



## ***Custodial Services Proposal*** *prepared for:*



**Prepared by:**

*Alpha & Omega Building Services, Inc.  
11319 Grooms Road  
Cincinnati, OH 45242  
Main: 1-800-838-7676  
John Onnen: 1-513-532-0722*

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April 4, 2022

## Introduction

*Thank you for the opportunity to provide you with this response to your RFP for Custodial Services. Alpha & Omega has the experience and expertise to make sure your members receive the type of professional service they expect. As the premier regional provider of custodial services for academic facilities since 1986, we have the experience and expertise to provide the KPC/KEDC members with exceptional service.*

*Alpha & Omega is the KPC/KEDC current contract holder for Disinfection as a Service. We also provide custodial services for over 200 academic buildings in and around Kentucky. We have successfully renewed/extended every major academic facility contract through the years because we form partnerships that provide the type of service that our customers are proud of.*

*We encourage you and any other members of your staff to ask any questions, contact our references, and tour any of our customer sites. Again, we appreciate your consideration. Please contact me at 513-532-0722 or the Alpha & Omega Kentucky Sales Manager Brian Crittenden at 859-760-3071 if you have any questions whatsoever.*

Sincerely,

*John Onnen*

John Onnen  
VP Sales/Marketing

JO/jm



**Official Registered Name:**  
Alpha & Omega Building Services, Inc.

### ***Company History & Mission Statement***

Alpha and Omega Building Services, Inc. began in Southern Ohio in 1986. We have been in business for 36 years providing custodial, disinfection, and maintenance service to Schools, Universities, Colleges, Corporate Headquarters, Commercial Buildings and Sports Venues. Our president, Jim Baker, has a proven track record of managed growth and a *consistent, high level of customer satisfaction*.

In 2003 Alpha and Omega Building Services started its facilities maintenance and carpet cleaning division. General Manager Scott Berlekamp has over 35 years of experience and is highly respected in the property management field.

In 2015, Alpha & Omega developed GermStop™ disinfection services. Since that time, we have added a breadth of delivery systems, products, and services to meet and exceed the needs of our customers.

Today, A&O is one of the largest building custodial and maintenance companies in the multi-state region, servicing over 25 million square feet per day. We provide Commercial Cleaning, Disinfection, Facility Maintenance, Carpet Cleaning, Consulting and Facility Management Services. Our mission is to be the highest quality service provider for facilities services in our market.



## ORGANIZATIONAL STRUCTURE, CHART & PROFILES



**James Baker**  
**President, CEO**

Owner and President Jim Baker has an unparalleled history of success in the disinfection and cleaning industry. Jim's unwavering dedication to putting quality first has proven to be the key the many long-lasting partnerships Alpha & Omega has developed in the past 24 years of Alpha & Omega's 35 years in business. Although an experienced professional in a variety of industry environments, Jim Baker has dedicated most of his career with servicing educational facilities.

Jim has taken Alpha & Omega from 1.5M SF to 25M SF since joining Alpha & Omega in 1996 and acquiring controlling interest in 1998. Prior to Alpha & Omega, from 1986-1996 Jim held the position of Regional Vice President for an international cleaning company responsible for business operations in Ohio and surrounding states. Jim is intimately experienced in all aspects of the facilities industry. He is widely recognized as one of the most knowledgeable industry professionals in the multi-state area and is well respected throughout the country. Jim has earned the respect of his peers and competitors by bringing the highest degree of character and professionalism to the facilities industry.



**Michael Crotty**  
**Vice-President, Operations**

Mike Crotty has serviced in the facilities industry since 1995 and is responsible for operations at Alpha & Omega. Mike reports directly to Jim Baker. Mike began his tenure at Alpha & Omega in 1998. Mike's responsibilities include oversight of all operations, employees, customer relations, and P/L. Mike has called Ohio his home his entire life where he attended Alter High School and Sinclair Community College. Mike's previous experience includes janitorial sales and multi-state healthcare sales where he earned numerous awards for sales performance.



**John Onnen**  
**Vice-President, Sales & Marketing**

John Onnen is responsible for company sales and marketing and reports to Jim Baker and Mike Crotty. John grew up in Louisville, KY, and has been instrumental in the development of disinfection services and sustained growth at Alpha & Omega since joining the company in 2009. In addition to several other roles in the industry, he currently serves on the executive board of the regional International Facility Managers Association for the past 9 years working closely with facility managers in a wide variety of industries. Before his tenure at Alpha & Omega, John owned and operated multiple companies in Ohio and California. John received his BS in Business at Indiana State University, and MBA at Pepperdine University.



**Jennifer Keish**  
**Controller, Human Resources Director**

Jennifer Keish has 26 years in the service industry, and she joined Alpha & Omega in 2012. Jennifer reports to Jim Baker and Mike Crotty. Jennifer's responsibilities include human resources, payroll and time keeping services, benefit coordination, billing, budgets and financial information. Jennifer graduated from McNeese State University with a Major in Computer Science and a minor in both Accounting and Theoretical Mathematics.



**Nick Mahon**  
**Director of Operations**

Nick's responsibilities include oversight of all operations for the multi-state region. Nick reports to Mike Crotty. Nick started in the facilities industry in 2007 and joined the Alpha & Omega Team in 2017. Nick's experience prior to Alpha & Omega includes janitorial sales and management as he was the VP of Sales for the Ohio/Kentucky region with HP Products from 2014-2016. Nick has a tremendous knowledge of the JanSan Industry and brings great leadership to the A&O team. Nick earned his Bachelor of Science degree in Biology at Wright State University.

**Provide corporate office location. List number of sales and service offices. For each location, list the name of key contact with title, address, phone, fax number, e-mail address, etc. along with resume (company resume profiles are on previous pages):**

Corporate Headquarters:

2843 Culver Avenue, Kettering, Ohio, 45429

John Onnen, VP Sales & Marketing, 800-838-7676

[jonnen@aobuildingservices.com](mailto:jonnen@aobuildingservices.com), fax 937-298-8151

Regional Office:

11319 Grooms Road, Cincinnati, Ohio, 45429

Nick Mahon, Operations Director, 937-701-8856,

[nmahon@aobuildingservices.com](mailto:nmahon@aobuildingservices.com), fax 513-429-5088

Kentucky Sales Office:

304 Cory Lane, Butler, KY, 41006

Brian Crittenden, Sales Manager, 859-760-3071

[bcrittenden@aobuildingservices.com](mailto:bcrittenden@aobuildingservices.com)

**Provide your company's Dun & Bradstreet (D&B) number**

15-417-9501



**Provide three references (organization, contact name, phone, email address) for customers in Kentucky or contiguous states.**

**Northern Kentucky University**

Contact: Andy Meeks  
Email: MEEKSA@nku.edu  
Phone: 859-572-5198

**Goshen Local Schools**

Contact: Todd Shinkle  
Email: shinklet@goshenlocalschools.org  
Phone: 513-722-2222

**Gallatin County Schools**

Contact: Michelle Lawrence  
Email: michelle.lawrence@gallatin.kyschools.us  
Phone: 859-567-1826

Additional excellent references will be furnished upon request.  
We encourage you to contact ANY of our customers.

**Define your standard terms of payment**

Net 30 upon credit approval.

# RFP Certification

## KPC CUSTODIAL SERVICES PROPOSAL-2022

### REQUEST FOR PROPOSAL CERTIFICATION

We have read all the conditions and requirements of the request for proposal. In compliance with all general and specific terms and conditions of the request for proposal, in consideration of the detailed description attached hereto, and subject to the statements thereof, the undersigned agrees that, upon proper acceptance by KPC, of any part of the offer within the time stipulated, a contract shall thereby be created in accordance with the specifications for that part of the offer accepted.

#### RFP CERTIFICATION

Alpha & Omega Building Services, Inc.   
Bidding Firm Authorizing Signature

John M. Onnen jonnen@aubuildingservices.com  
Printed Name Email Address

513-532-0722 937-298-8151  
Phone # Fax #

11390 Grooms Rd. Cincinnati, OH 45242  
Address City, State, Zip

RFP CLARIFICATION (Please provide contact information if the person authorized to answer questions regarding this RFP is different from above.)

SAME \_\_\_\_\_  
Printed Name Email Address

\_\_\_\_\_  
Phone # Fax #

\_\_\_\_\_  
Address City, State, Zip



**Resident Bidder Affidavit, if applicable**

(Due to electronic submission requirements, below is a scanned version. Original available upon request.)

**REQUIRED AFFIDAVIT FOR RESPONDENTS, OFFERORS AND CONTRACTORS**  
**CLAIMING RESIDENT RESPONDENT STATUS**

**FOR BIDS AND CONTRACTS IN GENERAL:**

The respondent or offeror hereby swears and affirms under penalty of perjury that, in accordance with KRS 45A.494(2), the entity bidding is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:

1. Is authorized to transact business in the Commonwealth;
2. Has for one year prior to and through the date of advertisement
  - a. Filed Kentucky corporate income taxes;
  - b. Made payments to the Kentucky unemployment insurance fund established in KRS 341.49; and
  - c. Maintained a Kentucky workers' compensation policy in effect.

The BIDDING AGENCY reserves the right to request documentation supporting a respondent's claim of resident respondent status. Failure to provide such documentation upon request shall result in disqualification of the respondent or contract termination.

[Signature] \_\_\_\_\_ John M. Onnen \_\_\_\_\_  
Signature Printed Name

VP Sales & Mktg. \_\_\_\_\_ 3/29/2022 \_\_\_\_\_  
Title Date

Company Name Alpha & Omega Building Services, Inc. \_\_\_\_\_  
Address

~~1100 Shadel Road, Suite 1000~~ \_\_\_\_\_  
~~1100~~ 2843 Culver Avenue \_\_\_\_\_  
Kettering, Ohio 45429 \_\_\_\_\_

Subscribed and sworn to before me by John Onnen \_\_\_\_\_ VP of Sales & Marketing \_\_\_\_\_  
(Affiant) (Title)

of Alpha & Omega Building Services this 29<sup>th</sup> day of March, 20 22.  
(Company Name)

Cynthia L. Jaynes \_\_\_\_\_  
Notary Public  
[seal of notary]

My commission expires: 2-7-2026



**Attach supporting documentation for any special designations (Small Business, Minority Owned, Woman Owned, etc.), if applicable.**

Alpha & Omega is not designated Small Business, Minority Owned, or Woman Owned.

**B.1. Provide names, addresses, contact name, phone number, and email address for five public school districts you provided custodial services to for at least three years each in Kentucky or contiguous states. These customers will serve as references.**

Goshen Local School District  
6694 Goshen Road, Goshen, OH, 45122  
Todd Shinkle, 513-833-4855, [shinklet@goshenlocalschools.org](mailto:shinklet@goshenlocalschools.org)

Mason City School District  
211 N. East Street, Mason, OH, 45040  
Todd Petrey, 513-398-0474, [petreyt@masoncityschools.com](mailto:petreyt@masoncityschools.com)

Talawanda School District  
131 W. Chestnut Street, Talawanda, OH, 45056  
Jason Merz, 937-229-3922, [merzj@talawanda.org](mailto:merzj@talawanda.org)

Kings Local School District  
1797 King Avenue, Kings Mills, OH, 45034  
Matt Luecke, 513-200-8989, [mluecke@kingslocal.net](mailto:mluecke@kingslocal.net)

Lockland School District  
210 N. Cooper Avenue, Lockland, OH, 45215  
Bob Longworth, 513-563-5000, [bob.longworth@locklandschools.org](mailto:bob.longworth@locklandschools.org)

## B.2. Provide proof of CIMS Certification



July 23, 2020

Scott Smith  
Alpha & Omega Building Services  
2843 Culver Ave  
Kettering, OH 45429  
US

Dear Scott:

I am pleased to inform you that Alpha & Omega Building Services has successfully passed its Cleaning Industry Management Standard- Green Building assessment and is hereby awarded **CIMS-GREEN BUILDING CERTIFICATION WITH HONORS**.

Congratulations on this wonderful achievement!

CIMS-GB certification demonstrates that Alpha & Omega Building Services has undergone a comprehensive assessment by an independent, accredited CIMS-GB assessor and has successfully demonstrated a commitment to the delivery of environmentally preferable services that are designed to meet customer needs and expectations. By implementing the CIMS-GB principles into the organization's operations where requested, Alpha & Omega Building Services has established its capability to provide green cleaning services and assist customers in achieving points under the LEED-Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System.

As an official CIMS-GB certified organization, you are entitled to display the CIMS-GB logo in accordance with the logo use policy. Copies of the CIMS-GB logo are provided for your convenience.

Your CIMS-GB certification is valid for two years. You may renew your certification upon its expiration by undergoing a further assessment to ensure that your operations continue to meet the CIMS and CIMS-GB requirements.

Once again, congratulations on your achievement, [and thank you for choosing ISSA's CIMS program as the Standard by which you wish to benchmark and promote your organization.](#)

Sincerely,

A handwritten signature in black ink, appearing to read "John Barrett".

John Barrett  
Executive Director: ISSA



**B.3. Provide proof of GBAC Certification**





**B.4. Provide the address of your corporate headquarters regional office in Kentucky or within 100 miles of Kentucky**

11319 Grooms Road, Cincinnati, OH, 45242

**C. Service Level: Provide a narrative detailing how your organization will meet the service levels outlined above.**

We have found through experience that there is no single system that will ensure a particular service level for custodial service. Service level outcomes are highly dependent on company philosophy, onsite management, direct labor, and quantitative methodology, among other factors. Alpha & Omega is uniquely qualified to deliver consistent high-level service because of our experience and dedication to all of these factors.

When considering custodial service, quality and price are generally the 2 primary factors. Determining the most ideal combination of these 2 factors is the fundamental objective for the prospective partnership. Although perfection is desired on a day-to-day basis, this outcome is constrained by price. Our proposal is based on the APPA (American Physical Plant Association) Levels of Clean between Level 2 and Level 3.

Our management team consists of many tenured, experienced professionals who have the knowledge and desire to provide outstanding service. In addition, the following pages describe our recruiting policies, benefits package, quality control systems, etc.

Recent labor market changes have created challenges for most service industry providers. Labor market supply and increasing wages have both become significant factors when meeting service needs. Alpha & Omega has, and always will provide our employees with well above market wages and benefits to ensure that our customers receive consistent service from the highest quality labor force. This is why Alpha & Omega has grown and excelled during these unprecedented times.

Alpha & Omega has a history of successfully starting new accounts due to our ability to locate, attract and motivate the best people. We have realized that there is no single way to find good people. Through the years we have been innovators in recruitment techniques, as well as using tried and true programs and processes. It's no secret, good people are hard to find these days. Successful companies are attracting the highest quality recruits, then providing employment expeditiously before potential employees take advantage of other opportunities. Alpha & Omega has 4 full-time on-staff recruiters and all the tools (online employment applications, on-site background checks, competitive wage and benefits package, etc.) to attract the best employees.

Alpha & Omega has a leg up because joining with us is more than a job. Our employees become part of a tight-knit team, almost like an extended family. Because we have long-standing client relationships, many of our employees keep the same assignment and schedule for years. Our folks can count on steady work with Alpha & Omega because our clients are counting on them.

We use standard methods like InDeed, local print advertisement, Craig's List, word of mouth, etc. In addition, we hold company job fairs and advertise on various other online and social media sites. We have also always looked outside the box to any

other recruiting opportunities like yard signs, employee referral bonuses, etc. Our recruiters and each area manager are able to conduct local searches as he or she sees fit. We also have internal administrative and management staff to assist. Our internal staff is responsible for maintenance and retention of potential applicants for future positions.

Many of our supervisory and management staff are promoted from within. We have found this policy to be not only effective in filling supervisory and management positions with trained and skilled talent, but also an effective motivational policy.

In our industry, prospective employees are often available only in a short window. Delays the application process results in the loss of talent. By streamlining the application and employment process we have been able to attract and offer employment before talented applicants find less-desirable positions elsewhere.

### **Training Plans and Procedures**

Effective training is essential for the safety and productivity of our employees, and employee safety is paramount to the success of Alpha & Omega. That's why we have made a significant investment in our training programs. Our experience has been that proper and systematic training is one of the best investments we can make. Initial training provides the tools our employees need to succeed immediately. Ongoing training ensures our long-term success. The following pages are cut and pasted from our Training Policy and Procedure handbook.

Any training plan that does not account for proper tracking to ensure compliance is not a training plan. Alpha & Omega utilizes the tried-and-true PublicSchoolWORKS training system. Our system is a tremendously effective tool for performing, tracking, and reporting company-wide training.

### **Tracking Our Training**

PublicSchoolWORKS is the number one provider of complete, online safety and regulatory compliance programs for schools. Alpha & Omega is the very few custodial service providers currently using PublicSchoolWORKS. Although designed initially for K-12 applications, the program is ideal for training, tracking, and reporting all aspects of company training. This program contains suites that are customized to each location to ensure training is performed as per policy. It can be difficult to coordinate training schedules when considering multiple shifts, locations, vacations, etc. PublicSchoolWorks tracking procedure includes notification, follow-up and real-time reporting to ensure compliance. The built-in, "set-it and forget-it" automation of its powerful, web-based administrative software tools make training and safety compliance easy, so our managers are freed up to focus on operations.

- Alpha & Omega Training policy & Procedure
  - New hires
    - When a new employee is hired, they will receive training during their onboarding process. This training will include the following:

- Blood Pathogens & Sharps (M-026) training on demand via Public School Works
- Hazard Communication & SDS (M-014) training on demand via Public School Works
- Personal Protective Equipment (M-041) training on demand via Public School Works
- Clean Check Restroom Cleaning (C-03) training on demand via Public School Works
- Clean Check Classroom Cleaning (C-04) training on demand via Public School Works
- Clean Check Office Cleaning (C-05) training on demand via Public School Works

During an employee's first week of work, they will be assigned to a trainer who will be responsible for training the new employee using the attached check list. Both the new employee, trainer and supervisor will need to sign off on each of the 26 sections of the check list as training is completed.

Ongoing training at Alpha & Omega consists of monthly trainings that occur on the first Tuesday of the month. The topics vary depending on what the most recent inspections have identified, examples of include but not limited to:

- Cleaning up bodily fluids – vomit, feces, urine, blood, etc.
- Preventative maintenance on our equipment
- Best practices for cleaning stainless steel
- Best practices for cleaning mirrors and glass
- Reviewing manufactures training videos for how to use their products/equipment (Spartan Chemicals, Advance equipment, ProTeam backpacks, etc.)

We leverage the natural breaks in the school calendars, Summer and Christmas breaks specifically, to make sure all of our employees are compliant with all of the training necessary on an annual basis.

b. Frequency of training

In addition to the monthly training mentioned above, we have general and safety training two times per year. June and December are when we have refresher courses conducted for our education customers.

c. Virus/COVID-19 training

## **EMPLOYEE BENEFITS PACKAGE**

At Alpha & Omega, our employees are the face of our company, and we deeply value each individual. We also realize that employee attraction, retention, and motivation all rely on providing each individual employee with a variety of tangible and intangible benefits, not the least of which is an extremely competitive wage and benefit package. The following pages describe the wide variety of benefits packages available to our employees.

- Alpha & Omega provides our front-line workers with wages well above the industry average. Higher wages mean higher retention, and higher retention means greater efficiency, productivity, and security for your school, resulting in the best overall value.
- Company-sponsored healthcare plans (wellness and emergency coverage) for individuals and families
- Supplemental life and disability insurance
- Vision and Dental policies
- Employees are provided 1 week of paid vacation after completing a year of service. Supervisory and management personnel vacation policies are negotiated.
- After 90 days of perfect attendance, any employee receives a paid day off.
- \$200 Employee Referral Program.
- Employees are provided with company paid logo shirts and hats to ensure a uniform, secure and professional appearance for our customer's environment.
- Bereavement/Jury/Military Duty Leave
- Employees are treated with the respect due to them. This comes from our President and filters through to all levels of management. We pride ourselves on teamwork and cooperation from top to bottom.
- Most of all, each employee is treated as an individual and each individual has circumstances that must be taken into consideration. Reliable transportation, health, family, and other needs are often considered when managing our workforce. We take the time to listen and do our best to accommodate each employee's needs.

- Alpha & Omega complies with all aspects of Equal Employment regulations.

## **Quality Control**

Alpha & Omega uses Spartan CompuClean software to assist our staff to inspect/audit our team members' work. The program is highly customizable to the specifics of our customers facilities. When the inspection is completed using the app on the inspector's mobile device it is then uploaded and emailed to the overseeing manager and/or customer. A wide variety of reports can be generated to share with customer. If corrective actions are needed, they will be flagged in the system and will remain active until corrected. Below are a few examples of inspections.



**Alpha & Omega Building Services**

2843 Culver Avenue  
Kettering, Ohio 45429  
9372982125

**Quality Inspection Details Report**

Date Range: 10/7/2021 - 10/7/2021

<b>Grade:</b> 94%	<b>Building:</b> McGuffey Hall	<b>Account:</b> Miami University
<b>Insp. Date:</b> 10/7/2021 7:48 AM	<b>Room Id:</b> 124	<b>Inspector:</b> ssmith
<b>Sequence #:</b> 1796	<b>Area Type:</b> Classroom	<b>Employee:</b>
<b>Shift:</b>	<b>Floor Type:</b> All	<b>Supervisor:</b>
<b>Insp. List:</b> Classroom	<b>Floor Level:</b> 1	<b>Cost Center:</b>

Inspection Item	Weight	Score	CA Status	Detail Code	Comment
Floors	1	4		-	
Walls	0	0		-	
Furnishings	1	4		-	
White Boards	0	0		-	
Desks	1	4		-	
Doors and Door Frames	0	0		-	
Windows	1	3		-	
Vents	0	0		-	
Lights	0	0		-	
Trash Receptacles	0	0		-	

**Comment:**



Windows: Not horrible but could be better



Desks: Awesome





**Alpha & Omega Building Services**

2843 Culver Avenue  
Kettering, Ohio 45429  
9372982125

**Quality Inspection Details Report**

Date Range: 10/7/2021 - 10/7/2021

<b>Grade:</b> 81%	<b>Building:</b> Irvin Hall	<b>Account:</b> Miami University
<b>Insp. Date:</b> 10/7/2021 7:27 AM	<b>Room Id:</b> 118	<b>Inspector:</b> ssmith
<b>Sequence #:</b> 1791	<b>Area Type:</b> Classroom	<b>Employee:</b>
<b>Shift:</b>	<b>Floor Type:</b> All	<b>Supervisor:</b>
<b>Insp. List:</b> Classroom	<b>Floor Level:</b> 1	<b>Cost Center:</b>

Inspection Item	Weight	Score	CA Status	Detail Code	Comment
Floors	1	4		-	
Walls	0	0		-	
Furnishings	0	0		-	
White Boards	1	4		-	
Desks	1	3		-	
Doors and Door Frames	0	0		-	
Windows	1	2		-	
Vents	0	0		-	
Lights	0	0		-	
Trash Receptacles	0	0		-	

**Comment:**



White Boards: Nice work on the chalk trays



Windows:



Desks: All the desk in the room look good except for this one



**Alpha & Omega Building Services**  
 2843 Culver Avenue  
 Kettering, Ohio 45429  
 9372982125

**Quality Inspection Details Report**

Date Range: 10/7/2021 - 10/7/2021

<b>Grade:</b> 92%	<b>Building:</b> Bachelor Hall	<b>Account:</b> Miami University
<b>Insp. Date:</b> 10/7/2021 7:02 AM	<b>Room Id:</b> 299A Stairs	<b>Inspector:</b> ssmith
<b>Sequence #:</b> 1788	<b>Area Type:</b> Stairs	<b>Employee:</b>
<b>Shift:</b>	<b>Floor Type:</b> All	<b>Supervisor:</b>
<b>Insp. List:</b> Stairs	<b>Floor Level:</b> 2	<b>Cost Center:</b>

Inspection Item	Weight	Score	CA Status	Detail Code	Comment
Floors	1	4		-	
Walls	1	4		-	
Doors and Door Frames	0	0		-	
Lights	0	0		-	
Hand Rails	1	3		-	
<b>Comment:</b>					



Hand Rails: Let's make sure we're wiping the handrails



**Alpha & Omega Building Services**  
 2843 Culver Avenue  
 Kettering, Ohio 45429  
 9372982125

### Quality Inspection Details Report

Date Range: 10/7/2021 - 10/7/2021

<b>Grade:</b> 98%	<b>Building:</b> Bachelor Hall	<b>Account:</b> Miami University
<b>Insp. Date:</b> 10/7/2021 7:00 AM	<b>Room Id:</b> 293	<b>Inspector:</b> ssmith
<b>Sequence #:</b> 1787	<b>Area Type:</b> Restroom By Fixture	<b>Employee:</b>
<b>Shift:</b>	<b>Floor Type:</b> All	<b>Supervisor:</b>
<b>Insp. List:</b> Restroom	<b>Floor Level:</b> 2	<b>Cost Center:</b>

Inspection Item	Weight	Score	CA Status	Detail Code	Comment
Floors	1	4		-	
Walls and Partitions	1	4		-	
Counters	1	4		-	
Mirrors	1	3		-	
Doors and Door Frames	0	0		-	
Sinks and Faucets	1	4		-	
Toilets and Urinals	1	4		-	
Showers and Tubs	0	0		-	
Dispensers	1	4		-	
Floor Drains	1	4		-	
Trash Receptacles	1	4		-	
Vents	1	4		-	
Lights	0	0		-	

**Comment:**



Mirrors: Not bad but light streaking



Toilets and Urinals: Look great

Thursday, October 7, 2021



6 of 22

## What is the APPA?

APPA was founded in Chicago in 1914 by representatives from fourteen Midwest institutions. Over the past 35 years, membership has grown - from 100 in 1970 to the current membership levels which exceeds 5,200 individuals in over 1,500 learning institutions throughout the United States, Canada, and abroad.

Two-year institutions were admitted to membership in 1969. The headquarters was established in Washington, D.C. in June 1972 and moved to Alexandria, Virginia in July 1984. APPA expanded its global outreach in 1993 with the creation of its first international region. In 2003, APPA embraced the philosophy of international outreach rather than membership, to allow international regions and other sovereign countries to organize and relate to APPA in new and different ways.

Organized originally as the Association of Superintendents of Buildings and Grounds, the association later became the Association of Physical Plant Administrators of Universities and Colleges. In 1991, the name APPA: The Association of Higher Education Facilities Officers was adopted to reflect increased higher education-based campus responsibilities. In 2005, the association began to identify itself simply as APPA, to pay homage to its long history, but to be inclusive of all types of educational institutions.

At the APPA 2007 conference in Baltimore on July 15, the association introduced the organization's new logo and tagline, representative of [APPA's new brand personality](#). The new APPA brand logo and tagline are meant to capture what our organization is all about and are the foundations for the accomplishment of the first of APPA's 7 Key Strategies – the development of a clear brand personality.

The Association of Physical Plant Administrators helps facilities managers assess and plan for more efficient and effective use of their custodial resources, APPA developed its ***Custodial Staffing Guidelines for Educational Facilities in 1992***. Now in its second edition, the *Guidelines* continue to provide guidance to facility professionals in the area of custodial

## **Levels of Cleaning**

### **Custodial Staffing Guidelines for Educational Facilities**

**APPA, The Association of Higher Education Facilities Officers**

#### **Level 1 – Orderly Spotlessness**

Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base mouldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

#### **Level 2 – Ordinary Tidiness**

Level 2 is the base upon which this study is established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar type facilities are not acceptable.

- Floors and base mouldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

#### **Level 3 – Casual Inattention**

This level reflects the first budget cut, or some other staffing- related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean and odor-free.

#### **Level 4 – Moderate Dinginess**

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People begin to accept and environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good “spring cleaning.”

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Moulding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent of lamps are burned out and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

#### **Level 5 – Unkempt Neglect**

This is the final and lowest level. The trucking industry would call this “just-in-time cleaning.” The facility is always dirty, with cleaning accomplished at an unacceptable level.

- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a conspicuous buildup of dirt, dust and/or floor finish in corners and along walls. Base moulding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

**B.4. D. Implementation Plan: Describe a typical customer implementation plan including the onboarding process.**

The following pages describe our typical customer implementation plan. Each plan is based on this plan, then customized depending on a variety of factors.



# Implementation and Timeline Overview

Beginning custodial service with a new provider can create undue stress on an organization, and those who are overall responsible for the success or failure of the new service. Alpha & Omega has developed a standard Implementation Plan and Timeline over our many years of start-up experience that ensures all bases will be covered, and that excellent service can be expected on Day 1. Take a look at an overview of our systemized and documented approach.

## **The Team**

Immediately upon notification of service, we assemble our internal team of experts to define the overall objectives, develop actions and timelines, personnel requirements, and assign roles and responsibilities. Our internal team is initially led by the Operations Manager and Sales Account Manager, with eventual full responsibility being transferred to the Operations Manager. The rest of the team consists of the Human Resources Director, Controller, Recruiter, Quality Assurance Director, and Sales Account Manager. Each provides valuable input to ensure no stones will be left unturned.

## **Customer Involvement**

After our initial internal discussions have taken place, we will contact the customer to provide our timeline and plans, and to take in any input to ensure we are all working toward the same goals. We determine the issues that need improvement from the previous vendor so we can eliminate those pitfalls. Customer involvement varies greatly from each account. In some instances, we are asked to simply do whatever we need to be successful. In other instances, customer involvement is offered and welcomed. We will ensure that our new customer provides whatever level of input and involvement is comfortable.

## **Recruitment**

Great custodial service begins and ends with great people. Recruitment of great people is generally the critical path in our implementation schedule. Immediately upon development of personnel requirements, we get to work finding the perfect people for the job. First, we define the job using the specifications and expectations of both the customer and Alpha & Omega. We then consider all



other factors that need to be considered to match the opportunity with the individual. Considerations like schedules, hours, shifts, level of supervision, and a host of other factors are defined before we speak with the first candidate.

We first determine with the customer if there are existing onsite employees to be welcomed to our team. We then perform an internal search for each position; management, supervisory, and front line positions. Often times, an existing employee may have an opportunity to advance, have a shorter commute, work with a family member, work in a more desirable environment, etc. Alpha & Omega prides itself in presenting opportunities to our existing employees.

Once internal recruitment has been exhausted, external recruitment efforts are put in play. Alpha & Omega has 3 on-staff recruiters to maximize effectiveness. We utilize all standard recruitment tools like Indeed, social media, print ads, etc. We also utilize more innovative methods that depending on the area and conditions, may include yard signs, radio advertising, or any other number of creative approaches that may give us an advantage in this highly competitive labor market. Perhaps the most effective recruiting tool is employee referrals. We encourage and compensate well for employee referrals.

Interviews, reference checks, and background checks are next in the process. Depending on the location, these activities may take place in one of our offices, or remotely onsite at or near the customer location. This ensures that employees with transportation issues are not overlooked simply because they aren't able to travel to our office.

## **Relationships**

Our relationship with the customer is critical. Equally critical during the implementation phase are the relationships with our vendors, and outgoing provider. We have established relationships with our vendors that produce timely and quality outcomes. All required equipment and supplies are identified early in the implementation process, and we select the vendors that will best service our account. All critical path item orders are placed to ensure arrival when needed. In addition, we will work with the outgoing provider to ensure a seamless transition to the new service.

## **Systems**

Alpha & Omega has invested in many technologies that enable greater efficiencies, safety, and cost effectiveness. PublicSchoolWorks provides training, training documentation, and training reporting. CompuClean provides workload analysis, quality checks/audits/reports, and equipment maintenance records. Biometric Clocks ensure accurate timeclock records. Internal fingerprinting software and license provide background checks in real time. Each of these technologies and more are set up and data is input as needed during the implementation phase.

## **Specific Onsite Requirements**

Once the critical path action items are in motion, onsite preparations are to be established. Equipment/supplies storage constraints, manager space, location of biometric clock, management/employee key cards/keys, etc. are coordinated with appropriate customer contact.

## **Onboarding and Training**

During the week prior to first day of service, employees are onboarded to review expectations, customer specific requirements, familiarity with employee handbook and other documents, etc. Employees are also provided required training for bloodborne pathogens, proper lifting, hazardous communication, etc. This initial training is input to PublicSchoolWorks to track training and alert when future retraining is to occur.

## **Contingency Planning**

In the week prior to first day of service, contingency plans are reviewed and contingency personnel are identified. Regardless of the amount of planning, things occasionally do not go as planned. Replacement personnel, overtime allocation, replacement/supplemental management, substitute equipment, supplemental supplies, etc. are identified and readied if needed in a short time frame. This is always an 'All-Hands-On-Deck' mentality from the entire Alpha & Omega team!

## **First Day of Service**

Equipment and supplies are to arrive at the scheduled location(s), time, and day. Boxes are unpacked and equipment and supplies are placed in their assigned locations. Dispensers are installed (if necessary). Vendor representatives are onsite to provide equipment or supplies specific training. Supervisors are assigned employees to train in specific areas. In addition to the primary manager/supervisor, a ratio of 1-4 supervisor-employee ratio is provided. This ensures that each employee will have the direction needed to come up to speed as quickly as possible.

## **Day 2**

Account Manager reviews first day success with customer to determine any immediate action items that need to be added/modified. Any major or minor changes are made immediately. Additional management/supervisory staff are onsite through the first week to ensure all issues are solved as they arise.

## **Ongoing**

Regular meetings (formal or informal) are held with the customer to make certain we are meeting all expectations for quality, communication, etc. Quality inspections are performed more frequently at the onset, then transform to routine and unscheduled inspections by onsite management and staff Quality Assurance staff.

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NOTE: Above pricing will be contingent on critical factors such as distance from A&O regional office, number of schools included in the district, number of square feet in each school, floor and area types, student and/or employee population/traffic, local labor market, etc. Price excludes capital equipment, cleaning chemicals/supplies, and consumable supplies. Pricing will be customized on a case-by-case basis after detailed inspection and analysis of the facilities. A&O will work with each prospective customer to determine the use of customer's existing equipment, or A&O supplied equipment, or any combination thereof. Service provided will be 12 months per year. Custodial service includes routine 2<sup>nd</sup>/3<sup>rd</sup> shift custodial labor and management. Routine tasks will be performed during the school year, and project work (floor refinishing, high dusting, wall washing, etc.) will replace routine tasks during summer, spring, holiday, etc. breaks. Day Porter service will be quoted separately on a custom basis.

## **F. Environmental:**

**F.1. Provide a brief description of any company environmental initiatives, including any green products and certifications to be available through your company.**

**F.2. What is your company's environmental strategy?**

**F.3. What is your investment in being an environmentally preferable service leader?**

### **Combined Response to F.1., F.2., and F.3.:**

Alpha & Omega was one of the first Building Service Contractors to realize the importance of sustainable and green initiatives. Our impeccable history of regulatory and ethical compliance indicates the dedication to environmental issues, and our ongoing commitment for over 10 years to CIMS Green Building certification is indicative of the leadership role that we will continue to take going forward.

As a CIMS Green Building certified organization, we have access to nearly all green products and processes. Each of our customers' needs vary based on local regulations, internal policy, preference, etc. In addition, there have historically been various levels of concession when considering many of the green alternatives. Therefore, we do not require any of our customers to be 100% compliant with any particular non-regulatory environmental initiative. Instead, we ensure that all of the products and processes we use are as environmentally friendly as possible while still being effective, present alternatives when requested, and ensure that we are as green as the customer wants us to be.

As a CIMS Green Building Certified company, we are required to provide and have access to a multitude of green products and processes. This documentation is provided in our CIMS Certification Manual. Our CIMS manual is extensive and will be furnished upon request.

CIMS Certification requires a significant financial investment, as well as time commitment. Alpha & Omega's CIMS Compliance Officer Scott Smith is responsible for bi-annual certification. This recertification requires a substantial investment in time for documentation and site visits to ensure that we are compliant initially and ongoing.

Implemented as the sixth dimension of CIMS, the criteria and designation offer cleaning organizations a certification that is closely tailored to provide their customers with precisely what they need to secure points under the LEED EB: O&M Green Building Rating System, while greening their operations overall.

CIMS-GB certification demonstrates an organization's capability to assist customers in achieving LEED EB: O&M points and offers customers assurance that the organization they select is prepared to partner with them in the LEED process.

*Alpha & Omega maintains a **CIMS Certification Manual** which is updated regularly and submitted for compliance bi-annually. This manual includes our Green Building qualifications and Quality Assurance Policy and consists of several hundred pages. This documentation has been omitted for the sake of brevity however it is available upon request.*

## ***Commitment to Our Environment***

We all share the same air and water. We are also obligated to preserve what we have for future generations. Combining these social responsibilities with keeping jobs and meeting budgets can be a tasking and sometimes overwhelming duty. You don't have to go it alone.

The concept of green can be ambiguous. Many janitorial firms say they are 'green' or use products that look green. Alpha & Omega has always invested in products and ongoing training to ensure that we are ready to be as green as *you* need us to be.

### ***Alpha & Omega Building Services:***

Partners with vendors to continually train our management staff on product development to ensure effective environmentally friendly products are being used whenever possible.



Alpha & Omega has always been the regional leader in environmental disinfection and custodial services. We believe in partnering with our community and with our customers. As your partner, you can be assured that your facility will have at its disposal the availability of environmentally sound products, disposal systems, procedures and equipment. We bring these options to the table, so *you* can make decisions that are right for *your* facilities.

## ***What is ISSA CIMS Certification?***

The International Sanitary Supply Association is the foremost recognized authority for the cleaning industry. Alfred Richter founded the National Sanitary Supply Association in 1923. Richter understood that the cleaning industry needed to unite as a community—not only for the betterment of its members, but also for the health of the nation. Based on these ideals, the association grew from its few founding members to a worldwide organization, and in 1966, to reflect its growing international membership, the association changed its name to International Sanitary Supply Association. Then, in 2005, the association embraced cleaning service providers, prompting the association to change its name and tagline simply to: ISSA—The Worldwide Cleaning Industry Association.

Now with 87 years of experience and more than 75 local, regional, and national associations as well as industry, government, and other leading corporate and community entities at their disposal, management and employees can connect with more than 6,000 distributor, wholesaler, manufacturer, manufacturer representative, building service contractor, in-house service provider, publisher, and associate members from around the world. ISSA is committed to advancing the vision of its founder—making members and their customers the ultimate success.

### **About CIMS Certification**

The ISSA grants certification to certain companies who demonstrate a superior level of commitment to the cleaning industry. The Cleaning Industry Management Standard, or CIMS, is the high-water mark for companies with superior management, operations, performance systems, and processes. Compliance with the Standard demonstrates an organization is structured to deliver consistent, quality services that are designed to meet the customer's needs and expectations. It sets forth processes, procedures, and supporting documentation proven to be characteristic of customer-driven organizations. CIMS is non-prescriptive and each individual organization has the flexibility to choose the most effective ways in which to meet its requirements.

The Standard is divided into these areas of management best practices:

- Quality systems
- Service delivery
- Human resources
- Health, safety, and environmental stewardship
- Management commitment

**G. Additional Information: Describe and/all other features, advantages, benefits, and certifications of your organization that you feel will provide additional value to KPC and participating members.**

As a current contract holder for KPC (Disinfection as a Service), we already have experience working with KPC and it's participating members. Our familiarity with the people, processes, and organization will enable us to hit the ground running. The following pages offer additional information about Alpha & Omega.



## **Memberships/Associations/Awards/Certifications**

- **KPC/KEDC Disinfection as a Service Contract Holder**
- **Kentucky School Plant Maintenance Administration**  
*Diamond Level Sponsor*
  - **International Sanitary Supply Association**  
*Corporate Member*
  - **International Facility Management Association**  
*National Corporate Membership*
  - **International Facility Management Association**  
*Cincinnati Chapter Membership, Gold Partner*
  - **International Facility Management Association**  
*Dayton Chapter Membership, Gold Partner*
  - **International Facility Management Association**  
*Cincinnati Chapter Board Member John Onnen*
    - **Cleaning Industry Management Standard**  
*Green Building Certified, Certified with Honors*
      - **Ohio School Board Honor Roll**
  - **Building Owners and Managers Association**  
*Regional Chapter Membership*
- **Ohio Association of School Board Administrators**  
*Associate Membership*
  - **Ohio School Board Association**  
*Associate Membership*
- **Ohio School Board Association, Southwest Region**  
*Standing Sponsor*
- **SW Ohio Educational Purchasing Council Contract Holder**  
*Disinfection Service*

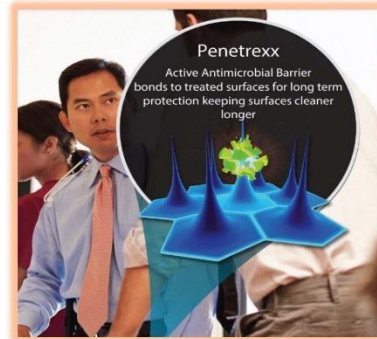
# GERMSTOP™



## DISINFECTION SERVICE



WITH **30-DAY**  
ANTIMICROBIAL PROTECTION



You need to be protected against the germs that can thrive on surfaces in your indoor environment. GermStop provides a layer of safety to complement your routine cleaning and disinfecting. As part of Alpha & Omega's established **GermStop** Disinfection Service,

our crews of **certified trained technicians** can also provide a misted coating to all your high and medium touch surfaces with an EPA registered antimicrobial. This virtually invisible layer will keep killing germs and protect your surfaces with

**no need to reapply for 30 days.** Why protect surfaces? The **CDC** emphatically states the need for cleaning and disinfecting high touch surfaces. Why? Because viruses can live on surfaces for days and can be spread through **surface contact**.



And it's ***NOT JUST COVID.***

There are still **other viruses, bacteria, fungi, and harmful microbes** continually gathering and growing on high touch surfaces creating risk of transmission. These *risks can be mitigated* with the proper protocols, including cleaning, disinfecting and the

**application of antimicrobials** to protect surfaces.

Call the experts today. Call Alpha & Omega. 800-838-7676  
[info@aobuildingservices.com](mailto:info@aobuildingservices.com) or 859-760-3071 bcrittenden@[aobuildingservices.com](mailto:aobuildingservices.com)  
Alpha & Omega Building Services, Inc. ~ Proudly serving the Tri-State since 1986.

# Meet Some of Our Team

ADVERTISEMENT

2021 FACES of CINCINNATI

ALPHA & OMEGA Building Services

**THE FACE *of* DISINFECTION, CUSTODIAL, AND FACILITY SERVICES**

**Alpha & Omega Building Services, Inc.**  
Name Here | Name Here | Name Here | Name Here | Name Here

Since 1986, Alpha & Omega has provided the highest-quality facility services to commercial/industrial, academic, and event facilities in the Southwest Ohio region. Specializing in custodial services, they began their GermStop Disinfection Services in 2015. By providing essential disinfection services, Alpha & Omega has enabled countless organizations provide a healthy, safe environment for their employees and visitors during the recent pandemic. Their team strives for excellence that exceeds expectations, specifically designing a cleaning, disinfection, or maintenance program to fit each client's needs. Their commitment to quality and our environment has earned them the prestigious ISSA Cleaning Industry Management Standard (CIMS) Certification with Honors and Green Building Certification. Customers choose to stay with Alpha & Omega, year after year, to ensure their staff and clients have a clean, safe, and comfortable environment.

11319 GROOMS RD., CINCINNATI, (513) 429-5082; 2843 CULVER AVE., DAYTON, (800) 838-7676, AOBUILDINGSERVICES.COM

Cincinnati Magazine, Faces of Cincinnati 2017 - 2021

***Alpha & Omega Employee Handbook is provided to each employee when hired. Other literature may also be distributed to an employee depending on the account and work description. In an effort to minimize the amount of documentation in our proposal, many of these full written programs have not been included, however each and all of these programs will be gladly provided upon request.***

**Employee Handbook  
Quality Control Programs  
CIMS Certification Documentation  
Employee Benefits Packages  
Recruitment Policies  
Equipment Literature  
Bloodborne Pathogens  
Hazardous Communications  
Material Handling  
Reporting Unsafe Conditions  
Training Manual (written and video series)  
Various Other**

## **PROPRIETARY INFORMATION**

Protected Material - Ohio Uniform Trade Secrets Act  
(Section 1333.61, et. seq. Ohio Revised Code)

“The documents in this proposal are considered “Proprietary Information” of Alpha & Omega Building Services, Inc. The information contained is a Trade Secret of Alpha & Omega Building Services, Inc. as that term is defined in Section 1333.61 O.R.C. The information has been developed and prepared at sole, private expense of the company. This information is not generally released to any person within Alpha & Omega Building Services, Inc. who does not have a need to know the information to perform their duties.

Further, the information is not released outside of Alpha & Omega Building Services, Inc. except in response to specific request, such as your request for the same. Disclosure of these Trade Secrets to competitors of Alpha & Omega Building Services, Inc. or to any other unauthorized person or persons may cause serious financial damage to Alpha & Omega Building Services, Inc. and any attempt to or request for release the information will be met with the strongest legal action available to Alpha & Omega Building Services, Inc. Your protection of this information from release, even inadvertently, is expected. We thank you for your understanding and co-operation in that regard.”