



To: Board of Library Trustees

From: Anthony Auston, Director
Marcos Levy, Facilities & Safety Manager

Date: Tuesday, February 18, 2025

Re: Request for Proposals: Cleaning Services Recommendation

Overview

Since 2014, Wilmette Public Library has contracted with Complete Cleaning Company to provide daily janitorial and cleaning services for the library. As evidenced by the longevity of the relationship, we had been generally satisfied with the predictability of the custodial teams assigned to our facility and the fact that the company president regularly performed site visits to evaluate the teams' performance. However, in the past few years post-pandemic, our vendor has not been able to consistently meet our stated expectations in cleaning our facility while multiple service crews came and went. After several meetings with the company and reviewing the inconsistencies in their service, it was determined not to renew their contract for 2025.

Using his network and research, Facilities & Safety Manager Marcos Levy evaluated the market and contacted peer agencies to compare options and solutions. Based on his research, Marcos contacted several companies to submit quotes to serve our library.

To ensure all proposals were prepared equitably, Marcos established a set of expectations and deliverables in a defined scope of services, which was given to vendors to respond. The scope details our expectations for a range of custodial services including floor care, restroom maintenance, presentation of public spaces, office cleaning, training of crews, and regular inspections, and also specifies the types of equipment and products that the library expects the vendor to use (including those resources which align with our sustainability goals, such as "green products"). Also, while some libraries average 5-6 days a week for cleaning, our library's standards require 7 service days.

Proposals

By the posted deadline, seven contractors responded to our request for proposals.

The proposed monthly fees from our respondents were as follows:

CleanNet	\$10,500
Tidy Queen	\$9,460
City Wide Facilities Solutions	\$6,790
Buildingstars	\$6,155 (6 days only)

Jani-King	\$5,498
Complete Cleaning (current)	\$5,439
Multisystem Management Company	\$5,430

Evaluation

The library evaluated the proposals on a qualitative basis based on the vendor’s responses to the stated scope of work and expectations. Staff considered the materials submitted by respondents and reference interviews with current clients at libraries and municipalities along the north shore, as well as the overall costs for the service.

Recommendation

Upon review of the proposals, reflection on our past experience, interviews with current clients, and consideration of our stated needs, and the benefit of new company’s approach, and the company’s overall values, we believe that the proposal from Multisystem Management meets our expectations. The references from other libraries were outstanding.

Staff recommends Board approval to proceed with engagement with Multisystem Management Company for monthly cleaning services for one year, for an annual contract cost of \$65,160.

The cost for this essential operational service is essentially neutral in comparison to our current/expiring contract of \$65,268.



MULTISYSTEM MANAGEMENT COMPANY



Proposal for Janitorial Services

Company Profile, References & Customer Contact Procedures

**Address: MULTISYSTEM MANAGEMENT COMPANY
6019 N Milwaukee Ave
Chicago IL 60646**



Website address: www.mmcjanitorialservices.com

Email: multisystem.customer.service@gmail.com

Phone number: (312)847-8695; (224)330-9892

Fax number: (773)775-7037

Federal I.D. # 45-1473571

Structure: S Corporation

Years of operation: since May 10, 2011

Doing Business in the State of ILLINOIS

President: Maciej Cwiertnia

General Manager: Sylwia Wolak

Office Manager: Olha Tsvyntarna

Supervisor: Lemuel Garcia

Field Manager: Agnes Topolska

Total number of employees: 100+

Size of Company in Annual Sales: \$2.5 million

PRINCIPAL BANKS:

PNC Bank

6360 W Higgins Ave, Chicago, IL 60630

CHASE BANK

2150 Bloomingdale Rd, Glendale Heights, IL 60139

Citibank

115 N Northwest Hwy, Park Ridge, IL 60068





MULTISYSTEM MANAGEMENT COMPANY

MMC was established by people with over 20 years of commercial cleaning business experience. Our company has been 13 years on the cleaning market, and our philosophy is to be the best possibly can at what we do. All our employees are professionally trained, and we provide supervision at every job – day and night.

Our mission is to provide exceptional cleaning services that create clean, healthy, and inspiring environments for our clients, while always prioritizing sustainability and customer satisfaction.

Customer Contact Procedures & Quality Control

Our quality control system is one of the best in the business. We provide you with a constant line of communication with us. On Monthly basis we will meet with you, at your convenience and walk through the areas of service to ensure that everything is done to your specification.

All our employees and supervisors are highly trained with reference to dos and don'ts of the product they use. All training is supervised by our Safety Director. We are always reminding our custodial staff that cleaning and disinfecting are part of a broad approach to preventing infectious diseases, what is the difference between cleaning, disinfecting, and sanitizing. Follow the standard procedures for routine cleaning. Typically, this means daily sanitizing surfaces and objects that are touched often, such as desks, countertops, doorknobs, computer keyboards, hands-on learning items, faucet handles etc. Immediately clean surfaces and objects that are visibly soiled. If surfaces or objects are soiled with body fluids or blood, use gloves and other standard precautions to avoid coming into contact with the fluid. Remove the spill, and then clean and disinfect the surface. Use disinfecting wipes on electronic items that are touched often, such as phones and computers. Pay close attention to the directions for using disinfecting wipes. It may be necessary to use more than one wipe to keep the surface wet for the stated length of contact time. We will ensure that our custodial staff who use cleaners and disinfectants read and understand all instruction labels and understand safe and appropriate use. Follow standard procedures for handling waste, which may include wearing gloves. Place no-touch waste baskets where they are easy to use. Throw disposable items used to clean surfaces and items in the trash immediately after use. Avoid touching used tissues and other waste when emptying waste baskets. Wash your hands with soap and water after emptying waste baskets and touching used tissues and similar waste.

Supervisor's Quality Control

Each work task will be a subject of serious inspection, before, during and after work is complete. Each inspection will verify compliance with full scope of the relevant specifications. Our quality control process will follow the site-specific scope of work and made by our supervisor as follows:

- For the first 3 months of service our managerial staff provide bi-weekly quality control and once a month quality control for the following period;
- Weekly supervisor's overnight quality control;

We will create a check list with the custodians time-in & time-out information to provide a strict guidance on what cleaning needs to be complete to comply with demands stated in the bid and/or contract.



MULTISYSTEM MANAGEMENT COMPANY

REFERENCES

FOX RIVER VALLEY PUBLIC LIBRARY DISTRICT

- DUNDEE TOWNSHIP PUBLIC LIBRARY
- RANDALL OAKS LIBRARY

Addresses: 555 BARRINGTON ROAD, WEST DUNDEE, IL 60118
500 RANDALL RD, WEST DUNDEE, IL 60118

Contact: Michael Lorenzetti
Title: Facilities Manager
Ph#: (224)699-4121
Email: mlorenzetti@frvpld.info

Total size of the facilities: 35,000 sq ft

Years of contract: 2023-2024

Type of work done: Janitorial Services

VERNON AREA PUBLIC LIBRARY DISTRICT

Address: 300 OLDE HALF DAY ROAD
LINCOLNSHIRE, IL 60069

Contact: Stephen Territo
Title: Head of Library Operations
Ph#: (847) 878-0080
Email: sterrito@vapld.info

Total size of the facilities: 55,000 sq ft

Year contract awarded: 2024

Type of work done: Janitorial Services

CITY OF LAKE FOREST

Address: 800 North Field Dr
Lake Forest, IL 60045

Contact: James Lockfeer
Ph#: 847-810-3542
email: LockefeJ@cityoflakeforest.com

Total size of the facilities: 107,769 sq ft

Year contract awarded: 2019

Type of work done: Janitorial Services



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VILLAGE OF MOUNT PROSPECT

Address: 50 S Emerson St,
Mount Prospect, IL 60056
Contact: Paul Fahey
Ph#: 847-870-5640
email: PFahey@mountprospect.org
Total size of the facilities: 180,000 sq ft
Year contract awarded: 2020
Type of work done: Janitorial Services

VILLAGE OF GLENCOE

Address: 675 Village Court
Glencoe, Illinois 60022
Contact: Monica Rand
Title: Public Works Administrative Assistant
Ph#: (847) 461-1153
Email: mrاند@villageofglencoe.org
Year contract awarded: 2021
Type of work done: Janitorial Services

MEDLINE INDUSTRIES LP

Address: Three Lakes Dr
Northfield, IL 60093
Contact: Kevin Kaszynski
Ph#: 847-331-5350
email: kkaszynski@medline.com
Total size of the facilities: 800,000 sq ft
Year contract awarded: 2022
Type of work done: Janitorial Services



MULTISYSTEM MANAGEMENT COMPANY

*MMC replaces its equipment every 6 months

*MMC Employees are using uniforms and identification badges



*To avoid cross-contamination, MMC uses different colors of Microfiber Towels.

E.g.

Kitchen Area – Green Microfiber Towels

Bathrooms – Blue Microfiber Towels

The Rest of the Area – Yellow Microfiber Towels



*For the same safety reasons, we use different colors buckets for cleaning different areas:

Bathrooms: Blue Buckets, Blue Mops etc.

The Rest of the Cleaning Area: Yellow Buckets, Yellow Mops etc.

Quality Assurance Plan:

- Walk-through at the facilities, planning the cleaning services, making sure not to miss any details;
- Employees training to follow the scope of work in accordance with safety rules while providing the services and using the materials and equipment;
- Providing supervision of cleaning services on the jobsite
- Availability of 24/7 communication with the client to make sure all the issues to be covered, if any
- Flexibility of cleaning services scheduling, if necessary
- Customer relationship management

6019 N. Milwaukee Avenue, Chicago, IL 60646 Tel: (312) 847-8695 Fax: (773)775-7037

Email: multisystem.customer.service@gmail.com



MULTISYSTEM MANAGEMENT COMPANY

BACKGROUND CHECK

MMC does background check when hiring new employees. We use online resources for background checks, we examine references the employees provide, we schedule fingerprints appointments and do additional background checks, if required.

TRAINING PROGRAMS

We provide our employees with the following trainings on a yearly basis:

- Green Clean Technician: Green and Healthy Use of Procedures, Products, and Equipment
- Infection Control for Cleaning Services Workers
- Sexual Harassment Prevention Training
- Safety for Janitorial Safety Workers
- Cleaning Technology
- Blood Borne Pathogens & Safety Protocols

EQUITY, DIVERSITY & INCLUSION

Multisystem Management Company values equity, diversity, inclusion and belonging, which is an important topic in the workplace. We believe that it is important to pay attention to the staff, and ensure everyone feels heard, included and safe. Employees who feel valued and have opportunities in the workplace are more likely to be actively engaged in their work. This translates to a happier, more productive workforce.

GREEN CLEANING

Multisystem Management Company is committed to using environmentally friendly products and cleaning methods to provide a safer, healthier, cleaner job. We use a powerful combination of electrolyzed salt and water to completely clean, sanitize, and disinfect. There are no harmful chemicals, no harsh smells, and it is safe for humans and pets.

The main goal of “green cleaning” is to use cleaning solutions and methods that keep us and our environment healthy and free of toxins. Exposure to chemicals and toxins can potentially cause irreparable damage to our bodies, water, air, and ecosystem.

Experience of Managerial Candidates

President: Maciej Cwiertnia – 20 years of managerial experience in commercial cleaning business.

Office Manager/Supervisor: Olha Tsyntarna – over 17 years of experience as an office manager and administrator in cleaning services company, PR&BTL agency, trade networks companies (construction services & suppliers).

Field Manager: Agnes Topolska – 10 years of experience: quality control, communications with clients.

Supervisor: Lemuel Garcia – 23 years of managerial experience in janitorial services.



MULTISYSTEM MANAGEMENT COMPANY

LIST OF EQUIPMENT:

- Mop buckets
- Mop handles and frames
- Scrubbers
- Buffers
- Wet vac pickup machines
- Portable carpet extractor for cleanup of body fluids, carpet spot removal, etc.
- Vacuum cleaners
- Carpet extractors
- Ladders
- Housekeeping carts
- Trash cans, refuse containers
- Carpet spotter tool kit with chemicals, tools, and directions for managing spot removal
- Trash Can Liners and sanitary napkin waste receptacle liners
- Custodial cleaning chemicals
- Miscellaneous housekeeping service consumables: scrub pads, towels, sponges, mop heads, etc.

LIST OF SUPPLIES:

- Diversey – Glance Glass & Multi-Surface Cleaner Concentrate Non-Ammoniated
- Diversey – Floor Science® Neutral Floor Cleaner Citrus Concentrate
- Diversey – Oxivir Five 16 One-Step Disinfectant Cleaner Concentrate
- Diversey – Crew NA SC (Super Concentrate) Non-Acid Bowl & Bathroom Disinfectant Cleaner
- Diversey – Endust® Stainless Steel Cleaner, 12.5 oz. aerosol
- Diversey – Floor Science® Easy Apply High Gloss Floor Finish, 5 gallon Envirobox™
- Diversey – Floor Science® Heavy Duty Floor Stripper
- Diversey – Whistle® Plus Professional Multi Purpose Cleaner and Degreaser

CLEANING SCHEDULE

SERVICE AREA

FREQUENCY

Entrances, Lobby, Reception, Hallways & Common Areas

- | | |
|---|-------------|
| <input type="checkbox"/> Empty trash, spot clean containers and replace liners as needed. | Per Visit |
| <input type="checkbox"/> Clean and polish drinking fountains. | Per Visit |
| <input type="checkbox"/> Vacuum High Traffic Areas mats and runners. | Per Visit |
| <input type="checkbox"/> Vacuum public areas complete | 2x per week |
| <input type="checkbox"/> Spot CLEAN WITH BACKPACK vacuum AROUND CHAIRS AND TABLES. | Per Visit |
| <input type="checkbox"/> Sweep and mop hard surface floors. | Per Visit |
| <input type="checkbox"/> Clean glass on entry doors. | Per Visit |
| <input type="checkbox"/> Wipe glass on building directories. | As needed |
| <input type="checkbox"/> Empty cigarette urns in outside designated areas. | Per Visit |
| <input type="checkbox"/> High dust areas including vents, blinds and door frames. | Monthly |
| <input type="checkbox"/> Low dust areas including chair legs, table legs and book shelves | Monthly |
| <input type="checkbox"/> Vacuum upholstered furniture (where applicable) | Monthly |
| <input type="checkbox"/> Wipe vinyl/leather furniture. | Monthly |
| <input type="checkbox"/> Dust baseboards. | Quarterly |

Private Offices, Cubicles/Work Stations, Conference Rooms, Copy Areas, File Room, Computer Lab, Lounges, Reading Rooms, Adult Services, *Activity Room, Children's Area & Library

- ❑ Empty trash, spot clean containers and replace liners as needed. Per Visit
- ❑ Empty recycle receptacles; remove to designated disposal area. Per Visit
- ❑ Spot clean interior glass. Per Visit
- ❑ **CLEAN WITH BACKPACK vacuum AROUND CHAIRS AND TABLES.** Per Visit
- ❑ Sweep and mop hard surface floors. Per Visit
- ❑ High and low dust ceiling and floor corners to remove cobwebs. Monthly
- ❑ Clean mirrors. Per Visit
- ❑ Clean and sanitize tables, ledges and countertops. Per Visit
- ❑ Spot clean doorknobs and switch plates. Per Visit
- ❑ **Thoroughly vacuum all carpeting.** 2x per week
- ❑ Damp wipe public counters, Weekly
- ❑ Dust all windowsills, picture frames, file cabinets, credenzas, etc. Weekly
- ❑ High dust areas including vents, blinds and door frames. Monthly
- ❑ High dust tops of bookcases in Children's Area. Monthly
- ❑ Low dust areas including chair legs and table legs. Monthly
- ❑ Vacuum upholstered furniture (where applicable) Monthly
- ❑ Wipe vinyl/leather furniture (where applicable) Monthly
- ❑ Dust baseboards. Quarterly

Break Room, Kitchens & Coffee Bars

- Empty trash, spot clean containers and replace liners. Per Visit
- Empty recycle receptacles; remove to designated disposal area. Per Visit
- Clean front of vending machines,. Per Visit
- Sweep and mop hard surface floors with disinfectant. Per Visit
- Vacuum carpet Per Visit

Restrooms

- Clean and disinfect toilet bowls, toilet seats, and urinals. Per Visit
- Disinfect sinks and fixtures. Per Visit
- Clean and disinfect counter tops. Per Visit
- Clean mirrors. Per Visit
- Empty trash and replace liners, spot clean container. Per Visit
- Clean all chrome and stainless steel. Per Visit
- Spot clean walls, doors and light switch plates. Per Visit
- Sweep, mop and disinfect floors. Per Visit
- Clean partitions. Weekly

Janitorial Closet(s) & Storage Area(s)

- Maintain equipment and supplies in a neat and orderly fashion Per Visit
- Remove trash and empty boxes Per Visit
- Sweep and mop floors **As Needed**



MULTISYSTEM MANAGEMENT COMPANY

The Multisystem Management Company has estimated that the Cleaning Services at your premises in accordance with the specifications including square footage, schedule, scope of work etc. would amount to:

\$5,430.00/Month

The Services also include:

- Once a Week Carpet Spot Cleaning (Spots not bigger than 5 inches) – No Charge
- Once a Month Refrigerator Cleaning (Last Friday of the month) – No Charge
- Once a Year All Bathroom Floor Machine Deep Scrub – No Charge

Authorized Person: _____
Title: _____

Signature: _____

Wilmette Public Library
1242 Wilmette Ave
Wilmette, IL 60091

Date: _____

Authorized Person: MACIEJ CWIERTNIA
Title: PRESIDENT

Signature: _____

Multisystem Management Company

6019 N Milwaukee Ave
Chicago, IL 60646

Ph: (773) 775-7015

Fx: (773) 775-7037

multisystem.customer.service@gmail.com

<https://mmcjanitorialservices.com/>

Date: 02/11/2025