

December 11, 2018

Janitorial Services Proposal

provided to



RFP# 15-016 Supplemental Attachment for Admin II

Attn: Joel T. Jones

Durham County General Services

310 S. Dillard St.

Durham, NC 27701

submitted by

*A full-service janitorial
company that turns cleaning
into a specialized service.*



DeWhit

FACILITY SERVICES

801 Gilbert St. Suite 201

Durham, NC 27701

Ph. 919-251-6187



DeWhit
FACILITY SERVICES

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Requested Forms

- a. DeWhit is submitting one (1) original and four (4) hard copies of the entire Proposal as required by Joel T. Jones.
- b. Signed Proposal Forms and Supplemental Attachment for Admin II are included on the following pages.



REQUEST FOR PROPOSALS

JANITORIAL SERVICES FOR DURHAM COUNTY RFP No. 15-016

ISSUE DATE:

April 27, 2015

ISSUING DEPARTMENT:

County of Durham Purchasing Division
4th Floor / 200 East Main Street
Durham, NC 27701

Proposals will be received until 2:00 P.M., on May 28, 2015, to provide Janitorial Services for Durham County. All inquiries concerning the Scope of Services, Proposal Submission Requirements or Procurement Procedures should be directed to:

Anita Satterfield Torian, (919) 560-0741
Purchasing Division
purchasinggroup@dconnc.gov

Proposals shall be mailed and/or hand delivered to the Issuing Department shown above, and the envelope shall bear the name and number of this Request for Proposals (RFP). It is the sole responsibility of the Proposer to ensure that his/her Proposal reaches the Purchasing Division by the designated date and hour indicated above.

In compliance with this Request for Proposals and to all the terms and conditions imposed herein, the undersigned offers and agrees to furnish the goods and services described in accordance with the attached signed proposal.

Firm Name: DeWhit Facility Services

Date: 12/10/2018

Address: 3500 Westgate Dr. Suite 703

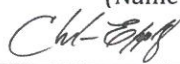
Phone: 919-251-6187

Durham, NC 27707

By: Charles Epps

(Name Typed/Printed)

Phone: 919-251-6187

By: 

(Signature in Ink)



Admin II Janitorial Services

PROPOSAL FORM

In accordance with RFP No. 15-016 (including amendments # 1-4), SUPPLEMENTAL ATTACHMENT FOR ADMIN. II, and all provisions in the provided sample service contract, we submit the following proposal to the County of Durham.

TOTAL PROPOSED COST

Day Porter Services: \$ 3,109.29 /Month

Labor (Not including Day Porter): \$ 6,734.86 /Month

Supplies: \$ 3,052.54 /Month

Total Cost: \$ 12,896.69 /Month

Annual Floor Service: \$ 1,944.00 /Lump Sum

Hourly Rate for Additional,
Special or Emergency Services: \$ 29.64 /Hour

DeWhit Facility Services
Firm Name

Charles Epps

Authorized Signature:

Charles Epps 12/10/2018
Print Name & Date:

President
Title

**Administration II Building
201 E. Main St.**

Janitorial Information

Occupants			Restrooms (Men/Women)					Break Rooms/Kitchens		Mothers Rooms	
Level	Square Footage	Departments	Locations	Toilets	Urinals	Sinks	Showers	locations	Sinks	locations	Sinks
Lower Level	9,360	General Services / Security	4	4	0	4	2	1	1	0	0
1st floor	19,018	Meeting Space & Retail	2	7	2	5	0	0	0	0	0
2nd floor	16,668	Register of Deeds	2	4	2	4	0	1	1	0	0
3rd floor	19,232	Tax Administration	2	4	2	4	0	1	1	0	0
4th floor	19,232	Comissioners Area, Fitness, Meeting Spaces, TV Studio	3	11	3	12	6	1	1	2	2
5th floor	19,232	EMS Training, Engineering, NC Forest Service, Soil & Water	2	4	2	4	0	3	3	0	0
6th floor	19,232	EMS Administration,	3	5	2	5	0	2	2	0	0
7th floor	16,682	Un-Occupied	2	4	2	4	0	1	1	0	0
Totals:	138,656		20	43	15	42	8	10	10	2	2

Notes: Janitor closet with mop sink located on each floor (8 total)

Cypher locks are utilized on main bathroom doors for floors 2, 3, 5, 6, & 7

Total Building Square Footage: 138,656*

*does not include parking area under building

Daily Occupancy:

Staff 350

Public Clients 200*

*Does not include tenant space/restaurant patron traffic that have access to the first-floor lobby restrooms

LEED Building: LEED Silver certification

Elevators: Admin II has a total of four (4) elevators. All four are available to the public.

Stairs: Admin II has three (3) sets of stairs located as follows:

- 1 set on Roxboro Street side (floors 1-7)
- 1 set on Church Street side (floors 1-7)
- 1 set in center of the building (floors G-7)

Floor Types: Carpet Tiles (found on all floors in office/work areas, LL-7)

Concrete (found in equipment closets & parking)

VCT (found in storage rooms located in various locations throughout the facility)

Ceramic Tile (found on all floors in lobbies and restrooms)

Glass: The Administration II Building has a substantial amount of interior glass. All *interior* glass to include entrance doors, main lobby, side entrances, & sub lobbies are to be cleaned weekly (or more frequently if needed) to the closest natural glass break. Glass cleaning of individual cubicles and office windows will be the responsibility of the occupant/department.

Recycling & Trash Disposal: Contractor will be required to collect trash and recycling throughout the facility and dispose of it in its proper location daily. Trash and recycling compactors/dumpsters are located just outside the building in the Roxboro Street parking lot. In addition to the receptacles inside of the building. The contractor will also be responsible for disposing of trash in county owned receptacles surrounding the exterior of the facility.

Parking Area Under Facility: Contractor will be required to monitor the area for trash and large debris.

Hours of operation:

Admin II is open for County staff from 7:00AM – 5:00PM. Exceptions apply where some County employees may work late or come in early. Nightly Janitorial Services are allowed between the hours of 5:00PM – 11:00PM.

Retail/Restaurant Spaces:

The Admin II Building houses two tenant spaces for restaurant and/or retail use. These spaces have yet to be occupied and therefore it is unknown who/what type of establishment will move in. Both spaces are outfitted to accommodate the potential upfit for a commercial kitchen. Cleaning within the tenant spaces will be the responsibility of the occupant. Customers of these spaces will have access to the public restrooms located in the 1st floor lobby.

Day Porter:

The awarded contractor will be required to provide one full time day porter During the hours of 8:00AM 5:00PM Monday-Friday. *

*After tenant spaces are filled, Day porter hours may need to be extended depending on the establishment type and hours of operation. Contractor will be issued a contract amendment for additional day porter hours if it is determined to be necessary by the County.

Special Events:

Admin II may facilitate special events in its meeting spaces after hours and on weekends. The awarded janitorial contractor will be made aware of these events in advance and will be compensated for additional “special services” in accordance with section 9-B outlined in the scope of services for RFP No. 15-016 and contractor’s rate for such services as defined in the contractor’s proposal.

Contractor Parking: Parking at the Admin II facility is very limited. All parking spaces under and outside of the building are assigned to departmental staff working in the building. Contractors will be allowed to park in open parking spaces **AFTER 5:00PM**. Cars parked in unauthorized locations/spaces are subject to be towed. Day porter parking will be available in the justice center parking deck, which is 2 blocks away from Admin II.

Building & Department Access: Card (badge) access is required throughout the facility to enter secured areas equipped with badge readers. All contractor employees are required to obtain a badge, and have it visibly displayed while on the premises. The contractor will be issued keys to janitor closets and dispensers as needed.

Day Porter Duties
M-F, 8:00Am-5:00PM

Responsible for:

1. Re-stock and “tidy up” restroom service throughout the facility
2. Regular patrol of building to monitor condition of public areas
3. Keep all entrance areas clean
4. Keep stairways clean
5. All elevator lobbies, and inside elevators- “tidy up” service
6. Respond to spills / janitorial related emergencies as they arise in the facility (may include human body spills (ex. urine, feces, blood))
7. All special or requested clean ups in the building
8. **Areas Not Accessible by PM Janitorial Staff (Without Scheduling):**

There are some locations in the Administration II Building that the janitorial contractor has limited access to, so the Day Porter is to provide the majority of services, including trash removal and vacuuming. These areas must receive janitorial service a minimum of 2 times per week. The exact schedule TBD between Day Porter and Department Director. Additional janitorial services that require PM scheduling such as hard floor & grout cleaning, carpet or upholstery spot cleaning, blind dusting etc., need to be scheduled between Dept. and Contractor Janitorial Supervisor. It is up to the Janitorial Contractor to coordinate access and routine care of these areas.

Attachment A

ADDENDUM ACKNOWLEDGEMENT
RFP NO. 15-016

Receipt of the following Addendum is acknowledged:

Addendum no. 1 Date 12/5/18

Addendum no. 2 Date 12/6/18

Addendum no. 3 Date 12/7/18

Addendum no. 4 Date 12/10/18

Addendum no. _____ Date _____

Signature:  Date: 12/10/18

DeWhit Facility Services
Name of Firm

*Note - Addendum 1 came in the form of an email. Attached were a Sample COI, Sample Service Contract Template, and Proposal Form.

Addendum 2 came in the form of an email. Attached were 4 attachments with information regarding the EnMotion Soap Dispenser and three Hand Soap products.

Addendum 3 came in the form of an email. Attached were a Revised Proposal Form, and 6 project data sheets for the flooring in the building

Addendum 4 came in the form of an email changing the submission date to 12/13/18 at 2:00 PM.

RFP# 15-016 Supplemental Attachment for Admin II

Attn: Joel T. Jones

Durham County General Services

310 S. Dillard St.

Durham, NC 27701



Dear Mr. Jones,

Thank you for allowing DeWhit Facility Services LLC to present this proposal for janitorial services for Durham County Admin II. As a Durham based, minority-owned company we would be pleased to be your janitorial service provider for this facility.

Our proposal consists of (1) original and (4) copies for a total of (5) hard copies as required. DeWhit will demonstrate that we have the experience, expertise, and capability to provide the services, quality, and value required for this contract. DeWhit's proposal is based on:

Experience

DeWhit's experience with government & public facilities includes the NC State University Centennial Campus, North Carolina State Education Assistance Authority, USDA Research Center in the RTP, Durham Workforce Development Center, Trident Technical College in Charleston, SC, UNC Chapel Hill Lineberger Cancer Research Center, plus over 30 years of experience in similar accounts. High profile, public buildings are one of our specialties.

Certifications & Quality

DeWhit Facility Services is Certified Minority Owned by the Carolinas-Virginia Minority Supplier Development Council (CVMSDC). We are also certified as a Historically Underutilized Business (HUB) by the NC Department of Administration, and a MBE. The DeWhit Management Team is CIMS – Green Building (GB) certified, the highest cleaning industry standard, and ISO 9001:2015 certified according to international quality standards. All of this means we do what we say – and do it right.

Superior Customer Service

Using ongoing, effective communication & customer surveys with analysis, DeWhit has a proven track record of being able to exceed our clients' expectations. DeWhit takes pride in producing a high degree of customer satisfaction for all our clients.

Superior Safety Record

DeWhit's Safety Program results in an Experience Modifier Rate (EMR) that is significantly lower than the industry average. We take the safety of our clients, associates, visitors, and staff very seriously.

Private Ownership

DeWhit is headquartered in Durham. Maintaining a lean, local organization means less time spent dealing with corporate bureaucracy. Our management team and owners proactively monitor your account and are available to you 24/7 to address issues quickly and efficiently.

Highly Trained and Skillfully Managed Employees

DeWhit's Employee Training System has been developed and refined over decades working with world-class organizations. Initial training and scheduled ongoing training are required for all employees. Comprehensive training ensures our staff is capable of delivering the specialized services that Durham County Admin II requires.

Superior Employee Retention Rate

The cleaning industry is known for high employee turnover; not at DeWhit. Because we fairly compensate, provide benefits, and treat our employees with dignity and respect, we have one of the highest employee retention rates in the industry.

DeWhit has the experience, certifications, programs, attributes, and results that set us apart from our competitors. Above all, we are locally owned, client-focused with lean, local management and a support team that allows you to receive the kind of personal service that others simply cannot match. We are dedicated to quality, and to helping you manage your bottom line.

By selecting DeWhit as your janitorial service provider, you are ensuring that your unique requirements and needs will be met. We will proactively assist in meeting new challenges and do everything within our power to do our job with excellence, while providing world-class customer service and value.

This proposal and pricing is good for a period of 60 days. Please let me know if you have any questions or would like to meet with our team. We look forward to hearing from you and hopefully working with you in the near future.

Sincerely,



Charles Epps - President

cepps@dewhit.com

Office 919-251-6187

Cell 919-810-3586

Executive Summary

DeWhit Facility Services appreciates the opportunity to provide our proposal for these services. We received the Supplemental Attachment for Admin. II and we attended the pre-bid meeting and tour of the facility. We have received the follow up emails with all attachments as noted in the Addendum Acknowledgement Form. The Revised Proposal Form is incorporated in our proposal under Tab 1 as required.

We have carefully reviewed the original RFP#15-016 issued April 27, 2015, including the instructions to proposers and attachments. This proposal has been prepared in accordance with the instructions provided therein, along with the information from the Supplemental Attachment, the instructions from the follow up emails, and all attachments provided subsequent to the pre-bid meeting.

We are confident that we have a grasp of the Special Terms and Conditions, the Scope of Services, the detailed Janitorial Specifications, Qualifications and Submission Requirements for the supplemental attachment, and Evaluation and Award Criteria presented in these documents.

As you review our proposal we believe you will find all of the information you require to perform a thorough investigation and analysis of our company, our capabilities, our professionalism, and our earned reputation for providing quality services, value, and customer service.

Please see the Corporate Overview, Approach, Organization and Staffing, and Qualifications and Experience sections provided in Tabs 3-6, and Additional Information in Tab 11 for more detail.

As a Durham headquartered, minority-owned and operated company DeWhit is very interested and invested in securing Durham County business. We will do what it takes to ensure your satisfaction.

Corporate Overview

- a. DeWhit Facility Services LLC
3500 Westgate Drive, Suite 703
Durham, NC 27707
919-251-6187 Office
919-200-6473 Fax
Dub Karriker – General Manager, dkarriker@dewhit.com 919-971-1418 Mobile

- b-c. DeWhit was founded in 1984 in the Greater Greenville, SC area as a sole proprietorship. Purchased from the original owner in 2015 by Durham residents and incorporated in North Carolina as DeWhit Facility Services LLC, the home office is now located in Durham. Today our territory covers Central & Eastern NC, the SC Lowcountry and Upstate. Annual gross revenue for 2018 will be just over \$2M.

Since its founding, DeWhit has enjoyed stable, sustainable growth, providing specialized cleaning services for a broad range of institutions and businesses. DeWhit has maintained a significant presence in the Durham area since 2001. DeWhit provided janitorial services for a large corporate client in Durham and the RTP that grew to a footprint of over 4M square feet of space with multiple campuses and facilities. Unfortunately that client (GSK) made the decision to relocate its business operations elsewhere.

Dedicated to our customers, our people, and the communities that we serve, DeWhit Facility Services is certified by the Carolinas-Virginia Minority Suppliers Development Council, Inc. as a Minority Business Enterprise. We are also HUB Certified by the NC Department of Administration and MBE Certified. Please see our certifications elsewhere in this proposal.

Quality is our primary goal, which is why we focus on a high degree of personalized customer service, professional support, and technical expertise for our clients. Privately owned, we do not have the overhead or bureaucracy normally associated with corporate culture. Thus, we intentionally dedicate more management resources to develop, implement, and maintain optimum-cleaning programs for our clients at the lowest possible cost.

- d. We've never had the pleasure of doing business with Durham County, but we are excited about the possibility of expanding our base in our hometown.

Approach

Upon award of the contract DeWhit will go to work to ensure a smooth and orderly transition and implementation of cleaning services.

Transition / Start Up Plan

DeWhit begins the transition/start up process with alignment meetings with Durham County General Services management and jointly establishes contract and SOW implementation with KPIs, execution goals, and objectives. This partnering mode will enable Durham County and DeWhit to establish a good working relationship from the inception of the contract.

DeWhit will provide a sufficient number of managerial and functional personnel to the initial transition.

DeWhit's Transition Team for Durham County Admin II will include the DeWhit President, General Manager, Business Manager, Account Manager, Onsite Supervisor, and other personnel necessary to assist with the development and implementation of all business processes. Upon execution of the contract, transition is scheduled to take 30 days from initialization to the beginning of operations. DeWhit has the local Durham capability and resources to execute an expedited transition if necessary.

During the transition process, our goals will include the following:

- Maintain Admin II operations with no disruption of service.
- Identify areas where DeWhit systems, programs, and services will complement and/or enhance those of Durham County
- Conform to Durham County's operations and goals
- Establish DeWhit's Quality Manual Processes & Procedures including the CI² quality program to ensure operational success and efficiency
- Align Durham County Account Management leaders with DeWhit site and corporate management to promote a program that will satisfy the requirements of the contract and reflect the needs communicated by Durham County.
- Be sensitive to Durham County and leased space employees' attitudes and Perceptions as the transition process unfolds.

Designated Durham County management will be provided phone, text, and email information for DeWhit contacts on and off site. We want to be available to respond quickly to any need or concern that may arise during the transition process.

We recognize that start up of a workforce is potentially disruptive. DeWhit has successfully performed transitions from in-house personnel and incumbent contractors for many clients. Advance planning and corporate support will ensure a seamless transition for Durham County and provide continuity of service.

The proposed Start Up Schedule is provided on the following pages. This is a basic outline of DeWhit's transition and start up process, but may not include all activities necessary for this site.

The schedule may be adapted upon award of the contract. Updates will be provided to Durham County management shortly following the award of the contract and continuing as necessary throughout the process.

Durham County Admin II Start Up Schedule

Contract Award Date Contract Start Date



	Week 1	Week 2	Week 3	Week 4
Pres, Gen Mgr, Bus Mgr, Acc Mgr				
Alignment Meetings w/Durham County				
Prioritize Objectives				
Set Target Dates for Transition Activities				
Review Contract & SOW				
Attend Transition Meetings				
Review & Finalize Operational Plans				
Review Key Processes				
Review Safety/Quality/Training Plans				
Full Transition Team				
Hold Alignment Meetings				
Interview & Hire Employees				
Order Supplies and Equipment				
Develop & Practice Team Assignments				
Review Contract Specifications				
Execute Transition Checklists				
Develop & Implement CI ²				
Execute Transition Team Assignments				
Background Checks, Badges, Uniforms				
Implement Initial Training				
Perform Background Checks & Drug Tests				
Inspect Site with University Inspectors				
Set Up & Test CompuClean				
Inventory/Asset Verification				
Provide Documented Workflow Processes				
Stage & Deploy Equipment & Supplies				
Assign Employees				
Practice Start Up Processes				

Proposed Equipment List

- (2) Rubbermaid 1 yard Tilt Cart
- (4) Rubbermaid Brutes with wheels
- (2) ProTeam Super Coach HEPA backpack vac
- (2) Windsor Kärcher Sensor S2 HEPA Upright vac
- (3) Rubbermaid Maid Cart
- (1) Kaivac KV1250 w/Tools
- (6) Rubbermaid Mop Bucket/Wringer Combo
- (16) Wet Floor Signs
- (1) High Speed Floor Burnisher
- (1) 20", 175 rpm Roto w/pad driver and scrub brush
- (1) Wet Vac
- (1) Carpet Extractor
- (1) Carpet Dryer Fans

Proposed Supply List

The following cleaning chemicals and supplies will be utilized. *Please note standard cleaning chemicals are Spartan Green Solution and will be delivered using the Spartan Green Solutions Dilution System illustrated on pages 6-7 of the Clean On The Go literature included following the supply list. SDS are also located following this list.

Min/Max	In Stock	Need	Product Code	Supplies	Case/ Pack
2/4			233-6002	Green Pad 15"	5/cs
1/3			233-9037	Tan Pad 20"	5/cs
2/5			233-9040	Green Pad 20"	5/cs
1/4			233-9039	Hog Hair Pad 20"	5/cs
2/8			233-9002	White Pad 19"	5/cs
1/4			233-2250	3M Hi Pro Pad 20"	5/cs
8/12			1570400	Rubbermaid Angle Broom	6/cs
1/2			157-0358	Lobby Broom	1 each
4/8			266-0104	Urinal Mat	6/cs
6/12			215-0725	Lambswool Duster 30"-43"	1 each
N/A			213-0200	Gallon Pump	1 each
N/A			213-0300	5 Gallon Pump	1 each
1/2			249-1300	6 x 9 Green Scouring Pads 3M	20/cs
1/2			269-0487	Microfiber Cloth 16 x 16 Green	12/cs
1/2			217-2071	Lg Nitrile Glove 2099	10 box/cs
1-2			217-2072	Extra Lg Nitrile Glove	10 box/cs
1/2			217-2070	Med Nitrile Glove 2099	10 box/cs
1-2			217-2069	Small Nitrile Glove	10 box/cs
N/A			269-7653	Wet Floor Sign	1 each
N/A			255-0100	16oz Bottle	1 each

N/A			255-0150	32oz Bottle	1 each
N/A			255-0400	7" Trigger	1 each
N/A			255-0450	9" Trigger	1 each
N/A			243-0700	20oz Rayon Looped Mop Head	12/cs
1/1			2652010A	GP Accuwipe 12x12 Lint Free Wipe 29756/03	20 bx/cs
1/3			185-1160	GS Neutral Disin Clnr Quat	4/cs
1/3			171-0850	GS All Purpose Cleaner	4/cs
1/3			171-4007	GS Cleaner Glass	4/cs
1/3			171-1830	GS Extraction Carpet Cleaner	4/cs
1/2			171-1951	H2O2 Carpet Spotter	12qt/cs
1/2			1711650	Defoamer	4/cs
1/3			191-1090	Baseboard Stripper	12 can/cs
4/12			189-1155	IShine Floor Finish	5 gal/pail
4/10			189-1207	GS Floor Finish Remover	5 gal/pail
1/2			189-1595	Spartan Spray Buff	12qt/cs

GREEN SOLUTIONS®

Green Solutions® All Purpose Cleaner

An environmentally preferable, all-purpose cleaner, formulated to quickly penetrate, emulsify and remove light to medium soils. The all-purpose cleaning formula is built to respect the environmental issues of today, including those of water and waste treatment facilities.

pH 7.0-8.0 • 3-12 oz./gal. • #3501, #13511



Green Solutions® Carpet Cleaner

A carpet extraction cleaner that features a powerful, low-foaming surfactant system for fast, effective extraction cleaning. Quickly penetrates, emulsifies and removes soils. Non-corrosive, will not harm metal or rubber, and is safe to use on most types of carpets, including stain-resistant carpet, untreated carpet and on wool and wool-rich carpets. Use in all types of extraction equipment and may be used for bonnet cleaning. Dries to a crystal. Dye and fragrance free. Phosphate free. Biodegradable.

pH 8.0-9.0 • 2 oz./gal. • #3509, #3514



Green Solutions® Floor Finish Remover

An effective floor finish and wax emulsifier. Specially formulated for use in conjunction with Green Solutions Floor Seal & Finish. Low odor makes it the ideal floor stripper to use in confined areas and where typical strong stripper odor presents a problem.

pH 10.5-11.5 • 6 oz./gal. • #3505



Green Solutions® Floor Seal & Finish

An acrylic co-polymer-based floor seal and finish. Formulated without heavy metals, glycol ether, or formaldehyde. Very low ammonia. Green Solutions Floor Seal & Finish is an environmentally preferable choice.

pH 7.8-8.2 • Straight • #3504



Green Solutions® Industrial Cleaner

A non-toxic, heavy-duty liquid cleaner. Formulated with a super surfactant cleaning system, the concentrate is engineered to quickly remove petroleum-based soils with efficiency.

pH 9.0-10.0 • 1-16 oz./gal. • #3506, #3515



Green Solutions® Glass Cleaner

A glass cleaner that has a state-of-the-art surfactant system offering excellent surfactant/wetting agents with emulsification abilities. Quickly penetrates, emulsifies and removes dirt with minimal effort. Dries fast without streaking and requires no rinsing. Non-viscous, clear white, no added dye or fragrance. Built to respect the environmental issues of today. Biodegradable. No phosphates. Waste treatable.

pH 7.5-8.5 • 2 oz./gal. • #3507, #3512



BIORENEWABLES®
GREEN SOLUTIONS®

KAIVAC SMART CHOICES

Now, regardless of size, any facility can find the perfect No-Touch Cleaning system from Kaivac. The shape, height, weight, pressure and hose length of our equipment are all designed to fit the machine to various cleaning situations and with worker comfort in mind. For example, ease of use and learning, trouble-free transport and tangle-free operation are all considered in the foundation of our design.

THE MACHINES:

KAIVAC® 2150

The original KaiVac® was designed to address the large capacity cleaning needs found in larger facilities, such as: high schools, universities, airports, convention centers, factories, warehouses, stadiums and large hospitals.



Exclusive use of Kaivac chemicals increases the life span of our machines, so we extend your warranty!

KAIVAC® 1700 SERIES

The KaiVac® 1700 series combines high capacity and compact size with an attractive price to deliver exceptional value.

Plus, they feature a removable "black box" engine compartment for rapid repair and exchange.



KAIVAC® 1200 SERIES

The KaiVac® 1200 series was designed for smaller facilities and budgets that require the same cleaning power that the original KaiVac delivers, such as: elementary schools, hospitals and clinics, nursing homes, restaurants, groceries, office buildings and more.



Kaivac, Inc. has multiple patents and patents pending on its No-Touch Cleaning® equipment and methods.

THE CHEMICALS:

SIMPLE, SAFE AND EFFECTIVE

Whether for cleaning, disinfecting, degreasing or spotting, Kaivac provides an effective chemical choice for every task. Each is designed to attack specific soils inherent in various settings, like restrooms, kitchens, industrial, healthcare, schools and more. Developed specifically for No-Touch Cleaning, these high quality chemicals are low foaming and free rinsing for fast, spot-free drying.



Kaivac chemicals are deeply colored to ensure visibility in the chemical line and at the gun so you know they're working.

- **KAIO™** combines orange oil with hydrogen peroxide to make an environmentally friendly, multipurpose, pH neutral cleaner.
- **KAIBLOOEY™** is a low-foaming restroom cleaner that contains a blend of fast-acting mild acids to de-scale mineral deposits and remove soap scum.
- **KAIPOW™** is a general purpose degreaser that rapidly penetrates oils, greases, fats and soils.
- **KAIBOSH™** is a concentrated no-rinse Hospital Use disinfectant cleaner that disinfects, cleans and deodorizes in one labor saving step. KaiBosh is effective against a broad spectrum of organisms, including MRSA, Norwalk/Norovirus, Hepatitis B and C, Avian/Bird Flu, AIDS, and many more.
- **KAISAN II™** is a concentrated no-rinse Hospital Use disinfectant cleaner with a neutral pH, perfect for finished floors and pH-sensitive surfaces. It is effective against a broad spectrum of organisms, including MRSA, Hepatitis B and C, Avian/Bird Flu, AIDS, and many more.
- **KAIDRI™** helps water sheet off hard surfaces to wipe out hard water spots before they get started. It also reduces the size of the water droplets, speeding up the drying process.

SAFETY CAP SYSTEM

SAFE AND NEAT - Built-in check valve prevents back-flow into chemical bottle. It also prevents spillage and leakage while transporting or reloading new bottles.

ACCURATE METERING - Color-coded tips control accurate metering of our chemicals from 1, 2, 4, 8, and 20 ounces per gallon. Charts are included to match color tips for appropriate dilution.

FILTER - Built-in filter prevents contamination of chemical injector, pump and spray gun.



LEAN, MEAN AND GREEN™

Kaivac's goal is to deliver cost-effective, worker-friendly cleaning systems that protect the health and safety of a building's occupants as well as the environment. As a result, we design our No-Touch Cleaning systems from the start for deep cleaning in a way that's extremely efficient yet environmentally responsible. That goes for our chemicals too. Several of our very effective cleaning products have been Green Seal certified to ensure the most environmentally friendly formulation, including KAIO™, KAIBLOOEY™ and KAIPOW™.



Kaivac: lean on resources, mean on soils, and quite possibly the "greenest" cleaning system on earth. Check out our green cleaning position paper at www.kaivac.com to find out why.

TOTAL SYSTEM PERFORMANCE SUPPORT

Don't let something as simple as a worn squeegee blade or wheel hurt system performance. Even though they're very inexpensive and quick to replace, maintaining squeegee blades and wheels is often overlooked. That's why Kaivac offers to include a set of replacement squeegee blades and wheels in every case of chemicals.

Super CoachVac® HEPA

107119* Super CoachVac HEPA w/
Xover Floor Tool Kit D (107100)

\$539

The Super CoachVac HEPA is a productivity powerhouse designed to tackle the most demanding cleaning challenges. This powerful and high filtration unit is ideal for vacuuming high square-footage areas that require the utmost cleanliness.



ERGONOMIC



PRODUCTIVE



COST OF OWNERSHIP



LARGE CAPACITY



CLEANING FOR HEALTH

Specifications

Weight:	11 lbs./4.99 kg
Airflow:	150 CFM
Static Lift:	100 in.
Motor:	1188 W/9.9 A
Decibel:	66 dBA
Capacity:	10 qt./11 L
Four Level Filtration w/ HEPA:	1190 sq. in. total area

HEPA Filtration

99.97% at 0.3 microns

Warranty

3 years parts, labor and motor on vacuum
Limited lifetime on molded body parts

*STANDARD CONFIGURATION

14" Xover Floor Tool
Telescoping Wand
5" Upholstery Tool
3" Dust Brush
17" Crevice Tool

OPTIONAL CONFIGURATIONS

107104	w/ Xover Performance Floor Tool Kit A (107097)	\$539
107109	w/ Xover Floor Tool Kit B (107098)	\$39
107114	w/ Xover Performance Floor Tool Kit C (107099)	\$39

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Sensor S2 HEPA

Upright Single-Motor Commercial Vacuum with Standard HEPA Filtration

The reliable, durable, serviceable upright vac with HEPA filtration. The Sensor S2 12 HEPA and Sensor S2 14 HEPA are the market leaders in cleaning performance and reliability. HEPA final stage filtration comes standard on every vacuum for optimum indoor air quality. These lightweight and quiet vacuums are built for the performance needs of hospitality, education, healthcare and senior living markets.

1 HEPA final stage filtration

- HEPA filter standard on every vacuum for better indoor air quality
- Dual-stage filtration provides cleaner air to the filter, extending the life up to 200-300 hours, saving you time and money.

2 Best warranty in it's class

- 3-year "bumper to handle" warranty, provides you the best protection the industry has to offer.

3 Reliability

- Bag-full and check brush indicators are mechanical for even greater reliability.

4 Serviceability

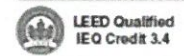
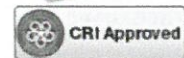
- Tool-free power cord change.
- All electronics located in the base of unit, eliminating wear on swivels and connectors, improving reliability and serviceability.

5 Extremely Quiet

- Daytime cleaning and operation in noise-sensitive areas possible with the low noise level of 67 dB(A)



**REQUEST YOUR
FREE QUOTE NOW!**



Insurance and Bonding Requirements

DeWhit is fully insured and bonded. We are able to meet all of the requirements of the RFP. Please see a sample certificate of our current insurance and bonding coverages on the next page.

Pre-Proposal Conference and Site Visit Attendance

- a. DeWhit attended the Pre-Proposal Meeting.
- b. DeWhit attended the Site Visit for the Admin II building.

Additional Information

a. As we have noted, DeWhit is a locally, minority-owned and operated company. We have more capability, experience, resources, and presence than most other Durham-based janitorial providers. All funds spent on this contract by Durham County Government will remain in Durham County, helping expand the tax base, strengthen the local economy, and benefit the citizens that make up our workforce and their families.

As you compare DeWhit with other vendors, local, regional, and national, you will see that we compare well with the large companies while maintaining the hometown touch. Recently DeWhit was selected to join the National Service Alliance, a national purchasing group that provides more value for our customers. We joined an elite group that requires at least \$2M in annual sales to qualify.

We have developed world-class programs through working with global Fortune 500 and 100 companies. Our constant pursuit of excellence has led to the receipt of certifications and awards that set DeWhit apart of our competitors. All of this provides additional benefits that will help promote Durham County and fulfill its mission and vision.

 The Mission: Durham County provides fiscally responsible, quality services necessary to promote a healthy, safe and vibrant community.

The Vision: Durham County: a thriving, vibrant, diverse community with abundant opportunity for all residents to live, work, learn, play and grow.

DeWhit Facility Services is Durham County. Let us be part of something great.

b. Please review the following information to learn more about the unique aspects and strengths of DeWhit Facility Services.

DeWhit offers a full range of facility support services including, but not limited to:

- Commercial General Facility Cleaning
- Day Porters, Porters, and Attendants
- Carpet Cleaning & Maintenance
- Concrete Floor & Epoxy Coatings
- Hard Floor Maintenance
- Raised Floor Cleaning
- Window and Blind Cleaning
- Cleaning for Schools, Colleges, and Universities

- Laboratory and GMP Cleaning
- Aseptic Sanitization and Sterile Cleaning for Healthcare
- Electronic & Biological Clean Room Cleaning
- Industrial & Manufacturing Plant Cleaning
- Construction Cleaning
- Green Seal® Chemicals, Supplies, and Equipment
- Pressure Washing
- Parking Lots and Garages
- Special Event Services

After more than 34 years in business DeWhit is the only ISO 9001 (International Standards Organization) certified minorities supplier of janitorial services in the Carolinas. Initially certified in 2006 we have never had non-compliance finding on any annual audit. We have been able to pass along cost savings to clients through more efficient methods of cleaning and production. The industry average general cleaning rate is approximately 3,500 sq. ft./hr. Using Team Cleaning® wherever possible, the DeWhit average for general cleaning is upwards of 6,000 sq. ft./hr. without sacrificing quality or customer satisfaction.

Through ongoing customer surveys we have been able to not only meet, but exceed customer expectations. This has allowed DeWhit to enjoy some of the highest customer satisfaction ratings in the industry. With a leaner, flatter organization, and less time spent on corporate bureaucracy and reporting requirements, our owners and management team have more time to spend on you, our customer. Our senior management team, Owners, and President are just one phone call away.

The DeWhit Management Team is CIMS – Green Building (GB) certified, the highest cleaning industry standard. Our quality and experience are second to none.

All of this means we do what we say – and do it right. We'd like the opportunity to put our people and our systems to work for you.

Quality Assurance = CI²

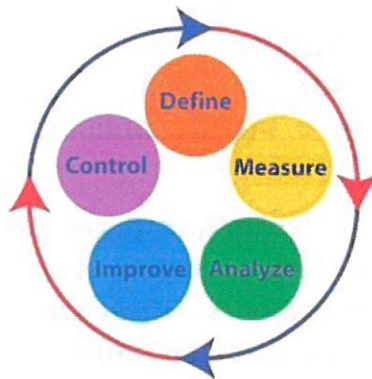
DeWhit's Quality Assurance System, CI² (Continuous Improvement/Creative Innovation) is designed to meet the customer's objective of providing world-class janitorial services at the most competitive price and at the highest consistent quality level to Durham County Admin II.

CI² includes regularly scheduled Inspections, Client Reviews, and internal Process Audits to ensure that safety, scope-of-work, and CI² objectives are met.

CI² is DeWhit's approach to Quality Management and the way we achieve our mission . . . "to provide professional, superior quality cleaning services in the safest, most cost-effective, and environmentally friendly manner."

- CI² is not just another program
- It is the umbrella under which we carry out every initiative in DeWhit
- CI² affects the culture of the entire company
- It is simply how we do business

CI² Begins With
A Lean Sigma
Approach



Powered By
Creative
Innovation



Partner Involvement

Our President, Charles Epps, is the leader of the DeWhit CI² process. As such, his responsibility is to ensure that the process is consistently administered at every level within the company.

Mr. Epps will be personally involved with the implementation of CI² at Durham County Admin II. Mr. Epps and the DeWhit management team will work with your staff and management as your partner in the quality process. CI² is not just a DeWhit initiative, it is your guarantee of quality. The following pages outline the CI² process and explain how it will be applied to the Scope of Work at your facility.

Alignment Process

We will initiate CI² at Durham County Admin II through the client alignment process.

- CI² begins with a mutual understanding of the mission and vision of the client among Durham County Admin II and DeWhit management, the entire DeWhit team, and our vendors.
- CI² is based on what is important to the client – i.e. “Key Performance Indicators” or KPI’s.
- CI² establishes sound measurements for the KPI goals.
- The process creates teamwork, involvement, and commitment.
- The alignment process is not a one-time event; it continues throughout the life of the project.

The alignment process is designed to produce a committed project team. This teamwork and shared purpose is readily visible in Purpose Statements and Quality Agreements that are developed out of the alignment process. These statements are signed by, and distributed to, all participants including DeWhit employees that are assigned to this project. They serve as daily reminders that the project team is focused on, and committed to, achieving their purpose of total quality.

Progress Assessment

Measurement is central to the CI² process. KPI’s and the methods by which we measure the goals of each KPI are either defined in the contract and established

through the alignment process. These measurements become the key tools for monitoring quality and progress and will be designed to fit Durham County Admin II standards and expectations.

Measurements are mutually agreed upon through the alignment process and reviewed periodically to ensure the desired benefit to the client. KPI's are applied to all levels of the DeWhit team – from field staff to corporate management – ensuring the approach has its roots at the field staff level. In effect:

- Key Performance Indicators (KPI's) are the most valuable deliverables of the alignment process.
- KPI's must be client focused.
- KPI's must have measurable goals (benchmarking).
- KPI's must have a strong link to the client's business performance and DeWhit's performance.
- KPI's must be understood and recognized by everyone involved.
- KPI's are mutually established with the client and include safety, quality, cost effectiveness, timely completion, adherence to contract standards, etc.
- All conditions set by Durham County Admin II will serve as the initial basis for the measurement system that provides ongoing assessment, analysis, and accountability for the progress of the CI² System.

Progress Analysis

Proceeding from the data collection phase through the measurement comparisons established by the KPI's, the next step is to analyze the results to identify problems, issues, and opportunities for improvement. But how do you know that you are measuring the right thing? Over time organizations fall into established patterns of behavior. It is important to continually consider the measures that were initially set by the project team in the alignment process by an objective standard that exists outside of the organization. This is where creative innovation becomes critical to the quality assurance process. And this is why traditional quality management systems often fail to produce continuous innovation. Unless creative innovation is incorporated into the system, recognized, and rewarded, any quality assurance system will become stagnant.

The DeWhit CI² four step process of creative innovation is first incorporated into the analysis phase. It consists of:



What does it mean to challenge orthodoxies? Almost by definition, innovators tend to be contrarians and nonconformists. As Steve Jobs put it, they “think different.” At DeWhit we challenge our employees to provide feedback to supervision and management with ideas for ways that we can do things differently that will produce continuous improvement.

How do you harness trends? At DeWhit we endeavor to be educated and very sensitive to what is changing in the world. We don’t have to predict the future. But we do need to have a wide-angled lens that allows us pick up important trends and exploit them in some way. Innovators don’t have to be futurists. They just need to be able to recognize and harness the potential of things that are already changing.

Leveraging resources is for great companies that don’t like to compartmentalize things. We think of DeWhit not in terms of what it is or what it does but in terms of what it knows—our skills and unique capabilities—and what it owns—such as infrastructure, proprietary technologies, standards, training, professional certifications, customer data, and so on. Rather than developing a narrow self-image that compartmentalizes our assets and locks them up in a predetermined structure, we have been able to expand the way we define our business and enhance our client organizations based on the collection of core competencies and strategic assets that we have on hand.

The ability to notice and understand problems or needs is at the heart of customer

satisfaction and continuous improvement. DeWhit makes it a priority not to engage our customers as adversaries in a contractual relationship, but to empathize with them, to see things from their perspective, and to proactively seek ways to meet their needs. This can be done in a rigorous and scientific manner, or through a more intuitive approach. Either way, we strive to see our customers' needs and address them without resistance and as an important part of the Durham County Admin II team.

Customer Satisfaction

DeWhit has a Client Review Process that includes regularly scheduled meetings with Durham County Admin II management. With Durham County Admin II' permission, surveys will be provided online through the CompuClean system, via email, and/or in hard copy systematically distributed at various levels within the organization. These surveys are collected and evaluated for consistency and effectiveness. This on- going process provides for the systematic collection of quality data in a consistent format and objectively measures how effectively we are meeting end-user expectations.

Reporting

Monthly Reports

A Quality Assurance report will be prepared and delivered to Durham County Admin II for review. Each report will contain:

1. Initial service level(grade)
2. Identified areas for improvement
3. Improvement initiatives
4. Current service level (grade)

Additional information will be presented in each report that may provide information regarding other contract initiatives.

Recognition and Communication

Communication and recognition are vital parts of the CI² process. Individuals and teams deserve recognition. CI² is a way for both the client and DeWhit to share the rewards of improvement.

Some of the innovative ways DeWhit and our client/partners have given recognition include:

- Site-specific programs that financially reward personnel for creative thinking and for initiating improvements.
- Company publications and recognition on the company website that showcases employee contributions to improvement of services and customer satisfaction.
- Recognition and award dinners for employees that have been recognized for excellence in their work.
- Success stories of actual project improvements are shared at management meetings and are told by the person that was instrumental in the achievement.

Improvement - Methods

The improvement process is interactive and continues throughout the life of the contract. One of the objectives of the alignment process is to build into every team processes and procedures that will ensure feedback and continuous improvement. These processes and procedures are reviewed and revised as necessary by DeWhit and the client management team. The next section outlines the measures that are employed to control the process.

Control - Quality Assurance Systems

The Onsite Supervisor has the initial responsibility for Quality Assurance. The Onsite Supervisor is required to perform weekly documented inspections of the facilities under his/her authority.

Inspections will be performed using CompuClean from a smartphone or tablet. Using the criteria agreed upon by DeWhit and Durham County Admin II Management, the Onsite Supervisor has the primary responsibility for ensuring that quality levels are maintained. The Onsite Supervisor will be supported in the execution of the quality control program by the Account Manager, General Manager, and the DeWhit President.

Any deficiencies are to be noted during the inspection. Deficiencies on any inspection must be resolved within 24 hours if at all possible. Complaints presented to the Onsite

Supervisor, both major and minor, shall be investigated on the day received and resolved within 24 hours. Any deficiencies that cannot be corrected within the 24-hour period will be addressed with Durham County Admin II and documented using the Corrective and Preventative Action (CAPA) process. The CAPA process provides a timeline for the completion of the correction. The Onsite Supervisor is responsible for ensuring that all corrections are completed and documented. Correction detail will be provided to Durham County Admin II on a daily basis or other as requested.

The Onsite Supervisor, and all employees will have specific quality control duties explained during initial training by the Account Manager. The Onsite Supervisor will devote a portion of the daily routine to direct quality inspection of workmanship, product excellence, compliance with work order instructions, and record keeping adequacy and accuracy. A predetermined portion of the work or suitable sample of the records of each section will be inspected. The sample portion for this contract is at least 25% percent of the total square footage each month. It must include space from all facilities under contract. If quality drops below acceptable levels, the sample is increased until a return to, and achievement of, acceptable performance has been demonstrated. Our system provides for continuous inspection of work samples to determine that quality is being maintained.

Training of the employees will be reinforced by quality control procedures directed specifically to their function. These procedures will provide specific details about the inspections to be performed and their frequency, proper sampling techniques and ratios, and proper record keeping. The CompuClean system will be utilized at Durham County Admin II for this purpose.

Quality control procedures will establish quantitative or qualitative means for determining that each operation has been completed satisfactorily. Procedures will also be established to review work instructions on a systematic basis for accuracy and completeness.

The next level of QA above the Onsite Supervisor is the Account Manager. He/she will be responsible to participate in monthly audits with the Onsite Supervisor and the Durham County Admin II Contract Administrator or designee. A Quality Improvement Plan will be developed and provided to Durham County Admin II within one week following each audit. The Account Manager is supported by the General Manager, who reports directly to the President of DeWhit. DeWhit and Durham County Admin II Contract Management will have access to the CompuClean system to monitor progress.

The General Manager will audit the project and meet with the Durham County Admin II Contract Administrator at least quarterly to ensure that effective and proper housekeeping management practices are being sustained.

Additional audits for safety, procurement, accounting, personnel, EEOC, and general management practices will be performed at least annually by the General Manager.

MEASUREMENTS: Performance of the CI² program is based upon the results of the Inspection Program, Customer Survey results, and KPI's.

INPUT: Inspections – Performed by DeWhit personnel with the CompuClean system and by Durham County Admin II, includes all associated documentation.

OUTPUT: Monthly reports will be provided to the customer and retained for our records that provide results of inspections and customer surveys including the numerical ratings. These results are maintained for the duration of the contract.

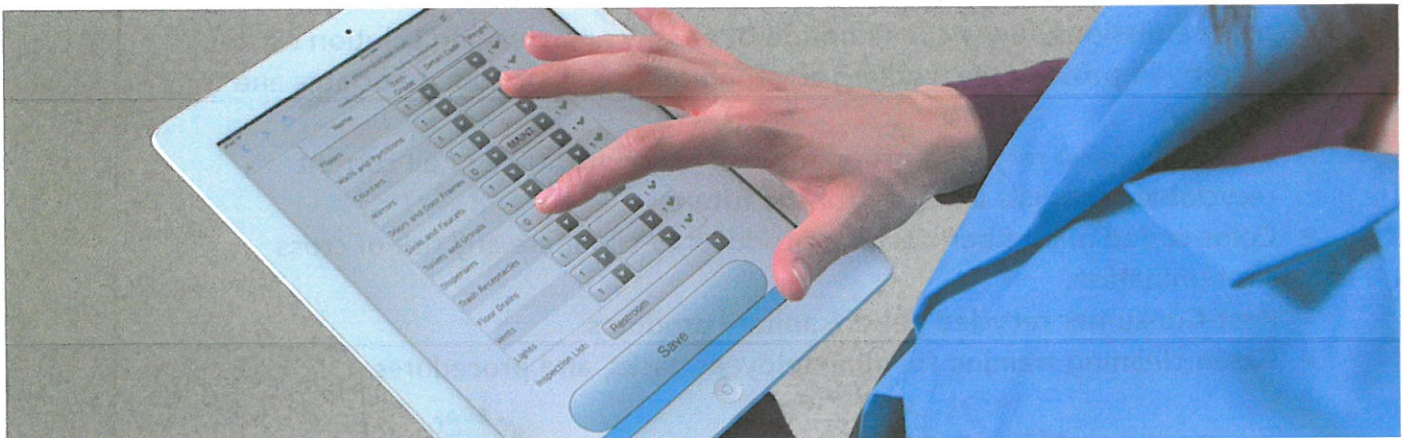
PROCESS FLOWCHART:



CompuClean®

CompuClean® is DeWhit's janitorial software solution, trusted to help build and preserve relationships with our clients. This software solution will be used to provide a robust system of productivity and results measurement. We believe technology is not only for automation, but also for empowerment. CompuClean® helps DeWhit and our clients schedule, manage, and measure our work performance and quality, increasing productivity among cleaning staff and managers, and strengthening client relations through increased transparency. With CompuClean®, we are able to increase trust with our clients via cloud-based inspections, work orders, job scheduling, reports, inventory, PM's, and much more, separating DeWhit from our competitors.

CompuClean® was chosen by DeWhit because of the difference it makes for its users each and every day. The ability to do inspections anywhere at any time translates directly into noticeable increases in productivity. When done through the CompuClean® Mobile App users can complete their tasks anywhere on a smartphone or tablet with either a wireless phone network or Internet connection. This system will be utilized by DeWhit Corporate, Account Management, and Supervision according to the frequencies outlined in our CI² Quality System. The CompuClean® system is provided to Durham County Admin II at no additional cost.



Sustainability Plan

VISION

Sustainability is the simultaneous pursuit of human health and happiness, environmental quality, and economic well-being for current and future generations.



DeWhit's vision is to embed sustainability as a fundamental value throughout the enterprise to benefit our clients, our staff, our families, and our business through the development of sustainability literacy, training, solutions, and leadership.

Green Cleaning

The federal government, through Executive Order 13101 has defined environmentally preferable or "green" as: "...products and services that reduce the health and environmental impacts compared to similar products and services used for the same purpose." Based on this definition green cleaning is defined as "cleaning that protects health without harming the environment."

Green cleaning programs promote health, safety and social consciousness.

Processes focus on improving indoor air quality, recycling and minimizing the use of raw materials and toxic products that require disposal. Green cleaning increases worker satisfaction, improves employee morale, reduces absenteeism and promotes productivity, efficiency and retention of employees. Green cleaning also helps reduce the cost to building management and tenants, including costs associated with sick leave and productivity loss.

DeWhit's Green Clean Program Includes:

- The use of non-toxic, biodegradable, Green Seal or other certified Green cleaning products to minimize the impact on human health and the environment.
- HEPA filter vacuum cleaners and floor equipment that decrease dust, reduce noise emissions, lower consumption of energy and cleaning solution waste, thereby improving the working environment for all of your associates and for our staff.
- Comprehensive recycling programs that take advantage of all current recyclable materials and plan for the future.
- Color coded microfiber cleaning products to eliminate any risk of cross contamination.
- Post-Consumer recycled paper/sanitary products.
- Green cleaning training for all employees, tasks, and procedures



Conclusion

The DeWhit Team considers the addition of the Durham County Admin II as a key client in our profile and portfolio. As a minority-owned and operated corporation with headquarters in Durham and a reputation for service and quality, we are invested in providing all of the people, resources, and expertise necessary to fully serve your needs. For these reasons and more, we would like to be selected as the Durham County Admin II janitorial services provider.

Should you require any additional information or have any questions or concerns, we will be happy to provide anything you require to satisfy your requirements. We are committed to doing whatever it takes to be selected as your cleaning service provider. Thank you for this opportunity. We want your business!



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