



## Equalis Group Janitorial Services Program Program Development & Procurement Process

### Why did Equalis Group Develop the Janitorial Services Program?

Equalis Group partnered with the Cuyahoga County Public Library (the “**Library**”) to develop a program for janitorial cleaning services (the “**Program**”) to meet the Library’s specific needs and serve as an already-procured contract that can be extended to all current and future Equalis Group members (the “**Members**”).

Janitorial services are high touch and high visibility. The quality of the services provided are critical important for both employees and constituents/customers/stakeholders, and poor performance is unacceptable. The cleaning industry often experiences high turnover, and the quality of a service provider’s hiring process, initial training, and ongoing management are critical success factors. The bottom line is that, while price is always an important consideration, selecting a janitorial services provider based on price alone is a crucial mistake that has longstanding and often highly disruptive consequences for the customer.

Our objectives in developing the Janitorial Services Program were to:

- ⌚ Provide a complete line of janitorial and related services, including:
  - Micro cleaning services
  - Hard surface floors
  - Interior & exterior surfaces
  - Carpet and fabric
  - Construction & remodeling
  - Emergency cleaning services
  - Related services and capabilities that provide additional value to our Members;
- ⌚ Educate members about the latest developments and advances in cleaning methods and technology;
- ⌚ Utilize technology tools to track cleaning activities, inspections and results, and work orders in real time and with full visibility;
- ⌚ Select an industry certified (**CIMS**) supplier with a proven track record of high-quality service delivery, worker retention, performance, and customer satisfaction, with explicit Service Level Agreements to match;
- ⌚ Provide Members with the option of selecting the cleaning supplies and equipment that will be utilized in their buildings; and,
- ⌚ Ensure that Members of all sizes (from small to large), type (from schools to cities to counties to universities and libraries, etc.), and number of locations (from one location to multiple buildings in a campus setting to multiple locations) would have access to customized services and capabilities to meet their unique requirements and needs.

### The Procurement Process

Equalis Group and the Library worked closely to develop the request for proposal (“**RFP**”) specifications. The assembled team had deep experience and expertise in defining detailed janitorial services specifications, vendor evaluation and selection, and direct management of janitorial services providers.

We identified and proactively contacted more than a dozen potential suppliers to learn about the breadth of their offerings and their service capabilities, and to secure their input into the RFP specifications. We developed a comprehensive RFP, proactively distributed it to each of the potential suppliers, and published the RFP in accordance with public sector purchasing guidelines. In all, more than twenty (20) potential suppliers participated in the process.

Our proposal review team scored the proposals received on both a qualitative (“**Technical**”) and quantitative (“**Cost**”) basis as required by public sector procurement guidelines. We selected three finalists and conducted multiple interviews with senior leadership of each company. We performed numerous

reference checks with customers of various sizes and unique requirements to verify the quality of service and effectiveness in customer communication. We carefully evaluated the pricing proposals to ensure that we were comparing pricing on an apples-to-apples basis.

Ultimately, Equalis Group awarded the contract to Scioto Services (“**Scioto**”) and its sister operating companies as the lowest responsive and responsible bidder.

## Why did Equalis Group Select Scioto Services & Its Sister Operating Companies as our Supplier Partner?

Equalis Group selected Scioto over the other respondents for a number of reasons. Scioto and its sister operating companies:

- ☉ Offers a full line of services as required in the RFP (micro cleaning, carpet and fabric, hard surface floors, interior and exterior surfaces, construction and remodel, etc.);
- ☉ Also offers:
  1. Security Services (Level 1, 2, and 3 guard and patrol, technology, threat identification/training, and protocol development);
  2. Mechanical Services (on-site maintenance, HVAC design-build, and calibration);
  3. Emergency Events (24x7 response to natural and manmade disasters, flood and fire clean-up and restoration, and blood-borne pathogen and biohazard clean-up);
- ☉ Is CIMS certified, has LEED certified personnel on staff, and utilizes Green Seal and Greenguard certified cleaning products;
- ☉ Has a nationwide footprint to serve Equalis Group Members from coast-to-coast;
- ☉ Establishes and executes ongoing communication plans with customers to ensure regular dialogue and identify/resolve issues before they become significant problems;
- ☉ Customizes its solutions to meet the unique needs of individual Members;
- ☉ Deploys dedicated, experienced teams to implement services with new customers;
- ☉ Is flexible and can provide union, living wage, and/or non-union staff as required;
- ☉ Leverages a wide range of software and technology tools to manage employee attendance and performance, inspections, quality, and work orders in real-time and with full customer visibility;
- ☉ Operates a 24x7 customer care center, staffed by Scioto employees;
- ☉ Utilizes rigorous Service Level Agreements that address worker retention, on-time closure of work orders, inspections, training, sustainability, and lost days;
- ☉ Employs a rigorous hiring, background screening, and training regimen to ensure that the best available individuals are hired and prepared to perform services for each Member;
- ☉ Follows a strict process and structure for account management, including quarterly reviews and ongoing communication;
- ☉ Is flexible and can provide requested cleaning materials and equipment or utilize materials and equipment provided by the Member; and,
- ☉ Received rave reviews from current customers of all types and sizes for their quality, communication, diligence, and strength of relationship they develop and maintain with their customers.

Scioto’s pricing is both aggressive and competitive; the company utilizes a “full disclosure” pricing format, so there are no surprises and no hidden costs. More importantly, Scioto’s qualitative score on the Technical Proposal is the highest technical score of any supplier in any program that Equalis Group has established.



Cuyahoga County Public Library's experience with Scioto has been excellent and validates the high qualitative score Scioto earned during the proposal review process. The team is highly professional, well-trained, and experienced.

One of our key objectives in developing this Program was to provide our members with the ability to leverage the procurement work that we have completed on their behalf, with a significant investment of time, money, and expertise, without each Member having to conduct its own time-consuming and expensive bid/RFP process for Janitorial Services. We have completed all that work at the highest level of quality so that you do not have to duplicate it. Public sector entities can simply join Equalis Group as a Member (there are no costs, dues, or obligations) to begin working with Scioto and its sister operating companies.