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| **CCNN** | |  | | |
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| COMPANY OWNERS | |
| Mark Morcos  Founder/President  Email: [mark@maverickconcierge.com](mailto:mark@maverickconcierge.com)  Phone: 201-606-1785  Matt Morcos  Chief Operating Officer  Email: [matt@maverickconcierge.com](mailto:matt@maverickconcierge.com)  Phone: 201-401-1817 | | |  | MAVERICK CONCIERGE INC.1 Bridge PLAZA N, STE 920FORT LEE, NJ 07024PHONE: 973-600-8547WEBSITE: [www.maverickconcierge.com](http://www.maverickconcierge.com) |

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**MAVERICK CONCIERGE INC.**

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Maverick Concierge Inc

1 Bridge Plaza N, Ste 920

Fort Lee, NJ 07024

Attn: CCAA

RE: CONCIERGE & JANITORIAL SERVICES

Dear NNNN,

Thank you for inviting Maverick Concierge corporation, to participate in the request for proposal for **CONCIERGE AND JANITORL SERVICES** at CCNN. Following are the proposal documents as requested.

Maverick Concierge proposal is based on the suggested staffing plan, suggest hourly wages, and cost parameters based on the RFP specifications and insight gathered during our site visit. Our proposed staffing and cost structure is designed to provide:

* Consistent On-Site Supervision
* Guaranteed Increased Quality
* Highly Trained and Motivated Team Members

Maverick Concierge Corporation is CCNN “Partner in Solution” resolving small issues before they become major problems. Our partnering philosophy has paved the way for multi-site contracts and business alliances. Our alliances with other service partners are a strategic asset that supports our concerted efforts to introduce operating efficiencies and reduce expenses. Maverick Concierge understands your perspective and the need for a vendor to be aligned with your objectives. Maverick Concierge greatly welcomes this opportunity and looks forward to meeting with you to discuss our proposal. Should you have any questions, please do not hesitate to contact me at 201-606-1785. If you wish, our website www.maverickconcierge.com can provide additional insight into what separates Maverick Concierge from our competitors.

Sincerely,

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Mark Morcos

Founder/President

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| EXECUTIVE SUMMARY AND COMPANY HISTORY Our concierge company provides premium personalized services to our clients. We cater to individuals, businesses, and organizations, offering a wide range of services that include concierge, cleaners, valet, security, doormen and more. Our team of highly trained professionals is dedicated to delivering exceptional customer service, and we pride ourselves on our ability to exceed our clients' expectations.  Our concierge company was founded by Mark Morcos who recognized the growing demand for high-end concierge services. With a passion for providing exceptional service and a keen eye for detail, our founder set out to create a company that would help individuals and businesses save time and alleviate stress by taking care of their day-to-day tasks.  Since our inception, we have grown to become a leader in the concierge industry, with a reputation for providing top-quality experiences. Initially, the company started with a small team of dedicated professionals who worked tirelessly. We have since then built a team of highly skilled professionals who are committed to delivering personalized solutions to meet our clients' unique needs.  We have built a reputation for excellence and professionalism, and our clients trust us to provide them with unparalleled service and unforgettable experiences. As we continue to grow, we remain committed to constantly looking for ways to innovate and improve our offerings, and we look forward to serving our clients for years to come. | | | |

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**MAVERICK CONCIERGE INC.**

**JANITORIAL SCOPE OF WORK**

Main Lobby and Lounge area.

• Dust surfaces, remove all cobwebs and dirt

• Dust and polish all furniture including concierge desk.

• Remove all cobwebs from ceiling fixtures as needed

• Dust all horizontal surfaces

• Clean all glass surfaces

• Empty all trash cans, replace all lines, wash trash cans as necessary

• Clean and polish all steel and stainless and chrome surfaces including doors and handles and hinges

and threshold interior/exterior and kick plates

• Clean the glass doors both interior and exterior

• Dust and sweep and mop floor

• Vacuum all rug areas

• Clean light switches

Lobby Restrooms

• Clean and disinfect sink, toilet, mirrors, hinges, and handles

• Wipe down interior and exterior surfaces and decorations

• Polish stainless trash can, empty trash and replace liner

• Refill toilet paper, hand paper towel and soap dispensers

• Clean light switch

• Clean ceiling vent

Leasing Office

• Wipe down all desks, countertops, and appliances

• Empty trash and install new can liners

• Wipe down all furniture and surfaces

• Polish door hardware

• Clean the windows of each door

• Vacuum all rug areas

• Arrange all magazine, decorations, and furniture

Elevators

• Clean Stainless, polish the use ladder for high walls

• Wipe down wood paneling

• Clean Handrails

• Clean floor buttons with rag

• NOT SPRAY BUTTONS OR PRINTED AREAS

• Sweep and mop elevator floors

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**MAVERICK CONCIERGE INC.**

Common Hallways

• Dust all baseboards, decorations, wall décor, furniture

• Clean floor and landings

• Vacuum hallway carpets

• Remove cobwebs from light fixtures, ceilings, and corners

• Detailed cleaning of stairs, railing, fire extinguishers, doors, and windows

Trash Rooms

• Clean interior and exterior or chute door

• Sweep, vacuum, and mop floor

Fitness Room

• Wipe down and disinfect all gym appliances and countertops

• Empty trash cans and install new can liners

• Refill Gym Wipes

• Dust all horizontal surfaces

• Polish all wood surfaces

• Clean all light switches

• Clean windows and doors

• Vacuum carpet areas

Community Rooms (Conference rooms, Game room, Computer room and lounge)

• Wipe down all countertops and appliances

• Empty trash cans and install new can liners

• Dust all horizontal surfaces

• Polish all wood surfaces including pool table

• Wipe down and arrange furniture

• Polish door hardware

• Arrange magazines and decorations

• Vacuum carpet areas

• Clean light switches

• Clean interior and exterior of windows as needed

*\*\*\*Scope of work subject to be adjusted per clients request\*\*\**

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**MAVERICK CONCIERGE INC.**

**CONCIERGE SCOPE OF WORK**

* Greet and when applicable, open the doors for tenants, visitors and guests.
* Answer the phones located at the front desk.
* Assisting tenants, prospective tenants, visitors, delivery persons, contractors
* with basic building information.
* Notifying tenants of the arrival of guests and deliveries if requested by the tenant/company.
* Maintaining a log of all building visitors and applicable shift incidents and activities.
* Respond to any alarms of the building to include fire, intruder, HVAC etc.
* Enforce building policies and procedures.
* Immediately call the appropriate authorities to report any and all suspicious individuals or incidents.
* Act as a deterrent to building violators.
* Enforce building access control systems.
* Help in the evacuation of the building during an emergency.
* Contacting the on-call technician for after-office emergencies and building management as warranted.
* Maintain a log of all incidents, damages, concerns or other pertinent information as requested by Management on a daily basis.
* Complete shift checklists daily as directed by Management.
* Actively monitor CCTV and conduct Foot patrols for security of amenity spaces and common areas
* Packages/Dry Cleaning – The concierge will sign for packages/dry cleaning, log them in Building Link and notify residents through the same portal and distribute them.
* Have a working knowledge of the geographic area including all major amenities, cultural and special events, restaurants and local entertainment.
* Offer assistance and/or information to residents and visitors regarding the properties facilities as well as the surrounding area, restaurants, shopping and attractions
* Maintain a clean and well-organized work environment, including package room
* Concierge staff will provide referrals and/or assist in the coordination of: Airport pick-up and drop off, Limousine and town car services
* Dry cleaning & Maid services, Restaurant recommendations, directions, Pet sitting and walking services.
* Have knowledge of Saflok key system
* Assist management with request for residents including but not limited to maintenance requests
* May be required to lift/move packages up to 50lbs
* Answer calls professionally and assist callers
* Manage visitor parking and provide visitors with parking permit

*\*\*\*Scope of work subject to be adjusted per clients request\*\*\**

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**MAVERICK CONCIERGE INC.**

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To whom it may concern,

This Agreement will be for a one (1) year period. Any termination by either party or other changes are subject to written notice by either party not less than ninety (90) days prior to the end of the Contract Term.

Annual rates are subject to a IIII increase after each year.

Appliable NJ sales tax is not included.

Holiday differential is not included.

On behalf of our entire company staff, I would like to express our gratitude for your consideration in this RFP. We are committed to providing effective cooperation and assurance that we will work diligently towards a successful outcome. Thank you for the opportunity.

Sincerely,

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Mark Morcos

Founder/President

# COMMITment to project

We guarantee the association that our team will remain with the project through the entire duration of the contract. Our team is committed to providing reliable, high-quality services, and we understand the importance of consistency and continuity for our clients. We will ensure that our team is fully staffed and that we have the necessary resources to deliver exceptional service throughout the entire contract period. If for any reason there are changes to the team, we will notify the association in advance and take steps to ensure a smooth transition of service