



PROPOSAL FOR JANITORIAL SERVICES

# Ann Arbor Water Treatment Plant (WTP)

Facility Services Made Simple

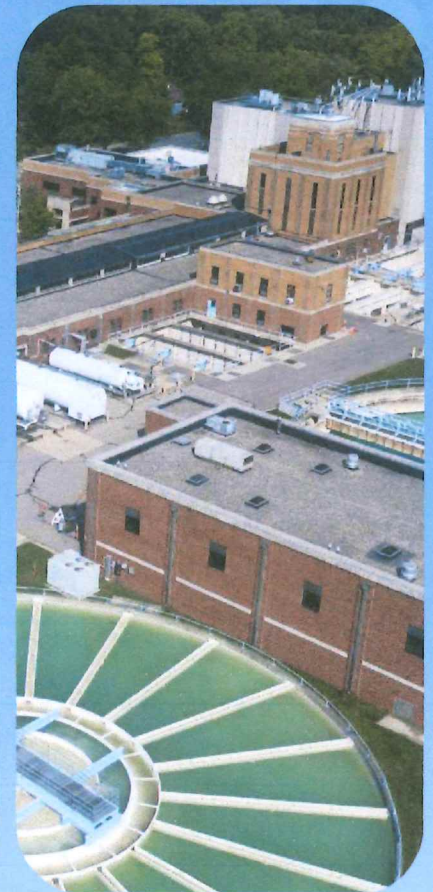
"We provide customized plans tailored to meet your specific needs"

**Submitted To:**

City of Ann Arbor Procurement Unit

RFP #: 26-25

April 28, 2026, at 2:00 PM (local time)



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: 4/26/2026

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  
 4/26/2026  
 Signature of Authorized Representative Date

Ray Awwad - Director of Operations

Print Name and Title  
 2750 Carpenter Rd. Suite 5 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).

**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.

Facility Service Janitorial DBA Facilities360

Company Name



Signature of Authorized Representative

4/26/2026

Date

Ray Awwad - Director of Operations

Print Name and Title

2750 Carpenter Rd. Suite 5

Street Address

Ann Arbor, MI. 48108

City, State, Zip

313-879-9984 rawwad@facilities360.com

Phone/Email address

# Meeting Sign-In Sheet

## Meeting Sign-In Sheet

MEETING: Pre-Proposal Meeting

PROJECT NAME: WTP Janitorial RFP

DATE: April 8, 2026

LOCATION: 919 Sunset Road, Ann Arbor, MI

| NAME                 | REPRESENTING               | EMAIL                                      |
|----------------------|----------------------------|--|
| Troy Martin          | CW                         | Troy.Martin@CITYWIDE.COM                   |
| Benjamin Burden      | CCG                        | Benjamin.burden@corporatcleaning.com       |
| Chris Harris         | Clean Team                 | charris@cleanteamclean.com                 |
| John Reynolds        | Triangle Services/Maintech | JReynolds@Triangleservices.com             |
| Terrell Weatherspoon | Du ALL, INC.               | terrell@duallclean.com                     |
| Jesse Ace III        | XLGC GLOBAL                | Jesse.ace@lgefacility.com                  |
| Ronald Clive         | 2GC Global                 | ronald.clive@lgefacility.com               |
| Samir Namuk          | Clean Team                 | S.Namuk@cleanteamclean.com                 |
| Patrick Demarco      | GDI                        | Patrick.demarco@gdi.com                    |
| Ray Ahmad            | Facilities360              | rahmad@facilities360.com                   |
| Terry Rayyan         | JD Janitorial              | terryr@jd-janitorial.com                   |
| Matt Williams        | Jaw-Paw                    | Matt.williams@Jaw-Paw.com                  |
| Vinny Issa           | Facilities360              | vissa@facilities360.com                    |
| Jason Markerson      | PROimage Facility Service  | Jason@proimagefs.com                       |
| Greg Markerson       | PROimage Facility Service  | gmarkerson@proimagefs.com                  |
| Carlin Clark         | Abacus Service Corp        | carlin@abacusservice.com                   |
| Jovanni Ortiz        | Cleanrose Janitorial       | jovanni@cleanrose.com                      |
| Alicia Kotton        | Overall North America      | Janitorial.CO<br>Alicia.Kotton@overall.com |

# Meeting Sign-In Sheet

Pre-Proposal Meeting Sign-In Sheet  
 April 8, 2026

| Page 2

| NAME              | REPRESENTING              | EMAIL                       |
|-------------------|---------------------------|-----------------------------|
| Jennifer Murphy   | TMMG                      | Jennifer@tmmg.us            |
| Anya Braering     | Green-Sky Cleaning        | greenskycleaning@gmail.com  |
| Adelina Prael     | Prism Services            | adelina@prismservicesco.com |
| Darius Johnson    | Kleen-Tech                | DJohnson@kleen-tech.com     |
| Shenesha Franklin | Spot on Spot off Services | admin@spotonspoton.com      |

# Cover Letter

## City of Ann Arbor Procurement Unit

301 E. Huron Street Ann Arbor, MI 48104

### Dear Selection Committee,

Facilities360 is honored to present this proposal to provide professional janitorial services for the Ann Arbor Water Treatment Plant (WTP). Having thoroughly reviewed the requirements for RFP # 26-25 and Addendum No. 1, our team is prepared to deliver a cleaning program that prioritizes the high security and operational excellence required for a critical municipal water facility.

With over 26 years of experience, Facilities360 manages the daily operations of millions of square feet for municipal, medical, and educational clients. Our national workforce of 2,100 professionals is backed by an industry-leading 6% turnover rate, ensuring the City receives consistent, high-quality service from a stable, well-trained team.

We utilize our proprietary F360 Mobile App to provide the City with GPS-tagged, time-stamped photos and real-time reporting. This system ensures all work is verified as "Facility-Ready" before City staff arrive each morning. Furthermore, our GS 5-Point Green Cleaning System uses a strict color-coded microfiber protocol to prevent cross-contamination across laboratory and administrative spaces.

We guarantee a seamless transition and a "Day 1" readiness that reflects our motto: "Facility Services Made Simple."

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

At the core of our approach is a simple but powerful commitment: we operate one contract at a time. For the City of Ann Arbor Water Treatment Plant (WTP), this means receiving our full attention, dedicated resources, and a level of accountability that ensures consistent, high-quality outcomes. Facilities360 is not structured to pursue volume at the expense of service; instead, we are built to deliver reliability, responsiveness, and long-term partnership through intentional, focused growth.



## What truly differentiates us 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. By providing competitive wages in compliance with the City's Living Wage Ordinance and providing OSHA-compliant safety training, we have achieved an industry-leading 6% employee turnover rate. This stability directly translates into the quality, consistency, and deep institutional knowledge necessary to maintain a high-security municipal facility.



## Our leadership remains actively involved in day-to-day operations

ensuring a level of oversight and responsiveness that is often lost in larger organizations. For this contract, our Operations Manager, Ray Awwad, will serve as your primary 24/7 point of contact, providing a direct bridge between localized field supervision and the City's administration. This hands-on approach allows us to make timely decisions, stay closely aligned with the City's expectations, and uphold the standards we set across every contract.



## Our model is designed to minimize risk, strengthen communication, and deliver measurable results.

From our specialized Initial/Periodic Deep Clean to restore your facility to baseline excellence, through daily execution, we emphasize transparency and continuous improvement. We eliminate "guesswork" through our proprietary F360 Mobile App, providing the City with GPS-tagged verification and visual transparency via real-time, time-stamped photos of completed work. Furthermore, our GS 5-Point Green Cleaning System utilizes color-coded microfiber tools and Green Seal™ GS-37 certified products to prevent cross-contamination and promote superior indoor air quality in sensitive areas like the Laboratory and Filter Gallery.

At Facilities360, clients are not treated as accounts they are treated as partners, with a team that is fully aligned to your specific needs and 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.

# Professional Qualifications

## Company profile

Facilities360 is a premier national facility management entity specialized in delivering comprehensive, high-performance custodial solutions, particularly for the K-12 educational, municipal, and healthcare sectors.

Below is a detailed company profile compiled from the sources:



### General Overview

- Full Name: Facilities360.
- Headquarters: 2750 Carpenter Rd. Suite 5, Ann Arbor, MI 48108.
- Legal Status: A privately held corporation organized and doing business under the laws of the State of Michigan.
- History: Established in 2002 as a local enterprise, the company has spent over 23 years evolving into a national entity.
- Motto: "Facility Services Made Simple".
- Mission Statement: To provide comprehensive facility management solutions that exceed expectations, foster sustainable growth, and enhance the quality of life for all stakeholders.



### Scale and Operational Capacity



Workforce: Facilities360 employs 2,100 professionals nationwide.



Stability: The firm maintains an industry-leading 6% employee turnover rate (down from 9% in 2022), which ensures consistent service and deep institutional knowledge for its partners.

# Company profile



## National Presence & Office Locations

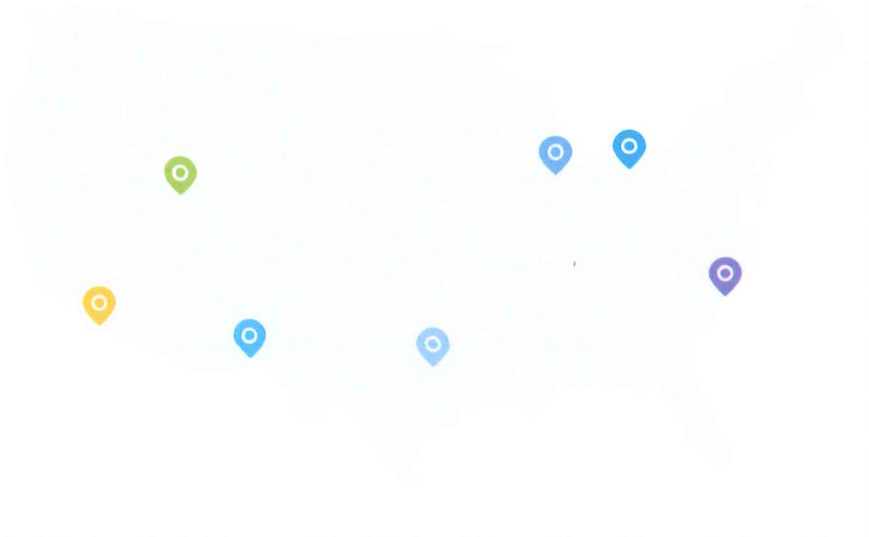
Facilities360 operates as a national service provider, delivering consistent, high-quality facilities management solutions across multiple regions. Our distributed office network enables us to respond quickly to client needs while maintaining standardized service excellence across all locations.



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

To support our nationwide operations, we maintain offices in the following key locations

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



## Core Services

Facilities360 acts as a "one-stop-shop" for facility needs, offering a complete circle of services:



**Janitorial & Custodial Services:** Specialized in medical terminal cleaning, K-12 "School-Ready" protocols, and high-security municipal sites.



**Facility Management:** Complete operational oversight for large-scale portfolios.



**Specialized Maintenance:** Including floor care (strip and wax, buffing), carpet cleaning (hot water extraction), and HVAC services.

# Company profile



**Outdoor Services:** Professional snow removal, landscaping, and lawn care.

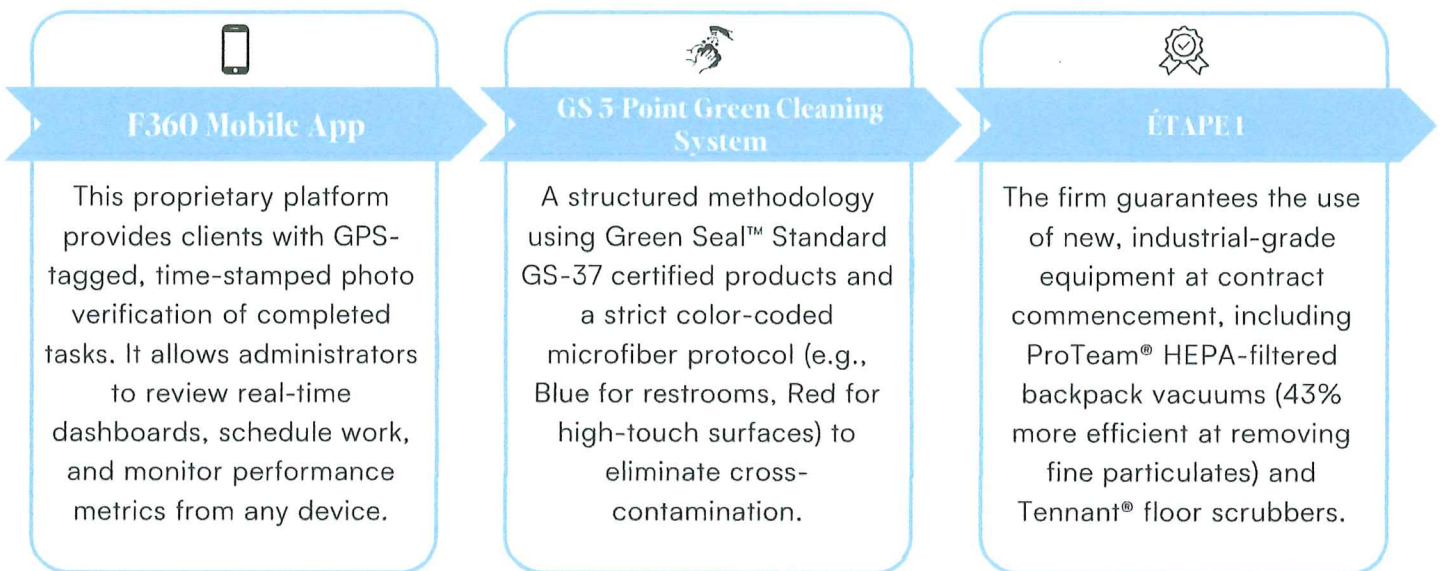


**Health & Safety:** Integrated pest control and biohazard remediation.



## Competitive Advantages & Technology

The company's model is built on Technological Transparency and Methodological Excellence:



## Performance Record & Certifications



### Certifications

ISSA CIMS (Cleaning Industry Management Standard), LEED green cleaning experience, and OSHA compliance.



### Notable Clients

Global Educational Excellence (14 schools/1M+ SF), County of Ingham, MI (15 locations), McCall Donnelly School District (1.3M SF), and Walmart Inc..



### Verifiable Results

Facilities360 documented an 80% increase in customer satisfaction within the first month of service at several municipal and school accounts.

# Management And Organizational Structure

Facilities360 has established a high-accountability management team specifically for the Ann Arbor Water Treatment Plant (WTP) contract. In strict accordance with the standards set in our previous national engagements, our structure ensures multiple layers of oversight with zero subcontractors, providing the City with direct access to our most experienced leadership.

Our "Levels of Response" model is designed to ensure that the WTP remains "Facility-Ready" every morning, with a dedicated chain of command for every operational need.

## Corporate Strategy & Strategic Oversight

Level 1



### Vinny Issa

Vice President of Operations

**Role:** Provides national resource allocation and strategic oversight to ensure the Ann Arbor WTP contract remains a top corporate priority.

**Qualifications:** Mr. Issa has over eight years of experience driving operational excellence and strategic planning. He holds a Bachelor of Science from Eastern Michigan University and previously directed a comprehensive operational overhaul that increased efficiency by 30%. He is responsible for the overall success and long-term health of the contract.

## Principal Contract Leadership & Primary Contact

Level 2



### Ray Awwad

Operations Manager (Primary 24/7 Point of Contact)

**Role:** As required by the RFP, Mr. Awwad is the main point of contact for managing the contract, coordination, and customer service.

**Qualifications:** A University of Michigan (Ann Arbor) graduate, Mr. Awwad has over 12 years of experience in educational and facilities management. He is a certified Facility Management Professional (FMP) and Certified Facility Manager (CFM), specializing in optimizing service delivery and fostering collaborative partnerships.

# Management And Organizational Structure



**Hose Jefferson**  
Accounts Manager

- Role:** Acts as the secondary principal leader, ensuring that the local portfolio is supported with 24/7 availability.
- Qualifications:** Mr. Jefferson ensures that any emergency or urgent City request is addressed within our mandatory two-hour physical response window. He bridges the gap between high-level administration and localized field execution.

## Operational & Field Leadership

**Level 3**



**Dennis Babinger**  
Area Manager

- Role:** Manages daily field operations and specializes in preventive maintenance and engineering.
- Qualifications:** With over 25 years of facility management experience, He ensures that all industrial-grade equipment (e.g., Tennant® scrubbers and ProTeam® HEPA vacuums) is utilized effectively and maintained to peak performance standards.

## Specialized Quality & Training Support

**Level 4**



**Marvin Mejia**  
Quality Control Manager

- Role:** Manages the robust internal audit program via the F360 Mobile App to provide the City with GPS-tagged proof of performance.
- Qualifications:** Mr. Mejia's background includes serving as a Facilities Assistant at the University of Michigan, where he performed routine custodial maintenance and coordinated complex event setups. He uses real-time data to spot trends and prevent minor issues from escalating.



**Erik Williams**  
Training Manager

- Role:** OSHA Safety Certified; responsible for mandatory staff training in GHS chemical safety, Bloodborne Pathogens, and WTP-specific security protocols.
- Qualifications:** Mr. Williams has over 10 years of experience in maintaining clean, safe, and organized high-security facilities. He is a certified Janitorial and Maintenance Technician and is First Aid/CPR Certified.

# Past Involvement With Similar Projects

Facilities360 has established a 26-year legacy as a premier provider of custodial solutions specifically for high-security municipal, medical, and multi-site educational sectors. We currently manage daily operations for over 2.3 million square feet of facilities nationwide.

Our organizational experience is defined by scale, complexity, and stability. We maintain an industry-leading 6% employee turnover rate, ensuring that our municipal partners receive consistent service from a team that understands the unique security and safety requirements of critical infrastructure. Our implementation of the F360 Mobile App and GPS-verified workflows has historically resulted in an 80% increase in customer satisfaction within the first month of service at our municipal and school accounts.



## Client References: Proven Capacity to Manage Critical Infrastructure

As required by RFP Section III.B, the following table provides a list of specific experiences implementing similar projects and a complete list of client references for contracts recently completed or in progress.

| Organization Name                          | Scope and Scale   | Direct Relevance to Ann Arbor WTP   | Reference Contact Information   |
|--|---|---|---|
| <b>County of Ingham, MI</b>                | 600,000+ Sq. Ft. across 15 municipal locations.           | Proven success in distributed regional management and rapid issue resolution.                       | <b>Joel Hathom, Director of Facilities</b><br>121 East Maple Street, Mason, MI 48854<br>(517) 676-7280<br>jhathom@ingham.org    |
| <b>Global Educational Excellence (GEE)</b> | 1,000,000+ Sq. Ft. across 14 sites; 4,500+ students.      | Matches the multi-site complexity of large-scale portfolios with high-security needs.               | <b>Mike Hart, Director of Operations</b><br>2455 S Industrial Hwy, Ann Arbor, MI 48104<br>(734) 664-1121<br>m.hart@gee-edu.org. |
| <b>McCall Donnelly School District</b>     | 1,300,000+ Sq. Ft. across 6 schools; 4,200+ students.     | Demonstrates ability to maintain large-scale footprints with elite quality and "unmatched passion". | <b>Jason Clay, Director of Facilities</b><br>299 S 3rd St., McCall, ID 83638<br>(208) 634-2161<br>jclay@mdsd.org.               |
| <b>Concentra Urgent Care</b>               | Multi-site medical cleaning across clinical environments. | Expertise in terminal cleaning and disinfection of sensitive exam rooms and laboratories.           | <b>Derik Brooks, Site Manager</b><br>26185 Greenfield Rd., Southfield, MI<br>(734) 478-5742<br>Derik_Brooks@concentra.com.      |

# Past Involvement With Similar Projects

## Proven Results and Performance Validation

### 01 Rapid Service Restoration

In our engagement with Ingham County, we achieved an 80% increase in customer satisfaction in just 30 days by deploying a proactive management team and real-time photo verification.

### 02 "School-Ready" and "Facility-Ready" Excellence

As noted by Mike Hart (GEE), our janitorial teams pay attention to every detail in classrooms and common areas, ensuring that facilities remain secure and safe environments for all visitors.

### 03 Specialized Deep Cleaning

Our work with KIPP Durham College Prep (130,000+ SF) highlights our ability to perform intensive summer and winter break deep cleaning and floor restoration tasks directly relevant to the Initial/Periodic Deep Clean required in Addendum No. 1.

### 04 Adaptability in High-Traffic Environments

In our partnership with Bradford Academy, we have consistently displayed a strong work ethic and a "forward-thinking approach" that allows us to anticipate and address potential issues before they impact the client.

Facilities360 is fully prepared to apply this infrastructure and management depth to ensure the Ann Arbor Water Treatment Plant is maintained to the highest standards of sanitation and operational readiness from Day 1.



# Proposed Work Plan

## Management and Scheduling

Facilities360 understands that consistent management and strict adherence to schedules are the cornerstones of a successful partnership with a critical municipal facility. Our management structure ensures multiple layers of oversight with zero subcontractors, providing the City of Ann Arbor with direct access to our most experienced leadership.



### Cleaning Schedule and Frequency

In strict accordance with RFP Section II.E.3 and Addendum No. 1, services will be performed five (5) days a week.



### Operational Hours

Routine daily cleaning will occur between the hours of 3:30 p.m. and 7:00 a.m.



### Special Event Readiness

We acknowledge that services may occasionally be requested between 7:30 a.m. and 3:00 p.m. for special inspections or events. Facilities360 will coordinate these requests in advance to ensure the facility is "inspection-ready".



### Primary Point of Contact

Ray Awwad (Operations Manager) will serve as the principal contact for managing the contract, coordination, and customer service. He is supported by a dedicated Accounts Manager who is available 24/7 for any escalations or emergency needs.



# Management and Scheduling



## Communication and Responsiveness Guarantee

Facilities360 eliminates "guesswork" through a commitment to transparent and proactive communication. We understand that issues can arise unexpectedly, especially in a 24/7 utility environment.

### 01 24/7 Availability

Our Account Manager remains available around the clock to address any urgent City requirements.

### 02 30-Minute Acknowledgment

We guarantee an initial response to any concern or issue raised by City staff within 30 minutes of the report.

### 03 60-Minute Resolution Initiation

We commit to initiating corrective actions on-site within 60 minutes of the initial report.

### 04 Monthly Performance Walkthroughs

As required by the RFP, our On-Site Supervisor will schedule and conduct a formal monthly walk-through with the City's Maintenance Supervisor between 7:30 a.m. and 3:00 p.m. to review performance and resolve any outstanding issues.



## Technological Accountability: The F360 Advantage

To ensure total digital accountability for the City of Ann Arbor, we utilize our proprietary F360 Mobile App. This cloud-based platform serves as the foundation of our Quality Assurance (QA) program.

### GPS-Tagged Verification

Every cleaning task and internal inspection is automatically tagged with GPS location data and precise timestamps, providing undeniable proof that our team is on-site and performing duties as scheduled.



### Visual Proof and Checklists

City administrators will have access to a real-time Dashboard where they can review photo-verified task completions and digital checklists organized according to the tasks in Attachment A.



### Real-Time Reporting

From your Dashboard, you can review inspection reports, ask questions, or schedule work in real-time using any mobile phone, tablet, or desktop.



# Management and Scheduling

## Issue Tracking



The F360 App tracks resolution times and identifies trends, allowing our management to institute procedures that prevent small problems from becoming recurring issues.



## Daily Reporting and Hazardous Conditions

Facilities360 staff are trained to act as the "eyes and ears" of the facility.

### Hazard Reporting

Our team will immediately report hazardous conditions or items in need of repair such as leaks, inoperable lights, or toilet stoppages to the City Maintenance Supervisor.

### Reporting Procedure

We will work with the Contract Administrator within one week of the award to mutually agree upon a formal reporting procedure to ensure all facility issues are documented and addressed.

# Staffing And Deployment Plan

Facilities360 operates under the core philosophy of "Right People, Right Places, Right Time." For the Ann Arbor Water Treatment Plant (WTP), we have developed a specialized staffing model that ensures 100% operational continuity and total security compliance. Our approach eliminates "guesswork" by prioritizing dedicated personnel over rotating crews, ensuring that the individuals cleaning your facility develop deep institutional knowledge of its high-security requirements.



## Staffing Strategy and Deployment

Based on the facility's cleanable area of 24,100–24,700 square feet, Facilities360 will deploy a base team specifically calculated to meet the rigorous daily and periodic requirements of the WTP.

| Role                | Staff Count | Shift / Schedule          | Primary Responsibilities  |
|---------------------|-------------|---------------------------|---|
| Operations Manager  | 1           | 24/7 Availability         | Primary point of contact; contract management; 30-min response guarantee.           |
| On-Site Supervisor  | 1           | Monthly (7:30 AM–3:00 PM) | Conducts monthly walkthroughs with City staff; manages nightly crew performance.    |
| Lead Cleaning Tech  | 1           | 3:30 PM–7:00 AM (Daily)   | On-site nightly oversight; ensures "Zero-Gap" security; performs nightly sign-offs. |
| Cleaning Technician | 1           | 3:30 PM–7:00 AM (Daily)   | Executes routine tasks in Lab, Admin, and Filter Gallery areas.                     |
| Specialty Crew      | 2           | Semi-Annually             | Professional floor restoration (strip/wax) and carpet steam cleaning.               |
| Backup Floater Pool | As Needed   | On-Call                   | Pre-vetted staff to cover absences and ensure no service interruptions.             |

**Daily Total Cleaning Hours:** 12 Hours (2 persons x 6 hours each per day).

# Staffing And Deployment Plan

## Security Vetting and "Zero-Gap" Compliance

In a critical infrastructure environment, security is the foundational requirement for all other services. Facilities360 implements a Two-Layer Security Protocol:

### Layer 1: Internal "High Level" Vetting

Our HR team conducts a comprehensive multi-state criminal background check and 5-panel drug screening before any candidate is considered for the WTP.

### Layer 2: City of Ann Arbor Verification:

Once internally cleared, we submit the employee's full name, DOB, and ID to the City for the mandatory extensive background check.

### Security Standard

No individual with a felony or misdemeanor conviction involving theft or violent crime within the last five years will be assigned to the WTP.

## Professionalism and Identification

To maintain the professional environment of the City of Ann Arbor, all Facilities360 staff will adhere to the following identification standards:



**Uniformed Appearance:** Staff will wear professional shirts bearing the Facilities360 logo.



**Photo ID Badges:** Employees must prominently display an identification pass showing their name and picture at all times while on-site.



**Language Proficiency:** All on-site staff and supervisors possess the English language skills necessary to read chemical labels (GHS), follow safety protocols, and communicate with City personnel.

# Staffing And Deployment Plan



## Operational Continuity and Retention

Facilities360 boasts an industry-leading 6% employee turnover rate. This stability ensures that the City of Ann Arbor receives:

### No Rotation Policy

Dedicated cleaners are assigned to the WTP site specifically, ensuring they are familiar with the Laboratory's specific needs and the Control Room's photography restrictions.



### "Day 1 Readiness"

We guarantee that the WTP will be fully staffed and operational on the contract start date.

### Nightly Security Protocols

Our staff is trained to verify that all room lights are off and all perimeter doors are locked and alarms set before departing the facility each morning.



## Training and Personnel Development

Under the direction of our OSHA Safety Certified Training Manager, every WTP staff member completes a modular training program before beginning work. This includes:



### GS 5-Point Green Cleaning

Mastery of color-coded microfiber to prevent cross-contamination between restrooms and laboratories.



### Bloodborne Pathogen Protocols

Identifying and safely cleaning biohazards in accordance with OSHA standards.



### Chemical Safety (GHS)

Proper handling and dilution of hospital-grade cleaning agents.

# GS 5-Point Green Cleaning System

Facilities360 (Facility Service Janitorial DBA Facilities360) utilizes our proprietary GS 5-Point Green Cleaning System to provide a safe, healthy, and high-performance environment for the Ann Arbor Water Treatment Plant (WTP). Our methodology is specifically designed to improve indoor air quality and eliminate the spread of pathogens through a structured combination of chemical stewardship and cross-contamination prevention.



## Green Seal™ Standard GS-37 Compliance

We utilize cleaning products and chemicals that meet the Green Seal™ Standard GS-37. This certification guarantees that our cleaning agents provide effective performance while maintaining minimized human and environmental toxicity and protective limits on Volatile Organic Compounds (VOCs). By using these hospital-grade, pH-neutral cleaners, we ensure a non-toxic environment that preserves ambient air quality for WTP staff and visitors.



## Color-Coded Microfiber Protocol

To eliminate the risk of cross-contamination—ensuring that tools used in a restroom never touch a laboratory bench or a desk in the Administration Area—we implement a strict color-coded tool and microfiber protocol.

### Blue:

Reserved exclusively for restrooms (sinks, fixtures, and surfaces).

### Red:

Utilized for high-touch surfaces in common areas and administrative offices, such as desks, door handles, and push plates.

### Yellow:

Designated for all lightly soiled hard floors, including the tile and concrete surfaces found throughout the WTP.

### Green:

Applied to heavily soiled or oily surfaces, including glass, windows, mirrors, and vinyl furniture.



# GS 5-Point Green Cleaning System



## Advanced Chemical Stewardship

Our system uses premeasured, water-soluble solutions to ensure consistent cleaning power and reduce waste.

### Mark E II Disinfectant 01 >

A hospital-grade, neutral pH quaternary cleaner that acts as a germicide, detergent, and virucide in one step.

### GS Extra-Strength Cleaner 02 >

Used for heavily soiled surfaces to ensure a "Facility-Ready" finish.

### GS Window Cleaner 03 >

A concentrated formula that leaves glass and mirrors free of streaks and smudges.



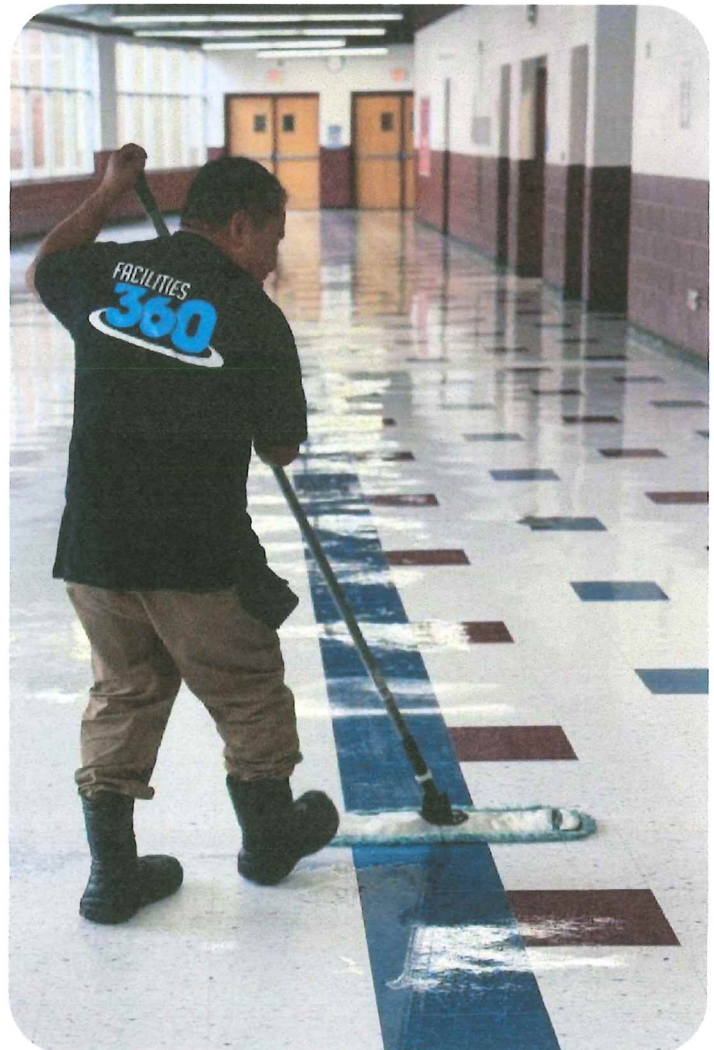
## Particulate Management and HEPA Filtration

In compliance with elite custodial standards, Facilities360 utilizes ProTeam® HEPA-filtered backpack vacuums for all carpeted areas in the Administration and office sections. These units are 43% more efficient at removing fine particulates, dust, and potential allergens than standard vacuums. They carry the CRI Gold Rating for superior air quality preservation, ensuring the WTP remains a healthy environment for individuals with respiratory sensitivities.



## Technical Training and Validation

All cleaning personnel must complete modular training on the GS 5-Point system before being assigned to the WTP. This includes mastery of proper dilution ratios, chemical handling (GHS), and the prevention of chemical resistance. We utilize our F360 Mobile App to conduct inspections and provide GPS-tagged, time-stamped proof that these green cleaning protocols are followed nightly.



# Initial/Periodic Deep Clean (Addendum 1 Requirement)

In accordance with Addendum No. 1, Section F will perform a comprehensive Initial Deep Clean designed to restore the Ann Arbor Water Treatment Plant (WTP) to a baseline of excellence. This service specifically targets areas showing accumulated dirt, discoloration, or neglect that exceed the scope of routine maintenance



## Focus Areas for Restoration

Our deep cleaning protocol will prioritize the specific focus areas identified in the RFP Addendum:



### Locker Rooms and Restrooms

Intensive removal of discoloration, staining, and mineral buildup on grout, ceramic tiles, and shower walls.



### Control Room

Deep cleaning of all flooring to eliminate ground-in grime and accumulated dirt.



### High and Out-of-Reach Dusting

Specialized removal of dust from vents, ledges, pipes, beams, and the tops of cabinets that are not typically addressed in daily cycles.



### Kitchens and Common Areas

Detailed cleaning of corners, baseboards, and appliance surfaces where buildup is present.



## Advanced Methods and Equipment

Facilities360 utilizes "best-in-class" industrial equipment to achieve superior results:



**Tennant® T300 and T500 Scrubbers:** These walk-behind scrubbers will be utilized on all hard floor areas to ensure maximum soil recovery and sanitized surfaces that are dry immediately after service.



**ProTeam® Super Quarter Vac Backpack Vacuums:** For high dusting and carpeted areas, we use HEPA-filtered units that are 43% more efficient at removing fine particulates and allergens than standard vacuums, carrying the CRI Gold Rating for air quality.



**Cleaning Agents:** We employ Green Seal™ Standard GS-37 certified products, such as Mark E II Disinfectant, which provides hospital-grade germicidal and virucidal performance while minimizing human toxicity.

# Initial/Periodic Deep Clean (Addendum 1 Requirement)

## Measures to Prevent Cross-Contamination



To ensure the sanitary integrity of the Laboratory and other sensitive areas during the deep clean, we implement our strict color-coded microfiber protocol. This system ensures that tools used to scrub restroom grout (Blue) never come into contact with Control Room surfaces (Red) or administrative desks.

## Staffing, Schedule, and Verification



### Staffing Plan

01

The deep clean will be executed by a specialized Transition Team overseen by our Area Manager, Dennis Babinger, who has over 25 years of facility maintenance experience.



### Duration

02

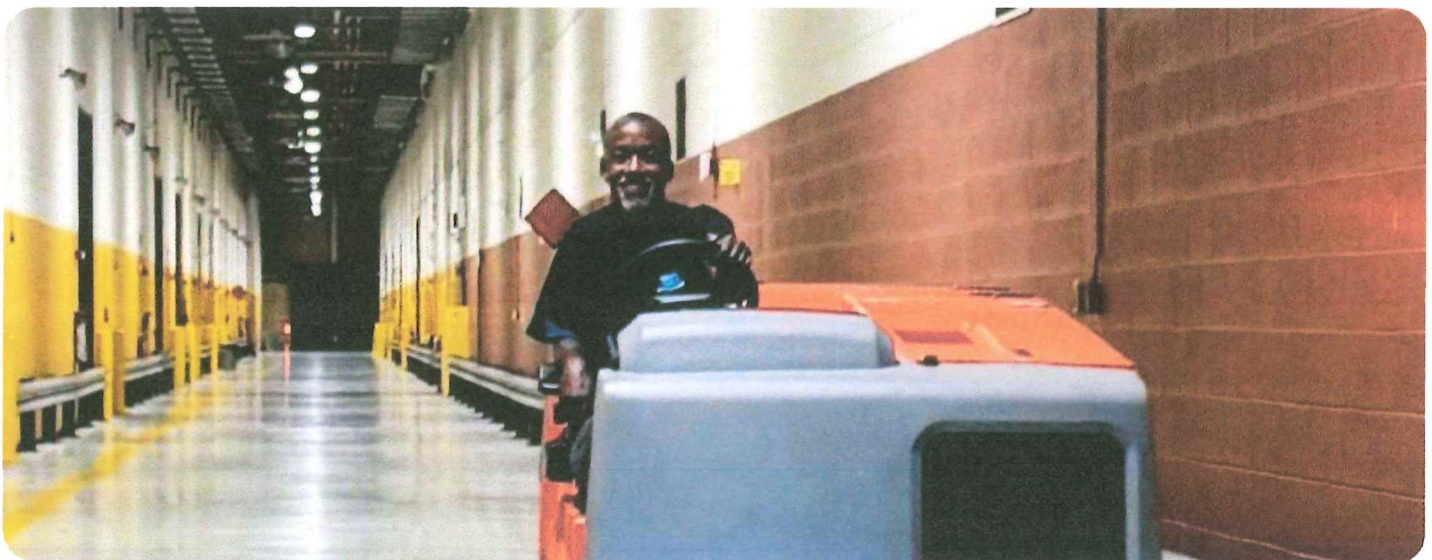
This initial restoration will be scheduled within the first 30 days of the contract start date to ensure "Day 1 Readiness".



### F360 Verification:

03

Completion and quality will be verified through our proprietary F360 Mobile App. WTP administrators will receive GPS-tagged, time-stamped photos as visual proof of the deep clean's completion for every focus area, including high-reach vents and locker room grout.



# Core Implementation Methodology

Our transition team, led by Operations Manager Ray Awwad, operates on two parallel workstreams to ensure strict conformity with RFP # 26-25 and Addendum No. 1.



## Security-First Onboarding

Recognizing the WTP as a high-security area, no employee will be permitted on-site until they have passed the Facilities360 "High Level" check and the mandatory City of Ann Arbor extensive background check.



## Equipment Staging

All required machinery, including Tennant® floor scrubbers and ProTeam® HEPA-filtered backpack vacuums, will be delivered and inspected on-site at least one week prior to "Go-Live".



## Restoration Baseline

We will begin the contract with the Initial Deep Clean mandated by Addendum No. 1 to restore locker room grout, Control Room flooring, and high-reach surfaces to a "Facility-Ready" standard.



## DETAILED IMPLEMENTATION SCHEDULE (May 1 – July 1, 2026)

Note: Dates are estimated based on the anticipated June 2026 City Council authorization.

| Phase | Task Description  | Responsibility  | Target Date |
|-------|---|-----------------|-------------|
| 1.0   | Post-Award Project Kickoff with WTP Maintenance Supervisor.                             | Ray Awwad       | May 4–5     |
| 1.1   | Detailed Site Evaluation: Closet audits and measurement of surface types.               | Dennis Babinger | May 11–15   |
| 1.2   | Personnel Recruitment: Sourcing staff meeting the 5-year "Zero-Felony" rule.            | HR Team         | May 11–26   |
| 2.0   | Security Submission: Providing full name, DOB, and ID for City Background Checks.       | Safety Manager  | May 27      |
| 2.1   | Equipment Procurement: Ordering fleet for each floor (44-gal barrels, mops, HEPA vacs). | Purchasing      | June 1–5    |
| 2.2   | F360 Dashboard Setup: Creating digital WTP checklists and GPS geofencing.               | IT Team         | June 15–19  |

# Core Implementation Methodology

| Phase | Task Description   | Responsibility  | Target Date |
|-------|--|-----------------|-------------|
| 3.0   | Staff Training: Erik Williams conducts GHS, Bloodborne Pathogen, and site safety.    | Erik Williams   | June 22–24  |
| 3.1   | Site Orientation: Shift simulations and walkthrough of the Lab and Filter Gallery.   | Area Supervisor | June 25–26  |
| 3.2   | Yearly Calendar Finalization: Posting dates for monthly/quarterly/semi-annual tasks. | Ray Awwad       | June 29     |
| 4.0   | OFFICIAL GO-LIVE (Day 1 Readiness).  | All Crews       | July 1      |
| 4.1   | Initial/Periodic Deep Clean Phase: Restoration of locker rooms and Control Room.     | Transition Team | July 1–15   |

## Critical Success Factors For The WTP

To ensure a seamless transition, Facilities360 will prioritize the following site-specific requirements:

### Security Lockdown Compliance

Every staff member will be trained on the "Zero-Gap" security protocol ensuring that lights are off, windows are shut, and perimeter doors are locked and alarms set before leaving the facility at 7:00 a.m.

### Technological Launch

On Day 1, the City Maintenance Supervisor will receive unique F360 credentials, providing immediate access to GPS-tagged, time-stamped proof of performance and nightly security check verifications.

### Consumable Stewardship

Facilities360 will implement an inventory tracking system within the F360 App to ensure that City-supplied toilet paper, hand towels, and soap are restocked nightly without depletion.

### Performance Stabilization

We guarantee that any orientation or quality issues identified by the City will be fully resolved through intensive QA audits and retraining no later than 30 days after start-up.

## Commitment To Communication

Our management structure provides WTP administration with a direct bridge to leadership. Ray Awwad remains available 24/7 for emergencies, with a guarantee of a 30-minute response and 60-minute initiation of corrective action. Furthermore, our on-site supervisor will maintain the monthly walkthrough requirement to ensure the facility remains in elite condition throughout the three-year term.

# Technology And Reporting: The F360 Advantage

Facilities360 eliminates "guesswork" and provides the City of Ann Arbor with total digital accountability through our proprietary F360 Mobile App. This cloud-based platform serves as the cornerstone of our Quality Assurance (QA) program, ensuring that the high standards required for the Water Treatment Plant (WTP) are met with verifiable, real-time data.



## Digital Accountability: GPS-Tagged & Time-Stamped Verification

Our technology provides a level of transparency that traditional cleaning services cannot match, offering City administration three critical layers of verification:



### GPS-Tagged Verification

Every inspection and completed cleaning task is automatically tagged with GPS location data. This provides undeniable, location-verified proof that our team is physically on-site and performing duties as scheduled.



### Precise Time-Stamping

Every job sign-off is time-stamped, allowing the City to monitor shift simulation and ensure that all areas from the Laboratory to the Administration Area are fully sanitized and "Facility-Ready" before 7:00 a.m.



### Visual Proof

Our app features a digital dashboard where City administrators can review real-time photos of completed work. This visual transparency allows your team to verify the quality of work performed in high-security zones like the Control Room.

# Technology And Reporting: The F360 Advantage



## Monthly Walk-throughs and Performance Reviews

In strict accordance with RFP Section II.B.5, Facilities360 will integrate our digital metrics into regular face-to-face oversight.

### Collaborative Oversight

01

Our on-site supervisor will meet with the City's Maintenance Supervisor for a formal walk-through at least once a month.

### Strategic Review

02

These meetings will be scheduled between 7:30 a.m. and 3:00 p.m., Monday through Friday. During this time, we will review the F360 Dashboard, performance metrics, and digital checklists to resolve any problems and ensure 100% compliance with the scope of work.

### Data Driven Decisions

03

Using historical data from the F360 App, we can track and compare problem areas over time, helping us learn how to continually improve our service at the WTP.



## Real-Time Reporting and Stewardship

### Dashboard Access



City staff can access the F360 Dashboard on iOS and Android handheld devices, or from any desktop computer. This provides a real-time "pulse" of the facility's cleanliness and maintenance status.

### Hazardous Condition Reporting



Our staff is trained to use the app to immediately document and report hazardous conditions or items in need of repair (e.g., leaks or inoperable lights) directly to the Maintenance Supervisor.

### Periodic Task Tracking



We will utilize the app to track the yearly calendar of monthly, quarterly, and semi-annual tasks. This ensures that intensive services, such as the semi-annual stripping and waxing of the Filter Gallery floors, are documented and completed on schedule.

### Inventory Stewardship



We utilize the F360 App to track expendable supply inventory. This computerized record-keeping ensures we maintain a "Zero-Depletion Guarantee," notifying supervisors in advance when supplies provided by the City need to be restocked.



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.

# Insurance



FACISER-07

MNALEZNY

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

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><br>Hub International Midwest East<br>2816 Jefferson Avenue<br>Midland, MI 48640          | <b>CONTACT</b><br>PHONE (A/C, No, Ext): _____ FAX (A/C, No): _____<br>E-MAIL ADDRESS: _____ |       |
|  | INSURER(S) AFFORDING COVERAGE   |       |
| <b>INSURED</b><br>Facility Service Janitorial LLC<br>2750 Carpenter Road, Suite 5<br>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.

| INSR LTR | TYPE OF INSURANCE  | ADDITIONAL INSURED | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS   |
|----------|--|--------------------|---------------|-------------------------|-------------------------|--|
| A        | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIED PER:<br><input type="checkbox"/> POLICY <input type="checkbox"/> PROTECT <input type="checkbox"/> LOC<br>OTHER: _____  | X X                | BWG66347091   | 5/31/2025               | 5/31/2026               | EACH OCCURRENCE \$ 1,000,000<br>DAMAGE TO RENTED PREMISES (EA occurrence) \$ 1,000,000<br>MED EXP (Any one person) \$ 15,000<br>PERSONAL & ADV INJURY \$ Included<br>GENERAL AGGREGATE \$ 2,000,000<br>PRODUCTS - COMP/OP AGG \$ 2,000,000<br>_____ \$ _____<br>_____ \$ _____ |
| A        | <input checked="" type="checkbox"/> AUTOMOBILE LIABILITY<br><input type="checkbox"/> ANY AUTO <input type="checkbox"/> SCHEDULED<br><input type="checkbox"/> OWNED AUTO ONLY <input type="checkbox"/> AUTOS<br><input type="checkbox"/> HIRED AUTO ONLY <input type="checkbox"/> NON-OWNED<br><input type="checkbox"/> AUTO ONLY <input type="checkbox"/> AUTOS ONLY | X X                | AZG66347091   | 7/30/2025               | 7/30/2026               | COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000<br>BODILY INJURY (Per person) \$ _____<br>BODILY INJURY (Per accident) \$ _____<br>PROPERTY DAMAGE (Per accident) \$ _____<br>_____ \$ _____<br>_____ \$ _____  |
| B        | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR<br><input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE<br>COV \$ _____    RETENTION \$ 10,000  | X X                | USO66347091   | 2/5/2026                | 5/31/2026               | EACH OCCURRENCE \$ 5,000,000<br>AGGREGATE \$ _____<br>_____ \$ 5,000,000<br>_____ \$ _____   |
| C        | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY<br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER IS EXCLUDED BY ENDORSEMENT IN HEREIN<br>Y/N    N/A   | X                  | XWS66347091   | 5/31/2025               | 5/31/2026               | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER<br>S.L. EACH ACCIDENT \$ 1,000,000<br>S.L. DISEASE - EA EMPLOYEE \$ 1,000,000<br>S.L. DISEASE - POLICY LIMIT \$ 1,000,000   |
| D        | Cyber/Privacy/Networ   |                    | D03171000     | 6/16/2025               | 6/16/2026               | Aggregate \$ 1,000,000   |

|                                       |  |
|---------------------------------------|--|
| <b>CERTIFICATE HOLDER</b><br><br><br> | <b>CANCELLATION</b><br>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.<br><br>AUTHORIZED REPRESENTATIVE<br> |
|---------------------------------------|--|

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@msd.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 blue ink, appearing to read 'Kenneth Williams', with a long horizontal flourish extending to the right.

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)

# 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.

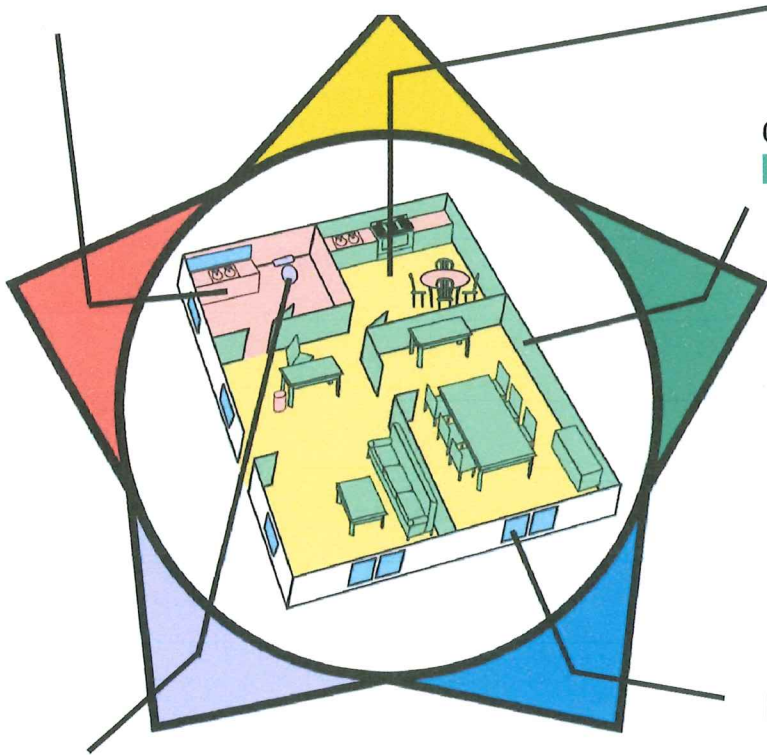


Pour in contents of one pack of GS Neutral Cleaner #2384606 to the bucket.



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

