

CITY of NOVI CITY COUNCIL

**Agenda Item D
June 18, 2012**

SUBJECT: Approval to award Janitorial Services contract to Kristel Cleaning Inc., the lowest qualified bidder, in the amount of \$55,680.00 (annually).

SUBMITTING DEPARTMENT: Facility Operations

CITY MANAGER APPROVAL: 

EXPENDITURE REQUIRED	\$55,680
AMOUNT BUDGETED	\$67,500
APPROPRIATION REQUIRED	\$ N/A
LINE ITEM NUMBER	101-265.00-814.000, 101-301.00-814.000, 101-442.00-814.000

BACKGROUND INFORMATION:

For over fifteen years the City has contracted out janitorial services for the Civic Center, Community Center, and Police Department Headquarters. The Firing Range, DPS, and Township Hall were added during the last contract. The current contract was established in 2008 and consisted of two one year renewals.

A Request for Proposal (RFP) was posted on the Michigan Intergovernmental Trade Network (MITN) website which sent email notices to 162 firms. A mandatory pre-bid meeting/site visit was held on May 2, 2012 which was attended by seventeen firms.

Eight proposals were received and reviewed. The contract is annual with two renewal options in one year increments based on satisfactory performance. Kristel Cleaning Inc. was identified as submitting the most comprehensive bid. During the course of the evaluation period, in reviewing a supplemental questionnaire to the bid package, speaking with references, meeting with company representatives, and visiting job sites, our team believes Kristel Cleaning Inc. understands the project scope. This firm also has experience with other municipalities including the City of Troy, City of Saline, Charter township of Clinton, and the Ann Arbor Justice System. Kristel Cleaning Inc. and the City of Novi will begin a transition plan immediately. Kristel is a new service provider for our municipality and will be providing the City with over a \$15,000 cost savings for this annual service.

RECOMMENDED ACTION: Approval to award Janitorial Services contract to Kristel Cleaning Inc., the lowest qualified bidder, in the amount of \$55,680.00 (annually).

	1	2	Y	N
Mayor Gatt				
Mayor Pro Tem Staudt				
Council Member Casey				
Council Member Fischer				

	1	2	Y	N
Council Member Margolis				
Council Member Mutch				
Council Member Wrobel				

	Unit of Measure (Months)	Civic Center - Unit Price	Civic Center Total	Civic Ctr - optional Saturday	Comm. Center - Unit Price	Community Center Total	Police - Unit Price	Police Total	DPS - Unit Price	DPS Total	Gun Range - Unit n Price	Gun Range Total	Township Hall - Unit Price	Township Hall Total	Total Annual - Base Bid
Kristel Cleaning	12	1,040.00	12,480.00	80.00	1,240.00	14,880.00	1,440.00	17,280.00	760.00	9,120.00	80.00	960.00	80.00	960.00	55,680.00
American Cleaning	12	1,175.00	14,100.00	45.00	1,265.00	15,180.00	2,010.00	24,120.00	433.33	5,199.96	45.00	540.00	45.00	540.00	59,679.96
Du All Cleaning	12	1,250.00	15,000.00	50.00	1,300.00	15,600.00	2,150.00	25,800.00	690.00	8,280.00	120.00	1,440.00	120.00	1,440.00	67,560.00
H & K Janitorial	12	1,180.00	14,160.00	50.00	1,270.00	15,240.00	2,230.00	26,760.00	890.00	10,680.00	90.00	1,080.00	125.00	1,500.00	69,420.00
Jani King	12	2,255.60	27,067.20	104.11	3,552.55	42,630.60	\$2,545.60 first floor, 1,874.65 2nd floor	53,043.00	399.37	4,792.44	84.37	1,012.44	97.95	1,175.40	129,721.08
ABM	12	3,068.00	36,816.00	150.00	4,380.00	52,560.00	3,692.00	44,304.00	695.00	8,340.00	150.00	1,800.00	207.00	2,484.00	146,304.00
Polstar	12	2,644.00	31,728.00	108.00	4,633.00	55,596.00	4,461.00	53,532.00	1,253.00	15,036.00	356.00	4,272.00	180.50	2,166.00	162,330.00
GRBS	12	2,567.00	30,804.00	15.00/hr	5,719.00	68,628.00	5,014.00	60,168.00	456.00	5,472.00	114.00	1,368.00	342.00	4,104.00	170,544.00

	Alt #3 - Carpet Cleaning (\$Y)	Alt #4 - Upholstery clean (Office Chairs)	Alt. 4 - Clean Leather Chairs	Alt. #4 - Upholstery clean - Auditorium Chairs	Hourly Rate - Unspecified Cleaning	Material Markup (% over cost)
Kristel Cleaning	0.80	4.00	2.00	2.00	12.75	10%
American Cleaning	2.00	2.00	2.00	2.00	18.50	12%
Du All Cleaning	0.45	2.50	2.50	2.50	14.00	18%
H & K Janitorial	0.07	2.00	2.00	2.00	17.00	10%
Jani King	0.45	3.00	2.00	2.00	15.00	0%
ABM	incl.	7.00	TBD	7.00	18.50	Inc
Polstar	0.90	7.00	7.00	5.00	18.00	10%
GRBS	.08 Sq Ft	5.00/15 minimum.	5.00	5.00	15.00	50%

CONTRACT FOR JANITORIAL SERVICES

THIS CONTRACT FOR SERVICES ("Contract"), shall be considered as made and entered into as of the date of the last signature ("Effective Date"), and is between the City of Novi, a Michigan municipal corporation, whose address is 45175 W. Ten Mile, Novi, Michigan 48375, (hereinafter referred to as "Client"), and Kristel Cleaning, Inc., whose address is 136 S. Rochester Road, Clawson, MI 48017 (hereinafter referred to as "Contractor").

THE CLIENT AND CONTRACTOR AGREE AS FOLLOWS:

Article I. Statement and Performance of Work.

For payment by the Client as provided under this Contract, Contractor shall provide the materials and perform the services described on and in Schedule A (the "Work"), which is attached hereto and made a part of this Contract by this reference, in a competent, accurate, efficient, timely, good, professional, thorough, complete and responsible manner, and in compliance with the terms and conditions set forth below.

Article II. Timing of Performance.

Performance of this Contract shall commence on August 1, 2012 and end on July 31, 2013. Upon mutual consent of the Client and the Contractor, the contract may be renewed two (2) additional years in one (1) year increments at the same prices, terms, and conditions of the original contract.

Article III. Contract Price and Payment.

Subject to the terms and conditions of this Contract, the Client agrees to pay Contractor an amount services and materials as specifically set forth in the completed Proposal attached which are part of the attached Schedule A. Such payments are in exchange for and consideration of the timely and satisfactory performance and completion of the work required under and pursuant to this Contract. The Client agrees to pay Contractor amounts due within thirty (30) days of receipt of an itemized billing/invoice from Contractor detailing all materials provided and work performed in connection with the billing and the hours and charges applicable to each such item. Such itemized billings shall be submitted and shall be paid only upon satisfactory completion of the work itemized in the billing.

All costs and expenses incurred by Contractor under this Contract are deemed to be included in the amounts set forth in Schedule A. Contractor will obtain written approval of the Client prior to proceeding with any work that is not stated on Schedule A; otherwise, the Client will not be billed for such extra/additional work.

Payments shall be made upon verification of invoices received by the Client. All payments to Contractor shall be submitted by mail at Contractor's address first listed above, unless Contractor provides written notice of a change in the address to which such payments are to be sent.

Article IV: Termination.

- A. 1. For cause: In the event that either party shall breach the terms and conditions of this Contract, the aggrieved party may notify the other party, in writing via certified mail, of such breach and demand that the same be remedied within ten (10) days. If the defaulting party fails to remedy the breach as demanded, the aggrieved party shall then have the right to terminate by giving the defaulting party thirty (30) days written notice. In addition, if at any time a voluntary petition in bankruptcy shall be filed against either party and shall not be dismissed within thirty (30) days, or if either party shall take advantage of any insolvency law, or if a receiver or trustee of any of a party's property shall be appointed and such appointments shall not be vacated within thirty (30) days, the other party shall have the right, in addition to any other rights of whatsoever nature that it may have at law or in equity, to terminate by giving thirty (30) days notice in writing of such termination.
2. For convenience: The Client may terminate the agreement, in whole or in part, without showing cause upon giving thirty (30) days written notice to the Contractor. The Client shall pay all reasonable costs incurred by the Contractor up to the date of notice of termination. The Contractor will not be reimbursed for any anticipatory profits that have not been earned up to the date of notice of termination.
- B. In the event this Contract is terminated before completion, the Client shall not be responsible to make any further payments for work performed after the effective date of such termination, and shall pay Contractor for such materials as have been delivered and for such work as has been completed and is eligible for payment under the terms of this Contract through the date of such termination. In all events, the Client shall only be responsible to make the payments described in the preceding sentence if, at the Client's request, Contractor continues to fully perform its duties and obligations in full compliance with the terms of this Contract through the effective date of the termination.

Article V: Independent Contractor Relationship.

- A. In the performance of this Contract, the relationship of Contractor to the Client shall be that of an independent contractor and not that of an employee or agent of Client. Contractor is and shall perform under this Contract as an independent contractor, and no liability or responsibility with respect to benefits of any kind, including without limitation, medical benefits, worker's compensation, pension rights, or other rights or liabilities arising out of or related to a contract for hire or employer/employee relationship shall arise or accrue to either party as a result of the performance of this Contract.

Contractor, as an independent contractor, is not authorized to enter into or sign any agreements on behalf of the Client or to make any representations to third parties that are binding upon the Client.

- B. Contractor represents that it will dedicate sufficient resources and provide all necessary personnel required to perform the work described in Schedule A in accordance with the terms and conditions of this Contract. Except as may be specifically stated and agreed

to in Schedule A, Contractor shall perform all of the work under this Contract and no other person or entity shall be assigned or sub-contracted to perform the work, or any part thereof, unless approved by the Client in advance.

Article VI: Liability and Insurance.

- A. Contractor agrees to indemnify and hold harmless the Client, its elected and appointed officials and employees, from and against any and all claims, demands, suits, losses and settlements, including actual attorney fees incurred and all costs connected therewith, for any damages which may be asserted, claimed or recovered against the Client by reason of (i) personal injury, death and/or property damages which arises out of or is in any way connected or associated with the actions or inactions of Contractor in performing or failing to perform the work; or (ii) civil damages which arise out of any dispute between Contractor and its subcontractors, affiliates, employees or other private third parties in connection with this Contract. Contractor specifically agrees that it is Contractor's responsibility, and not the responsibility of the Client, to safeguard the property and materials used in performing this Contract. Contractor agrees to hold the City harmless from any loss of or damage to such property and materials used in connection with Contractor's performance of this Contract.

- B. Contractor shall provide evidence of adequate insurance coverage in the types and amounts set forth on Schedule B, which is attached hereto and incorporated herein by this reference. Such insurance shall be maintained at the specified level of coverage throughout the term of this Contract, including any extension of such term, and will cover all work, acts and omissions by and on behalf of Contractor in connection with this Contract, with the Client as named additional insureds, but with such coverage being primary and non-contributory as described in the attached Schedule B.

Article VII: Information.

It is expressly acknowledged and agreed that all reports, opinions, compilations, research work, studies, data, materials, artifacts, samples, documents, plans, drawings, specifications, correspondence, ledgers, permits, manuals, applications, contracts, accountings, schedules, maps, logs, invoices, billings, photographs, videotapes and all other materials generated by and/or coming into the possession of Contractor during the term of this Contract, and any extension thereof, that in any way relate to the performance of work by Contractor under this Contract or that are otherwise related or relevant to the work, belong exclusively to the Client and shall be promptly delivered to the Client upon the termination of this Contract or, at any time, upon the Client's request.

Article VIII: General Provisions.

- A. Entire Agreement. This instrument, together with the attached Schedules, contains the entire Contract between the Client and Contractor. No verbal agreement, conversation, or representation by or between any officer, agent, or employee of the parties hereto, either before or after the execution of this Contract, shall affect or modify any of the terms or obligations herein contained.

- B. Compliance with Laws. This Contract and all of Contractor's work and practices shall be subject to all applicable state, federal and local laws, ordinances, rules or regulations, including without limitation, those which apply because Client is a public governmental agency or body. Contractor represents that it is in compliance with all such laws and eligible and qualified to enter into this Contract.
- C. Governing Law. This Contract shall be governed by the laws of the State of Michigan.
- D. Assignment. Contractor shall not assign this Contract or any part thereof without the written consent of the Client. This Contract shall be binding on the parties, their successors, assigns and legal representatives.
- E. Dispute Resolution/Arbitration. The parties agree that any disputes regarding a claimed violation of this agreement shall first be submitted in writing to the other party in an attempt to settle the matter before pursuing other legal actions or notices provided for in this agreement. Such written communication shall clearly state the problem or concern, allow sufficient time for a written response from the other party, and culminate in a face-to-face meeting to determine if a remedial action is possible. In no event shall this process take more than thirty (30) days, unless a specific extended period of time is agreed to by both parties in writing as being necessary. The aforementioned initial written communications between the parties also shall indicate whether the party is willing to submit the dispute to binding arbitration, non-binding mediation or other form of alternate dispute resolution, and share equally the costs for same. Upon the parties agreeing to any such method of dispute resolution and a timetable for doing so, pursuit of other legal actions shall be deferred until the process has been completed. In any binding arbitration, the arbitrator shall provide a written statement of the reasons and basis for an award or decision, a judgment of the Oakland County Circuit Court may be entered based on the arbitration award or decision, and each party shall be responsible for their own costs and attorney fees.
- F. Third Parties. It is the intention of the parties hereto that this Agreement is not made for the benefit of any private third party. It is acknowledged that Client may receive a portion of the funding for the payments under this Contract from one or more private sources, and it is understood by Contractor that it is hired by Client to work exclusively for Client (and by extension for the Township should the work be accepted and implemented by the Township) and Contractor agrees that no private party or parties will be allowed to hold sway or influence, in any way, over Contractor's performance of the work.
- G. Notices. Written notices under this Contract shall be given to the parties at their addresses contained in this Contract by personal or registered mail delivery to the attention of the following persons:
- Client: City Manager Clay J. Pearson and City Clerk Maryanne Cornelius
Contractor: Mirela Pllumaj, President
- H. Changes. Any changes in the provisions of this Contract must be in writing and signed by the Client and Contractor.

- I. Waivers. No waiver of any term or condition of this Contract shall be binding and effective unless in writing and signed by all parties, with any such waiver being limited to that circumstance only and not applicable to subsequent actions or events.
- J. Jurisdiction and Venue of Contract. This Contract shall be considered for all purposes, including the establishment of jurisdiction and venue in any court action between the parties, as having been entered into and consummated in the City of Novi, Oakland County, Michigan.
- K. Conflict. In the event of any conflict or inconsistency between the above provisions of this Contract and either or both of the attached Schedules, the provisions in the above text shall govern.

IN WITNESS WHEREOF, the Client and the Contractor have executed this Contract in Oakland County, Michigan, as of the date first listed above.

WITNESS:

City of Novi ("Client"):

Date: _____

By: Robert J. Gatt
Its: Mayor

Date: _____

By: Maryanne Cornelius
Its: Clerk

CONTRACTOR
Kristel Cleaning, Inc.

Date: _____

By: Mirela Pllumaj
Its: President

SCHEDULE A

Page 1 of 93

Company Name KRISTEL CLEANING, INC



cityofnovi.org

**CITY OF NOVI
JANITORIAL SERVICES**

PROPOSAL FORM

The undersigned, as bidder, declares that he has visited the building(s) to be cleaned and has familiarized himself with the type of services desired and has carefully examined the specifications and instructions to bidders, which he understands and accepts as sufficient for the purpose, and agrees he will furnish to the City the specified services and will accept in full payment therefore the following amounts:

BID ITEM #1 – Civic Center, 45175 W. Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 1040.00	\$ 12480.00
Optional Nightly Cleaning	Saturday	\$ 80	NA

BID ITEM #2 – Community Center/Atrium, 45175 W. Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 7 times/week	Month	\$ 1240.00	\$ 14880.00

BID ITEM #3 - Novi Police Headquarters, 45125 W. Ten Mile Road

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 days/week/2 nd floor, 7 days/week/1 st floor	Month	\$ 1440.00	\$ 17280.00

BID ITEM #4 – Department of Public Services, 26300 Lee BeGole Dr.

Item	Unit	Unit price	Total Annual Cost
Nightly cleaning 5 times/week	Month	\$ 760.00	\$ 9120.00

SCHEDULE A
Page 2 of 93

BID ITEM #5 – Indoor Gun Range, 26350 Lee BeGole Dr.

Item	Unit	Unit price	Total Annual Cost
1 day/week	Month	\$ 80. ⁰⁰	\$ 960. ⁰⁰

BID ITEM #6 – Township Hall, 45375 W. Ten Mile Rd.

Item	Unit	Unit price	Total Annual Cost
1 day/week	Month	\$ 80. ⁰⁰	\$ 960. ⁰⁰

TOTAL YEARLY PRICE 1+2+3+4+5+6 = \$ 55680.⁰⁰

ALTERNATE #1 – NOVI PUBLIC LIBRARY

Item	Unit	Unit price	Total Annual Cost
7 days/week	Month	\$ 2480. ⁰⁰	\$ 29760. ⁰⁰
6 days/week (Summer)	Month	\$ 2160. ⁰⁰	\$ 25920. ⁰⁰

ALTERNATE #2 – CITY OF NORTHVILLE CITY HALL

Item	Unit	Unit price	Total Annual Cost
3 days/week	Month	\$ 725. ⁰⁰	\$ 8700. ⁰⁰
Eliminate the emptying of trash (deduct)	Month	-\$ 150. ⁰⁰	-\$ 1800. ⁰⁰

ALTERNATE #3

Carpet Cleaning \$ 0.80 Sq. Yd.

ALTERNATE #4

Upholstery Cleaning (Office Chairs) \$ 4 EA

SCHEDULE A
Page 3 of 93

Cleaning Leather Chairs (Council Chambers) \$ 2.00 EA

Upholstery Cleaning (Auditorium Seating) \$ 2.00 EA

The undersigned agrees that the hourly cost for unspecified cleaning services if requested shall be \$ 12.75 per hour. Material for unspecified cleaning services shall be billed at cost plus 10 %.

We have included a letter from our bonding company indicating that we are able to obtain bonds with the language & format as specified in the bid documents.

Yes No

COMMENTS/EXCEPTIONS (all exceptions must be listed):

We acknowledge receipt of the following Addenda: 07.05-14-2012 ADDENDUM #1
(please indicate numbers)

This proposal submitted by:

Firm Name KRISTEL CLEANING, INC

Address 136 S ROCHESTER RD

City, State Zip CLAWSON, MI 48017

Phone No. (248) 212-2979 Fax No. (586) 226-0374

Representative Name MIRELA PLLUMAJ
(please print)

Title: PRESIDENT

Signature: Mirela Plunaj

Date: 05-21-2012



CITY OF NOVI
CONTRACTOR QUALIFICATIONS QUESTIONNAIRE

Failure to answer all questions could result in rejection of your proposal.

Name of Firm KRISTEL CLEANING, INC
Address: 136 S. ROCHESTER RD
City, State Zip CLAWSON, MI 48017
Telephone (248) 212-2979 Fax (586) 226-0374
24 Hour/7-Day Emergency Telephone Number (586) 855-0153
Agent's Name (please print) MIRELA PLUMA
Agent's Title PRESIDENT
Email Address: MIRELA@KRISTELCLEANING.COM
Website WWW.KRISTELCLEANING.COM

1. Organizational structure: Corporation, Partnership, etc. CORPORATION
2. Firm established: 2000 Years in business: 12
3. Has your firm filed for Chapter 7 or Chapter 11 within the last ten (10) years?
No Yes Reason: _____
4. Under what other or former names has your organization operated?
NONE
5. How many full time employees? 35 Part time? 81
6. Please describe your employee hiring and training.

KRISTEL IS DEDICATED TO MAKING SURE THAT WE HAVE QUALIFIED STAFF MEMBERS WHO PROVIDE SERVICE EXCELLENCE TO ALL OUR CLIENTS. ALL NEW HIRES ARE REQUIRED TO GO THROUGH MULTIPLE TRAINING PROGRAMS SUCH AS: BLOODBORNE PATHOGENS, SECURITY AWARENESS, FLOOR CARE, RESTROOM CARE, AND EQUIPMENT SAFE AND USE INSTRUCTION. THESE CLASSES HELP US TO MAKE SURE SAFETY AND SERVICE QUALITY ARE BEING MET TO OUR CUSTOMERS

SCHEDULE A

7. Please describe your background check procedures and qualifications for employment.

ALL EMPLOYEES are required to go through a personal interview with management. provide LOCAL Background checks and have completed Drug screen before hired into a position
Kristel is Drug Free Company and requires pre-employment drug screening of all new hires. Our hiring practices require that we employ people who have cleaning experience and who are able to meet our companies cleaning standards

8. Please describe your background check procedures on current employees.

Kristel current employees who enter the New Side we requested to do the Background check also for all we do semiannual Background checks

9. Address of facility that will service this account. Include office and any equipment/storage locations.

136 S Rochester RD CLAWSON, MI 48017
142 S Rochester RD CLAWSON MI 48017.

10. Distance of this facility from Novi Civic Center. 20 MILES.

11. Are you able to provide insurance coverage as required by this RFP? YES.

12. Provide information relative to the experience your company has had working with municipalities. Please provide the names of municipalities where service was provided, and if you are still continuing services for that agency.

- | | |
|----------------------------------|-----------------------------------|
| <u>① CITY OF TROY</u> | <u>⑦ CITY OF MARINE CITY</u> |
| <u>② CITY OF ANN ARBOR</u> | <u>⑧ CITY OF EAS POINTE</u> |
| <u>③ CITY OF SALINE</u> | <u>⑨ CITY OF STERLING HEIGHTS</u> |
| <u>④ CITY OF ST CLAIR SHORES</u> | <u>⑩ SALEM TOWNSHIP</u> |
| <u>⑤ CITY OF PONTIAC</u> | <u>⑪ CLINTON TOWNSHIP</u> |
| <u>⑥ CITY OF LINCOLN PARK.</u> | <u>⑫ CITY OF BRIGHTON.</u> |
| | <u>⑬ WATERFORD TOWNSHIP.</u> |
| | <u>⑭ CITY OF RIVERVIEW.</u> |
| | <u>⑮ CITY OF DEARBORN.</u> |

SCHEDULE A
Page 6 of 93

13. Provide information relative to the experience your company has had working with Police Departments. Please provide the names of sites where service was provided.

- ① ANN ARBOR POLICE ⑤ ST CLAIR SHORES POLICE
- ② SALINE POLICE ⑥ MARINE CITY POLICE
- ③ TROY POLICE ⑦ BRIGHTON POLICE
- ④ EAST POINTE POLICE ⑧ RIVERVIEW POLICE

14. Provide information relative to the experience and financial capability of your company to carry out the terms of this contract.

KRISTEL IS PLEASED TO REPORT WE HAVE JANITORIAL EXPERIENCE IN COMMERCIAL BUILDINGS, MUNICIPAL BUILDINGS, SCHOOLS, COLLEGES. KRISTEL IS HEADQUARTERED IN CLAWSON, MI. KRISTEL HAS BEEN IN BUSINESS FOR OVER 10 YEARS, WE ARE FINANCIALLY STABLE AND HAVE THE CAPABILITY TO PURCHASE ALL NECESSARY EQUIPMENTS REQUIRED TO OPERATE CLEANING IN THE CITY OF NOVI.

15. Identify the minimum number of employees in your firm who would be responsible for each facility during a scheduled cleaning shift at each of the facilities below.

All shift supervisors should be specially noted:

- Civic Center 2
- Community Center 2
- Police Headquarters 2
- Department of Public Services 1
- Police Indoor Gun Range 1
- Township Hall 1
- Library (Alternate #1) 3
- Northville City Hall (Alternate #2) 1

16. How many clients does your company currently serve with the type of services described. Provide a list.

KRISTEL IS HAPPY TO REPORT WE PROVIDE SERVICE 25 CLIENTS WE CLEAN IN DAILY BASIS 4,665,000 SQFT

SCHEDULE A
Page 7 of 93

17. Provide a list of equipment that will be on site and available for use by the crew performing the cleaning (including vacuums, scrubbers, buffers, etc). Provide an additional sheet if necessary.

On site KRISTEL WILL PROVIDE CLEAN TO GO SYSTEMS
FOR ALL BUILDINGS. PROVIDE KAIWAC CLEANING.
VACUUM BACK PACK PROTEAM, Auto scrubber. TENARO
Buffer ETC to complete ALL CLEANING SPECIFICATIONS.

Available KRISTEL HAVE AVAILABLE TRUCK MOUNTED
CARPET CLEANING, TILE and GROUT CLEANING
AND ALL EQUIPMENTS TO FULFILL THIS CONTRACT.

18. Based on your company resources, are you able to perform all janitorial expectations outlined in this contract within the timeframe allocated?

KRISTEL HAVE A NUMBERS OF MUNICIPAL BUILDINGS
WE PROVIDE GOOD SERVICES
WE ARE ABLE TO PERFORM ALL JANITORIAL
EXPECTATIONS WITH THE TIME FRAME.

19. Provide the company's method of approach or work plan summary to meet the City's needs for the scope of work specified. Use an additional sheet if necessary.

KRISTEL WORKS CLOSELY WITH ITS CLIENTS TO PROVIDE AND
MONITOR FOR QUALITY SERVICE. OUR CLIENTS BENEFIT FROM
THE DEDICATION OF OUR EXPERIENCED MANAGEMENT AND
OUR HARD-WORKING EMPLOYEES. OUR COMPANY COMMERCIAL
CLEANING BACKGROUND HAS BEEN SUCCESSFUL DUE TO OUR
FULLY TRAINED AND CAREFULLY SELECTED SERVICE WORKERS
THE KRISTEL EMPLOYEES ARE TRAINED WITH CUSTOMER SERVICE
SKILLS, INDUSTRY KNOWLEDGE, AND RECEIVE ON-JOB TRAINING
IN HANDLING OF NEW EQUIPMENTS AND NEW CLEANING TECHNIQUES.

20. Provide a description of your company's philosophy relative to customer satisfaction (handling complaints, offering suggestions, etc) and the implementation of environmentally friendly cleaning solutions.

At KRISTEL our process is based on a systematic approach, with a philosophy that there is one best way to perform any work. Working with world-renowned consultants over a pos 15 years, we employ a program of service specialist that have exact training and performance standards that simplify complex scheduling and work tasks to meet our customers expectation with consistency and competence.

21. As part of your proposal, your company is requested to provide a Quality Assurance Plan. Please explain how similar plans offered through your company have been effective with other clients.

To insure that the customer is getting a professionally cleaned building on a nightly basis to reward front line employees and management.

22. Please list the steps taken by your company to assist with those employees who have reading problems or cannot communicate in English:

Employees who have reading problems or cannot communicate English, we just to work with employees who speak and read English and their language

23. **References:** Provide at least three (3) references for projects that are comparable in scope to this bid. Several references from municipalities would be desirable.

Company CITY OF TROY
 Address 500 W BIG BEAVER, TROY, MI 48084
 Phone (248) 524-3368 Contact name STEVE PALLOTTA.

SCHEDULE A
Page 9 of 93

Company CITY OF SALINE
Address 100 N. HARRIS ST. SALINE, MI 48176
Phone (734) 429-4907 Contact name TODD CAMPBELL

Company CHARTER TOWNSHIP OF CLINTON.
Address 40700 ROMEO PLANK RD. CLINTON TWP. MI 48038
Phone (586) 286-9465 Contact name SALLY MCGOWAN.

24. Claims & Suits: Does your firm have any litigation pending or outstanding against your organization or its officers? If yes, please provide details.

No Yes

SCHEDULE A

Page 10 of 93

25. Provide any additional information you would like to include which may not be included within this Questionnaire. You may attach additional sheets.

THE FOREGOING QUESTIONNAIRE IS A TRUE STATEMENT OF FACTS:

Signature of Authorized Company Representative: _____

Mirela Pecunia

Representative's Name (please print) _____

MIRELA PECUNIA

Date 05-21-2012



KRISTEL CLEANING, INC.
BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

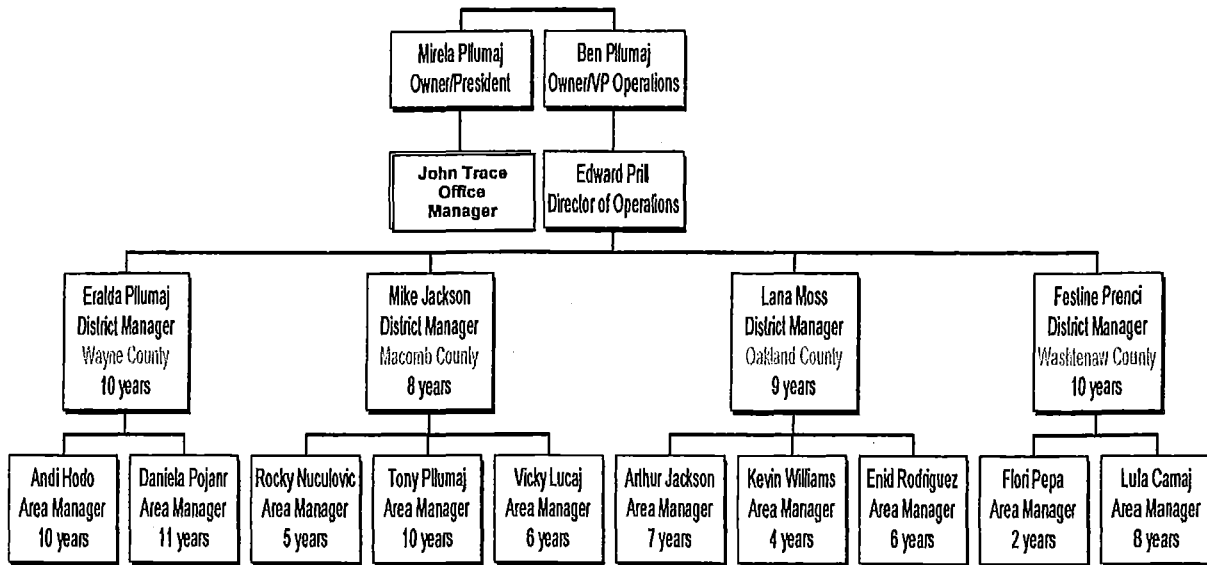
48815 Vintage Lane * Macomb, MI 48044

(586) 226-0374 (FAX)

WWW.KRISTELCLEANING.COM

- Public Sector office care specialist: Courts, CVT, Public Safety, Libraries, Schools, Museums.
- Number of Employees 116
- Number of Customers25
- Square footage cleaned 4,665,000
- Number of years in business12
- Family owned growing business with old world work ethic seeking managed growth, satisfied customers, and happy employees willing to provide quality service at competitive cost.

ORGANIZATION CHART





KRIKTEL CLEANING, INC. BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRIKTELCLEANING.COM

(586) 226-0374 (FAX)

ABOUT KRISTEL CLEANING

KRISTEL CLEANING INC. is a family owned and operated cleaning and janitorial service business, founded in 2000 by Ben Pilumaj. From the beginning, the focus of the company has been to provide a high level of service for a reasonable cost. Over the past 10 years, the company has continuously shown growth each and every year. Never losing sight of their original intent of providing a high level of service at a reasonable cost.

"Although we've experienced considerable growth, we are still, at heart, a family business. We treat our employees like family and together, take pride in our accomplishments. For the most part, employees are assigned to specific job locations so our clients get to know them and are confident of and comfortable with the services we provide."



In 2007 Ben Pilumaj, the owner of Kristel Cleaning, Inc. brought new ideas and inspiration to achieve a higher level of service than ever before. Within the custodial industry, new chemicals and equipment are becoming available to allow us to improve on our clients over all service. By attending trade shows and networking with other facility service providers, Kristel Cleaning, Inc. remains abreast of the new innovative ways to clean our facilities more productively and to a higher level of services.

Today Kristel Cleaning, Inc. cleans more than 4 million square feet on a nightly basis, delivering superior quality and service at all times. As the owners, Ben and Mirela Pilumaj started Kristel Cleaning, Inc. and together today maintain its day-to-day operations with personal interaction and direct supervision of employees at all of the job sites under contract with Kristel Cleaning, Inc.



KRISTEL CLEANING, INC. BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRISTELCLEANING.COM

(586) 226-0374 (FAX)

QUALITY SERVICE FROM TRAINED PROFESSIONALS

KRISTEL CLEANING, INC. works closely with its clients to provide and monitor for quality service. Our clients benefit from the dedication of our experienced management and our hard-working employees. Our company's commercial cleaning background has been successful due to our fully trained and carefully selected service workers. All KRISTEL CLEANING, INC. personnel are trained with customer service skills, industry knowledge, and receive on going on-the-job training in the handling of new equipment, and new cleaning techniques, and the necessary proper safety procedures.



INSURANCE

KRISTEL CLEANING, INC. is fully insured & bonded insured, and insures all of its employees with workman's compensation. Our clients never have to worry about security when we are at their service.

SAFE & RESPONSIBLE SERVICE

Safety is our company's top priority, and our objective is to prevent accidents. KRISTEL CLEANING, INC. recognizes that sustainably maintaining the environment is a responsibility we all share. We take positive steps to ensure that our operations provide clean, safe, and healthy environments for everyone.





KRISTEL CLEANING, INC. BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRISTELCLEANING.COM

(586) 226-0374 (FAX)

DAY PORTER / MAINTENANCE

KCS provides daytime cleaning or periodic maintenance including restocking of restrooms, cafeterias, gyms and common areas. We also provide administrative positions on a contract basis including but not limited to clean room workers, glass wash specialists, help desk receptionists, maintenance tradesmen and mail room personnel.

KCS is also a full service class B contractor specializing in small to medium size projects and minor repairs that other contractors won't tackle. Services can be purchased on a "one-time" basis or "bundled" at discounted volume rate.

KCS Day Porters and maintenance technician solutions include:

- Daytime Janitorial
- Glass wash technicians
- Administrative staffing
- Paper product (purchase, restock and inventory)
- Special event clean up
- Painting
- Concrete masonry
- Drywall & stucco
- Electrical
- Fencing
- Brush clearing
- Graffiti removal
- Power washing
- Lighting replacement and repairs
- Parking lot repairs
- Gutter cleaning
- Plumbing
- Tenant improvements
- Construction remodel





KRISTEL CLEANING, INC. BUILDING SERVICE CONTRACTOR

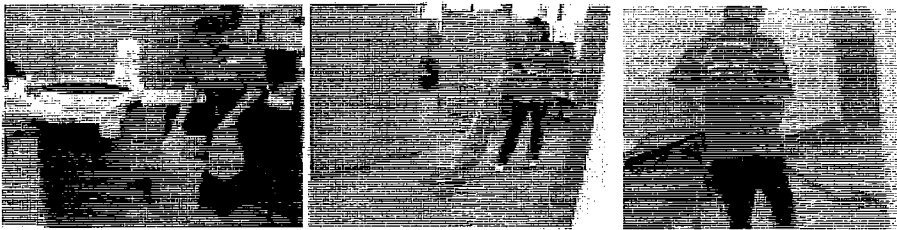
(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRISTELCLEANING.COM

(586) 226-0374 (FAX)

JANITORIAL

At Kristel Cleaning Services our process is based on a systematic approach with a philosophy that there is one best way to perform any work. Working with world-renowned consultants over the past 15 years, we employ a program of service specialists that have exact training and performance standards that simplify complex scheduling and work tasks to meet our customer's expectations with consistency and competence. At the core of the philosophy are the concepts that we "Clean for Health First and Then Appearance" and that emphasis be placed on "Treating Cleaning Workers as First Class Citizens". The philosophy also emphasizes exceeding safety regulations and performing cleaning while minimizing environmental harm.



KEYS TO SUCCESS

- Reduce waste and misuse of cleaning products.
- Professionalize the cleaning function
- Reduce non-recycled consumable supply consumption annually
- Increase training and education for cleaning workers.
- Support facility owners and managers seeking LEED certifications and other accreditations
- Implement inventory systems of cleaning materials to insure that chemicals purchased are used correctly
- Submit to rigorous outside third party auditing of cleaning processes.
- Benchmark best practices.





KRISTEL CLEANING, INC. BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

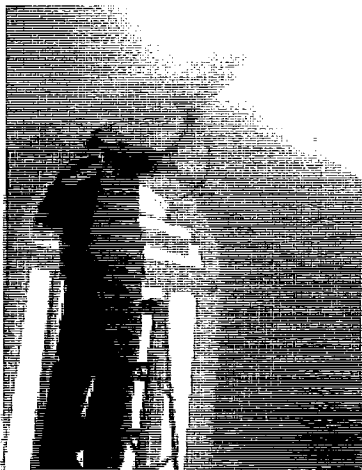
48815 Vintage Lane * Macomb, MI 48044
WWW.KRISTELCLEANING.COM

(586) 226-0374 (FAX)

AVAILABLE SERVICES

Services Include

- Full service janitorial
- Janitorial supplies/paper products
- Day porter service
- Construction clean-up
- Administrative staffing
- Pressure washing
- Window washing
- Parking lot sweeping
- Carpet cleaning / Tile grout cleaning
- Commercial office remodels





KRISTEL CLEANING, INC. BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRISTELCLEANING.COM

(586) 226-0374 (FAX)

EMPLOYEE RELATIONS

The Company believes that the interest of both the Company and its employees can best be served by adhering to the following employee relation's principles:

1. The Company recognizes that the success of our organization is dependent upon the quality and dedication of our employees.
2. Because the Company's belief that our employees are our most valuable assets, we will strive to treat each employee with dignity and respect.
3. The Company believes that our employees are intelligent adults and will be treated as such.
4. The Company values the opinions of our employees and will encourage their comments and suggestions.
5. The Company will select, train and promote employees based on their performance and abilities and will not discriminate on the basis of race, sex, national origin, religion, handicapped or disability status.
6. The Company will strive to enforce its personnel policies and procedures in a fair and consistent manner to reduce any perceptions of favoritism.
7. The Company will strive to maintain competitive wages, good working conditions and reasonable hours of work.
8. The Company will strive to provide opportunities for each employee's personal and professional development by providing certified training, guidance, and careful evaluations of employee's performance.



STANDARDS FOR ALL EMPLOYEES

As an employee with the Company, you are "THE COMPANY", not only to our customers, but also to all people with whom you come in contact. As a Company employee, you are expected meet various customer service and personal conduct standards.

1. Dress Appropriately - Be well groomed and properly uniformed at all times
2. Dependable - Always report to work on time. If you will be late or absent, you must contact your supervisor.
3. Credible - Be honest and deliver what you say. Effectively follow through on all projects in a timely manner.



KRISTEL CLEANING, INC.
BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRISTELCLEANING.COM

(586) 226-0374 (FAX)

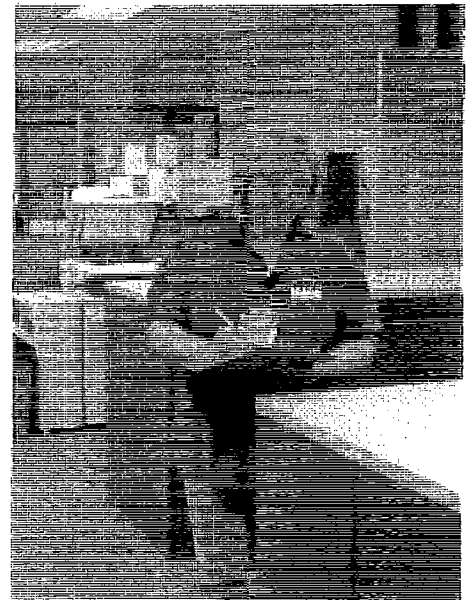
Quality Assurance Plan

Purpose:

1. To insure that the customer is getting a professionally cleaned building on a nightly basis.
2. To reward front line employees and management.

How:

1. Employees must know their responsibility.
2. Employees must know how to perform their assigned duties.
3. All buildings must have specific job instruction cards for each employee.
4. Equipment must be working and maintained properly.
5. Supplies and chemicals need to be adequate to perform job duties.
6. Inspections are conducted as required by:
 - Front line employees
 - Building Supervisors/Leads
 - Area Supervisor
 - Management

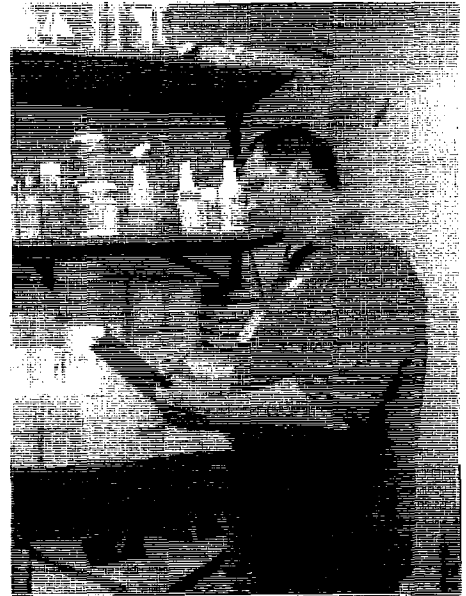


Quality Control Requirement

AT THE END OF EACH WORK SHIFT, IT IS EVERYONE'S RESPONSIBILITY TO INSPECT THEIR WORK AND CORRECT ANY DISCREPANCY THEY MAY FIND.

In order to be sure our customers will be happy with our service we require all employees to follow this requirement. You want to look at your work as if you are the customer and coming into work the next morning. Ask yourself:

1. Is my area of responsibility clean?
2. Are all the trash cans empty?
3. Are the restrooms clean and stocked properly?
4. Is all the vacuuming completed?
5. Is all the high and low dusting completed?
6. Is all the spot cleaning of doors, doorjamb, light switches, and walls completed?
7. Is all the floor dust mopping and wet mopping completed?
8. Are there fingerprints on the glass doors/windows?
9. Are there cobwebs?
10. Are the janitor closets clean and organized?
11. Are doors secured where required?



Formal Inspection

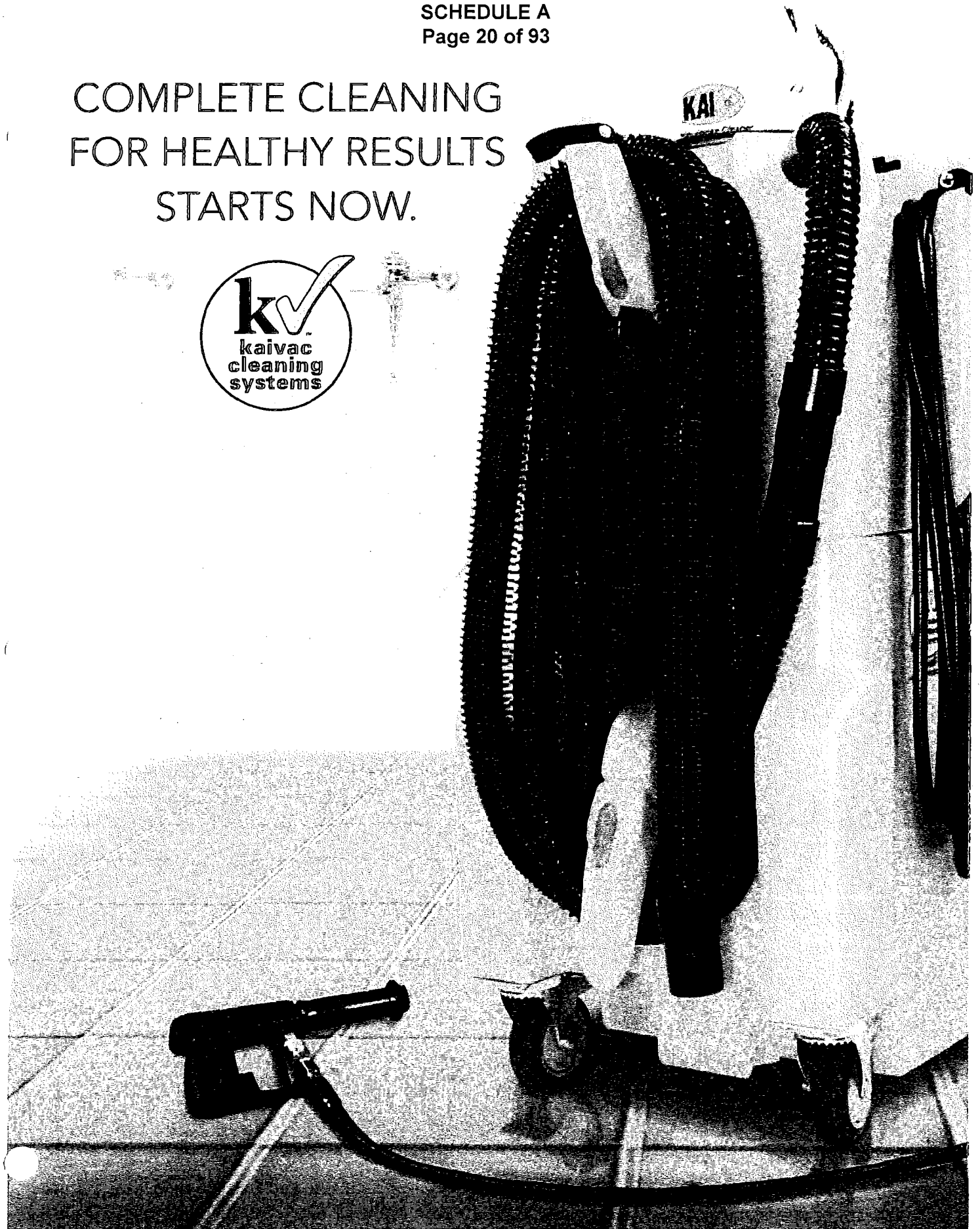
Formal inspections are done monthly at each facility by our Quality Control Department to insure we are providing our customers with the highest level of service possible. Both positive and negative information comes from these inspections. During each visit an Inspection Report is filled out listing major accomplishments, current problems, and a target date for their completion. Inspection reports will be left at designated areas at the job site for review. Employees are required to read all of these inspections and take any action necessary that may be noted on these inspections. Particular attention must be given to customer complaints and requests.

Periodic Cleaning Inspection

The area supervisor and/or site supervisor/lead will inspect areas where periodic cleaning is performed within 24 hours of service to determine compliance with the periodic cleaning schedule. The evaluation of quality levels will involve a visual inspection of building areas, surfaces, furniture, and fixtures to determine compliance with the specific task frequency plan for that building. This inspection will determine acceptability of cleaning tasks performed and overall quality levels.

Unacceptable quality levels or work not completed will be defined as a discrepancy. Discrepancies will be documented with an inspection report and reported to the main office. The discrepancy will be scheduled for correction within a reasonable period of time.

COMPLETE CLEANING
FOR HEALTHY RESULTS
STARTS NOW.



VERSATILE WHOLE-BUILDING CLEANING FROM ONE MACHINE

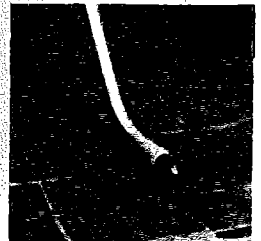
Besides the restroom, customers are discovering the hygienic and productivity benefits of No-Touch Cleaning systems in many other areas throughout the building, such as kitchens, stairwells, classrooms and more. In addition, these versatile machines also accommodate a variety of quick-connecting accessories, providing the capability to clean wet or dry on hard and carpeted surfaces anywhere in the building.



■ RESTROOMS

The number one building maintenance complaint today is filthy and unsanitary restrooms because mops and wipes do a poor job of removing soil, bacteria and bio-hazardous waste. No-Touch Cleaning systems completely remove these contaminants to eliminate odors and reduce the risk of disease.

Plus, our systems offer the first dignified way to sanitize a restroom, without ever touching contaminated surfaces or crawling in front of toilets and urinals.



■ KITCHENS

No-Touch Cleaning systems get the grease out of grout lines and from behind stoves and other equipment. Unlike mops and wipes, they ensure fresh solution and rinse water, preventing cross-contamination from restrooms to food areas. The results are clean, safe and healthy kitchens.

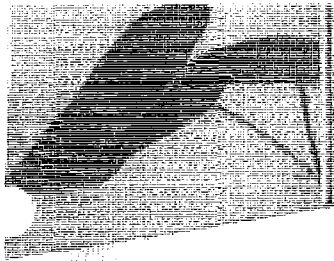
POOR SOIL AND BACTERIA REMOVAL

Dirty, unsanitary restrooms are consistently the number one building maintenance complaint. They're often the number one building health hazard too. That's because a restroom is really a bio-hazardous waste transfer station – a primary source of disease-causing organisms. Alarming studies confirm that many bio-contaminants originating in the restroom ultimately make their way throughout the building. The reality is that you cannot have a truly healthy building if your restrooms are not hygienically cleaned. Unfortunately, traditional restroom cleaning tools, like mops and wipes, remove very little soil, bacteria and other indoor pollutants. Worse, studies show that they often simply re-distribute and cross contaminate. Then, workers end up crawling around on their hands and knees wiping soiled surfaces and fixtures by hand.

KAIVAC NO-TOUCH CLEANING® SYSTEMS

Kaivac's science-based No-Touch Cleaning systems are designed from the start to remove the maximum amount of bio-pollution. They combine automatic chemical metering and injection, an indoor pressure washer and a powerful wet vacuum into an integrated system. Empowering workers to hygienically clean without touching contaminated surfaces, they not only clean better, but also cut labor, chemical and equipment costs while raising worker morale and image.

The image is a composite. On the left, there is a graph titled "BACTERIA LEVELS AFTER FLAT MOP CLEANING" and "AFTER NO-TOUCH CLEANING". The graph shows a vertical axis with an upward-pointing arrow. The top section of the graph is labeled "BACTERIA LEVELS AFTER FLAT MOP CLEANING" and shows a very high, narrow peak. The bottom section is labeled "AFTER NO-TOUCH CLEANING" and shows a much lower, wider peak. Text to the right of the graph reads: "EMPHASIS ON THE HIGH BACTERIA LEVELS AFTER FLAT MOP CLEANING". Below the graph, the text reads: "STUDY SHOWS EFFECTIVENESS OF KAIVAC NO-TOUCH CLEANING". On the right side of the image, a worker is shown operating a large, industrial-looking cleaning machine with a tank and hoses. The machine is white and black, and the worker is wearing a dark shirt and pants.



KAIIVAC NO-TOUCH CLEANING® PRODUCES OVERALL BETTER RESULTS WITH LESS COST — IN LESS TIME!



CLEANER BUILDINGS

No-Touch Cleaning equipment removes soils, urine, germs and other indoor pollutants that traditional and microfiber mops leave behind.

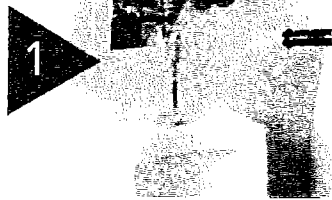
REDUCED COSTS

LABOR - Restrooms can be sanitized in one-third the time of conventional methods.

EQUIPMENT - Our multipurpose systems help eliminate unnecessary equipment.

CHEMICALS - Automatic proportioning reduces costly waste.

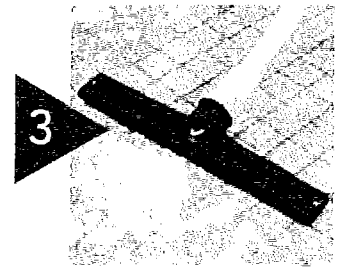
3 EASY STEPS



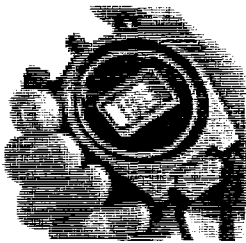
Workers begin by simply spraying cleaning solution on fixtures and floors.



They blast the soils to the floor with a high-pressure water spray.

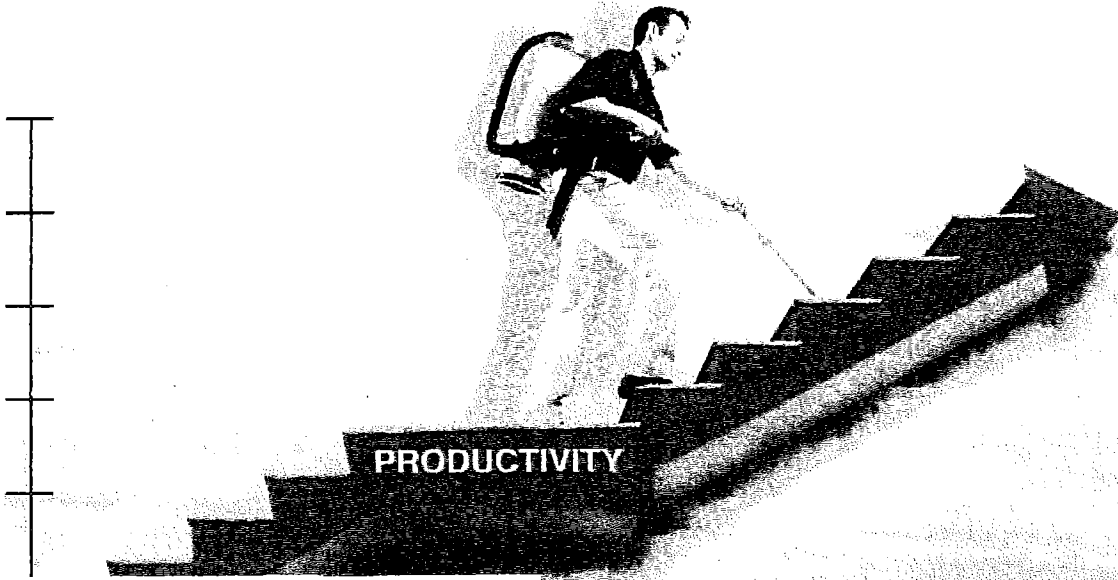


Then the floor is vacuumed dry, completely removing soils, bacteria and other bio-hazardous contaminants.

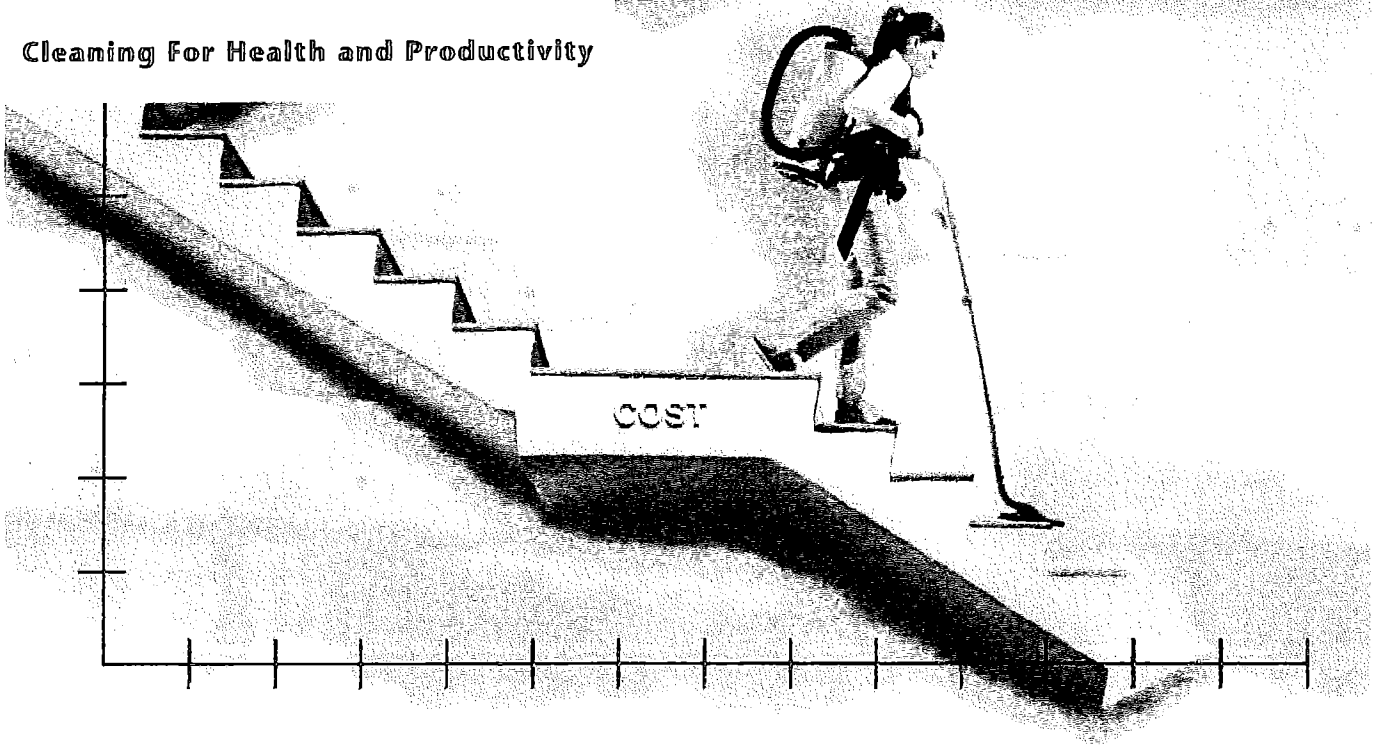


No-Touch Cleaning dramatically increases productivity compared to conventional cleaning methods. According to ISSA, it takes an average of three minutes to clean a restroom fixture. In many restrooms No-Touch Cleaning cuts that time to one minute, leaving surfaces sparkling clean in one-third the time.

Used consistently, No-Touch Cleaning systems leave restrooms smelling fresh by removing urine, a primary source of odor, as well as bacteria and other contaminants.



Cleaning For Health and Productivity

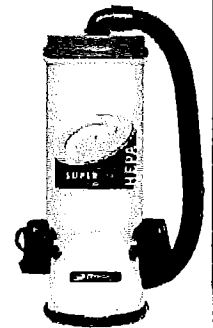


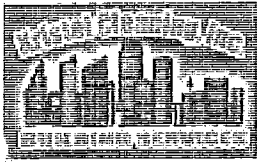
ProTeam has always been about Cleaning for Health—the health of your employees and the health of your bottom line. Our backpack vacuums are proven to be up to 70% faster than traditional uprights, cleaning up to 10,000 square feet per hour. ProTeam vacuums remove allergens from your building and red from your budget.

ProTeam
Cleaning for Health® Since 1987

866.888.2168

www.pro-team.com





KRI TEL CLEANING, INC.
BUILDING SERVICE CONTRACTOR

(586) 286-1202 Office

48815 Vintage Lane * Macomb, MI 48044
WWW.KRI TELCLEANING.COM

(586) 226-0374 (FAX)

REFERENCES

CITY OF TROY

500 WEST BIG BEAVER
TROY, MI 48084
365.000. SQ.FT
CONTACT: STEVE PALLOTTA
TITLE: DIRECTOR BUILDING OPERATION
TEL: (248) 524-3368
Email: PallottaSA@troymi.gov

WALSH COLLEGE

3838 LIVERNOIS RD
TROY, MI 48007
133.000 SQ.FT
CONTACT: EMMET YUKON
TITLE: ASSISTANT DIRECTOR - FACILITIES
TEL: (248) 823-1247
Email: eyukon@walshcollege.edu

ANN ARBOR JUSTICE CENTER

301 E HURON ST
ANN ARBOR, MI 48107
165.000 SQ.FT
CONTACT: KEITH ZEISLOFT
TITLE: COURT ADMINISTRATOR
TEL: (734) 794-6759
Email: KXZeisloft@a2gov.org

CITY OF SALINE

100 N HARRIS ST
SALINE, MI 48176
85.000 SQ FT
CONTACT: TODD J. CAMPBELL
TITLE: CITY MANAGER
TEL: (734) 429-4907 EXT 2211
Email: tcampbell@cityofsaline.org

CHARTER TOWNSHIP OF CLINTON

40700 ROMEO PLANK ROAD
CLINTON TOWNSHIP, MI 48038
114.000 SQ.FT
CONTACT: SALLY MCGOWAN
TITLE: OFFICE MANAGER
TEL: (586) 286-9465
Email: s.mcgowan@clintontownship-mi.gov

KEY SAFETY SYSTEMS, INC

7000 NINETEEN MILE ROAD
STERLING HEIGHTS, MI 48314
135.000 SQ.FT
CONTACT: TERRY WEIGERBER
TITLE: FACILITES MANAGER
TEL: (586) 726-3974
FAX: (586) 726-4066



500 West Big Beaver
Troy, Michigan 48084
Fax: (248) 524-0851
www.ci.troy.mi.us

May 5, 2010

Area code (248)

To Whom It May Concern:

Assessing
524-3311

The custodial services company, Kristel Cleaning, Inc., owned by Ben and Mirella Pllumaj, has been the City of Troy's custodial service company since October, 2007, and is currently under a 4 year extension with the City of Troy which expires in November of 2013. This contract is a performance based contract which is evaluated on customer satisfaction, and the ability to perform contract specifications.

Bldg. Inspections
524-3344

Bldg. Maintenance
524-3368

City Clerk
524-3316

Kristel Cleaning, Inc. has provided the City of Troy with a proactive approach when cleaning the City of Troy building facilities. Kristel Cleaning, Inc., brings professionalism, along with the ability to quickly react in an efficient and timely manner. They expect from their employees to maintain, and uphold the high standards that are required by the City of Troy.

City Manager
524-3330

Community Affairs
524-1147

Engineering
524-3383

Finance
524-3411

Kristel Cleaning, Inc. also provides new cleaning solutions, alternative green products, and conducts ongoing training for all their employees.

Fire-Administration
524-3419

Human Resources
524-3339

City of Troy residents, who use the City's facilities, have complimented numerous times, referring to the cleanliness of all the buildings.

Information Services
619-7279

Law
524-3320

Kristel Cleaning, Inc. has continued to perform within all specifications establish by the City of Troy with either little or no issues during their entire contract.

Library
524-3545

Parks & Recreation
524-3484

Planning
524-3364

Steven A Pallotta
Building Operations Director

Police-Administration
524-3443

Public Works
524-3370

Purchasing
524-3338

SAP/mah

Real Estate & Development
524-3498

Treasurer
524-3334

General Information
524-3300



ANN ARBOR POLICE DEPARTMENT

100 N Fifth Avenue, PO Box 8647, Ann Arbor MI 48107-8647

Phone (734) 994-2848 Fax (734) 997-1506

bjones@a2gov.org

OFFICE OF THE CHIEF OF POLICE
BARNETT JONES

March 1, 2012

To Whom It May Concern:

During the past several months, I have had the pleasure of getting to know Ms. Festime Prenci as a cleaning professional working as a contracted employee at the Ann Arbor Police Department. Ms. Prenci is a District Manager for Kristel Cleaning, Inc., the company contracted to perform day-to-day routine cleaning services for the City of Ann Arbor buildings and Ann Arbor Police Department.

Ms. Prenci is a professional, dedicated employee who makes every attempt to be sure customers are satisfied with services provided by her and her company. She is always polite, thorough and very conscientious of the sensitive nature of working in a police department and the Office of the Chief.

Over the course of the past several months that I have had the pleasure to become acquainted with Ms. Prenci, I have found her to be a kind and caring individual who uses her time efficiently and accomplishes the tasks at hand admirably. If you are looking for a hard-working, devoted professional, I recommend Ms. Prenci without hesitation.

Respectfully,


Barnett Jones
Chief of Police



The CITY of SALINE

100 North Harris Street · Saline, MI 48176-1642
Phone 734.429.4907 · Fax 734.429.0528
www.cityofsaline.org · www.besaline.com

August 19, 2011

Mirela Pllumaj
Kristel Cleaning, Inc.
48815 Vintage Lane
Macomb, MI 48044


Dear Ms. Pllumaj:

The City of Saline is pleased with the janitorial services provided by Kristel Cleaning, Inc. Per the current contract the City of Saline would like to extend our contract with Kristel Cleaning, Inc. for the optional third year from December 14, 2011 to December 13, 2012. This option is being exercised by the City of Saline by written notice 90 days prior to December 13, 2011. If you have any questions, please feel free to contact me at 734-429-3148.

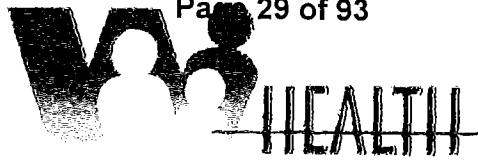
Thank you for your services.

Truly yours,

CITY OF SALINE



Todd J. Campbell
City Manager



WASHTENAW COUNTY PUBLIC HEALTH

...focused on prevention

555 Towner St., P.O. Box 0915
Ypsilanti, MI 48197-0915
Phone: (734) 544-6700

May 20, 2010

Kristel Cleaning, Inc.
48815 Vintage Lane
Macomb, MI 48044

Dear Ben Pllumaj:

I wish to commend your company for the most efficient cleaning we have experienced since the start of your contract with Washtenaw County. I have worked for Washtenaw County Government for the past 32 years. As the assistant to the Health Officer for Public Health, I also chair the Building Site Committee for 555 Towner Street office building. It is our job to insure the safety and cleanliness of this building.

Festime Prenci has been a very hard worker and always has a smile to employees and customers that enter our building. Whatever task she is asked to do, she gladly performs it. The company seems to handle duties often asked by several employees with requests, which are performed with swiftness. I have had no complaints, since your employment with us, and must say this has been the best cleaning we've had in years. Your company is an asset to our building.

Thank you for your dedicated work.

Sincerely,

Lucinda M. Reames
Administrative Assistant
(734) 544-3059



Charter Township of Clinton



March 26, 2009

OFFICERS:

Robert J. Cannon
Supervisor
George Fitzgerald
Clerk
William J. Sowerby
Treasurer

TRUSTEES:

Ernest O. Hornung
Kenneth Pearl
Dean J. Reynolds
Jenifer (Jole) West

**DEPARTMENT OF
PUBLIC WORKS**

SUPERINTENDENT

George P. Westerman

ASST. SUPERINTENDENT

Brian K. Girard

To Whom It May Concern:

Kristel Cleaning Inc. has provided cleaning services to the Charter Township of Clinton since February 2005. They have provided us with good service at a good value over the last four years.

We have also enjoyed a good working relationship with the representatives from Kristel Cleaning. We find them to be very receptive to any special cleaning requests we make and they have juggled their schedules in order to accommodate us on more than one occasion.

We find their staff to be comprised of dependable and conscientious employees.

Should you have any further questions, feel free to contact me at 586-286-9645.

Sincerely,

George P. Westerman
Superintendent
Department of Public Works

GPW/sm

CIVIC CENTER

40700 Romeo Plank Road
Clinton Twp., MI 48038-2900
Phone: (586) 286-8000
Fax: (586) 228-1770

SCHEDULE A
Page 31 of 93

Parks and Recreation
3179 Livernois
Troy, MI 48083
(248) 524-3484
(248) 689-6497 fax

The City of Tomorrow...



...Today

September 21, 2010

RE: Reference for Kristel Cleaning

To Whom it May Concern:

Kristel Cleaning has been performing custodial and casual labor services at the City of Troy Community Center since December 2007. During this time, I have found their managers and front line staff to be pleasant, hard working and responsive to our needs. Based on my experience thus far with this company, they have exceeded my expectations and excelled in the following areas:

Quality of Work: The quality of work that is performed by Kristel's employees has been outstanding and management is quick to personally respond to special requests or areas that need extra attention.

Customer Service Attitude: Staff has always been pleasant to work with and responsive to both staff and customer needs. They have been willing to go the extra mile to make sure the task is finished the way the customer desires. The staff also works as a team and they don't complain about the work or other employees.

Equipment: Kristel supplies their staff with high quality equipment, supplies and chemicals in order to make the job easier to perform. Their staff is knowledgeable on the proper use of the equipment they own and also the equipment owned by the facility.

Responsive: Management is easy to get a hold of via telephone or email and follows up as promised. Invoices are hand delivered and the owner visits the building on a weekly basis. Issues regarding employee performance are quickly resolved.

During the eight years that our facility has been open, we have had other custodial contractors work in our building and Kristel has provided the best value for the services we require. I would not hesitate to recommend their custodial services to maintain any other facility.

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Mercer', written over a horizontal line.

Scott Mercer
Facility Manager
Troy Community Center



District Court
for the County of Oakland

FIFTY SECOND DISTRICT-4TH DIVISION
520 W BIG BEAVER RD
TROY MI 48064
(248) 528-0400
FAX (248) 528-3588

WILLIAM E. BOLLE
DENNIS C. DRURY
MICHAEL A. MARTONE
DISTRICT JUDGES

JAMES VERPLOEG
COURT ADMINISTRATOR

May 24, 2010

Re: Kristel Cleaning, Inc.

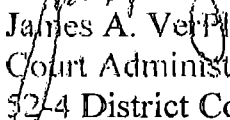
To Whom It May Concern:

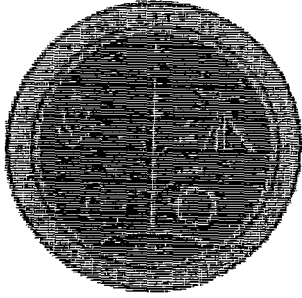
This letter is in reference to the above named cleaning company. They have been servicing our building for the past few years and have done exceptional work in keeping our Court building clean and operational.

The workers that are assigned to our building are always very professional and hard-working. They go above and beyond to ensure that our building is in its best shape possible.

If you would like any additional information regarding their service, please do not hesitate to contact me.

Sincerely,


James A. Verploeg
Court Administrator
524 District Court



Paul L. Bunten
Chief of Police

The CITY of SALINE

POLICE DEPARTMENT

100 North Harris Street • Saline, MI 48176-1642
Phone 734-429-7911 Fax 734-429-8307
www.city-saline.org

March 19, 2010

To Whom It May Concern,

The City of Saline recently contracted with Kristel Cleaning Services Inc. to clean all of our city buildings. They currently clean the Police Department, City Hall, Department of Public Works, and our Recreation Complex. The company owners are very responsive to our questions or concerns and their staff does an expert job on our buildings.

I can recommend them without hesitation to anyone who wants a good, honest and reliable company at a fair price.

If you have any questions, feel free to contact me at any time.

A handwritten signature in cursive script that reads "Paul L. Bunten".

Paul L. Bunten
Chief of Police



FACILITIES AND AUXILIARY SERVICES

PHONE (248) 689-8282
FAX (248) 689-8055

3838 LIVERNOIS ROAD
P.O. BOX 7006
TROY, MI 48007-7006

March 7, 2012

RE: Kristel Cleaning

To Whom it May Concern:

This letter is in reference to Kristel Cleaning. Kristel has been cleaning Walsh College – Troy Campus for almost one year and has done a very good job keeping the building clean. The company is very responsive to taking care of cleaning issues and casual labor requests in a prompt and expedient manner.

Please feel free to contact me at 248.823.1247 if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read "E. Yukon".

Emmet J. Yukon
Assistant Director Facilities & Auxillary Services