



To: Dustin Anderson, Town Manager
From: Stephen Gunty, Director of Public Works
Meeting: November 15, 2021
Re: Analysis / Recommendation: TH/PD - Carpet Cleaning Quotes

Background

The following 7 Carpet Cleaning Contractors were emailed an RFQ (attached):

mpurcell@purcellcommercialclean.com

NWINDIANA@STEEMER.COM

KMBBOYLE@SBCGLOBAL.NET

SERVPRO8614@SERVPROOFWESTERNLAKECOUNTY.COM

MASTERCLEAN84@YAHOO.COM

REGIONFLOOR@OUTLOOK.COM

OXYMAGICOFNWI@GMAIL.COM

We received Quotes (attached) from 2 Carpet Cleaners:

- Stanley Steemer (Ron Cochran 219-736-0301): NWINDIANA@STEEMER.COM & Ron.Cochran@Steemer.com
- Oxymagic of NWI (Kevin Keeler 219-515-0313): OXYMAGICOFNWI@GMAIL.COM

Pricing was as follows:

| <u>Company Name</u> | <u>Base Price</u> | <u>Protector Spray</u> | <u>Deodorizer Spray</u> |
|---------------------|-------------------|------------------------|-------------------------|
| Stanley Steemer | \$2,304.90 | \$736.52 | \$736.52 |
| Oxymagic of NWI | \$1,860.00 | Included N/C | N/A |

REFERENCES: Stanley Steemer

Demetris D. Davis - Corporate Engineer
P 219.472.2900 EXT 2957 C 219.588.7716
Demetris.Davis@WhiteLodging.com

701 East 83rd Ave.
Merrillville, IN 46410

When did you use them? = every year.

How Large of a Job? = 2 corporate offices, very large office space, cubes, conf. rooms, etc. Even does bathroom floors for them.

Were you happy with results? = punctual, professional, wonderful job, super happy with them and their work.

Kiddie Academy - Contact: Raul Patel
1000 N Main St
Crown Point, IN 46307
(219) 281-3500

When did you use them? = every 3 months.

How Large of a Job? = 13 rooms & common areas.

Were you happy with results? = really happy with their work, would recommend them to anyone.

Schererville Parks Department - Contact: John Novacich
500 E Joliet St
Schererville, IN 46375
219-865-5530

When did you use them? = twice per year.

How Large of a Job? = carpets, entire offices, community rooms, activity room. Large job.

Were you happy with results? = Yes, very happy.

Other References Supplied but not contacted

Suzanne Shanks - Office Manager
Lighthouse Restaurant
7501 Constitution Avenue
Cedar Lake, IN 46303
219-374-9283 ext 1

Caryn Skowronski - Office Manager | Executive Assistant To
Vice Chairman | SVP Finance
P 219.472.2973 C 708.945.6217

Caryn.Kawka@WhiteLodging.com
WhiteLodging.com
701 East 83rd Ave.
Merrillville, IN 46410

Kevin Morgan - General Manager
Imagine Portage
6550 American Way
Portage, IN 46368
o: (219) 286-4181

Michele Press - General Manager
Valparaiso Country Club
2501 Country Club Rd
Valparaiso, IN, 46383
219-462-3812

Jody Ordonez - Growing Kids Daycare
3400 N Campbell St
Valparaiso, IN 46385
Phone: 219-462-7777

Ben Zimmer - Ethos Insurance
105 Lincolnway
Valparaiso, IN 46383
(219) 281-2380

STARTING DATE (Stanley Steemer): If we can (do the work) on a Monday-Friday, we can complete next week. If you are looking at a Saturday, our Saturday's are filling up quick because of the holidays in November and December. I could have a crews on-site Saturday, November 27th or any Saturday after as of this moment. I plan to have two crews on this job, starting at 8am and working until the job is complete. Should take roughly 6hrs.

We are excited to be able to provide service for you. We also offer a wide range of services that include Carpet, Area Rug, Tile & Grout and Natural Stone, Laminate and Vinyl Flooring, Hardwood, Fabric Upholstery, Leather Upholstery and Airduct cleaning services. We also have a team that can handle emergency water restoration work 24/7.

As a reminder, we pre-treat and spot-treat during the cleaning on all areas being cleaned and do not charge extra to work on any special areas. We do not charge an "Extra" fee towards a fuel surcharge. We ALWAYS aim to satisfy our customers concerns so if there are any specific areas of concern, please don't hesitate to point those out to the technicians. All of the staff at Stanley Steemer has completed a background check and random drug screening. We provide a two-man crew at minimum with every job, complete a final quality walk thru to assure everything has been completed to your satisfaction. All payments are collected at the beginning of the job unless prior arrangements are made with Stanley Steemer.

REFERENCES: Oxymagic of NWI

Anthony Olund 219-688-8534 - Baker McKenzie

When did you use them? = one month ago

How Large of a Job? = small job

Were you happy with results? = Good work, upholstery, 2 rooms & stairs. They compared to previous contractor with similar cleaning solutions. Was happy with work.

Robert Johnson 219-670-0104 Cimcor

When did you use them? = few weeks ago

How Large of a Job? = Unknown...We tried unsuccessfully to get this info in a 2nd follow-up call.

Were you happy with results? = They were prompt, came out quickly, did what they promised, price was reasonable, very good job, we were satisfied.

1005 Ridge Road • Munster, IN 46321 • (219) 836-8810 • Police/Fire Emergencies 911

Police Non-Emergency (219) 836-6600 • Fire Non-Emergency (219) 836-6960

www.munster.org

Kevin Laney 219-545-6603 - Union Electricial Rep - Chicago
When did you use them? = had them out a couple times in past.

How Large of a Job? = 3,000 sq.ft. house.
Were you happy with results? = Did a very good job, happy with it.

STARTING DATE (Oxymagic): can start as early as Monday November 8th.

Methodology

The base price difference is \$444.90 between the 2 quotes (Oxymagic @ \$1,860.00 and Stanley Steemer @ \$2,304.90). Oxymagic includes a protector spray whereas Stanley Steemer requires \$736.52 more for it....thus equating to a \$1,181.42 apples to apples comparative difference in favor of Oxymagic. However, while each company's references spoke glowingly of their work and professionalism, Lukas Kern and I detected numerous subtle differences between the companies, that we believe are significant as a whole and should be factored into the decision beyond just price.

It should be noted that this was not a formal sealed bid procedure requiring award to the lowest priced responsive (i.e. judged as fulfilling terms of the request) and responsible (i.e. deemed capable to fulfill the scope of work requested) bidder. Instead, this has been an informal Request for Quote process where less formality is required in awarding this service contract and other factors can be considered besides lowest price in awarding a contract.

There were several red flags in our review of Oxymagic, as follows: no business card was given at the inspection nor did the representative readily introduce himself, no company vehicle was observed, no company uniform or logo shirt was worn, no address appears in their quote, no measuring was done at the inspection, photos were presented in an email without labels rendering them useless for our review purposes. The references supplied appeared to be smaller jobs in at least 2 of the 3 cases.

Stanley Steemer demonstrated no such red flags but rather stood out as more professional in person at the inspection, as follows: their representative was more professional in appearance, had a company labeled vehicle, wore a logo shirt, measured all rooms with a handheld laser pointer measuring device, gave a more thorough quote. It appeared that their references spoke in more detail about Stanley Steemer. All of their references were of larger companies that they had cleaned. Their plan of attack anticipated a Saturday and they'd use 2 crews to punch it out in one day onsite (6-hours).

Our conclusion is to hire Stanley Steemer at base price of \$2,304.90 without need of optional Protector nor Deodorizer Sprays....this keeps the difference paid to just \$444.90 between the 2 companies. We think these 2 added products/services are unnecessary at this junction due to the age of TH/PD carpets and the uncertainty of the future Space Needs Analysis results which not only could involve wall demolition between office spaces, but reassignment of space use that could require switching to other more suited flooring options instead of carpeting in some instances – such as ceramic tile, vinyl tile, hardwood, engineered hardwood or terrazzo.

Funds are available from the Town Hall Building Maintenance fund for this purpose.

Recommendation

The Town Council to approve attached Stanley Steemer Proposal dated October 13, 2021 for Carpet Cleaning at Munster Town Hall for \$1,748.40 and at Munster Police Department for \$556.50 totaling \$2,304.90.