Prevention (CDC). Given below are some of our sustainable service programs:

Green Cleaning Program

In line with our dedication to environmental sustainability, LGC Global will implement a comprehensive green cleaning program for all buildings included in the bid. This program aims to exceed the objectives outlined by the United





States Green Building Council (USGBC) standards, ensuring the adoption of green cleaning chemicals and practices throughout the contract implementation. By aligning with these standards, we maximize operational efficiency while minimizing environmental impact, creating a safe and sustainable environment for building occupants.

Thorough Staff Training and Analytics

To ensure the successful implementation of our sustainability initiatives, all our staff undergo thorough sustainability training. This training equips them with the knowledge and skills to minimize environmental impact and conserve resources in their day-to-day activities. We encourage small but significant actions such as turning off lights and equipment when not in use and empowering our staff to identify areas of improvement in our sustainability efforts.

To measure our sustainability performance, we conduct sustainability analytics that provide concrete data on waste metrics (recyclable vs. non-recyclable waste and method of disposal), baseline energy usage, and sustainable vs. non-sustainable consumable usage. These analytics help us track our progress, identify areas for improvement, and set measurable sustainability targets.

Green Purchasing and Consumables



As part of our commitment to sustainability, we prioritize green purchasing by selecting products and equipment that meet specific criteria. We prioritize EPA-designated or Green Seal certified products, opt for bio-based materials made from recycled or biodegradable sources, choose water and energy-efficient options, and ensure the products are nontoxic, non-ozone depleting, and greenhouse gas reducing. Our green consumables include recycled-material paper towels and toilet tissue, eco-friendly multipurpose cleaners that require small quantities for effective use, and bio-based hand soap.

Cost Analysis and Benefits

To determine the most suitable sustainability options for our clients' facilities, we conduct thorough cost analyses. This analysis helps us identify the best strategies to achieve sustainability goals while maximizing the benefits our services can provide. By integrating cost-effective sustainability measures, we aim to deliver value and positive environmental impact to our clients.

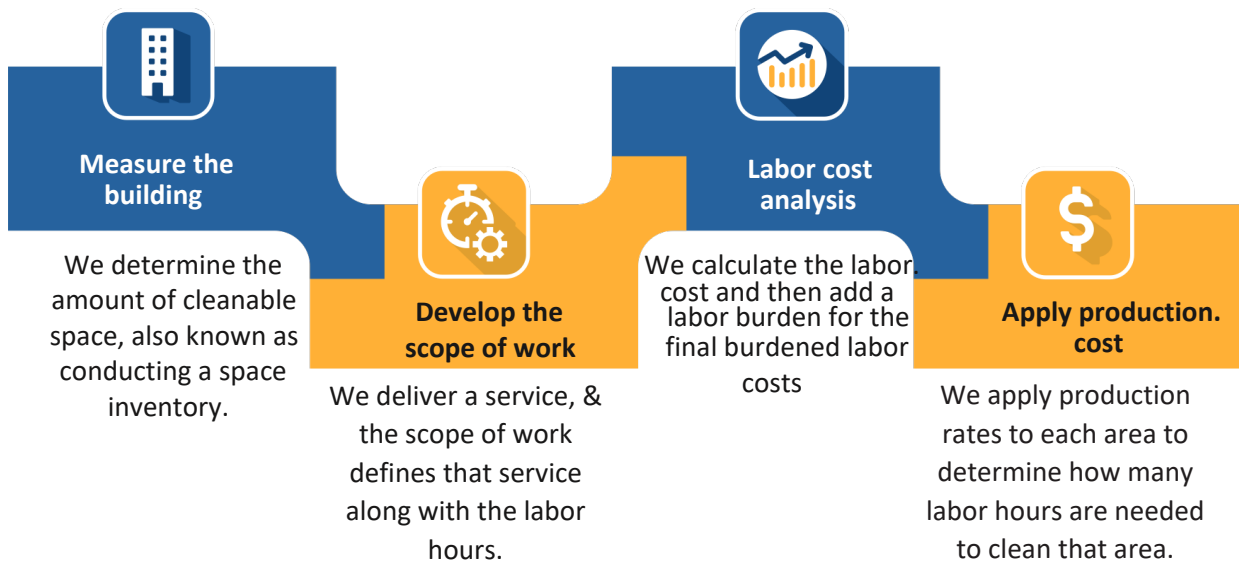
At LGC Global, sustainability is ingrained in our policies, approaches, and operations. We are committed to maintaining a balance between operational efficiency and minimizing environmental impact, ensuring a greener future for the facilities we serve.



LGC's Cleaning Schedule for Ann Arbor's Facilities

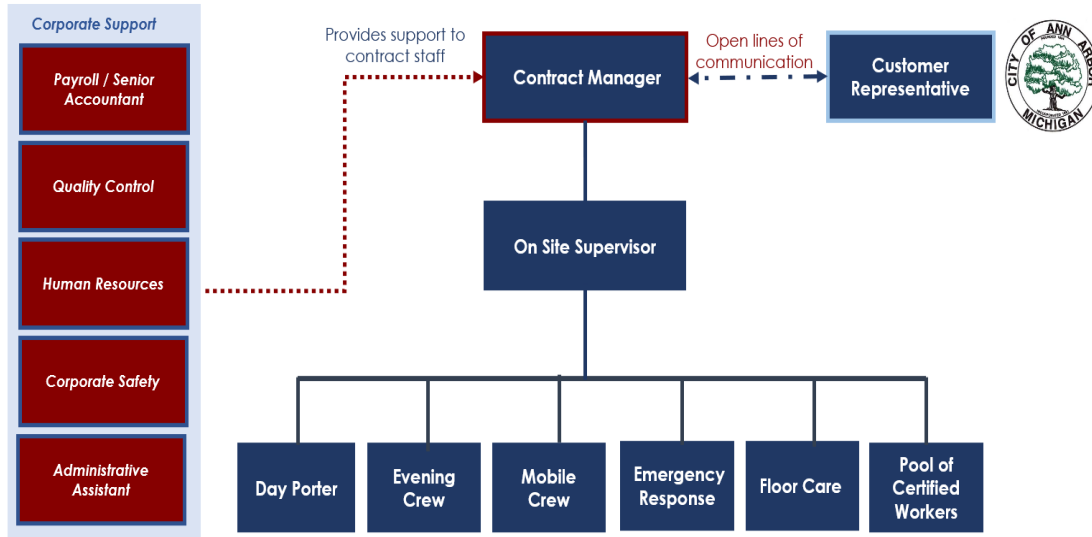
Empty Trash	Daily	Sweep / Dust Mop floors	Daily
Spot Mop Floors	Daily	Clean and wipe down lockers	Daily
Vacuum all carpets and floor mats	Daily	Wall to Wall Vacuuming	Daily
Carpet Spot Removal	Daily	Remove hair and debris from shower floors	Daily
Clean / disinfect the drinking fountain	Daily	Spot Clean Interior Glass	Daily
Clean Interior Glass	Daily	Dust Furniture	Daily
High Dusting	Monthly	Spot clean walls, doors & Graffiti	Daily
Machine Scrub Floors	Weekly	Dust all windowsills and handrails	Weekly
Remove all trash to designated areas	Weekly	Clean and wipe down lockers	Daily
Clean Trash Receptacles	1XWeek	Wipe down window ledges	Daily
Scrub and Recoat Floors	As per SLA	Strip and wax floors	As per SLA
Steam clean carpet	Semi-annual	Clean and polish all stainless-steel elevator	Weekly
Cleaning and Maintain (Policing) & Disinfecting Rest Rooms, All Fixtures, Wall Partitions, Urinal, Sinks, Mirrors etc.	Daily	Sweep, wet mop and disinfect all floor areas	Weekly
Removal of gum	Daily	Spill and Stain	Daily
Remove cobwebs	As Needed	Restock all supplies	As Needed

LGC's Staffing Methodology





Organization Chart



Equipment

Our equipment is tagged with its own 3D barcode. When scanned it will provide the History, Warranties, Maintenance Schedules, Operations Logs, Records, and Weekly Inspections to staff. These records allow our staff to maintain equipment in pristine condition.



Equipment Dedicated to This Project

No	Equipment	Make & Model (or similar approved)
1	High-Speed Electrical Buffer /burnisher	TENNANT Dust Control Burnisher, 2000 RPM, MFR #: 9007349 or approved equal
2	Backpack Vacs/Hip Pak Vacs	TENNANT V-BP-6/V-BP-10 Backpack Vacuum or approved equal
3	Propane Buffer – Low emission	Advance PBU 27" Propane/Buffer 17HP Kawasaki or approved equal
4	Floor Scrubber	Tenant Model T5 or approved equal
5	Wet/Dry Vac	Tenant V WD -24 or similar or approved equal
6	Bathroom Cleaning Machine	EDIC CR2 Touch-Free/Restroom Cleaning System - 2700RC or approved equal
7	Janitorial Cart	Rubbermaid High-Capacity Cleaning Cart # 9775436095 or approved equal
8	Wet Mop Bucket with Ringer	Rubbermaid or approved equal
9	Commercial Vacs with Attachments	Bissell -Mfr. Model # BGUPRO18T, Upright Vacuum, Disposable Bag, 18" Cleaning Path Width or similar - new or Sanitaire or approved equal



10	Air Movers for quick floor drying	Air Foxx Air Mover Carpet/Floor Blower - 1 HP, 4,000 CFM, Model# AM4000A - or approved equal
11	6' heavy-duty fiberglass ladder	Werner or approved equal
12	12' heavy duty fiberglass ladder	Werner or approved equal
13	16' heavy duty fiberglass ladder	Werner or approved equal
14	Heavy duty cart-dolly	Wesco industrial or similar or approved equal
15	scaffolding set	Brand USA or metal craft or approved equal
16	Hoses, connections, washing tools, misc. hand tools	local brand -Home Depot or similar or approved equal
17	Power tools -drills, impact drivers, grinders, air compressor, hand tools, small excavation tool & misc. for carpentry, window repair, glass repair, fence repair and misc. work	DeWalt or Makita or approved equal
18	Emergency spill clean-up Kit	Local Brand
19	window cleaning kit-equipment's	Rubber maid or approved equal
20	Carpet Cleaner	Tenant EH1/EC2/EH5, Tenant R3 or E5 or approved equal
21	Ride on Floor care machine - scrubber	TenantT5 or T7 or approved equal
22	Ride on Floor care machine - Burnisher	Tenant B10 or approved equal
23	Ride on Carpet cleaner	Tenant R14 (optional to item 20) or approved equal
24	trash Gondola	Rubbermaid or similar different sizes or approved equal
25	Sanitization Equipment & covid-19 clean up equipment	If required, will be submitted before use -most current technology
26	Simpson	Power washer -PowerShot PS4240 or approved equal
27	Dehumidifier	Quest - Hi-E Dry 120 Dehumidifier or approved equal
28	Air Compressor	Huskie or similar or approved equal
29	Portable square scrubber	Doodle Scrubber or approved equal
30	Steam Cleaner	Vap More or similar or approved equal
31	Carpet spot cleaner	Bissell brand
32	Autonomous Equipment	Emma, Whiz, and Cobi (Carpet cleaner /scrubber*
33	Stripping Machine	Betco Lil Bertha*
*Part of technology and cost savings program - to be discussed with client during transition phase		



Equipment in Our Warehouse



T3 Auto scrubber:
20inches with
EC-H2O



T7 ride on Auto
scrubber: 26 & 32
inch EC-H2O



S9 Large battery
walk- behind
sweeper



Chariot I Vac ATV
stand-on vacuum



6100 rider
sweeper



7 3/4" Motor
scrubber, Mini
battery roto



17" & 20" E-Glide
Electric roto



KaiVac No touch
cleaning system



Jet Vac Jr. steam
vacuum



Bulldog micro
floor scrubber



Scissor lift



Articulating
Z-Booms



D. Fee Proposal

The fee proposal forms in Attachment A-2 (Estimated Work Hours & Pricing) must be used and shall be submitted in a separate, sealed, envelope as part of the proposal. Offerors shall be capable of justifying the details of the fee proposal relative to personnel costs, City Living Wage requirement, overhead, how the overhead rate is derived, material and time.

The fee Proposal is enclosed in a separate envelope including Attachment A-2

E. Authorized Negotiator

Include the name, phone number, and e-mail address of persons(s) in your organization authorized to negotiate the agreement with the City.

Name: Tushar Patel (Chief Operating Officer)

Phone: 313-263-5020

E-mail Address: tushar.patel@lgccorp.com



F. Attachments

Attachment B - Legal Status of Offeror

ATTACHMENT B LEGAL STATUS OF OFFEROR

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

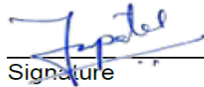
The Respondent is:

- A corporation organized and doing business under the laws of the state of Michigan, for whom Tushar Patel bearing the office title of Chief Operating Officer, 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 _____, whom _____ bearing the title of _____ 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.


Signature

Date: 5/16/2023,

(Print) Name Tushar Patel Title Chief Operating Officer

Firm: LGC Global Energy FM, LLC

Address: 7310 Woodward Ave., Suite 500, Detroit, MI 48202

Contact Phone 313-263-5020 Fax 313-315-5375

Email tushar.patel@lgccorp.com



Attachment C - City of Ann Arbor Non-Discrimination 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.

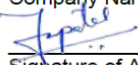
In addition the City Non-Discrimination Ordinance requires that all contractors proposing to do business with the City of Ann Arbor must satisfy the contract compliance administrative policy adopted by the City Administrator. A copy of that policy may be obtained from the Purchasing Manager

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.

LGC Global Energy FM,LLC
Company Name

 5/16/2023
Signature of Authorized Representative Date

Tushar Patel, Chief Operating Officer
Print Name and Title

7310 Woodward Ave., Suite 500, Detroit, MI 48202
Address, City, State, Zip

313-263-5020/tushar.patel@lgccorp.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



Attachment D - City of Ann Arbor Living Wage 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 \$15.90/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 \$17.73/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).

Check the applicable box below which applies to your workforce

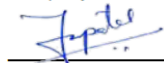
- Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage without health benefits
- Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage with health benefits

- (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.

LGC Global Energy FM, LLC
Company Name

7310 Woodward Ave., Suite 500
Street Address

 5/16/2023
Signature of Authorized Representative Date

Detroit, MI 48202
City, State, Zip

Tushar Patel, Chief Operating Officer
Print Name and Title

313-263-5020/tushar.patel@lgccorp.com
Phone/Email address



Attachment E - Vendor Conflict of Interest Disclosure Form

ATTACHMENT E



VENDOR CONFLICT OF INTEREST DISCLOSURE FORM

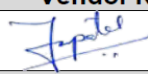
All vendors interested in conducting business with the City of Ann Arbor must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the City of Ann Arbor's conflict of interest policies 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)
None	

*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.

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:		
LGC Global Energy FM,LLC	313-263-5020	
Vendor Name	Vendor Phone Number	
	5/16/2023	Tushar Patel
Signature of Vendor Authorized Representative	Date	Printed Name of Vendor Authorized Representative

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



Amendments

ADDENDUM No. 1

RFP No. 23-28

JANITORIAL SERVICES

Due: MAY 18, 2023 at 10:00 A.M. (local time)

The following changes, additions, and/or deletions shall be made to the Request for Proposal for Janitorial Services, RFP No. 23-28, on which proposals will be received on/or before the date and time listed above.

The information contained herein shall take precedence over the original documents and all previous addenda (if any), and is appended thereto. **This Addendum includes five (5) pages.**

The Proposer is to acknowledge receipt of this Addendum No. 1, including all attachments in its Proposal by so indicating in the proposal that the addendum has been received. Proposals submitted without acknowledgement of receipt of this addendum may be considered non-conforming.

The following forms provided within the RFP Document must be included in submitted proposal:

- **Attachment B – Legal Status of Offeror**
- **Attachment C – City of Ann Arbor Non-Discrimination Declaration of Compliance**
- **Attachment D – City of Ann Arbor Living Wage Declaration of Compliance**
- **Attachment E - Vendor Conflict of Interest Disclosure Form of the RFP Document**

Proposals that fail to provide these completed forms listed above upon proposal opening will be rejected as non-responsive and will not be considered for award.

I. QUESTIONS AND ANSWERS

The following Questions have been received by the City. Responses are being provided in accordance with the terms of the RFP. Respondents are directed to take note in its review of the documents of the following questions and City responses as they affect work or details in other areas not specifically referenced here.

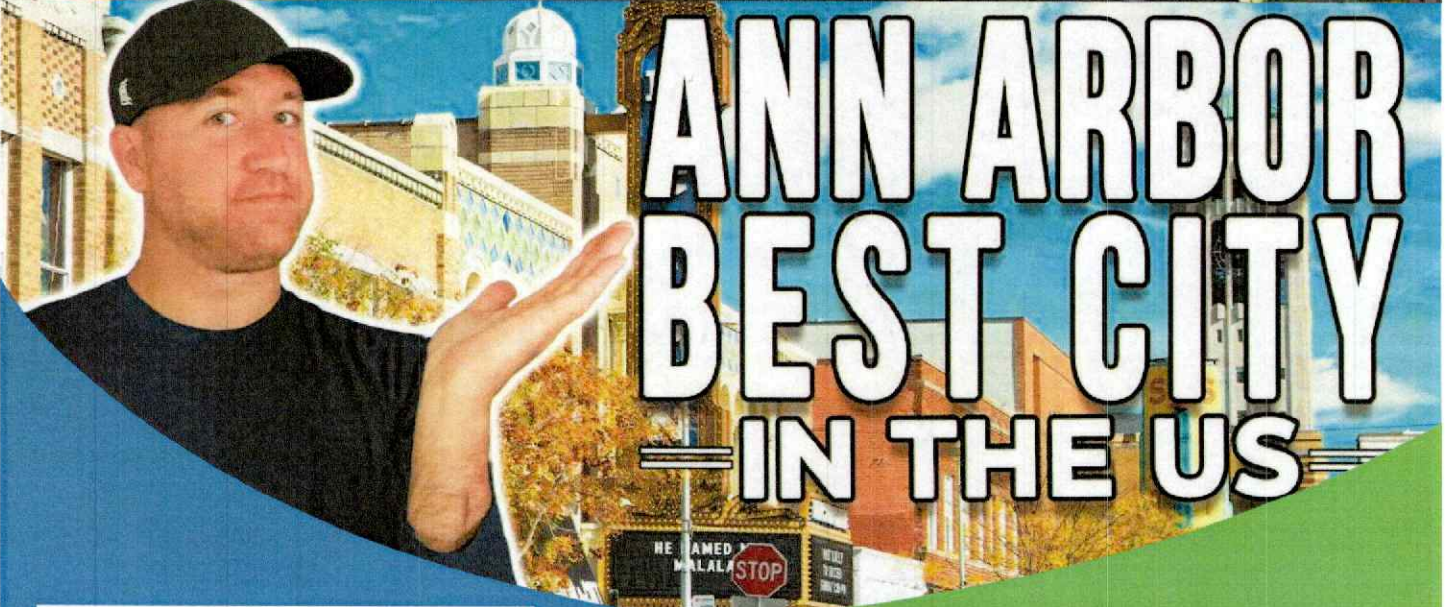
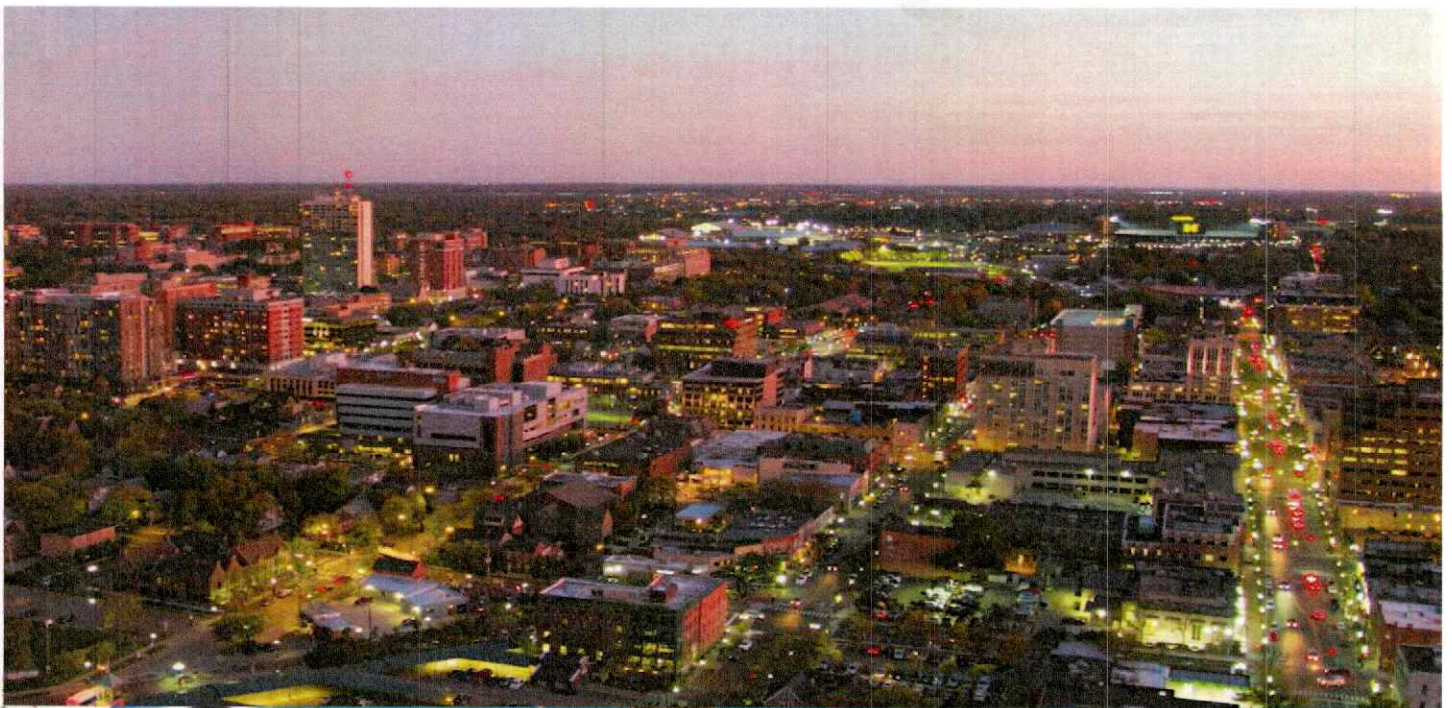
- Question 1: Do you have floor plans available for the buildings?
Answer 1: Floor plans are not available for each facility and are not issued due to security issues for those that we have.
- Question 2: Could you provide the square footages to be cleaned at the various locations?
Answer 2: Estimated square footage for each location is provided below.
- Question 3: Could you provide a list of vendors from the pre-proposal meeting?
Answer 3: The sign-in sheet from the mandatory pre-proposal is provided below.
- Question 4: I am reaching out to see if the City has any information as to the expected annual increase to the Living Wage in place for this contract? Is there a set (or range) percentage increase from year to year? We have noticed that the annual increases in other cities and contracts have been substantially increased annually over the last 3 years. This information is important for calculating the annual pricing

Addendum-1-1



Answer 4: increase since there will be no new negotiations in the contract period. City of Ann Arbor Living Wage adjustments are based on federal poverty guidelines published by the US Department of Health and Human Service which are published in January every year. More details about what was done this year to Living Wage can be found here:
[http://a2gov.legistar.com/ViewReport.ashx?M=R&N=Master&GID=55&ID=6035824&GUID=136DFFF5-8756-4233-AF98-63928DED4A7C&Extra=WithText&Title=Legislation+Details+\(With+Text\)](http://a2gov.legistar.com/ViewReport.ashx?M=R&N=Master&GID=55&ID=6035824&GUID=136DFFF5-8756-4233-AF98-63928DED4A7C&Extra=WithText&Title=Legislation+Details+(With+Text))
Historically, annual changes to the Living Wage values have all been increases ranging from less than 1% up to nearly 8%.

Offerors are responsible for any conclusions that they may draw from the information contained in the Addendum.



ANN ARBOR BEST CITY IN THE US

LGC Global
Facility Management

Proposal for Janitorial Services at Various City Facilities



Fee- Proposal

Submitted to Attention:
Matthew Kulhanek,
Fleet & Facilities Manager

City of Ann Arbor
c/o Customer Service 301 East Huron Street,
Ann Arbor, MI 48107

RFP # 23-28

Date of Submittal:
May 18, 2023
10.00 AM Local Time



We Passionately Create an Environment that Makes Citizens Feel Safe, Healthy, and Happy!

HEADQUARTERS:

Michigan Office

7310 Woodward Ave.
Suite 500
Detroit, MI 48202

North Carolina Office

500 N. Main Street
Monroe, NC

Georgia Office

3340 Peachtree Rd.
Suite 1800, Atlanta,
Georgia 30326

Illinois Office

55 E. Monroe, Ste
3800, 55 E. Monroe,
Ste 3800, Chicago, IL
60603

New Jersey Office

710 Irish Hill Road,
Runnemede New
Jersey 08078

Texas Office

7047 Twin Hills
Ave, Dallas, TX
75231

Tennessee Office

8001 Volkswagen Dr.
Trailer City
Chattanooga, TN
37416

Texas Office

7558 Dillion Street,
Houston, TX 77601

Texas Office 9800

Airport Blvd, San
Antonio, Texas
78216

Missouri Office

12450 Lusher Rd
1013, Saint Louis,
MO 63138

Kansas Office

748 Ray Road
Fort Riley, KS.
66442

Florida Office

4730 NW 2nd
Avenue, Suite 100
Boca Raton, FL 33431



Contents

D. Fee Proposal 2



D. Fee Proposal

The fee proposal forms in Attachment A-2 (Estimated Work Hours & Pricing) must be used and shall be submitted in a separate, sealed, envelope as part of the proposal. Offerors shall be capable of justifying the details of the fee proposal relative to personnel costs, City Living Wage requirement, overhead, how the overhead rate is derived, material and time.

ATTACHMENT A-2 PROPOSAL FEE FORM - ESTIMATED WORK HOURS FOR EACH LOCATION

List the total estimated work hours to clean each location per day. (Example: 2 people working one hour each equals two total cleaning hours)

- A) Ann Arbor Municipal Center
5 persons X 7.4 hours per day = Total Cleaning Hours 37.00 per day
- B) Water Treatment Plant
2 persons X 1.75 hours per day = Total Cleaning Hours 3.50 per day
- C) Wheeler Service Center – Public Work Operations and Vehicle Storage buildings
2 persons X 1.5 hours per day = Total Cleaning Hours 3.00 per day
- D) Wheeler Service Center – Fleet Services building
2 persons X 0.5 hours per day = Total Cleaning Hours 1.00 per day
- E) Veteran's Memorial Park
2 persons X 1.25 hours per day = Total Cleaning Hours 2.50 per day
- F) Buhr Park
2 persons X 1 hours per day = Total Cleaning Hours 2.00 per day
- G) Ann Arbor Senior Center
1 persons X 1.25 hours per day = Total Cleaning Hours 1.25 per day
- H) Farmers Market
1 persons X 1 hours per day = Total Cleaning Hours 1.00 per day
- I) Cobblestone Farm
1 persons X 1.1 hours per day = Total Cleaning Hours 1.10 per day
- J) Mack Pool
2 persons X 1.25 hours per day = Total Cleaning Hours 2.50 per day
- K) Fuller Pool
1 persons X 1.5 hours per day = Total Cleaning Hours 1.50 per day
- L) NAP House
1 persons X 1.5 hours per day = Total Cleaning Hours 1.50 per day

The above numbers should be an estimate of the hours needed per day to complete daily task listed in the specifications. This is not a guaranteed staffing level. Throughout the year, additional staffing will be needed to complete weekly, monthly, quarterly, and semiannual tasks.



PROPOSAL FEE FORM - PRICING

PRICING OPTIONS:

If you do not check one of the following, your bid will be considered **FIRM** for the entire contract including renewals. (See option A)

- A. () The price per location is firm for the entire contract period (including renewals).
- B. () The price per location is firm until June 30, 2024 and is then subject to adjustment with maximum allowable increases of _____% each year of the contract, including the two (2) one year renewal periods.
- C. (X) The price per location is firm until June 30, 2026 and is then subject to adjustment with maximum allowable increases of 5 % for each of the two (2) one year renewal periods.

NOTE: Percentage figure must be shown to obtain consideration under options B or C above.

LOCATION PRICING:

A) Ann Arbor Municipal Center (cleaned 5 days a week, no holidays)

Monthly cost \$ 22,088.00 X 12 months = \$ 265,056.00 per year

B) Water Treatment Plant (cleaned 5 days a week, no holidays)

Monthly cost \$ 2,145.00 X 12 months = \$ 25,740.00 per year

C) Wheeler Service Center, Public Works Operations and Vehicle Storage buildings only (cleaned 5 days a week, no holidays)

Monthly cost \$ 1,879.00 X 12 months = \$ 22,548.00 per year

D) Wheeler Service Center, Fleet Services building only (cleaned 5 days a week, no holidays)

Monthly cost \$ 595.00 X 12 months = \$ 7,140.00 per year

E) Veterans Memorial Park (cleaned 7 days a week, no holidays)

Monthly cost \$ 1,970.00 X 12 months = \$ 23,640.00 per year

F) Buhr Park (cleaned 7 days a week, no holidays)

Monthly cost \$ 1,070.00 X 12 months = \$ 12,840.00 per year

G) Ann Arbor Senior Center (cleaned 4 days a week, no holidays)

Monthly cost \$ 580.00 X 12 months = \$ 6,960.00 per year

H) Farmers Market (cleaning schedule changes by Season, see Schedule in Detailed Work Plan)

Monthly cost \$ 258.00 X 12 months = \$ 3,096.00 per year

I) Cobblestone Farm (cleaned 7 days a week, no holidays)



Monthly cost \$ 283.00 X 12 months = \$ 3,396.00 per year

J) Mack Pool (cleaned 7 days a week, no holidays)

Monthly cost \$ 1,517.00 X 12 months = \$ 18,204.00 per year

K) Fuller Pool (cleaned 7 days a week, no holidays)

Monthly cost \$ 443.00 X 12 months = \$ 5,316.00 per year

L) NAP House (cleaned 7 days a week, no holidays)

Monthly cost \$ 189.00 X 12 months = \$ 2,268.00 per year

OPTIONAL SERVICE

Sharps Option - Include the cost to provide, service and dispose of sharps containers at up to a combined 12 individual locations within the facilities listed above.

Monthly cost \$ 250.00 X 12 months = \$ 3,000.00 per year

Total Annual Cost for All Locations \$ 396,204.00

(Excluding Sharps Option and any proposed yearly increases. Locations that have partial seasonal shutdowns should have the annual janitorial costs spread equally over 12 monthly payments.)

Signature of Authorized Representative of Bidder