Current Vendors for each building	DeWhit Facilitiy Services
	Admin I & 2 - HHS - Cooperative Extension

Comments on current service	CJ Enterprise
During recent site visits, we received some positive feedback from clients who noted that DeWhit is an improvement over previous vendors. Many expressedappreciation for the team's responsiveness, especiallywhen issues are reported. That said, there are several recurring concerns that continue to surface and need to be addressed more effectively: Carpet Stains: Persistent spots remain on carpets throughout the building. Elevator Maintenance: Elevator tracks, floors, and brass surfaces are not being cleaned adequately. Lobby Floors: Lobby floors have not been stripped or waxed. Dust Accumulation: Noticeable dust buildup continues to be an issue in multiple areas.	Bragtown Library East Library, EOC, GS Warehouse, Stanford Library, N Library, S Library, SW Library, Presidential Warehouse

Comments on current service	Freddricks Greens CJ Cleaning
CJ Enterprise has been doing an outstanding job with the services they provide across all their buildings. Clients in each location have expressed high satisfaction with the level of service. I was particularly impressed with the consistent cleanliness maintained throughout all their properties.	GS Main Office, Judicial Annex, Memorial Stadium, N Convenience Site, BOE

Comments on current service	Greens Cleaning Services
Concerns regarding the performance of Freddricks Cleaning Service. Unfortunately, they have not consistently met the standards of cleanliness and maintenance expected for the county's facilities. In particular, floor care has been poorly executed, restroom cleanliness across their assigned buildings remains unsatisfactory, and the overall day-to-day cleaning has not met our expectations. These deficiencies have impacted both staff and client satisfaction. We have received numerous complaints from clients who are unhappy with the current level of service. As a result, there is a growing consensus that it may be time to consider transitioning to a new vendor to ensure our facilities are maintained to the standard our community expects and deserves.	Sheriff Animal Control Office, Main Library, N Sheriff Station, JCR

Comments on current service	B&R Cleaning Services
Concerns regarding the continued underperformance of Greens Cleaning Service. The level of service provided has consistently failed to meet the standards set forth by the county, and we have received numerous complaints regarding the cleanliness of our facilities. Specifically, we have experienced the following issues: Cleaning staff often fail to report as scheduled. When they do report, the work completed is minimal and does not meet contract expectations. During a recent site visit to the Main Library, I observed visible dust throughout the building. The restrooms had dust on the vents and partitions, and the toilet bowls had water stains, suggesting that they had not been properly cleaned. Clients in all serviced buildings have expressed dissatisfaction with the overall cleaning quality. Contracted annual services, including stripping and waxing of floors, have not been performed. Carpets, which are also required to be cleaned once a year, have not been addressed.	East Sheriff Station, Courthouse

Comments on current service	Joy Cleaning Sevices
B&R Cleaning Services has been performing well overall. During our site visit to the East Sheriff Station, the building presented itself well. While there were some areas that could benefit from more detailed cleaning, the overall condition was good, and the client appeared to be generally satisfied.	Youth Home

Comments on current service
Joy Cleaning Services has been doing an excellent job at the Youth Home, and the client is very satisfied with their performance. During our recent site visit, we also observed that the building was well-maintained and presented in great condition. That said, it's important to note that the Youth Home does not experience heavy foot traffic, which makes it difficult to assess howJoy Cleaning Services might perform in a larger facility with higherusage. This is not to suggest they are incapable, but rather that wecurrently have limited data to evaluate their capacity at a larger scale. At present, they are servicing only one building under our contract. However, it is worth noting that they submitted the lowest bid for the HHS contract, which speaks positively to their competitiveness. I believe it would be beneficial to arrange a meeting with Joy Cleaning Services to better understand their experience with larger buildings and assess their ability to staff and manage a higher-traffic environment effectively.

Vendors	Jim Wolak Scores		Sandra Lovely Scores
Joy Cleaning	146		136
Bull City Janitorial Services	120		87
Freddricks Housekeeping	160		156
Environmental Services System, LLC	154		146
DeWhit Facility Services	160		153
B&R Janitorial	156		144

A Plus Group	140		158
H3 Cleaning Solutions	156		155
A & B Cleaning Services	156		149
Kennexs	150		140
Service Master Clean	80		100
Contractors Enterprises Inc	150		90
Sonaron	153		121
CJ Enterprise Cleaning	155		158
Owens Reality Services	160		160
Sparkwise Commercial Cleaning	145		143
Greens Commercial Cleaning	158		153

Executive Service Contractors	111		128
Integrity	145		156
Conclustion :			

RFP NO
Janitorial Services for Durh

	Review completed as a team with Manny Badillo, I			
	Manny Badillo Scores		Ian Conroy Scores	
	138		138	
	102		102	
	140		140	
	0		0	
	156		156	
	158		158	

138	138
140	140
140	140
138	138
45	45
123	123
135	135
138	138
158	158
138	138
138	138

	115		115	
	135		135	

C. 25-043
nam County

lan Conroy and Shawn Davis			
Shawn Davis Scores		**Tracey DeShazo Scores**	
138		99	
102		101	
140		147	
0		99	
156		139	
158		133	

138		143	
140		156	
140		148	
138		131	
45		90	
123		130	
135		127	
138		149	
158		152	
138		140	
138		149	

115		133	
135		150	

Averages

132.5

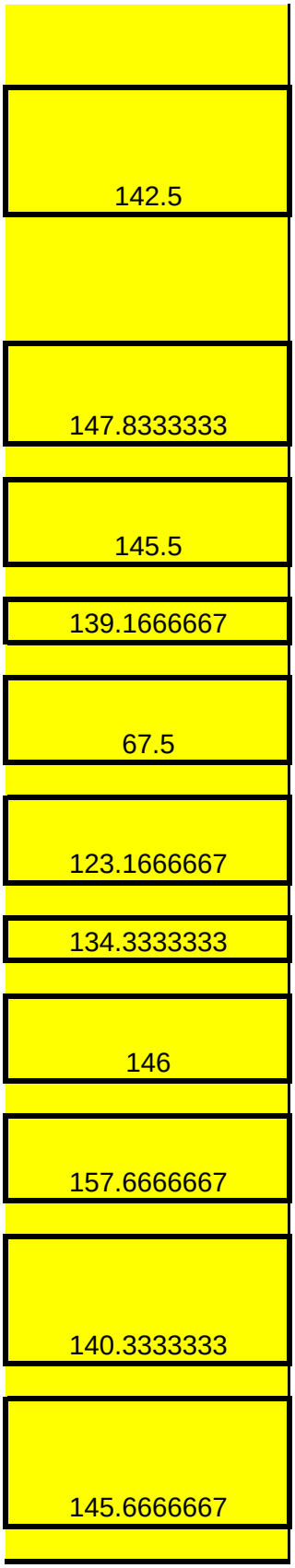
102.3333333

147.1666667

66.5

153.3333333

151.1666667


142.5
147.8333333
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139.1666667
67.5
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134.3333333
146
157.6666667
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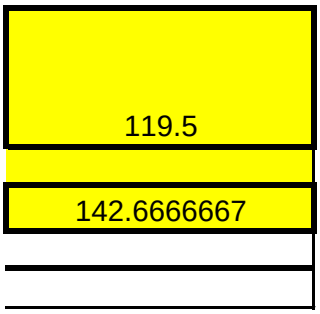
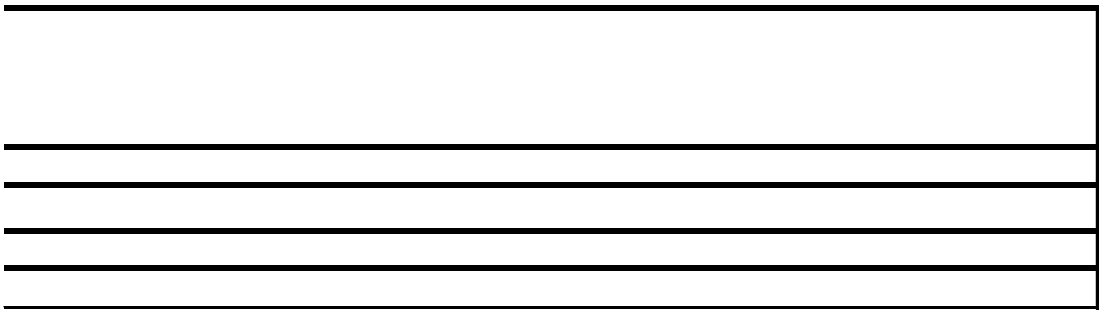

119.5
142.6666667

Notes

Environmental System Services was terminated from Durham County for poor performance.

The vendor's proposal forms were not completed correctly. As a result, the vendor is disqualified from consideration.



Buildings
(All administrative Buildings need to be bided together) Administrative Building I
Administrative Building II
(All East properties/sites need to be bided together) East Sheriff Station
East Regional Library
(All North properties/sites need to be bided together) North Sheriff
North Convenience Center
North Regional Library

General Services
Emergency Operation Center (EOC)
Agriculture Building Coop Extension
Animal Control Building
Health & Human Services Building
Presidential Warehouse
Justice Resource Center (JRC)
General Services Warehouse
Main Library
Bragtown Library
South Regional Library
Southwest Regional Library

Stanford Warren Library
Memorial Stadium
Judicial Annex
Courthouse
Total Proposed Cost
Number of Buildings Served
Lowest to Highest Bids For FY-25/26
THE LOWEST PRICE
THE SECOND LOWEST PRICE

THE THIRD LOWEST PRICE

THE FOURTH LOWEST PRICE

THE FIFTH LOWEST PRICE

FIRED FROM COUNTY OR POOR SERVICE

DCO Property FY 24/25

Sheriff Animal Control Office

Main Library

N. Sheriff Station

JCR

Admin I
Admin II
HHS
Cooperative Extension
Bragtown Library
East Library
EOC
GS Warehouse
Stanford Warren Library
North Library
South Library
Southwest Library
Presidential Warehouse
GS Main Offce
Judicial Annex
Memorial Stadium

North Convenience Site
East Sheriff Station
Courthouse
Total
Facilites
North Convenience Site
N. Sheriff Station
Presidential Warehouse
East Sheriff Station
Total

DeWhit Facilitiy Services	**Bull City Janitiorial Services**
$ 61,517.88	**N/A**
$ 112,539.60	**N/A**
N/A	**$2,680.00**
N/A	**$33,600.00**
N/A	**$1,462.20**
N/A	**$5,000.04**
N/A	**$50,499.96**

N/A	$9,800.04
N/A	$4,500.00
$ 15,973.20	N/A
N/A	$4,150.00
$ 329,876.16	N/A
N/A	$6,200.04
$ 24,171.84	$37,200.00
N/A	$5,580.00
$ 148,839.36	$143,799.96
N/A	$3,900.00
$ 56,122.55	$48,999.96
$ 56,750.16	$56,000.04

$ 34,331.76	$33,820.00
N/A	$80,400.00
$ 22,951.20	$23,400.00
$ 33,853.44	N/A
$ 896,927.15	$550,992.20
11	18

Admin 1 & 2	Vendors
$174,057.48	DeWhit Facilitiy Services
$227,808.00	H3 Cleaning Solutions

$232,815.96	Integrity
$253,200.00	Green's Commercial Cleaning, Inc
$280,000.00	Contractors Enterprises Inc

Contract Cost/YR to date for FY 24/25	Current Vendors FY 24/25
$ 4,399.08	Greens
$ 151,915.68	Greens
$ 1,465.20	Greens
$ 39,792.00	Greens

$	103,429.36	DeWhit
$	220,800.84	DeWhit
$	393,988.10	DeWhit
$	43,109.60	DeWhit
$	3,903.60	CJ Enterprise
$	37,560.00	CJ Enterprise
$	6,574.00	CJ Enterprise
$	5,580.00	CJ Enterprise
$	35,820.00	CJ Enterprise
$	51,720.00	CJ Enterprise
$	51,720.00	CJ Enterprise
$	57,120.00	CJ Enterprise
$	6,780.00	CJ Enterprise
$	11,535.00	Freddricks
$	26,568.00	Freddricks
$	84,300.00	Freddricks

$ 5,712.00	Freddricks
$ 2,680.00	B&R
$ 68,600.00	B&R/County
$ 1,415,072.46	

Total of days of service per week	Total number of hours of service per week
1X	0.5
1X	1
1X	1
1X	1
	3.5

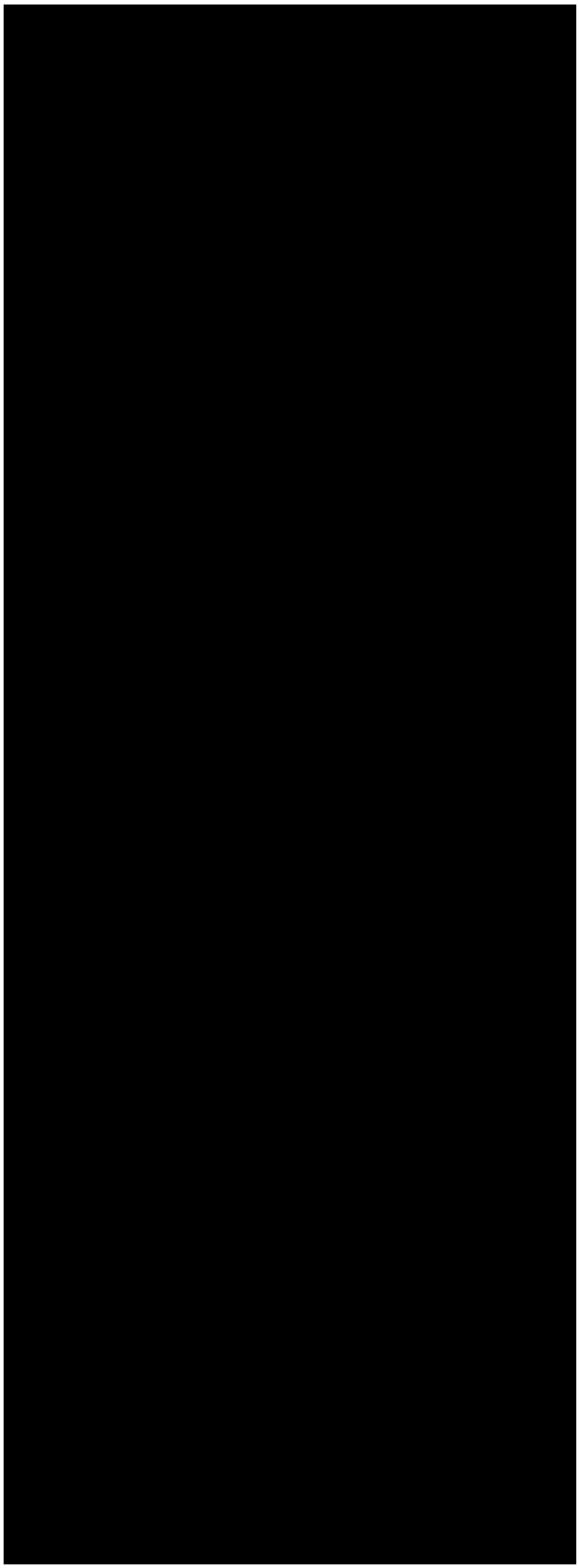
The A Plus Group	**Environmental Services System, LLC**
$ 285,154.17	**$ 217,124.48**
$ 41,883.14	**$ 36,780.84**
$ 51,337.84	**$ 52,361.31**

$ 10,174.68	$ 6,728.72
$ 6,117.55	$ 6,728.72
$ 29,823.07	$ 10,448.35
$ 3,504.85	$ 6,728.72
$ 361,767.17	$ 368,716.82
$ 6,021.97	$ 6,344.34
$ 38,158.61	$ 23,571.88
$ 7,455.77	$ 19,922.14
$ 173,432.71	$ 165,573.90
$ 4,248.30	$ 6,728.72
$ 53,483.21	$ 45,023.01
$ 54,229.91	$ 47,076.96

$ 27,353.73	$ 42,095.45
$ 82,013.43	$ 6,798.21
$ 27,959.12	$ 14,183.51
$ 117,040.67	$ 567,841.10
$ 1,381,159.88	$ 1,650,777.18
23	23

E.Sheriff E.Library	Vendors
$24,600.00	Green's Commercial Cleaning, Inc
$30,000.00	Contractors Enterprises Inc

$31,560.00	Cj Enterprise Cleaning Services
$36,280.00	Bull City Janitiorial Services
$38,040.00	Sonaron LLC



Cost of services yearly by DCO including benefits	Cost of services yearly by DCO without including benefits
$1,155.44	$710.84
$2,311.40	$1,422.20
$2,311.40	$1,422.20
$2,311.40	$1,422.20
$8,089.64	$4,977.44

Freddrick's Housekeeping Services, LLC	**H3 Cleaning Solutions**	**Joy Cleaning Services**
N/A	**$ 227,808.00**	**$ 335,760.00**
N/A		
N/A	**$ 41,005.44**	**$ 39,960.00**
N/A		
N/A	**$ 78,322.56**	**$ 97,920.00**
N/A		
N/A		

$ 12,900.00	$ 11,390.40	$ 22,320.00
N/A	N/A	$ 22,320.00
N/A	$ 45,561.60	$ 34,560.00
N/A	N/A	$ 8,880.00
N/A	$ 451,226.00	$ 314,400.00
$ 6,780.00	$ 7,213.92	$ 34,320.00
N/A	$ 34,171.20	$ 47,280.00
N/A	$ 6,074.88	$ 19,560.00
N/A	$ 170,506.83	$ 203,520.00
$ 6,300.00	$ 6,074.88	$ 9,360.00
N/A	$ 58,721.58	$ 123,840.00
N/A	$ 56,409.60	$ 147,720.00

N/A	$ 40,669.83	$ 41,220.00
N/A	N/A	$ 96,000.00
$ 23,700.00	$ 15,187.20	$ 41,280.00
N/A	$ 81,360.00	$ 314,760.00
$ 49,680.00	$ 1,331,703.92	$ 1,954,980.00
4	16	23

N.Sheriff N.Convenience N.Library	Vendors	General Services
$44,364.00	Green's Commercial Cleaning, Inc	$4,274.50
$47,640.00	Cj Enterprise Cleaning Services	$9,000.00

$50,000.00	Contractors Enterprises Inc	$9,576.00
$51,337.84	The A Plus Group	$9,800.04
$52,727.19	Integrity	$10,080.00

Savings for 5 years without including benefits	Savings for 5 years including benefits	Cost Per Year By Vendor For FY 25/26
		$5,000.04
		$1,466.00
		$3,000.00
		$2,680.00
$24,887.20	$40,449.70	$12,146.04

A & B Cleaning Services INC	**B&R Janitorial**	**Kennexs**
$ 363,387.00	**N/A**	**$ 310,800.00**
	N/A	
$ 60,301.92	**N/A**	**N/A**
	N/A	**N/A**
$ 73,605.60	**N/A**	**N/A**
	N/A	**N/A**
	N/A	**N/A**

$ 13,917.60	N/A	N/A
$ 13,917.60	$ 16,800.00	N/A
$ 25,282.80	N/A	N/A
$ 14,831.52	$ 19,200.00	N/A
$ 613,350.24	N/A	$ 344,400.00
$ 14,040.00	$ 6,900.00	N/A
$ 44,965.56	N/A	N/A
$ 25,225.44	$ 10,700.00	N/A
$ 222,945.60	N/A	$ 147,360.00
$ 11,038.80	N/A	$ 3,894.00
$ 58,550.40	N/A	$ 49,020.00
$ 60,003.84	N/A	$ 54,560.00

$ 48,150.72	N/A	N/A
N/A	N/A	$ 82,800.00
$ 44,885.76	$ 22,800.00	N/A
$ 367,981.44	$ 48,000.00	N/A
$ 2,076,381.84	$ 124,400.00	$ 992,834.00
22	6	8

Vendors	EOC	Vendors
Integrity	$3,456.00	Green's Commercial Cleaning, Inc
Contractors Enterprises Inc	$3,946.42	Integrity

Green's Commercial Cleaning, Inc	**$4,080.00**	**Cj Enterprise Cleaning Services**
Bull City Janitiorial Services	**$4,374.44**	**Sonaron LLC**
Sonaron LLC	**$4,500.00**	**Bull City Janitiorial Services**

Currently cost by contractor
$5,580.00
$1,465.00
$6,780.00
$2,680.00
$16,505.00

ServiceMASTER Clean	**Contractors Enterprises Inc**	**Sonaron LLC**
N/A	**$ 280,000.00**	**$ 284,030.00**
N/A		
N/A	**$ 30,000.00**	**$ 38,040.00**
N/A		
N/A	**$ 50,000.00**	**$ 56,472.00**
N/A		
N/A		

N/A	$ 9,000.00	$ 10,080.00
N/A	N/A	$ 4,374.44
N/A	$ 35,000.00	$ 39,200.00
N/A	$ 4,000.00	$ 2,939.04
$ 405,456.00	$ 370,000.00	$ 357,542.00
N/A	$ 5,700.00	$ 4,540.00
N/A	$ 35,000.00	$ 35,472.00
N/A	$ 5,000.00	$ 3,740.00
N/A	$ 130,000.00	$ 141,632.00
N/A	$ 3,100.00	$ 2,740.00
N/A	$ 45,000.00	$ 49,210.00
N/A	$ 50,000.00	$ 54,320.00

N/A	$ 29,000.00	$ 30,410.00
N/A	$ 75,000.00	$ 80,150.00
N/A	$ 21,000.00	$ 24,324.00
N/A	$ 61,000.00	$ 58,400.00
$ 405,456.00	$ 1,237,800.00	$ 1,277,615.48
1	22	23

Agriculture Building Coop Extension	Vendors	Animal Control Building
$15,973.20	DeWhit Facilitiy Services	$2,336.56
$17,841.95	Integrity	$2,939.04

$25,282.80	A & B Cleaning Services INC	$3,504.85
$29,823.07	The A Plus Group	$3,600.00
$30,600.00	Green's Commercial Cleaning, Inc	$4,000.00

Cj Enterprise Cleaning Services	**Owens Realty Services**	**Sparkwise Commercial Cleaning**
N/A	**$ 359,711.00**	**N/A**
N/A		**N/A**
$ 31,560.00	**$ 226,922.00**	**N/A**
		N/A
$ 47,640.00	**$ 97,126.00**	**N/A**
		N/A
		N/A

N/A	$ 32,908.00	$ 11,000.00
$ 4,080.00	$ 32,853.00	$ 10,187.00
N/A	$ 41,991.00	$ 35,000.00
N/A	$ 32,569.00	N/A
N/A	$ 628,190.00	N/A
$ 3,000.00	$ 36,454.00	$ 6,110.00
N/A	$ 48,253.00	$ 37,300.00
N/A	$ 41,033.00	$ 5,990.00
N/A	$ 246,527.00	N/A
$ 3,120.00	$ 30,448.00	$ 3,911.00
$ 44,040.00	$ 114,915.00	$ 50,000.00
$ 48,960.00	$ 114,915.00	$ 55,000.00

$ 31,080.00	$ 43,215.00	$ 33,000.00
N/A	$ 95,237.00	N/A
N/A	$ 46,767.00	$ 27,000.00
N/A	$ 370,158.00	N/A
$ 213,480.00	$ 2,640,192.00	$ 274,498.00
11	23	11

Vendors	HHS	Vendors
Integrity	$314,400.00	Joy Cleaning Services
Sonaron LLC	$329,876.16	DeWhit Facilitiy Services

The A Plus Group	$344,400.00	Kennexs
Green's Commercial Cleaning, Inc	$357,542.00	Sonaron LLC
Contractors Enterprises Inc	$360,000.00	Green's Commercial Cleaning, Inc

Green's Commercial Cleaning, Inc	**Executive Service Contractors,LLC**
$ 253,200.00	**N/A**
	N/A
$ 24,600.00	**N/A**
	N/A
$ 44,364.00	**N/A**
	N/A
	N/A

$ 9,576.00	N/A
$ 3,456.00	N/A
$ 30,600.00	N/A
$ 3,600.00	N/A
$ 360,000.00	N/A
$ 4,800.00	$ 8,388.00
$ 33,600.00	N/A
$ 4,740.00	$ 15,516.00
$ 140,160.00	N/A
$ 3,312.00	$ 6,012.00
$ 47,692.80	N/A
$ 50,673.60	N/A

$ 27,124.80	N/A
$ 70,800.00	N/A
$ 11,400.00	N/A
$ 39,744.00	N/A
$ 1,163,443.20	$ 29,916.00
23	3

Presidential Warehouse	Vendors
$3,000.00	Cj Enterprise Cleaning Services
$4,540.00	Sonaron LLC

$4,800.00	Green's Commercial Cleaning, Inc
$5,700.00	Contractors Enterprises Inc
$6,021.97	The A Plus Group

Integrity	
$	**232,815.96**
$	**46,647.74**
$	**52,727.19**

$	4,274.50
$	3,946.42
$	17,841.95
$	2,336.56
$	480,133.52
$	12,357.03
$	40,879.30
$	21,507.72
$	199,066.00
$	600.68
$	54,334.18
$	56,979.84

$	25,991.51
$	84,336.71
$	27,360.08
$	35,523.29
$	1,399,660.18
	23

JCR	Vendors
$24,171.84	DeWhit Facilitiy Services
$33,600.00	Green's Commercial Cleaning, Inc

$34,171.20	H3 Cleaning Solutions
$35,000.00	Contractors Enterprises Inc
$37,200.00	Bull City Janitiorial Services

General Services Warehouse	Vendors
$3,740.00	Sonaron LLC
$4,740.00	Green's Commercial Cleaning, Inc

$5,000.00	**Contractors Enterprises Inc**
$5,580.00	**Bull City Janitiorial Services**
$5,990.00	**Sparkwise Commercial Cleaning**

Main Library	Vendors
$130,000.00	Contractors Enterprises Inc
$140,160.00	Green's Commercial Cleaning, Inc

$141,632.00	Sonaron LLC
$143,799.96	Bull City Janitiorial Services
$147,360.00	Kennexs

Bragtown Library	Vendors
$600.68	Integrity
$2,740.00	Sonaron LLC

$3,100.00	Contractors Enterprises Inc
$3,120.00	Cj Enterprise Cleaning Services
$3,312.00	Green's Commercial Cleaning, Inc

South Regional Library	Vendors
$44,040.00	Cj Enterprise Cleaning Services
$45,000.00	Contractors Enterprises Inc

$47,692.80	**Green's Commercial Cleaning, Inc**
$48,999.96	**Bull City Janitiorial Services**
$49,020.00	**Kennexs**

Southwest Regional Library	Vendors	Stanford Warren Library
$48,960.00	Cj Enterprise Cleaning Services	$25,991.51
$50,000.00	Contractors Enterprises Inc	$27,124.80

$50,673.60	Green's Commercial Cleaning, Inc	$27,353.73
$54,229.91	The A Plus Group	$29,000.00
$54,320.00	Sonaron LLC	$30,410.00

Vendors	Memorial Stadium	Vendors
Integrity	$70,800.00	Green's Commercial Cleaning, Inc
Green's Commercial Cleaning, Inc	$75,000.00	Contractors Enterprises Inc

The A Plus Group	$80,150.00	Sonaron LLC
Contractors Enterprises Inc	$80,400.00	Bull City Janitiorial Services
Sonaron LLC	$82,013.43	The A Plus Group

Judicial Annex	Vendors
$11,400.00	Green's Commercial Cleaning, Inc
$15,187.20	H3 Cleaning Solutions

$21,000.00	**Contractors Enterprises Inc**
$22,800.00	**B&R Janitorial**
$23,700.00	**Freddrick's Housekeeping Services, LLC**

Courthouse	Vendors	Total cost per year for each column
$33,853.44	DeWhit Facilitiy Services	$980,019.21
$35,523.29	Integrity	$1,102,666.86

$39,744.00	Green's Commercial Cleaning, Inc	$1,156,536.94
$48,000.00	B&R Janitorial	$1,222,587.22
$58,400.00	Sonaron LLC	$1,277,694.59

	FY 24/25 Contracts Cost	
Property FY 24/25	Contract Cost/YR to date	Company's
Sheriff Animal Control Office	$4,399.08	Greens
Main Library	$151,915.68	Greens
N. Sheriff Station	$1,465.20	Greens
JCR	$39,792.00	Greens
Admin I	$103,429.36	DeWhit
Admin II	$220,800.84	DeWhit
HHS	$393,988.10	DeWhit
Cooperative Extension	$43,109.60	DeWhit
Bragtown Library	$3,903.60	CJ Enterprise
East Library	$37,560.00	CJ Enterprise
EOC	$6,574.00	CJ Enterprise
GS Warehouse	$5,580.00	CJ Enterprise
Stanford Warren Library	$35,820.00	CJ Enterprise
North Library	$51,720.00	CJ Enterprise
South Library	$51,720.00	CJ Enterprise

	First prediction for FY 25/26		
	Cost Per Year For FY 25/26	Vendor	Buildings
	$227,808.00	H3 Cleaning Solutions	Admin 1 & 2
	$29,160.00	Cj Enterprise Cleaning Services	E.Library
	$39,497.41	Integrity	N.Library
	$4,274.50	Integrity	GS Office
	$3,946.42	Integrity	EOC
	$15,973.20	DeWhit Facilitiy Services	Agriculture Building Coop Extension
	$314,400.00	Joy Cleaning Services	HHS
	$3,740.00	Sonaron LLC	GS Warehouse
	$141,632.00	Sonaron LLC	Main Library
	$600.68	Integrity	Bragtown Library
	$44,040.00	Cj Enterprise Cleaning Services	South Regional Library
	$48,960.00	Cj Enterprise Cleaning Services	Southwest Regional Library
	$25,991.51	Integrity	Stanford Warren Library
	$70,800.00	Green's Commercial Cleaning, Inc	Memorial Stadium
	$15,187.20	H3 Cleaning Solutions	Judicial Annex

	Recommended vendors for FY 25/26						
	Cost Per Year For FY 25/26	Vendor	Buildings				
	$227,808.00	H3 Cleaning Solutions	Admin 1 & 2	2nd lowest	DeWhit was disqualified from performance.		
	$170,506.83	H3 Cleaning Solutions	Main Library	6th lowest	Contracts Enterprise was disqualified from RFP	Greens was disqualified for performance	Sonaran to small of company	Bull City to small of company and knowledge not there.
	$15,187.20	H3 Cleaning Solutions	Judicial Annex	2nd lowest	Greens was disqualified for performance			
	$44,040.00	Cj Enterprise Cleaning Services	South Regional Library	lowest				
	$48,960.00	Cj Enterprise Cleaning Services	Southwest Regional Library	lowest				
	$29,160.00	Cj Enterprise Cleaning Services	E.Library	lowest				
	$40,440.00	Cj Enterprise Cleaning Services	N.Library	2nd lowest	Owens was lowest but did not respond back to us	Integrity declined all building recommend (N. Library , GS Office, EOC, Animal Control, Bragtown and Stanford Warren) ON 6/12/25 at 1:50pm.		
	$4,080.00	Cj Enterprise Cleaning Services	EOC	3rd Lowest	Greens was disqualified for performance			
	$3,120.00	Cj Enterprise Cleaning Services	Bragtown Library	4th Lowest				
	$3,504.85	The A Plus Group	Animal Control Building	3rd Lowest				
	$27,353.73	The A Plus Group	Stanford Warren Library	3rd Lowest				
	$314,400.00	Joy Cleaning Services	HHS	lowest	Greens was disqualified for performance			
	$80,400.00	Bull City	Memorial Stadium	4th Lowest	Greens turned down offer via phone at 1445 pm on 6/11/25	Sonaron LLC - We reach out to make them aware of them being recommened for the Staduium and the GS warehouse. His answer was i will need to call him		
	$5,580.00	Bull City	GS Warehouse	4th lowest		Sonaron LLC - We reach out to make them aware of them being recommened for the Staduium and the GS warehouse. His answer was i will need to call him back because he was going into a game. As well I called him yesterday 6/11/25 and text right after at 3pm and did not get a response back.		
	$9,800.04	Bull City	GS Office	4th Lowest				

Southwest Library	$57,120.00	CJ Enterprise
Presidential Warehouse	$6,780.00	CJ Enterprise
GS Main Offce	$11,535.00	Freddricks
Judicial Annex	$26,568.00	Freddricks
Memorial Stadium	$84,300.00	Freddricks
North Convenience Site	$5,712.00	Freddricks
East Sheriff Station	$2,680.00	B&R
Courthouse	$68,600.00	B&R/County
Total cost for the year FY 24/25	$1,415,072.46	

	$33,853.44	DeWhit Facilitiy Services	Courthouse
	$2,336.56	Integrity	Animal Control Building
	$15,973.20	DeWhit Facilitiy Services	JRC
Total Cost for the year FY 25/26	$1,038,174.12		

	$33,853.44	DeWhit Facilitiy Services	Courthouse	Lowest
	$15,973.20	DeWhit Facilitiy Services	Agriculture Building Coop Extension	Lowest
	$15,973.20	DeWhit Facilitiy Services	JRC	Lowest
Total Cost for the year FY 25/26	$1,090,140.49			

Total cost for the year FY 24/25	Total cost for the upcoming year FY 25/26	Total savings for upcoming year FY 25/26
$1,415,072.46	$1,090,140.49	$324,931.97

Total cost for the upcoming year FY 25/26	Internal cost for upcomimg year FY 25/26	Total cost in all for FY 25/26
$1,090,140.49	$10,680.04	$1,100,820.53

Removing from Bids from FY 25/26 RFP and going in-house	Bids by vendors for FY 25/26	Cost of services yearly by DCO with benefits	Cost of services yearly by DCO without benefits
N. Sheriff	$1,466.00	$1,155.44	$710.84
Removing E.Sheriff	$2,680.00	$2,311.40	$1,422.20
Removing N.Convenience	$5,000.04	$2,311.40	$1,422.20
Presidential Warehouse	$3,000.00	$2,311.40	$1,422.20
Totals	$12,146.04	$8,089.64	$4,977.44
Savings	$12,146.04	$4,056.40	$7,168.60

Breaking out buildings per cost that will go in-house with current staff	DeWhit Facilitiy Services	Bull City Janitiorial Services	The A Plus Group	Environmental Services System, LLC
N. Sheriff Station		$1,462.00	$1,858.63	
East Library		$33,600.00	$39,737.74	
North Library		$50,499.96	$46,708.78	
Presidential Warehouse		$6,200.04	$6,021.97	
North Convenience Site		$5,000.04	$2,770.42	
East Sheriff Station		$2,680.00	$2,145.39	

Freddrick's Housekeeping Services, LLC	H3 Cleaning Solutions	Joy Cleaning Services	A & B Cleaning Services INC
	$2,278.08	$9,840.00	$5,700.00
	$37,968.00	$30,480.00	$50,269.92
	$72,898.56	$80,160.00	$62,205.60
$6,780.00	$7,213.92	$34,320.00	$14,040.00
	$3,037.44	$7,920.00	$5,700.00
	$3,037.44	$9,480.00	$10,032.00

B&R Janitorial	Kennexs	ServiceMASTER Clean	Contractors Enterprises Inc
$6,900.00			

Sonaron LLC	Cj Enterprise Cleaning Services	Owens Realty Services	Sparkwise Commercial Cleaning	Green's Commercial Cleaning, Inc
$1,242.10	$3,000.00	$32,375.33		$1,404.00
$33,264.00	$29,160.00	$121,855.50		$22,200.00
$42,120.00	$40,440.00	$32,375.33		$39,960.00
$4,540.00	$3,000.00	$36,454.00	$73,320.00	$4,800.00
$5,508.00	$4,200.00	$32,375.33		$3,000.00
$5,040.00	$2,400.00	$121,855.50		$2,400.00

Executive Service Contractors,LLC	Integrity
	$1,748.39
	$44,897.66
	$39,497.41
$8,388.00	$12,357.03
	$1,713.87
	$1,750.09

Interview answers from CJ Enterpise 6/9/25

Janitorial Services Interview Summary – Lisa Williams

1. Workforce Tracking & Attendance

Clock-In/Out Procedure: Staff call the supervisor to clock in/out, preferably using a phone on-
Time Clock System: No traditional time clocks are used on-site.
Scheduling: Staffing and scheduling are based on building-specific needs and requirements p

2. Quality Assurance & Inspections

QA Process: Staff follow a checklist based on the scope of work stored on-site (typically in su
Inspections: Conducted by Lisa Williams weekly and by her supervisor monthly. Lisa prefers l

3. Experience with Large Facilities

Largest Facilities Serviced:

- Raleigh State Contract Building (NC Lottery) – 100,000 sq ft.
- Old Main Library – 65,000 sq ft.

4. Staffing & Turnover

Turnover Rate: Extremely low. Most recent hire has been with the company for 1.5 years. Sta
Retention Strategies:

- Higher pay than competitors.
- Maintain a small business model to foster personal accountability and team cohesi

5. Contingency & Call-Out Coverage

Call-Out Management:

- Staff notify Lisa in advance, allowing time for schedule adjustments.
- On-call personnel or Lisa herself cover shifts if needed.
- Lisa has filled in when necessary; so far, call-outs have not been a significant issue

6. Communication & Responsiveness

Response Time: Issues addressed within 12–24 hours. Immediate issues handled right away
Contacting Daytime Staff:

- Locations have Lisa's contact info.
- Communication is situational; previously used walkie-talkies.
- Day porters have cell phones—Lisa will begin sharing these numbers with clients.
- Logbooks are used by porters to document issues.

Primary Contact: Lisa Williams, with possible backup from the day porter depending on availa

8. Additional Notes

Lisa inquired about:

- Timeline for award decisions.
- Current contract extensions.
- Receiving early notice if awarded the contract to allow for scheduling and preparati

site. Evening staff call in from their cell to confirm the building is locked, providing a layer of se

provided by DCO.

pply closets). Both day and night crews use these checklists.
hands-on management and regularly walks through sites herself.

ff are typically terminated only for serious issues (e.g., lost keys), not for voluntary resignation

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ability and issue type.

on.

ecurity.

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Janitorial Services Summary For Greens Janitorial Services 6-10-25

1. Workforce Tracking and Attendance

The team uses a mobile app for clocking in and out at job sites, allowing real-

2. Quality Assurance and Inspections

Quality control is maintained with vendor-specific checklists signed off by m

3. Experience with Large Facilities

The company has serviced large facilities, such as the city of Monroe (14 yea

4. Staffing and Turnover

Turnover has dropped by 70% since wages increased from $12-$13 to about $

5. Contingency and Call-Out Coverage

Extra staff are assigned to buildings to cover call-outs, with managers or supe

6. Communication and Responsiveness

The company responds to service issues within approximately one hour. Cont

7. Pricing Methodology

Pricing is based on factors such as square footage, facility type, service frequ

Company Overview

Founded in 2003, the company employs approximately 210-230 people and o

-time employee tracking. This replaced the previous paper sign-in sheets. Real

anagers. The owner conducts monthly QA inspections, with operations manag

rs, 550,000 to 600,000 sq ft) and Union County (15 years, 50-60 buildings). T

$15/hour. Employee retention strategies include positive reinforcement, bonus

ervisors filling in as needed. Response time to fill vacancies depends on backg

tact numbers for day porters and janitorial staff are available and can be share

ency, and staffing requirements. It is unclear whether pricing is standardized c

perates in North Carolina, South Carolina, and Tennessee. They aim to evolve

l-time attendance data can be provided to clients upon request. A master roste
gers and staff performing regular checks. Recent inspections include photo do
Their service area covers North Carolina, South Carolina, and Tennessee, mai
ses based on client satisfaction and supervisor scores, and disciplinary deducti
ground check processing, typically one week or longer. Communication with c
d with clients for direct communication.

or customized for each location. The pricing structure includes labor, supplies,
e with technology. A key improvement noted was the enhancement of commu

r is maintained by Maria in operations. The owner is very hands-on but finds i

cumentation and direct staff feedback. Deficiencies are communicated verball

ıly focusing on state and local government contracts.

ons for cleanliness or equipment issues. New hire training involves pre-hire v

lients about coverage has improved since Manny and Shawn began managing

, equipment, supervision, and overhead, but details are limited. The company

nication with the county since Manny and Shawn assumed management respo

t overwhelming and wants better insight into company operations.

y and via email, with follow-up and record-keeping. The management style is

ideo instruction covering OSHA, CPR, bloodborne pathogens, and cleaning te

the contract.

uses eco-friendly cleaning chemicals (“Live” and “Lavender”) but was unsure

nsibilities.

firm but fair.

echniques, followed by 3-5 days shadowing a supervisor. Approximately 80%

about their kill times. Staff also receive HIPAA training.

of training is video-based.

Janitorial Services Summary For DeWhit Janitorial Services 6-11-25

1. Workforce Tracking & Attendance

· How does your team clock in and out at job sites?

System/App, geofenced. Full time gets lunch clock in/out. App tracks if you leave the build

Do you use a digital system (e.g., mobile app, biometric scanner, geofencing)?

Can your system provide real-time attendance data? Yes, get rid of traditional time cards.

2. Quality Assurance & Inspections

· What quality control methods do you use to ensure cleaning standards are met?

Weekly inspections, assistant manager does weekly inspections as well. Each building has i

· Are routine inspections documented?

No corrections are made on the spot. Can provide monthly reports. Informed of monthly ins

· Who conducts your QA inspections, and how frequently are they performed?

Manager/Assistant Manager. The owner is adamant about addressing issues asap. Owner do

Informed of deficiencies in room 129 at Admin 2.

· Can you provide examples of your inspection forms or reports?

Itemized report per room/location

· How are deficiencies addressed and communicated to your team?

Does walkthrough, issues identified, reprimanded if deficiencies are repeated. Has training

3. Experience with Large Facilities

· What is the largest facility or campus your company has serviced?

-NC state ¾ of centennial campus. 750+k Sq Ft.

-Trident technical collage SC and satellite campuses.

-Locked Martin 10 years

-SC Greenville/Charleston to Raleigh, wake tech lab G&P 5-6 labs, astro zentica, NC state

-G&P , gown up, everyone has different SOP's. No cross contamination. Proper documenta

4. Staffing & Turnover

· What is your current janitorial staff turnover rate?

High turnover rate 20-50% fluctuates. High turnover for new employees, background check

· What strategies do you use to retain employees?

Invest in retreats for managers on training. Sends employees specialized schools/courses. E

5. Contingency & Call-Out Coverage

· In the event of a staff call-out (e.g., illness, emergency, or no-show), how do you ensure c

Issues with people quit early. Has floater. Has people in line to step in.

· Do you have a pool of on-call or backup staff available?

· What is your average response time to fill a position temporarily?

· What is your communication process with the client regarding coverage issues or staff sub

6. Communication & Responsiveness

· What is your typical response time to service issues or client concerns?

Manny vouches for quick responsiveness time. Primary POC already established with DeW

7. Pricing Methodology

· How do you determine pricing for janitorial services at a property?

o What factors do you consider when preparing a quote (e.g., square footage, type of facilit
· Do you use a standardized rate sheet, or is pricing customized for each location?
· Can you provide a breakdown of how your pricing is structured (e.g., labor, supplies, equ
· How do you handle changes in service scopes such as increased cleaning frequency or ad
· Are there any cost-saving recommendations you typically suggest to clients without comp
Kill time, trains for kill times. Mo said employees forget about it.
Chemicals: TB side? About 1 min kill time. Prefers to double kill time to kill bacteria effec
Does HIPPA training.
Informed on staff roster policy and badge policy moving forward.
148-150 employees
18-19$ average salary, job dependent.
Per interview, I have concerns on the quality of employees they have.
A lot of stories throughout the interview.
Manny/Shawn concerns with DeWhit addressed. And how things are going to be going for
DeWhit addressed concerns with DCO.

lings, vehicles have trackers as well.

its own account. Woman who cleans admin 2 has checklist to follow nightly.

spections with DCO going forward.

oes periodic inspections. They have a supervisor for Admin 2. Mo or his assistant checks ov

books/videos for employees on certain areas once deficiencies are identified. Has multiple e

vet clinic/horse farm as needed.
ation.

ks influence that

ducation is big for owners to employees. Recommendations for other jobs. Offers communi

overage and maintain service levels?

ostitutions?

Vhit.

y, frequency of service, staffing requirements)?

ipment, supervision, overhead)?
ditional square footage?
romising service quality?

tively. Chemicals for doors. Corrected employees on using Fabulous. Big on training emplo

ward.

ver admin 2.

examples of training for employees. Bloodborne pathogens, OSHA training. Train for first a

ity college courses. Employee advancement ($200 advancement) pays back per check to pre

yees on correct chemicals. Big on chemicals.

ıid.

ɛvent theft. Big on anti-theft. Employee of the month bonuses, Christmas party/bonuses. Big

; on community involvement/employee involvement.

Interview answers from Executive Service Interview 6/9/25

1. Workforce Tracking & Attendance

Clock-In/Out Process:

Currently transitioning from manual systems to SIMS (Staff Information Management System).
Employees clock in/out via phone calls and timesheets, which are verified via email.
SIMS provides visual in/out diagrams for tracking.
Documents are retained for 3–5 years.

Real-Time Attendance Data:

Available through SIMS.
Verified via templated timesheets and manual phone log-ins.

Staff Assignment Tracking:

Manual roster system in use.
No formal scheduling or roster management platform currently implemented.

2. Quality Assurance & Inspections

Quality Control Methods:

Use of EPA-approved cleaning products.
Structured cleaning processes with emphasis on integrity.
PPE and disinfectants are standard.
Supervisors conduct unannounced pop-up inspections.

Inspection Documentation:

Yes, inspections are documented using:

- Daily checklists
- Weekly checklists
- Emergency/on-call supervisor follow-ups

QA Inspection Frequency & Personnel:

Weekly inspections conducted.
Supervisors use checklists to verify job completion and sign off.
Open to feedback from DCO (Designated Contract Officer) and facility contacts.

Handling Deficiencies:

Addressed in open team discussions.
Root cause analysis performed.
Issues are communicated to the whole team to improve future performance.

3. Experience with Large Facilities

Largest Facilities Serviced:

Wake County Public Schools (multiple locations, various square footage)
NC Department of Adult Corrections (janitorial and laundry services)

Staffing Model:

4 staff per facility (often includes husband-and-wife teams)

Multi-Site/Campus Coordination:

No direct experience with managing campus-style contracts.
However, multiple locations have been handled individually.

4. Staffing & Turnover

Turnover Rate:
Very low to none; family-owned and operated.
Retention Strategies:
Hands-on training
Partnership with NC Works
Transitional employment for correctional inmates
Coverage in Absence:
Owners and family members fill in as needed.
High accountability and ownership.

5. Contingency & Call-Out Coverage

Call-Out Handling:
Designated “call-out” person within the team.
Background checks conducted in-house.
Use of family or staffing agency when necessary.
Strong preference for workers with janitorial experience.
Client Communication:
Immediate internal response
Problems are preemptively mitigated where possible
Communication with clients is proactive and transparent

6. Communication & Responsiveness

Issue Response Time:
Immediate response policy
Issues are assessed and resolved promptly
Daytime Contact Availability:
Central business number available
Day porters carry direct business phones
Primary Contact:
Warren (owner) or his wife

7. Pricing Methodology

Pricing Determinants:
Square footage
Frequency of service
Hours and labor required
Supplies and equipment
Billing Structure:
Monthly invoicing
Pricing is customized per site; no universal rate sheet
Scope Adjustments:
Will adjust pricing based on changes in square footage or frequency

Can offer cost-saving recommendations, such as subcontracting specialized floor care

Training & Compliance:

Staff are trained in:

- SIMS
- HIPAA
- EPA regulations

Background checks conducted

Not currently certified for biohazard cleanup

Chemicals Used:

Purchased from Home Depot or Lowe's

Prioritize green-friendly products

Janitorial Services Summary For Fredericks Janitorial Services 6-11-25

1. Workforce Tracking & Attendance
Current System: No formal clock-in/out system; supervisor/player actively tracks attendance informal
Documentation: Moving toward sign-in sheets for better record-keeping.
Staff Assignment Tracking: No scheduling platform or roster system mentioned.
Potential Concern: Lack of formal tracking may cause accountability gaps as operations scale.

2. Quality Assurance & Inspections
Quality Control: Visual walkthroughs aligned strictly with contract specs.
Inspections: Not routinely documented but QA inspections conducted by one individual.
Deficiency Handling: Written in QA reports; teams given timelines to correct issues.
Potential Concern: No formal inspection documentation or frequency may risk inconsistent standards.

3. Experience with Large Facilities
Largest Facilities: Libraries, East and South Regional, Stadium Admin 2, Judicial Annex.
Staffing Scope: Details unclear, but company employs 7 total.
Multi-Site Management: Not explicitly stated, but small team suggests limited multi-site coordination

4. Staffing & Turnover
Turnover: Reported as zero.
Retention Strategy: Emphasis on respect and good communication.
Training: Owner personally trains all staff, referring to himself as "master cleaner." Task lists used inf

5. Contingency & Call-Out Coverage
Coverage Plan: Owner and wife fill in if needed. Heavy reliance on a small team.
Turnover Impact: Minimal, given no turnover.
Potential Concern: Small staff size and reliance on owner/family may be a vulnerability.

6. Communication & Responsiveness
Response Time: Immediate where possible, strictly contract-driven.
Point of Contact: Owner; unclear on direct contact to day porters or janitorial staff.
Attitude: Some resistance or defensiveness noted when questioned about procedures.

7. Pricing Methodology
Pricing Approach: Strictly follows contract; no flexibility indicated.
Chemical Use: Limited to Pinesol, occasional Virex 256, heavy-duty degreasers, Zap floor cleaner. Us
Safety Protocols: Unknown kill time for disinfectants—this is a concern.
Wage: $15/hour.
Additional Notes: Contractor trained by ServiceMaster; established 2010.

Other Notable Points
Expressed concerns about systemic treatment of minority contractors by the county.
Raised concerns about badge and roster policies.
Defensive attitude could impact collaboration.

Summary & Recommendations

Strengths: Owner's hands-on training, low turnover, clear contract adherence.
Risks: Lack of formal workforce tracking and QA documentation; limited chemical knowledge; small s
Culture: Some tension around county policies and a defensive posture from the owner.

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ormally.

es microfiber tools.

staff size creates risk for coverage gaps.

Interview answers from H3 6/4/25

1. Workforce Tracking & Attendance

Clock-In/Clock-Out Process

System: Digital, via **Homebase** app.

Method: Mobile devices and tablets (for older employees).

Features:

- **Geolocation-enabled** time tracking to ensure accuracy.
- **Task management** embedded in the app.
- Allows employees to submit complaints (e.g., "trash wasn't taken out") and upload **photos**

Scheduling & Staff Assignment

Scheduling Platform: Homebase

- Schedules are built weekly per client and location.
- Maintains a **directory of trained employees** per site.

Location Assignment:

- Staff assigned based on training and location eligibility.
- **"Floaters"** (senior staff trained across 2–3 sites) fill in as needed.

2. Quality Assurance & Inspections

Quality Control Process

QA conducted by **Team Leaders**, **Project Managers**, and **non-cleaning Team Leads**.

Emphasis on **client satisfaction**—company has not lost a client due to QA issues.

Inspections

Routine inspections are documented.

Reports and performance data can be shared **monthly or weekly**.

Framework is **customizable** based on client needs.

Deficiency Reporting & Response

Reports go to team lead or site supervisor.

Communication via:

- **Homebase messaging**
- **Quality control emails**
- **Client portal** for reporting and follow-up

3. Experience with Large Facilities

Largest Facilities Serviced

PWC Fayetteville Campus

- Size: ~180,000 sq ft
- Staff: 15–18 people, Mon–Fri
- Specialty Floor Care: Tues, Thurs, some Saturdays

Power Plant (potential): ~300,000 sq ft

Additional Experience:

- Schools (~160,000 sq ft)
- Action Pathways (9 buildings, food bank)
- Seasonal college work (e.g., NC State dorm prep)

Multi-Site Coordination
Staff assigned based on previous year's staffing performance.
Direct involvement of experienced personnel across sites.
Flexible team deployment; leadership evaluates what has/hasn't worked.

4. Staffing & Turnover
Turnover & Retention
Turnover Rate: Not specified but appears well managed.
Retention Strategies:
- Employee-centric culture
- Continuous training
- Trust and engagement with leadership

Training Program
Onboarding: 90-day onboarding with monthly themed training.
Curriculum Includes:
- OSHA & HIPAA compliance
- Bloodborne pathogens
- PPE and safety

Tools:
- Online learning platforms
- "H3 University" in-house training

Chemicals & Equipment
Supplies: Ecolab, Betco, A1 Supply (Fayetteville)
Equipment: Walk-behinds, floor care rentals
Dispensers with metering tips—no free-pouring
Site-specific supply setups when possible

Coverage for Absences
Floater pool, leadership, and quality managers step in as needed
Planned cushion in scheduling for anticipated absences
Split shifts used to maintain coverage

5. Contingency & Call-Out Coverage
Call-Out Response Plan
Dedicated **floater staff** and **management fill-ins**
Leadership is **hands-on** and proactively manages call-outs
Bid pricing includes coverage cushion to mitigate service gaps

Back-Up Staff & Response Time
Floaters and leadership respond quickly—**average response within hours**
Emphasis on **trusted, skilled employees**

Client Communication
Direct, transparent updates
Proactive notification of staff changes or substitutions

6. Communication & Responsiveness

Service Communication

Site supervisor and **quality control tech** will be direct points of contact
Response Time: Within **24 hours** for standard concerns; **emergency contact** also available

Points of Contact

Daytime janitorial staff and day porters reachable via direct contact or Homebase
Primary contacts: Assigned site supervisor or quality tech depending on building

for task verification (in development).

Interview answers from Integrity 6/4/25

1. Workforce Tracking & Attendance

Clock-In/Out System:
Uses UKG mobile app for employees to clock in and out via phone. Clock-ins are geofenced—restricte

Real-Time Attendance:
The system provides real-time monitoring of attendance and clock-in/out data accessible through the ap

Staff Assignment Tracking:
Staffing Plan and Master Roster platforms manage personnel assignments per building or area. This pre

Innovation & Reporting:
Uses a "Lighthouse Management Schedule" with QR-coded checkoffs for janitorial tasks, customizable

2. Quality Assurance & Inspections

QA Methods:
Quarterly business reviews enable proactive monitoring and performance enhancement.

Inspections:
Routine inspections are documented and reported through customizable digital forms.

Inspection Personnel & Frequency:
Conducted regularly by supervisors or project managers as part of scheduled reviews.

Deficiency Management:
Identified issues are communicated promptly to teams and addressed following client-established proto

3. Experience with Large Facilities

Largest Facilities Serviced:

- USDA facility: 2.1 million sq. ft. (largest current account since 2018)
- Montgomery County: 62 buildings
- Johnson Space Center: 4 million sq. ft. (previous account)
- Various commercial properties including food stores, Amazon, Bank of America, and multi

Staffing & Scope:
Staff sourced locally, with dedicated oversight onsite for first 30–90 days. Commitment to retaining cou

Multi-Site Coordination:
Experienced in managing campus-style contracts with coordinated supervision, using digital rosters and

4. Staffing & Turnover

Turnover Rate:
High employee retention rate, around 90%.

Retention Strategies:
Use of digital scheduling tools, clear staffing plans, and innovation to empower employees.

Training:
Comprehensive safety training including OSHA10 for project managers, tracked via UKG system. Trai

5. Contingency & Call-Out Coverage

Coverage for Callouts:
Cross-trained employees and supervisors on-site provide backup. Teams work collaboratively to prever

Backup Staff Pool:
Maintains a pool of on-call employees ready to fill in as needed.
Response Time:
Rapid response plans in place; staff reassignments occur quickly to maintain service.
Client Communication:
Proactive absenteeism reporting and clear communication channels keep clients informed of any covera

6. Communication & Responsiveness

Response Time:
Immediate; 24/7 phone, text, and email coverage with a call tree for escalation. Local managers are emp
Client Contact:
Direct contact details provided for day porters and janitorial staff.
Primary Contact:
Designated point of contact (e.g., project manager) handles all issues including emergencies, quality, ar

d to specific job sites/buildings to prevent off-site clocking. Multiple sites can be managed if applicable

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events clock-ins from unauthorized locations and highlights vacancies.

e per floor, building, or room type, with daily reporting available at no additional cost. Supervisors use t

cols.

ple campuses in NC (Charlotte, Ashville, Greensboro, NC A&T).

unty-assigned personnel unless emergencies arise.

l scheduling to ensure coverage and accountability.

ning is delivered both online and in person, incorporating manufacturer-led sessions for equipment and

nt single-person coverage gaps.

ıge changes.

powered to act swiftly.

ıd staffing, ensuring continuity and accountability. Weekly client meetings help maintain alignment.

hese reports to enforce accountability. Quarterly business reviews with clients enable proactive perform

chemicals. Specialized “Integrity School” training and new hire orientations are standard, with continua

ance improvements. Wi-Fi can be provided onsite to support tech usage.

ıl updates on techniques and green cleaning products.

Janitorial Services Summary For Joy Janitorial Services 6-11-25

Workforce Tracking and Attendance
The team uses a combination of time punch systems for larger buildings and phone call-ins for smaller

Quality Assurance and Inspections
Quality control is maintained through regular supervisory inspections using detailed checklists covering

Experience with Large Facilities
The company has extensive experience managing over 100 buildings across multiple locations, includir

Staffing and Turnover
With a workforce of around 100 employees, the company enjoys low staff turnover. Several employees

Contingency and Call-Out Coverage
In cases of employee absence due to illness or other emergencies, supervisors and owners step in to ma

Chemicals and Equipment
All cleaning chemicals used are EPA-certified, with Safety Data Sheets (SDS) maintained and updated

Operations and Training
The cleaning schedule emphasizes daytime operations, with the day shift responsible for comprehensiv

Additional Highlights
The company demonstrates a strong commitment to exceeding contract requirements. For example, the

sites to track staff attendance. Additionally, they utilize a GPS-enabled mobile app to clock employees i

g daily, weekly, monthly, and quarterly tasks. Supervisors conduct inspections three evenings per week–

ıg facilities ranging from 150,000 to 350,000 square feet. Notably, they successfully restored a 300,000·

have been with the company for 15 to 16 years, reflecting strong retention. The company fosters a fami

intain service continuity. The company maintains a dedicated pool of backup staff specific to each build

in janitorial closets at each site. The company uses trusted brands such as Clorox disinfectant, Microbaı

e cleaning tasks during 8-hour shifts, and the night crew focusing primarily on bathroom cleaning and v

y plan to provide two porters for administrative buildings when only one is required, absorbing the extra

in and out. Supervisors take an active role in accountability by arriving early and staying late when nece

—Monday, Wednesday, and Friday—and hold monthly meetings with vendors to review performance. I

-square-foot downtown building from a condemned state to fully operational within three months, earni

ly-like atmosphere, offers competitive wages between $15 and $17 per hour, and cultivates a supportive

ling, ensuring compliance with county badge policies and security requirements. Monthly rosters with fu

nd, Pledge, Neutroclean, and Buckeye. Their chemical protocol includes eco-friendly products, strict adl

acuuming. Trash is collected throughout both shifts to maintain cleanliness. Training is hands-on, with

a cost themselves. They maintain regular communication with Durham County Facilities regarding mair

ssary. The system allows for real-time attendance monitoring and reporting, and administrative access c

nspection forms and reports are available upon request, with monthly documentation provided to ensure

ng an award from the Governor for their work. Their experience covers complex, high-profile environm

e team environment to maintain employee satisfaction and loyalty.

ıll contact information are provided and updated regularly to keep the client informed of staffing change

herence to kill times, and careful handling to prevent contamination. Equipment includes auto scrubbers

new employees monitored closely by supervisors until fully proficient. Staff receive comprehensive trai

ıtenance issues and updates. With a 20-year history based in Raleigh, the company is highly experienced

an be granted to view all relevant attendance data.

transparency and continuous quality improvement.

ents with detailed cleaning protocols tailored to each area.

es.

s, buffers, wet vacuums, fans, and suction machines, supported by company vehicles for logistics.

ning on bloodborne pathogens, personal protective equipment (PPE), chemical interactions, and cross-c

l and deeply familiar with county policies, ensuring full compliance and security protocols.

ontamination prevention using color-coded cleaning cloths. Mop heads are disposed of after use to avoi

d spreading germs. The company also runs a structured training program through Connect Teams.

Janitorial Services Vendor Summary From B&R 6-10-25

1. Workforce Tracking & Attendance
The company does not use a time clock system. Instead, employees track hours work

2. Quality Assurance & Inspections
Quality control is conducted weekly by the owner or his wife, Vanessa. They ensure t

3. Experience with Large Facilities
The company has experience servicing large-scale environments such as hospitals, s

4. Staffing & Turnover
The current staff consists of 20 employees, including 5 part-time workers. Most full-t

5. Contingency & Call-Out Coverage
To handle absences or turnover, the company keeps standby workers who are availa

6. Communication & Responsiveness
The company commits to responding to service issues or client concerns within two

7. Pricing Methodology
Pricing is determined based on factors such as square footage, facility type, frequenc

Additional Notes
- Company has been established for 40 years.
- Expressed positive regard for DCO.
- Monthly inspections will be conducted by the owner or his wife, and they are willin

ɛed using timesheets. Jobs are completed based on hourly limits. Each building has a

ɔuildings are cleaned to their own standards. Currently, inspections are not docume

chools, and construction cleanup projects ranging between 200,000 and 500,000 sq

time employees have been with the company for 10–15 years. While there has been

ıble as needed. In cases where a building requires badge access, the owner, his wife,

hours. The main points of contact for daytime communication are the owner and hi

y of service, and staffing needs. Rates start at $16/hour for regular staff and $19/hc

g to include the building lead in these walkthroughs.

a designated lead who is responsible for supervising work and holding staff account

ented, but the company indicated that it can begin providing inspection reports mov

quare feet. They currently manage multiple sites, with on-site leads overseeing oper

some turnover, it's largely due to employees leaving for positions with DCO. The co

, or a lead with a badge will step in to provide coverage. They are aware of the janito

is wife. The phone number for the day porter will be provided.

our for supervisory roles. The company uses a customized pricing model for each lo

:able. Employees are assigned to specific buildings and are not rotated. The owner p

/ing forward. Deficiencies are addressed through daily verbal communication, prim

'ations. The owner or his wife conduct supervision and ensure a plan is in place befc

)mpany focuses on employee retention by offering competitive wages and hiring w

)rial badge policy taking effect July 1, 2025.

cation rather than a standard rate sheet. While chemicals (Prosan) are used, the cor

ɔersonally checks in on buildings every other day when only one employee is assign

ıarily with the team lead to ensure issues are resolved promptly.

ɔre starting each contract.

orkers through trusted referrals, particularly within their faith community. New hir

ıpany was unfamiliar with kill times and does not currently train staff on them. Th

ıed.

·es undergo HIPAA training and receive on-the-job group training led by experience

ey are open to discussing cost-saving strategies that maintain quality, but specifics

ed team leads.

were not provided.

Janitorial Vendor Interview Summary For Bull City 6/9/25

1. Workforce Tracking & Attendance

The vendor does not use a formal clock-in or clock-out system. Instead, on-site supervisors are responsib
Staff assignments are not managed through a scheduling platform or roster system. Assignments and duti

2. Quality Assurance & Inspections

Quality control methods include black glove inspections and a 'sock test' for floor cleanliness. The vendor
Inspections are conducted by supervisors and the owner himself. Routine inspections are documented, ar

3. Experience with Large Facilities

The vendor has worked in larger facilities, including floor care for Rick Hendrick locations and full janitor

4. Staffing & Turnover

The vendor reports a very low turnover rate, stating they've only lost three employees over the last three
New hires are trained on the job, primarily by supervisors. The training is hands-on and informal, with nc

5. Contingency & Call-Out Coverage

In the event of a staff call-out, the owner or one of two supervisors steps in to ensure coverage. The vendc
Coverage updates and any staffing substitutions are communicated directly to the client, and contact num

6. Communication & Responsiveness

The vendor responds immediately to client concerns, especially those that may present safety hazards. Cl

7. Training & Chemical Use

The vendor is unfamiliar with HIPAA training or requirements. Training is hands-on and led by superviso
Regarding cleaning products, the vendor mentions using eco-friendly chemicals when requested (e.g., in s

8. Staffing & Contracts

The vendor employs approximately 10 janitorial staff members and currently holds 12 contracts. The con

9. Scheduling & Roster Transparency

The vendor could not commit to providing a monthly staff roster, citing potential security concerns. They

10. Additional Notes

- The vendor had questions regarding parking logistics for staff.
- They also asked for clarification on cleaning requirements for stadium bleachers.
- Mentioned that overstaffing could pose a security concern.

le for ensuring staff are present and working. There is no digital timekeeping, and they are unable to provi
ies are communicated and reviewed during weekly check-ins between supervisors and staff.

places strong emphasis on bathroom cleanliness and ensures thorough cleaning, including moving items
ıd the vendor is able to supply monthly reports. Quarterly deep cleans are standard. Deficiencies are addr

ial services at five Head Start schools. They have some experience with multi-site contracts, using walkthr

years. Employee retention strategies include offering bonuses, providing strict and structured training, ar
written documentation.

or maintains extra staff to allow for flexibility and rotation. If necessary, the owner or managers will fill in
ıbers are provided for immediate communication.

ients will be given a direct contact number for the day porter and the vendor's leadership team. The assist

rs, with no formal tracking or documentation.
schools), as well as common brands like Lysol. They are open to using products preferred by the client. Ho

npany has been in business since 2021.

may be able to share a general work schedule instead. This area remains somewhat unclear and may requ

ide real-time attendance data.

to clean behind them.
essed by identifying the responsible staff member. If needed, the supervisor or the owner personally comp

roughs and direct communication with vendors and managers. However, their process for coordinating co

ıd maintaining strong personal relationships with staff.

personally. The vendor indicated some potential concerns with building access or badging in such cases.

:ant to the owner will serve as the primary point of contact, along with the owner himself.

wever, they could not provide specific chemical names or detailed safety protocols. Supplies are typically p

ıire further clarification.

pletes the cleaning.

verage across multiple sites is not well defined.

purchased from retail stores like Home Depot or BJ's.

Janitorial Services Operations Summary For A-Plus

1. Workforce Tracking & Attendance

Clock-In/Out System:

Staff use an electronic timekeeping system through QuickBooks Suite

- Mobile app-based clock-in/out.
- Tablet-based clock-in/out at secondary locations.

Digital Tracking & Real-Time Data:

The system supports real-time attendance monitoring, allowing immed

Scheduling & Roster Management:

Monthly roster updates are shared with the client, and the provider car

2. Quality Assurance & Inspections

Quality Control Methods:

- On-site supervisors use checklists and logbooks to maintain cl
- A dedicated QA team performs weekly site inspections.
- QA walks are coordinated monthly with client POCs (e.g., Mar

Deficiency Reporting:

- Issues are documented with before-and-after photos.
- Staff communication is conducted via group chats to address a

Reporting:

- QA inspection reports are available to the client and can be sh
- Increased QA walkthrough frequency can be implemented if re

3. Experience with Large Facilities

Largest Facilities Serviced:

- Facilities up to **1 million sq. ft.** in day-to-day operations.
- Examples:
  - DCO HHS
  - Courthouse
  - Forsyth County Buildings
  - NC State Stadium

Typical Facility Size:

Regularly services locations over **400,000 sq. ft.**

4. Staffing & Turnover

Turnover Rate:

Varies by site; higher at locations like Chapel Hill due to fluctuating ho

Retention Strategies:

- Incentive programs (e.g., gift cards, employee of the month)
- Birthday recognition (cards, gifts)
- Paid time off for reliable workers

Training & Documentation:

- Recruitment through Indeed, followed by phone and in-person
- New hires undergo a **1.5–2 hour mandatory training** session
  - Cleaning techniques
  - Equipment use
  - Chemical safety and "healthy cleaning" practices
- Use of EPA-recommended chemicals and microfiber systems.
- Emphasis on proper chemical kill times and documentation wit

5. Contingency & Call-Out Coverage

Call-Out Protocol:

- Staff are encouraged to give one-week notice for planned abse
- A **QA team of 3 members** is on standby to cover call-outs.

Backup Coverage:

- QA team also serves as floaters to ensure continuity of service
- Adheres to new DCO call-out policy.

6. Communication & Responsiveness

Issue Response Time:

- Typically responds within 24 hours or sooner.
- Proximity to client sites (office located in downtown Durham) a

Direct Communication with Daytime Staff:

- Contact numbers for day porters and janitorial staff will be prov

HIPAA Compliance:

- Team is familiar with HIPAA standards and trained according t

Additional Staffing Notes

Team Size:

45–50 employees (part-time and full-time), not including personnel for

Event Staffing:

Can scale up to 40 staff for high-volume events (e.g., ECU/NC State g

. This includes:

liate oversight of staffing levels.

n commit to maintaining and communicating regular updates.

leaning standards.

ıny, Shawn, Chartin, Victor) and building supervisors.

and resolve deficiencies promptly.

ıared as needed.
equired.

urs and job consistency.

interviews.
on:

th employee handbooks.

ences.

e in case of staff shortages or emergencies.

llows for quick on-site response.

vided for direct communication.

:o the client’s protocols.

infrequent large events.

ames).

Janitorial Services Operations Overview

1. Workforce Tracking & Attendance

Clock-In/Clock-Out Method:

Our teams use on-site punch clocks (Amazon-sourced timekeeping devices) installed at each facility.

Staff Assignment Tracking:

Supervisors conduct walkthroughs to ensure employees are assigned correctly and tasks are complet

2. Quality Assurance & Inspections

Quality Control Methods:

We use a detailed cleaning checklist for each building to ensure tasks are completed per standards. S

Inspection Documentation:

QA inspections are documented in typed reports that record discrepancies and actions taken. These r

Inspection Frequency & Responsibility:

Supervisors conduct quality inspections daily, both pre- and post-cleaning. These self-conducted revie

3. Experience with Large Facilities

Largest Facilities Serviced:

Rocky Mount County Buildings (76,000 sq. ft.):

Ongoing contract that includes janitorial services, floor care (strip & wax), carpet steaming

UNC Chapel Hill:

Serviced 15 buildings including dormitories.

4. Staffing & Turnover

Turnover Rate:

Extremely low turnover — only 1–2 employees have left in the past 7 years. Most team members have

Employee Retention Strategies:

We foster a family-oriented culture through team bonding, company events, and respectful leadership

5. Contingency & Call-Out Coverage

Coverage Plan for Absences:

Supervisors or on-call staff step in to fill gaps. We maintain a small team of overstaffed or part-time er

Backup Staff Pool:

Employees may work overtime if necessary. We do **not** charge clients for additional hours if coverage

Client Communication:

We provide timely updates regarding substitutions or absences. We ensure clients are never caught c

6. Communication & Responsiveness

Response Time to Service Issues:

Typically within **1 hour**. Most issues are resolved promptly depending on the situation.

Direct Contact with Day Staff:

We provide clients with a contact list of all assigned staff. Employees are informed in advance that the

Primary Contact:

The supervisor interviewed will serve as the **main point of contact** for all operational matters, emerg

7. Pricing Methodology

Pricing Determination:

Quotes are customized per location and based on:

- Square footage
- Type of facility
- Frequency of service
- Staffing needs

Equipment and supply requirements

Rate Structure:

We do not use a standardized rate sheet; pricing is location-specific. We provide detailed breakdowns

Scope Changes:

We accommodate changes in scope (e.g., increased service frequency or square footage) with revise

Cost-Saving Recommendations:

We frequently suggest cost-efficient strategies such as smarter supply usage, optimal scheduling, and

Additional Information

Established: In business since **2014**

Staffing & Hiring:

Many employees are **military veterans**
Actively hire through the **Wounded Warrior Project**
Conduct **background checks** for all staff

Training:

Floor care training provided to all staff
Staff trained in **HIPAA compliance** as needed

Supplies:

We provide chemicals unless the facility supplies their own
Chemicals sourced through our trusted supplier

Billing:

Standard **30-day invoice cycle**

Service Areas:

Rocky Mount, Fort Bragg, Whiteville, Chapel Hill, Norfolk State

Supervisors stationed at each site monitor daily attendance and confirm staff presence and punctuality

ted. If deficiencies are found, employees are promptly contacted to return and correct any missed item

Supervisors perform daily walkthroughs both during and after cleaning. Additional inspectors are assig

reports are maintained in our files and are available for client review upon request.

ews allow for real-time corrections and proactive quality assurance.

, trash removal, and vacuuming.

e been with the company for a significant duration.

. This has helped maintain a loyal and consistent workforce.

mployees ready to assume full-time roles when needed. The supervisor himself is ready to perform du

e gaps are our responsibility.

off guard and maintain constant communication on staffing status.

ey may be contacted by the client directly.

encies, and quality concerns.

s including labor, supplies, supervision, overhead, and equipment.

ed quotes. We work closely with the client to assess needs and provide fair pricing.

d preventative maintenance that do not compromise service quality.

y.

ıs.

ned to larger buildings for extra quality oversight.

ties if required.

Vendor Evaluation Summary: Janitorial Services

1. Workforce Tracking & Attendance

Clock-In/Out Method:

Supervisors are present at job sites with a physical sign-in sheet.
In buildings without supervisors, employees call in 15 minutes prior to shift.
Though they have a payroll system, they prefer physical sign-in for accountability.
Note: No geofencing or app-based attendance system is used.

Scheduling & Roster Management:

No formal digital scheduling platform.
Maintains internal database with staffing and assignment records.
Can provide a **monthly employee roster** specific to DCO properties.

2. Quality Assurance & Inspections

Quality Control Methods:

Supervisors assigned per building; night shift supervisors monitor performance.
Night shift is the primary labor force.
Regular monthly DCO inspection walk-throughs.

Inspection Reporting:

Capable of providing inspection forms and reports upon request.
DCO Point of Contact (POC) for inspections: **Christopher Lewis**.

3. Experience with Large Facilities

Facility Size Range:

Experienced with small to large facilities; claims capacity up to **100,000 sq. ft.**
Examples:
3,000 – 10,000 sq. ft. facilities in NY and NC.
Sunrise Dental (Durham & Cary), **Tritech Communications** (NY).

4. Staffing & Turnover

Turnover Rate:

No formal turnover data yet; new operation in NC with recent hires.

Employee Retention Strategies:

Flexible scheduling.
Paid holidays.
Emphasis on employee satisfaction.

Training Process:

On-the-job shadowing with seasoned employees.
Post-training review and feedback.
Chemical safety and PPE training provided on-site, customized per location.

5. Contingency & Call-Out Coverage

Absence Management:

Assistant field managers (Kendra & Christopher Lewis) coordinate coverage.
Employees are expected to request time off in advance.
Dedicated floater is available for emergency coverage.
Worst-case: Christopher Lewis will step in himself.
Compliant with DCO badge policy; floaters will be listed on master roster.

6. Communication & Responsiveness

Response Time:

Rapid response to service issues; example shared of early morning emergency call addres

Contact Protocol:

Employees carry personal phones.
Will issue company phones for day porters if required.
Client will receive full contact roster including phone numbers.

Additional Notes

What Sets Them Apart:

Dependable, respectful, and responsive.
Detail-oriented and willing to correct issues left by other vendors.
Committed to excellence and open communication.

Equipment Capabilities:

Floor buffers, vacuums, mops, squeegees.
Subcontractor available for power washing.
Can procure additional equipment as needed.

Specialty Services:

Over 10 years of experience with strip & wax and carpet extraction.
Only trained personnel operate specialty equipment.
Recent project: 5,000 sq. ft. manufacturing floor polished.

Company Overview:

Current Staff: 10 employees (expanding to 25).
Pay Rate: $23/hour starting.
Location: Based in **Durham, NC**.
Operating in Raleigh-Durham area.
Nearly 3 years operating in NC, experience in NY since 2012.
Servicing 3 buildings currently; largest ~10–15k sq. ft.
HIPAA training conducted for staff.
Cleaning Supplies: Green commercial-grade products and disinfectants.
Claimed staff understands kill times but gave unclear responses.

Client Readiness:

Vendor asked when they could begin.
Expressed strong interest and full availability.

ssed at 0700.