



(877) 326.2748 | www.ecobriteservices.com
2975 W Executive Pkwy Suite 141 Lehi, UT 84043
Floor Care • Janitorial Services • Commercial Cleaning

April 19th, 2023

Central Wasatch Commission

Blake Perez

Tri-Canyon Bathroom Cleaning

Salt Lake County, Utah 84109, 84121, 84092

Dear Blake Perez,

EcoBrite Services is pleased to submit our comprehensive proposal for your consideration. We know it takes considerable time and effort to show any potential bidder your project and provide all the necessary information, so thank you.

With our 34 years of experience, here are a few important highlights:

Before we start... We take extra care to attract high-caliber employees, balancing their living wage needs with a robust benefits package. Our references can attest to getting to know the longtime employees at their locations and the value of this relationship and Quality workmanship.

During the start... We know a seamless, no-hassle start-up is essential to every customer. So, at EcoBrite, we combine up-front preparation and training with coordinated management and direction to ensure a smooth and successful transition.

After the start... A systematic approach, working with our proprietary software, will keep your building looking good! At EcoBrite, we offer experienced management and a Quality Control Plan that will not lose track of the many necessary cleaning details.

We are here to help and standing by to answer any questions.

All the best,

Benjamin Palmieri

Benjamin Palmieri, Area Representative
benjamin.palmieri@ecobriteservices.com
(385) 384-4135

RFP NO. NS23-142

Central Wasatch Commission

Tri-Canyon Bathroom Cleaning

EcoBrite Services

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Lehi, UT 84043

Benjamin Palmieri

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Your Facilities Manager's Dream |





a) Cover Letter

a. Identification of Contractor.

EcoBrite Services, LLC
2975 W. Executive Parkway, Suite 141
Lehi, UT 84043
(877) Eco-Brite

b. Proposed working relationship between Contactor and Subcontractors, if applicable.

Prime Contractor, Self-Performing

c. Acknowledgement of receipt of all RFP addenda, if any.

EcoBrite Services Acknowledges the receipt of Addenda 1, 2, 3, and 4.

d. Contractor's contact person during the proposal evaluation period.

Benjamin Palmieri, Sales Development Manager
2975 W. Executive Parkway, Ste 141
Lehi, UT 84043
(801) 915-7285

e. Statement.

The cost of printing, mileage, telephone, mailing, and other expenses incidental to the performance of the main items of the annual tax roll billing and special tax consulting services to be rendered are included in the hourly rates schedule of the fee proposal. Therefore, there will be no additional charges.

f. Validity.

The proposal is valid for 90 days from the date of submittal.

Benjamin Palmieri

Benjamin Palmieri, Area Representative

April 19th, 2023.

Fully Certified





b) Janitorial Service Experience

i. Statement of Understanding, Qualifications, Related Experience, and References

EcoBrite Services deliver custom-designed professional cleaning services to government, high-security clearance facilities, higher education campuses, big box stores, multi-tenant, and retail spaces.

With the help of our dedicated team, our specialty is our legendary 100% Green, Covid-Clean approach for dust control (especially high-dusting), beautiful floor care and repair, high traffic entrances, carpeting, interior, and exterior building maintenance. We also can help you gain LEED certification points.



EcoBrite has over 33 years of experience providing our esteemed customers eco-friendly cost-effective services.

In fact, **EcoBrite** was founded in 1989 in Provo, UT by 3 innovative brothers, the Fuchs Brothers. They believe in the American Dream and their passion has always centered around solving customer problems, protecting the environment, and giving people an opportunity. This leadership style of treating people pleasantly while providing integrity, good service, and establishing long-lasting relationships has launched the company culture to be far advanced in diversity, equity, and inclusion.

Today, the company continues to grow nationwide, servicing more than 50 million square feet on schedule and on time. Our headquarters in Lehi, Utah provides HR, staffing needs, accounting, and operational support allowing the US Management Team to focus on servicing our customers. Our unique Shared Service Company enriches our US operations with complex client reporting, IT, and accounting support. Our field offices in Vancouver, WA, and Miami, Florida support Sales and Client Services with easy access to airports for fast, in-person response time.



i. Proposed Staffing and Project Organization

a. Describe your firm's organizational chart, identify who will have overall responsibility for the work, and include the lines of authority between team members up to this senior level.

EcoBrite Services Self Performing Division begins with Alex Mello, Regional Director of Operations Self Performing Division will oversee Clint Braden, Area Manager, and Sergio Quintero, the local Project Manager. Please check out their corresponding Resumes

Nice to meet you!



Ricardo Fuchs
CEO
Corporate Sponsor



Ray Fuchs
CFO
Account Operations



Rose Todeschini
Finance



Ben Kirton
Operations



Marcos Alves
Operations



Nancy Uribe
AP/AR



David Januario
Payroll



Shawnee Driskell
Sales & Marketing



Tiago Moura
Business Dev.Mgr.



Benjamin Palmieri
Business Dev.Mgr.



Alma Rodriguez
Area Manager



Berenice Herrera
Area Manager



Clint Braden
Area Manager



Derick Cruz
Area Manager



Lord Rudy Goudy
Area Manager



Marcela Salas
Area Manager



Miguel Zamora
Area Manager



Ricardo Sanchez
Area Manager



Terrell Langford
Area Manager



ii. Relevant Past Experience. Describe the firm's experience in performing work of a similar nature to that solicited in this RFP, and highlight the participation in such work by the key personnel proposed for assignment to this project:

EcoBrite Services is an MBE Certified facility service company that offers a "single source solution" under one contract – one invoice, one call. We provide true partnership using technology, checklists, real-time communication, and flexibility.

Our leadership team is actively involved in the process, often working at the sites to work with the team, train, and implement new systems and procedures. Alex Mello, Regional Director of Operations has extensive experience with operations. For more than 5-years, Tiago Moura, Business Development Manager, has successfully maintained like-minded-projects such as RMTR Thanksgiving Point BP and FCS Community Management, AAMC. In addition, our recent award for University of Utah Meldrum House has successfully launched, and we are prepared to manage your project.

We have the capability, staffing, and processes to make this transition smooth and efficient. EcoBrite offers sustainable services that save in the long run. We bring a truly integrated facilities solution that leverages self-performing technicians, robust supplier management, engineering excellence, and next-generation FM technology

iii. Describe any enhancements or procedural or technical innovations that would further the purpose and outcomes of this RFP.

While your RFP is straightforward with classic cleaning, it gives us the opportunity to explain our cutting-edge tactics for implementing new technology. High-level dusting, for example, is brought to a new level with our program.

Facilities often present several challenges to the on-site cleaning team, including cleaning around the extensive built-in displays, the network of cable trays, and the lighting ducts and other dust traps around the facility. Often, these heights exceed 30 feet in the air. But, with EcoBrite Services' proprietary commercial high-dusting system, you will get cost-effective, better results because the system includes a video cam mounted to the vacuum head. Moreover, it allows the Technician on the ground to view, on-screen, the exact location for Quality assurance. As a result, there is no need for you to hire additional access equipment. Finally, this will reduce costs for you; yet, the results will be the same as if you had spent more.

iv. Identify sub-Contractors (if applicable) by company name, address, contact person, telephone number, project function; and describe Contractor's experience working with each sub-Contractor

EcoBrite Services shall self-perform this contract.

v. In addition to the information and qualifications specified above, identify any special knowledge or skills provided by your company that may be related or helpful to the accomplishment of the services requested herein.

EcoBrite Services uses proprietary formulas and worksheets to efficiently determine staffing needs. This is our secret sauce from 34 years of experience and input from world-class strategic alliance partners such as APPA, BSCAI, and ISSA to stay on top of the industry for technology, production rates, and key indicators to help our technicians succeed. Our Janitorial Tasks are scheduled by space in lieu of specific tasks.

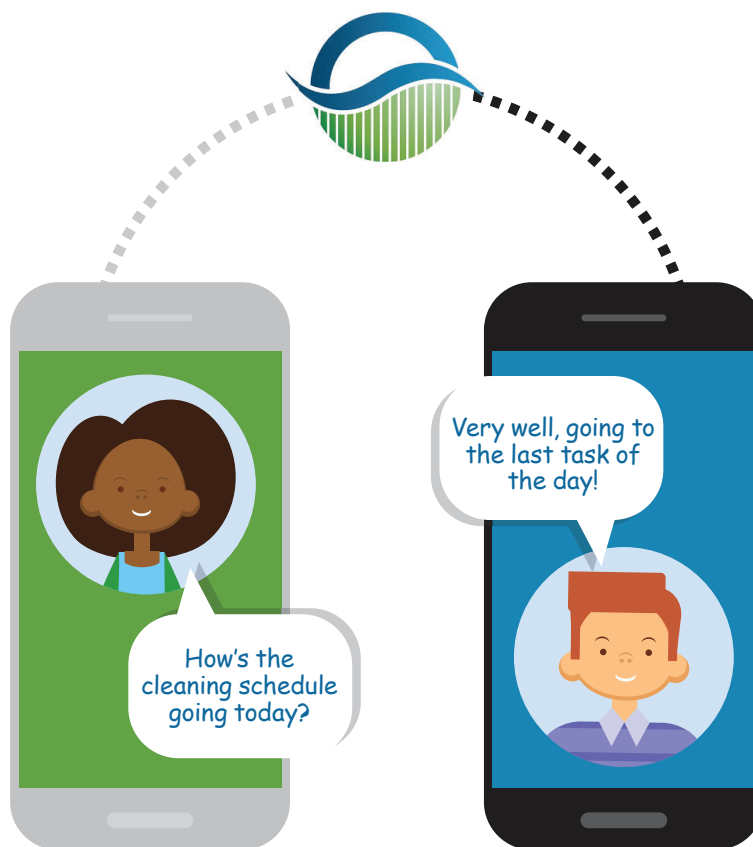


c) Quality Control and Schedule

C. Quality Control and Schedule. Include a project organization chart which clearly delineates communication/reporting relationships among the project staff.

Your Facilities Manager's Dream is part of our unique selling proposition because of our project organization and communication strategy. Real-time communication is effective with our proprietary software. Leads, Supervisors, and Management engage with customers and employees with ease. As a result, issues get resolved quickly, and reporting challenges such as 'missed a spot' or being late for work are easy to catch. The following pages explain in greater detail.

Real Time Communication/Reporting Relationships



Stay Connected to Every Location

Real Time Employee Communication. Texting images, videos. Efficient Communication. Managers can communicate with several conversations simultaneously.

- Time and location Tracking (GPS)
- Real Time Late or No-Show Indicators
- Daily, weekly, periodic KPIs based on SOW, Checklists with barcode by location capability
- Staff Scheduling (PTO, Holiday, Vacation Tracking)
- Inspections (Internal and Reporting with Customer)
- Messaging (instant texting with video, photos)

Never Run Out of Toilet Paper!

- Inventory Tracking and Supply fulfillment
- Consumable Products, Reordering Systems, Equipment Maintenance and Repair Schedule
- Track supply levels across service locations, handle order fulfillment, and automate reminders.



ESCALATION PROCESS

1 SUPERVISOR

2 PROJECT MANAGER

3 REGIONAL MANAGER

4 DIRECTOR OF OPERATIONS

Quality Assurance

Scheduling and Staffing

A company's biggest asset is its employees; our pride is in our recruiting process, and robust employee benefits package. We begin by paying a fair wage within each community. Equally important is our vetting process. We hire United States Employees and Contractors with verified employment authorization. No one can afford a long learning curve with mistakes and missteps regarding your facility's cleanliness. Our team is well-equipped and well-prepared to take over maintaining your facility's cleanliness.

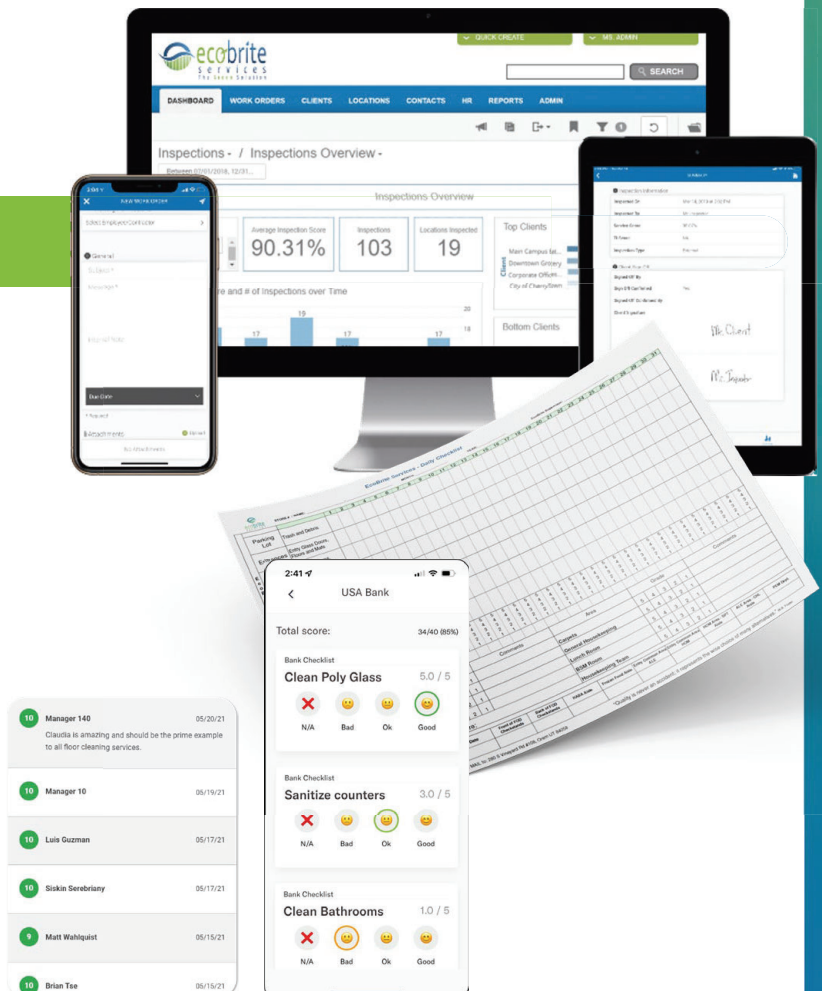
- Review hiring staff on-site (if approved)
- National HR Team recruits Technicians
- Traveling management and corp training team, hired properly & trained
- To do the job correctly

If staffing issues arise, we have great relationships with national temp agencies, bringing in self-performing (not sub-contracted) employees until we fill the gap with regular employees.

Quality Inspections

Timely, effective communication is key to our long-term relationship. Key Performance Indicators (KPIs) are tracked in our proprietary software using checklists derived from the SLA/SOW for each location. In addition, we work with many client-specific software services such as Service Channel, Nuvolo, Ariba, and CleanSmarts.

We empower our on-site personnel to initiate and manage ongoing services and deliverables. As a result, most issues are resolved immediately.





c) continued Schedule and Work Plan

Describe the approach to completing the tasks specified in the Scope of Work. Describe your firm's organizational chart, identify who will have overall responsibility for the work, and include the lines of authority between team members up to this senior level.

Our business model follows the Six Sigma Lean Enterprise philosophy for structure and the Kaizen approach for company culture. The Kaizen, meaning continuous improvement, comes naturally to the executive team, which has shaped a thriving environment for employee motivation, perception, good behavior, growth, and understanding. The objective is continuously improving productivity, reducing waste, eliminating unnecessary hard work, and humanizing the workplace.

Key Performance Indicators (KPIs) are tracked using proprietary software and checklists derived from the Scope of Work for each location. Our staff values continued training, promotion opportunities, and performance incentives that maximize throughput while maintaining our high standards. In addition, the Lead/Supervisor at each location monitors the Quality of workmanship and completion using both virtual and physical checklists while touring the facility daily. Any potential deficiencies and requests are scheduled or taken care of immediately.

We keep score by focusing on trends, individual scope, and items that need improvement to create corrective action/training, research new technology and techniques, reward strong performance and encourage our employees to excel.

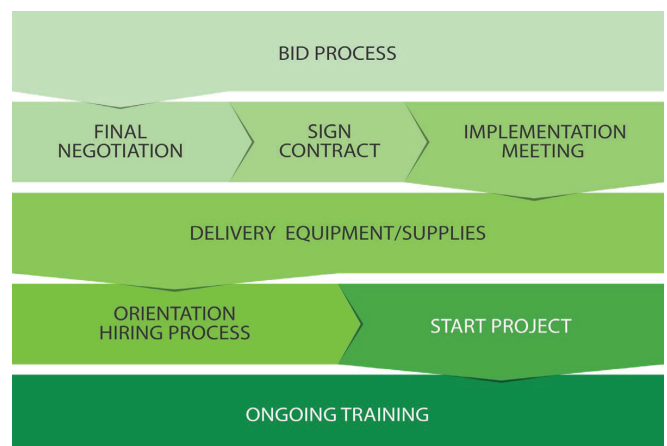
Transition Plan

The transition plan is a crucial process that requires EcoBrite's experience to be sure your facilities are properly launched and brought up to EcoBrite Cleaning Standards. The next few pages describe the process.

Our Operations Management System is essential to implementing our Start-up Program into your operation while maintaining high-quality service levels in current locations. As soon as awarded, EcoBrite's Regional and Area Managers will schedule to meet with each location's Facility Manager to plan the delivery of equipment and supplies, orientation meetings, and discuss which employees should continue. This pertinent information will ensure a smooth transition in all areas.

Then, with your permission, we'll contact existing employees to discuss joining the EcoBrite team, as they are already trained in day-to-day operations. EcoBrite will also bring in personnel as needed and provide the necessary training to fill any still open or new positions before the official start date. Before the start date, all workers receive training in EcoBrite standards and procedures and refresh company policies, procedures, and technical training, such as security, safety, and other required areas.

EcoBrite's Team will uphold your Values and Business Philosophy while building a long-lasting partnership. Our proposed lead time for implementation is typically 30 days from the award.



d) Proposed Pricing

Description	Monthly Cost	
Summer Price	\$ 6,735.00	
Winter Price	\$ 2,848.00	

Exceptions and Clarifications

- As requested, the above prices are the final pricing for restrooms cleaning on summer and winter. The price break down for each season will be found on the excel attachment on this zipped folder.

Added Services (request a free quote)

High level window cleaning, above 7' (interior and exterior)	Recommendation	quarterly
Carpet extraction	Recommendation	twice per year
Pressure washing	Recommendation	annually
High-level dusting	Recommendation	quarterly
Storm cleanup sidewalks and entrances	Recommendation	as needed

EcoBrite Services

Signature

Name

Date

Title

Authorized by:

Signature

Name

Date

Title





e) Personnel Resumes

Alex Mello, Regional Director of Operations Resume LinkedIn {click here}

Tiago Moura, Business Development Manager Resume LinkedIn {click here}

Benjamin Palmieri, Area Manager Resume LinkedIn {click here}

f) References

Current Customer Reference



IKEA Draper
67 Ikea Way
Draper, UT 84020

Matt Wahlquist, Facilities Manager
801-979-0777
Matt.Wahlquist@ingka.ikea.com



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230 West 10600 S
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Kelly Keys, Store Manager
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