MARKET RESEARCH ANALYSIS
FOR
CUSTODIAL SERVICES

FAIRCHILD AFB, WASHINGTON

2 February 2000

MARKET RESEARCH
FOR
CUSTODIAL SERVICES

1. OBJECTIVE. The objective of this market research is to determine if custodial services are customarily available in the commercial market and, if so, to determine the most suitable method for acquiring the services. The results of this research will determine commercial practices for the method of contracting, types of contracts, performance standards, and the methods of inspection.

2. REQUIREMENT. The contractor shall provide basic cleaning services, rest room cleaning services, and periodic cleaning services to select on base facilities, including the child development center and the fitness center. This requirement is listed on the Javits-Wagner-O'Day (JWOD) Procurement List. The current contract is in the last follow-on year of a five-year contract with NISH. There was a letter contract prior to awarding the current contract. Fairchild AFB has utilized firm-fixed price contracts with NISH for custodial services for many years.

2.1. Basic services are sweeping, mopping, dusting, vacuuming, window washing etc., in all areas of a facility except rest rooms/locker rooms.

2.2. Rest room/Locker room/Child Development Center/Fitness Center services are similar to basic cleaning services, except that disinfectant may be used.

2.3. Snow Removal

2.4. Periodic services are performed intermittently, quarterly, yearly, etc.

3. PARTICIPANTS. HQ AFCESA/CEOC, 139 Barnes Drive, Suite 1, Tyndall AFB, FL, 62 CONS/LGCV, McChord AFB, WA, 437 CONS/LGCV, Charleston AFB, SC, 92 CES/CEOE and 92 CONS/LGCV, Fairchild AFB, WA.

4. SOURCES CONTACTED. Listing of the providers and clients of custodial services is attached.

5. FINDINGS AND ANALYSIS.

5.1. GENERAL. Local commercial market providers and clients were surveyed for commercial standards, practices, and procedures for general custodial requirements and the more stringent custodial requirements for child care centers and fitness center. The contract administrator and quality assurance person each made inquiries of the commercial sector. A matrix was used to ensure all sources were interviewed for the same information. The information found (Attachment 2) was used to support the terms and conditions of the new custodial statement of work. AFCESA found formal expressions of commercial standards were available in documents issued by the Building Owners and Management Association (BOMA). They also provided

methods to secure a good contractor for the services being provided at a fair and reasonable price. Participants conducted many interviews with the private sector providers and clients. AFCESA found most of the commercial information that follows in the national Building Owners and Managers Association (BOMA) Experience Exchange Report (EER), representing 2,101 buildings with approximately 459.6 million square feet, and the Office Building Cleaning Operations in North America, "A Study of Custodial Management Practices and Costs." The BOMA report can be obtained by calling (202) 408-2662, or through www.boma.org. The Office Building Cleaning Operations in North America study can be obtained by calling (202) 408-2662.

5.2. FREQUENCY STANDARDS AND COST.

5.2.1. Frequency. The private sector facilities are cleaned on an average of five times per week; more specifically providers and clients come to an agreement of what frequencies and standards are required to be met. Local providers and clients indicated they discussed needs then made a joint determination of the necessary frequencies. Occasionally it depended on the client's budget. Fairchild AFB requires cleaning to be performed at certain times, i.e., twice daily, three times daily, seven days a week, three days a week, weekly, monthly, quarterly, and as required. Services are performed on dayshift, midshift or nightshift, as requested by customers. According to the BOMA study, 84% of the firms stated they were "content" to "very satisfied" with their custodial services. The private sector generally pays less than the Air Force if frequency of services is factored into the cost equation. However, when based on gross square footage of facilities only, with no consideration given to frequency of service, the Air Force generally pays substantially less.

5.2.2. Price Factors. The number one factor driving total cleaning costs is labor expense. The government is mandated to using the Department of Labor Wage Determination specifically for their geographic location. Typically, labor (wages) account for 55% to 65% of total cleaning expenditures. Local interviews showed that providers generally provide all equipment and cleaning supplies used to meet the requirement. Frequently the clients provide the consumable products, such as paper towels, toilet paper, etc. The average cost per cleanable square foot for a commercial office building in the United States is $1.30. The region with the highest cleaning expenses is the Middle Atlantic region, and the most expensive city is New York City, NY. The building characteristics that seem to have a direct effect on cleaning costs are building age, building density, and the percentage of carpeted areas in the buildings. Emergency services are available in the local area, and are generally separately priced. Local contractors price by either the square foot, whole job, monthly, or by type of service being requested.

5.3. QUALITY STANDARDS. The private sector's quality standards are similar to the Air Force's. Generally, they require facilities to be cleaned at different levels. Basic service levels may require cleaning only when dirt, debris, etc., are visible. Prestige level may require service on a regular schedule (frequency standard) whether dirt is visible or not. Clinical level most likely requires cleaning to remove all soil, including bacteria. Most private sector firms require a combination of basic and prestige levels of service based on the needs of the client. Basic services are performed in warehouse and other less visible areas. Prestige services are usually reserved for office and public areas.

5.4. PERFORMANCE STANDARDS. The private sector generally has no performance requirement or standard similar to the Air Force. If a client finds a defect they consider significant, they require the provider to fix or correct it. Most providers perform self-inspections by doing a walk-through of the areas/buildings requiring cleaning on a specific date/time. Usually, the building manager contacts the provider when unsatisfactory performance has been observed. Providers use their commercial quality control system to inspect their own employee's performance. Customer complaints and direct telephone contact is used to notify the contractor of unsatisfactory service and normally requires them to reaccomplish within 24 hours.

5.5. SPECIFICATIONS/DESCRIPTION OF WORK. The private sector's specifications or work statements generally are performance oriented, i.e., cleans windows - inside and outside, sweep and mop floors, clean and disinfect urinals, etc. These brief statements along with the frequency requirements, levels of cleaning and general contract conditions are the complete contents of the contract including the work statements. Additionally, they would allow the contractor to visit their facilities to determine the scope of work. Contractors generally do their own background checks on employees as they are hired. A complete contractual document comprises about two to three pages.

5.5.1. Quality Control. A formal Quality Control Program was not a contract requirement in the commercial sector; however, most contractors performing the service had their own internal quality control program.

5.5.2. Commercial Terms and Conditions: Many terms and conditions mirror those contained in government contracts, i.e.; insurance requirements, compliance with federal, state and local laws, damage to property, security, contractor furnished items, changes, price increases, safety, holidays, bonding and payment. Variances from that of the government are as follows:

a. Terms of Contracts: Time frames ranged from one to three years for basic contract periods with additional one, two, or three year terms for renewal upon proper notification and sole option of the client.

b. Termination: Local consultations found a termination could be achieved with a 30-day notice issued by either party; and/or cancellation at time of unsatisfactory performance. There is also a 30-day notice cancellation for no-cause. Some provisions state that all termination costs will be borne by the provider. Certain conditions allow for termination rights to the provider of the service pending a 30-day notification.

c. Payment: Payments are based on satisfactory completion of work and acceptance by the client. Reperformance is allowed in those instances where work was not satisfactorily provided the first time, unless the next scheduled frequency is due. No payments are received or given for services not performed. Some local providers offer a payment discount.

d. Adjustments in Contract Price: Changes are allowable after justification and negotiations. Usually based upon prevailing economic conditions, change in scope, or federal

wage rates. Conditions also provided for approval or disapproval of proposed rate increases based on overall contractor performance.

5.6. METHOD OF SURVEILLANCE. The private sector does not have defined methods of surveillance. However, their primary method of determining satisfactory performance is similar to, or the same as, the Air Force's customer complaint method. Building managers are usually held responsible for verifying the cleaning, but in most cases they appoint others within the building and depend upon them to report unsatisfactory results. The second method used by the private sector involves depending upon the cleaning contractor's supervisory personnel to inspect the work in accordance with their commercial quality control plan (similar to the Air Force's quality control program).

5.7. METHODS OF CONTRACTING. The procurement procedures used by commercial firms in order of popularity are (1) pre-qualify bidders based on experience, (2) use fixed price lump sum contract schedule, (3) prepare formal bid solicitation, and (4) pre-qualify bidders for financial strength. The most unpopular contracting procedures cited by commercial firms for custodial services are (1) awarding contracts to the lowest bidder and (2) using cost type contract line item(s). Private sector contracts are usually written to pay contractors a fixed monthly amount. However, when proposing prices, cleaning contractors base their prices on the square footage of facilities.

5.8. REMEDIES FOR NONCONFORMING SERVICES. Private sector firms typically require re-performance to resolve unacceptable performance. Also, provisions allow either party to terminate or cancel the contract with proper notification (usually 30 to 90 days).

6. CONCLUSIONS. Custodial services are hereby determined to be commercial in nature based on the fact that they are readily available in the commercial market place, are contracted for on a regular basis by commercial entities according to standard commercial practices, and are competitive in all aspects. We take no exception to any information obtained from the commercial sector during this market research and will incorporate all identified some of the practices, standards, and terms and conditions into the Statement of Work and contract clauses. Based on the above findings and analysis, custodial services are a commercial in nature. However, since Committee procedures apply to this acquisition, we will be using AMC JWOD solicitation procedures, instead of FAR Part 12.

Marion E. Nelson
MARION E. NELSON
Contracting Officer 2 Feb 00

2 Attachment
1. Points of Contact During the Market Research for Custodial Services
2. Market Research Questionnaire Matrix w/Findings

POINTS OF CONTACT DURING THE MARKET RESEARCH FOR CUSTODIAL SERVICES

SOURCES OF INFORMATION:

"Energy User News", magazine for building managers and engineers, www.energyusernews.com

BOMA International
1201 New York Avenue, NW, Suite 300
Washington, DC 20005

The Small Business Administration, www.sba.gov

PROVIDERS OF SERVICES:

National Maintenance Contractors
POC: Steve Herrbach
106 W Mission, Ste 105
Spokane, WA 99201
509-324-3794

Global Credit Union
POC: Ron Carlile, Logistics Manager
1520 W 3rd Ave
Spokane, WA 99204
509-838-6171

Union Building Maintenance
POC: Howard
3707 S Godfrey Blvd
Spokane, WA 99224
509-838-4403

Union Building Maintenance Corporate Office
POC: Michael Finn, Sales Representative
Inglewood, CA
1-800-339-2553

Hilson Janitorial
POC: Sandra & Mitch Yarborough
2409 E Casper Dr
Spokane, WA 99223
509-443-6255

Professional Building Maintenance
POC: Mark
221 West 1st
Spokane, WA 99201
509-835-4958

Environmental Control
POC: Stan Dotzler
9435 N Newport Hwy
Spokane, WA 99218
509-464-3308

Argus Janitorial Services Inc
POC: Sandy Heinen
1830 E Corbin Pl
Spokane, WA 99016
509-927-9448/536-8854

Group Health Northwest
POC: Don Miller
5615 W Sunset Hwy
Spokane, WA 99224
509-838-9100

Spokane International Airport
POC: Suzanne Albright
Spokane, WA
509-455-6415/7

ATTACHMENT 1

POINTS OF CONTACT DURING THE MARKET RESEARCH FOR CUSTODIAL SERVICES

SOURCES OF INFORMATION:

"Energy User News", magazine for building managers and engineers, www.energyusernews.com

BOMA International
1201 New York Avenue, NW, Suite 300
Washington, DC 20005

The Small Business Administration, www.sba.gov

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POC: Suzanne Albright
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509-455-6415/7

ATTACHMENT 1

National Maintenance Contractors
Steve Herrbach - 324-1814

Company Name:

Market Research

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Customer - We usually will make Recommendations where Needed.
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	We generally charge differently for, industrial, commercial, Medical or professional space
3. Do you identify amount of square footage included in each level of cleaning?	If Required, YES.
4. Are different costs associated with the different levels of cleaning?	YES.
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	YES to all - We try to determine would is most cost effective for Each level of cleaning
6. Do you utilize a minus/plus percent of square footage variation?	YES
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	Both.
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	Both
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	YES
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	Contractor Supplies all Equipment and Cleaning Supplies - Customer provides consumable products
11. Are on-call emergency services provided? How?	YES - An Emergency Phone list is provided to each Customer Contact.
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	Re-cleaning is most Common, although we can Reduce payment when necessary
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	If Required by contract, we do background and drug testing - both programs are already in place
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	Our people are trained in Safety procedures, Bio-Hazard, and Right to Know laws.

Airport - Suzanne Albright - 455-6417

Market Research

Company Name: Spokane International

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Specific cleaning requirements, daily, weekly, monthly.
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	HAS different areas, what type of cleaning in each area.
3. Do you identify amount of square footage included in each level of cleaning?	yes,
4. Are different costs associated with the different levels of cleaning?	yes,
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	monthly cost for cleaning (everything except windows & carpet. Annual cost for windows & carpet
6. Do you utilize a minus/plus percent of square footage variation?	NO
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	monthly inspection, - a weekly inspection, also has customer complaint.
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	the customer calls the contractor directly.
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	Billing - a monthly Bill, If a formal letter is written up, 1 year terms - not obligated to renew.
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	The Airport provides, paper, trash liners, all the cleaning is provided by contractor
11. Are on-call emergency services provided? How?	The contractor is there 24 hours a day.
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	ASK for reaccomplish,
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	Airport Badge System: 5 year background check, The contractor is responsible for background
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	Provide closet space, The Spokane Fire Department ~~makes~~ checks out the closet spaces periodically.

Continued on Reverse Side

ATTACHMENT 2

Stan Dotzler - 464-3308

Company Name: Environment Control

Market Research

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Customer - offer different packages.
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	Generally on the building type, medical bldg.
3. Do you identify amount of square footage included in each level of cleaning?	yes
4. Are different costs associated with the different levels of cleaning?	yes
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	All 3, rate are different as far as cleaning.
6. Do you utilize a minus/plus percent of square footage variation?	NO
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	quality control reports - Quarterly, inspection report bimonthly or monthly.
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	contract terms on merit of work.
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	you - The supplies are not listed in the agreement
11. Are on-call emergency services provided? How?	Provide on-call at a hourly rate.
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	Do background (state & national) check. Go through Info check - agency that does background checks.
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	Follow OSHA Guidlines - maintain MSDS sheets,

Continued on Reverse Side

Company Name: Argus - Sandy Heinen - 536-8854 **Market Research**

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Either one - what is the customer looking for.
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	Depends on site - yes,
3. Do you identify amount of square footage included in each level of cleaning?	yes
4. Are different costs associated with the different levels of cleaning?	yes,
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	Price per sq. foot commercial bldg - 8 to 11¢ sq. foot, medical bldgs. - 9 to 15¢ per sq. foot., yes you do have hourly rate, no rate per bldg.
6. Do you utilize a minus/plus percent of square footage variation?	yes
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	multiple of different inspections, log on customer complaint 10 to 15 janitors per supervisor.
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	Through the sales manager.
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	Don't do contract terms, cancel at any time, Payment is monthly
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	Contractor, paper products & liners are supplied by customer.
11. Are on-call emergency services provided? How?	24 hours a day, answering services picks up after 5:00 pm.,
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	Reaccomplish within 24 hours.
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	Background checks, run through Argus Security.
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	yes, safety training follow OSHA Guidelines. Stored in customers closets with a MSDS guideline,

Continued on Reverse Side

ATTACHMENT 2

Group Health N.W. (7 Bldgs)

Market Research

Company Name: Don Miller -

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Customer and Bldg. manager
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	yes - High visibility (medical level) Admin area (3 times a week)
3. Do you identify amount of square footage included in each level of cleaning?	Overall square footage -
4. Are different costs associated with the different levels of cleaning?	yes,
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	Price per month --
6. Do you utilize a minus/plus percent of square footage variation?	NO
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	once a week, contractor inspects once a week. you use customer complaints (a lot)
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	The Bldg. manager,
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	Contract terms - Billing is once a mon a 30 day cancellation clause. for no cause
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	Company provides most of supplies - Equipment provided by contractor,
11. Are on-call emergency services provided? How?	yes, one call to contractor
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	Need to clean that very day - If they don't - termination
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	The contractor does its own employees security check.
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	The contractor supplies a MSDS for All cleaning supplies & chemicals

ATTACHMENT 2

Global Credit Union
Ron Carlile, Logistics Mgr
838-6171

Market Research

Company Name:	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Have a list of what tasks + frequency's
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	yes
3. Do you identify amount of square footage included in each level of cleaning?	normally have blue prints
4. Are different costs associated with the different levels of cleaning?	no
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	Cost per facility · 2 downtown 9 branches Separate contract w/ same contractor
6. Do you utilize a minus/plus percent of square footage variation?	no
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	Customer complaint
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	Call Mr Carlile
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	yes - will fax copy
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	Its supplies supplies
11. Are on-call emergency services provided? How?	separately priced
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	Depends on situation can reduce
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	no contractor takes care of
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	no

Continued on Reverse Side

Woman Owned
Mitch Yarborough
443-6255 * Sandra Dixson
Dixson Janitorial

Each agreement is different. Use U.S. West agreement as an example 20,000+ sq'.

Market Research

Company Name: Dixson Janitorial

16 Dec 99

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	U.S. West - large facility - as needed - vacuum + trash - emptied ½ full or more at least 3xW. Agmt reads SW - have daytime person on site
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	Case by case, (dust free) 10 story bldg executive (high) & womens RR (high) down to basement (as needed)
3. Do you identify amount of square footage included in each level of cleaning?	No
4. Are different costs associated with the different levels of cleaning?	No, lump sum "Keep it clean for that price!"
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	No
6. Do you utilize a minus/plus percent of square footage variation?	No.
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	contractor QC 2 times a month -
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	go to day person or to main opp
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	once a month net 30 30 day contract termination either party 30 days
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	yes in US West - get yourself provide to bid or get it for cost - yes
11. Are on-call emergency services provided? How?	day person & 24 hour pager
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	No unacceptable -
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	WA State background check no felony convictions.
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	contractor responsible - OSHA compliant - employee trained

Continued on Reverse Side

mark

835-4958

Company Name: Professional Bldg Maintenance

Market Research represented a national company in Commissary & Gas Station

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	Gives frequency by budget - safety - depends on time of year $ & safety
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	Can be used - higher intensity dusting CEO & Bank
3. Do you identify amount of square footage included in each level of cleaning?	spend more time if done less frequently industry way starting point more on # of hours
4. Are different costs associated with the different levels of cleaning?	not really, but can do
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	hourly rate based on budget allowance
6. Do you utilize a minus/plus percent of square footage variation?	industry standard hard to pinpoint
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	② field supv - does random chks ③ do walkthru ④ annual eval ① lead crew person shuts off lights and endorses
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	have daily swat to clean up problems 24 call Call company direct or talk w/ lead crew person
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	health risk & food svs dep Net 30 & Net 10 & in advance + 30 day & on-notice termination out 90 days & papers discount
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	large companies purchase own supplies depends - variable costs (paper) Cleaning supplies
11. Are on-call emergency services provided? How?	yes - although not a lot - normally to regular customers has a swat team to respond
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	try to reaccomplish
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	Background check thru private agency - bonded
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	no - no soap thrown on lawns don't use toxic chemicals much - only let supvr use chemicals

15. Do you get maps & drawing? becoming more beneficial

Continued on Reverse Side

ATTACHMENT 2

17

'soward

Corporate Office Inglewood Ca 1800-339-1553 Michael Finn - Sales Rep -

838-4403

Market Research

Company Name: Union Bldg Maintenance

20 Dec 99

	Responses
1. Who determines tasks and frequency's? Contractor or customer?	receive written standards + practices from customer stating T&F
2. Do you identify different levels of cleaning, i.e. prestige, priority, high visibility, low visibility?	health + safety are priority - restroom + kitchen - then maintenance - then visual effects
3. Do you identify amount of square footage included in each level of cleaning?	calculate so many minutes for cleaning reqmt
4. Are different costs associated with the different levels of cleaning?	charge a flat - lump sum
5. Do you have a price per square foot? Hourly rate? Rate per building? Or rate per square foot of different level of cleaning?	lump sum - reamend if changes made to reqmts
6. Do you utilize a minus/plus percent of square footage variation?	no
7. How is inspection/surveillance done, i.e. walk through or total customer complaint?	① proj mgr goes out once a day ② corporate QC annual ③ lead or supv responsible for on site ④ customer insp
8. If you use customer complaints, who receives them? The contractor or the customer's quality assurance personnel?	customer contacts lead or supv or proj mgr
9. Do you have any contract terms and conditions for payment, billing and termination procedures?	~~[illegible]~~ - differ per customer individual to each site
10. Who provides supplies and equipment? Are they listed in an attachment to your agreement?	however contract is written - goes both ways
11. Are on-call emergency services provided? How?	yes - 24 hour 800 #
12. What is the remedy for unacceptable service, i.e. reduce payment or reaccomplish?	depends on how contract is written
13. Do you require any security or national agency checks be accomplished on employees? What and how is it done?	drug + security checks w/ national company do airport separate check
14. Are there any procedures for avoiding environmental notice of violation? How are cleaning chemicals stored and disposed of?	training program

Do you get maps & drawings yes

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Cleaning Makes Cents:
Benchmarks for Managing Your Cleaning Operations

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- Building exterior cleaning
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- Fire damage restoration
- Floor cleaning
- Garment cleaners
- Janitorial & building maintenance services
- Residential cleaning

Business search results

Searched for: **janitorial services** in category: **Janitorial & building maintenance services** nearest **your work**

Found: **20 businesses**

refine search | new search

All Search results: Page (1 of 1)

map all listings on this page

All businesses

J & J Maintenance 110 Int Street Building 2451b, Fairchild Afb, WA	(509) 244-5643	(0.0 miles)
AAA Building Svc PO Box 1410, Medical Lake, WA	(509) 299-9059	(1.9 miles)
map Julieann Althoff Apt Cleaning 14303 W Thorpe Rd, Medical Lake, WA	(509) 244-0653	(3.8 miles)
map ✓Union Building Maintenance 3707 S Godfrey Blvd, Spokane, WA	(509) 838-4403	(6.1 miles)
map La France Enterprises 406 N 3rd St, Cheney, WA	(509) 235-8401	(9.2 miles)
map Housekeeping Management Asst 5911 N Hartley St, Spokane, WA	(509) 326-5812	(10.0 miles)
map K & K Kleaning 3523 W Walton Ave, Spokane, WA	(509) 327-8107	(10.1 miles)
map P S Janitorial 1607 W 11th Avenue, Spokane, WA	(509) 624-4279	(10.1 miles)
map Alex Maintenance 2008 W Sharp Ave, Spokane, WA	(509) 324-0259	(10.3 miles)
map Servicemaster 1804 W Broadway Ave, Spokane, WA	(509) 327-4466	(10.3 miles)
✓Professional Building Maintenance 221 W 1st Avenue, Spokane, WA	(509) 835-4958	(10.4 miles)
Priority 1 Maintenance & Janitorial PO Box 847, Spokane, WA	(509) 489-3577	(10.4 miles)
Spokane Northwest BLDG Maintenance PO Box 292, Spokane, WA	(509) 456-0362	(10.4 miles)
Boone Janitorial Svc	(509) 325-2184	

Unique Janitorial
Spokane Airport
American Bldg Maint

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617 N Cedar St,
map Spokane, WA (10.5 miles)

Ace Industrial Cleaning (509) 838-2804
801 W 24th Avenue,
map Spokane, WA (10.6 miles)

Hart Properties Spokane Incorporated (509) 455-6549
613 W 14th Avenue,
map Spokane, WA (10.8 miles)

Quality Cleaning Svc (509) 747-0038
3626 S Downing Ct,
map Spokane, WA (10.8 miles)

McConnell's Janitorial Svc (509) 838-4853
PO Box 10314,
Spokane, WA (11.1 miles)

Able Janitorial & Carpet Care (509) 326-3647
4021 N Elm St,
map Spokane, WA (11.1 miles)

Century Services (509) 326-0927
2816 W Holyoke Avenue,
map Spokane, WA (11.4 miles)

All Search results: Page (1 of 1)

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