

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	<p>Historical Data: Township-United has provided janitorial, floor care, window washing and other building maintenance services to Government and Commercial buildings since 1967, a total of 53 years.</p> <p>Percentage of Business: In those 53 years, 100% of our portfolio has been providing services to Government and Commercial buildings.</p>
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none">• Provide a situation you have utilized green products, including contract details.• Explain your program for using green supplies. Include information about how you will go about acquiring certified	<p>Township-United is also committed to environmental stewardship and we pride ourselves on always being on the forefront of providing green and sustainable services. We also make sure our staff have the time, tools, and training necessary to complete their job safely at all times.</p> <p>Township-United has years of experience providing green services, protecting employees and building occupants as well as finding efficiencies</p>

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	<p>cleaning supplies specified by purchasers and provide Purchasers with required documentation.</p> <ul style="list-style-type: none"> • Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	<p>to reduce cost and liability exposure. Our management staff go through training each year through the International Sanitary Supply Association Cleaning Industry Management Standards including the Green Building Standard. The Cleaning Industry Management Standard (CIMS) was created for facility service provider (FSP) organizations and applies to an organization's management structure and performance systems and processes. It should be thought of as a framework to help facility service providers develop customer-centered organizations. Compliance with the Standard demonstrates that the organization is structured to deliver consistent, quality services. This training not only includes information regarding environmental stewardship, but it also trains the staff on how to optimize our business practices safely and functionally.</p> <p>Green Cleaning Initiative: If Township-United is awarded, we will utilize all Green Seal Standard items, including GS-1 GS-37 and GS-40 chemicals to the maximum extent possible. The only exception to this would be the use of disinfectants in our work or any other item that is necessary for completion of the work that cannot be done with a similar product with Green status.</p> <p>Provide a Situation of utilizing Green Products including Contract Details: At all of our contracts we utilize Green Seal GS37 and GS 40 certified products for surface cleaners, glass cleaners, neutral floor soaps, carpet extraction, and floor finish. We utilize these specifically at our Department of Health, Department of Labor and Industries, and Jones Lang LaSalle account reference buildings.</p>

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		<p>Explain your program for using supplies: All of these chemicals are mixed using dilution control systems to maximize the efficiency of the chemical as well as to ensure safest practices for employees and building occupants. We utilize two national suppliers to purchase our supplies, Home Depot Pro and Waxie Sanitary Supply. These suppliers both operate throughout the entire state of Washington and are able to supply Green Seal and other Green Products to Township at all times. They can also provide documentation and related materials to back up the certification of the products that they sell.</p> <p>Training of Staff: Once an employee has been hired, they will be given a regiment of training. This training includes our specific Injury Illness and Prevention Plan, Hazardous Communication Training, site specific training as well as initial chemical management and Green cleaning program shown below. These trainings are done in the employees' fluent language. We also provide flyers twice a month with our pay checks to give people updated training, and these are provided in their fluent language as well.</p> <p>Green Cleaning Program Training for LEED-EBOM</p> <p>Basic Principles: Our company cleaning programs are based on Township Building Services sustainable cleaning model. The sustainable cleaning program employed, at all locations, is a comprehensive green cleaning model designed to meet our objective of reducing the environmental impact</p>

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	<p>in the built environments we serve as well as limit the building occupant's exposure to potentially hazardous VOC and other particulate matter found in the built environment.</p> <p>Review of TBS Green cleaning strategies: focus on the following:</p> <ul style="list-style-type: none"> • Efficient use of chemicals • Efficient use of supplies • Maintaining the hygienic and aesthetic goals of the building • Protect the building's occupants, systems and finishes from contaminants that adversely affect them. • Janitorial specifications that address the frequency of cleaning in all areas • The highest degree of reutilization and recycling to be carried out by our staff working within the property. • Materials that continue to have a working life must be reutilized as possible. <p>Methods of Cleaning:</p> <ul style="list-style-type: none"> • Microfiber cloths: Micro-fiber cloths are best used when damp, not saturated with water or chemicals. • Only a small amount of chemical is necessary when using micro-fiber. • Spray the liquid directly on the micro-fiber and not the cleaning surface. This prevents chemicals from blowing back into the air and into your eyes, nose, and throat. • Only launder the micro-fiber in cold water and hang or spin dry. <p>Use the blue micro-fiber cloths to clean the following surfaces.</p> <p>A. mirrors</p>

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	<p>B. glass tables tops C. partition glass D. bright work such as stainless steel, polished metals, brass. E. Plexi-glass F. Stainless steel appliances</p> <p>Use the green micro-fiber cloths to clean and/or dust the following surfaces.</p> <p>A. Granite Counter tops B. Formica Counter tops C. Wood Desk D. Metal File cabinets E. Spot clean carpet F. Vinyl wall covering G. Upholstered furniture</p> <p>Green cleaning continued....</p> <ul style="list-style-type: none"> • Use the red/pink micro-fiber mops and cloths to only clean the following areas of the restroom: <ul style="list-style-type: none"> A. Restroom floors B. Exterior of toilet bowel C. Exterior of urinals D. Toilet seat E. Bright work on urinals and toilets <p>► Storage of Chemicals:</p> <ul style="list-style-type: none"> • Chemicals are stored in the janitor closet and appropriately labeled at all times. • In areas where janitorial equipment and chemicals are stored and/or water and cleaning concentrate mixing occurs drain are plumbed for appropriate disposal of liquid waste. • All chemicals must be stored at eye level or below.

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		<ul style="list-style-type: none"> • Only use green seal labeled chemicals, stripper, and wax. • Ensure Safety Data Sheets are updated and accessible to anyone dispensing and/or using chemicals.
c) Company Capacity and Staff Experience (Maximum of 200 Points)		
3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>Township-United was founded mid-20th century and has been through many economic rise and falls. We are a solvent company with no debt. Our financial capacity for the Master Contract is sufficient to be able to quickly and effectively ramp up per the purchasers needs.</p> <p>Township-United is a long time financially sound company that can withstand changing market conditions. We have a wide array of operations in different markets so that if one section of our business slows or halts, we are diversified enough to continue working in the other sections. This allows us to operate successfully in all market conditions as well as make necessary changes to our costs and expenses to make sure we are always providing high levels of service to our customers.</p> <p>As described previously, we have been through many tough economic times. The most recent was the Recession in 2008-2010. During this period, we effectively doubled our business each year while the economy was stagnant and other companies slow to recover. We purchase direct from manufacturers to reduce our costs as well as efficiently and effectively maximize the productivity of our business and employees to reduce overall cost to our clients.</p>

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4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>Contract Requirements: Township will utilize multiple platforms to ensure contract compliance, as well as Purchaser satisfaction. These items are also outlined in other questions below. The first portion of the contract compliance is having trained and capable staff members which is outlined in question 6. Once we have staff assigned to the location and they have been given the time, tools, and training to complete the job, we will utilize inspection software to perform quality control inspections. This software will be loaded with the scope of work for each contract, line item by line item so that it is in full compliance with the contract and the location. The supervisor assigned will then perform the quality control inspection at the end of the service day to rate each scope of work line item on a pass/fail basis. Any items that are marked as failed will be resolved immediately and have the employee retrained. They will also be marked to follow up so make sure that it continues to be completed. These reports will be given to the Purchaser to be transparent and provide the Purchaser with all information about our contract.</p> <p>Policy Compliance: Township will comply with the Purchaser's policy requirements in full unless there is a specified reason why we cannot. If there is a compliance issue, we will notify the purchaser and work with them to find a solution. This would be a rare occurrence however that Township would not be able to comply with a policy directive from the Purchaser.</p> <p>Managing Change: We will manage the change on our workflow on a constant basis. We will ensure compliance with the contract and work directly with the</p>

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		<p>purchaser to manage the change they are requesting, make a plan of action and amended schedules, and provide that information back to the Purchaser to make sure that they are aware and happy with the plan of action. As the plan continues to proceed, we will keep the purchaser in the loop on any progress as well as further changes. These changes will be responded to in no less than 24 hours but often within a few hours. The change request will be assigned to the specific supervisor by the District Manager. The Supervisor will then report back to the district manager, once complete who will advise the Purchaser of the completion.</p> <p>Evidence of Success: We have utilized our time tracking and inspection software throughout all our State of Washington clients. This software allows for us to ensure that the scope of work is being followed as well as that the Purchaser is happy with the services provided. We also work with Department of Health as well as Labor and Industries to schedule periodic work. If for some reason we need to move or reschedule some of this work, we have immediate communication with the purchaser and advise them of the change and how we will amend our plan. Our experience and history in providing janitorial and building services to these state departments are examples of evidence of providing these services under similar expectations.</p>
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. 	<p>Project Management Experience: The Project Manager that would be assigned to these contracts would be Matt Beilstein, Vice President and Brandon Newquist, District Manager.</p> <p>Matt Beilstein has been in the building services industry for over 20 years. He</p>

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	<ul style="list-style-type: none"> • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	<p>has received ISSA CIMS GB training, as well as an active member with the Building Owners and Managers Association, serving on their legislative committee and preparedness committee. He is also a member of the US Green Building Council, International Facility Managers Association, International Real Estate Managers association, and Commercial Real Estate for Women association. He has a wealth of experience in all aspects of janitorial and building maintenance and has worked on projects as small as 800 square feet in rural areas to large downtown 1,000,000 square foot commercial portfolios.</p> <p>Brandon Newquist is the Washington District Manager for Township-United. Brandon has overseen more than 250 employees and 100 locations throughout two states. He has a wealth of experience in scheduling, operational efficiency and government and commercial building Janitorial. He has been in the industry for over 15 years providing top level management and customer service for our clients. He is head of our training department and leads the teams on monthly training initiatives, including COVID-19, Sexual Harassment, Active Shooter, Hazardous Communications, as well as our other monthly training items.</p> <p>Matt and Brandon as well as the supervisors that work underneath them are all trained thoroughly. They have both a long history of working with government and commercial office spaces which will be shown by the references we have included in the RFP response as well as other information in this document. They have both contracted and provided specialty services to Washington State Agencies,</p>

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	<p>specifically to Department of Health and Labor and Industries, such as Post Exposure COVID Disinfecting, Stripping and Waxing of hard floors, polishing and honing of stone, marble and concrete floors, as well as carpet extraction and upholstery cleaning. We have also provided window cleaning services for Department of Health in Tumwater. These services are performed on a majority of our buildings and we have been managing these projects for over 50 years in Washington.</p> <p>Supervisory Experience: Specifically, Brandon has proven his staff management ability by managing the Washington Comcast accounts, over 30 locations throughout all of Washington, the Tumwater Department of Health and Labor and Industry offices, as well as Tacoma Mall in Tacoma, Northgate Mall Seattle, Columbia Center Mall in Kennewick, among many other facilities in Washington. All these sites have high customer satisfaction scores and Quality Assurance reports and Brandon has successfully provided and managed staff at each location and executed supervisory control through various processes and platforms as described in this document.</p> <p>Staffing Capacity: We are currently servicing locations throughout all of Washington State and have the ability to expand our service to the State of Washington at any time. If awarded, we will utilize our current staff members to take on new locations and service the Purchaser's buildings. If necessary, we also have a deep network of new staff to hire from through word of mouth, as well as using local sources such as churches and local staffing companies. If necessary, we will also post an ad through online media to fill positions for</p>

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		<p>these locations. We have demonstrated this capacity with our current client Comcast by servicing all their Washington sites from Spokane to Aberdeen and Vancouver to Bellingham. There are over 30 locations of various sizes, that are serviced both daily and nightly 7 days per week from 3,000 square feet to 400,000 square feet. In a three-month time frame, we were able to roll out a service plan to all these locations, provide staffing as well as high levels of service. We have also demonstrated this ability by servicing other State of Washington clients such as Department of Health. We have helped DOH as necessary to staff temporary locations in Kennewick as well as their main offices in Tumwater. Our work with Labor and Industries is another example where we have helped them in Tumwater, but also at their locations in Vancouver. These specific examples, as well as those outlined below will prove that Township is a great candidate to provide janitorial services in the Master Contract.</p>
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>Nature of Services: Township-United has provided and intends to provide a wide array of services to the purchasers if awarded to participate in the Master Contract. These services are not inclusive of restroom cleaning, disinfecting, vacuuming, trash removal, floor cleaning, dusting, day porter, among others. We have a long history of providing these services to clients among many others.</p> <p>Proof of training: Upon completion of any training session, each employee will be given proof of training and sign off that they have received the specific training. These training modules are listed below. This proof of training, including the initial site-specific training</p>

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		<p>can be provided to the purchaser for their review.</p> <p>Training Modules: We have multiple types of training modules that we have our staff take. Most of these are annual training modules, while some are specific for a project. These annual training sessions will be given to all employees each year throughout the contract period. If necessary, proof of training will be furnished to the Purchaser.</p> <p>I have listed an example of these training modules below:</p> <p>Required Annual Training:</p> <ol style="list-style-type: none"> 1. Hazardous Communication and GHS Training 2. General Safety and SDS Sheets 3. Site Specific Safety Training 4. Equipment and Vehicle Safety 5. Ladder Safety 6. Preventing Slip, Trip and Fall Training 7. Lifting and Carrying Training 8. PPE Training 9. Proper Ergonomics Training 10. Electrical Safety Training 11. Safety Procedures, SHARPS training and Chemical training 12. Bloodborne Pathogen Training 13. Green Cleaning Training 14. Active Shooter/Bomb Safety Training 15. Sexual Harassment <p>New Hire Incentives: In the most recent years it has become increasingly difficult to hire staff that are knowledgeable, reliable, and able to work. To accommodate for this challenge, we have put together multiple incentive programs for staff recruitment and retention.</p>

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		<p>Our main recruitment incentive is to offer higher than standard wages for the industry. This allows for us to pick through the best of the potential employees.</p> <p>We offer a hiring bonus for all staff after they complete 6 months with our company. We find that if an employee works for us for at least 6 months that it will then decrease turn over and the employees generally stay from 2-5 years.</p> <p>We also offer referral bonuses to current staff members as we find that if a recruit is referred to us by another employee it also cuts down on potential turnover.</p> <p>We also offer employee of the month as well as bonuses for good Quality Assurances scores to employees if they are high performing.</p> <p>Biological Hazard Training: As part of our site-specific training and as needed by the purchaser, the staff will be given specific biological hazard training. This training is inclusive of Blood Borne Pathogens, Sharps, Bodily Fluid Clean up, Personal Protective Equipment, Chemical spill cleanup, record keeping, incident and post exposure follow up, contaminated laundry training, regulated waste training, and accident, injury and illness prevention.</p> <p>Staff that are assigned roles where they would potentially be exposed are also offered no cost vaccine for Hepatitis B.</p> <p>This training is mandatory as part of the site-specific safety training.</p>

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		We have a lot of experience in these sites as have worked in over 2,000,000 square feet of medical office space and surgery centers, handling their janitorial, sharps, blood borne pathogen cleanup for over 20 years. We have also utilized these training initiatives to service medical and dental colleges as well.
d) Operations and Quality Assurance (Maximum of 360 Points)		
7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	<p>Operational Performance Plan: Township-United will utilize multiple internal platforms to create an operational platform for success to the purchaser. This plan will involve a detailed Transition and Implementation schedule, Employee Training, Mobile Punch and QR time keeping/reporting system, and Inspection reporting software. We will also utilize roving supervisors, managers, and utility crew members to make sure that our platform has contingencies in place if a failure occurs so that it can be addressed immediately and followed up to completion for the purchaser.</p> <p>Service Plan: As part of our Transition and Implementation plan, this includes meeting with the purchaser to go over specific requirements as well as put together detailed plans to service their specific location since not all locations are the same. We have outlined a specific service plan for a 3x per week, rural building outside of a major metropolitan area.</p> <p>After contract award: Set up an onsite meeting with purchaser to go over scope of work and contract requirements as well as familiarize ourselves with the building and client. After this meeting has occurred, we will begin the hiring process to find a staff member to assign.</p>

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		<p>We will also utilize staffing companies as a contingent back up plan until we can source a direct employee.</p> <p>Prior to contract start: We will hire and train the staff member per our own Rules and Regulations and policies. We will have all equipment, chemicals and supplies ordered, delivered and ready to install on the contract start date. We will have the staff member enrolled into the EPAY Mobile Punch system, as well as add the specific site to the geofence and reporting platform using QR codes for each location.</p> <p>Contract Start: The supervisor will receive access credentials from the purchaser. The supervisor will meet onsite with the assigned employee and walk them through the Mobile Punch and QR code system. The supervisor will advise and train to all site-specific contract scope items, including access, security, and reporting.</p> <p>Continued Plan: After the initial training and start, the supervisor will continue to meet onsite with the new employee and ensure completion of all scope of work. If a concern is raised it will be completed per our emergency/non-emergency plan as stated below. The supervisor will continue to monitor and report using our inspection software. These reports will be provided to the purchaser.</p> <p>Plan of Action: If we have turn over, the assigned supervisor or a utility crew member will be assigned until a new employee can be sourced and placed. We will continue reporting to the purchaser all changes so that they are aware of the operations. Our continued service plan is also expanded on in question 8 below.</p>

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	<p>Responsiveness: If a purchaser sends a concern to Township we will monitor if it is an Emergency or Non-Emergency. All Emergency concerns will be responded to within 1 Hour and a plan of action created for completion. We will continue to communicate with the purchaser on how the plan is proceeding, changes, as well as advise with a report upon completion with pictures showing the completed work.</p> <p>All Non-Emergency concerns will be responded to within a 24-hour window. We will follow the same communication and response plan as outlined above for the emergency items. Township will advise purchaser when the concern has been resolved and provide a report.</p> <p>All concerns will be given a follow up plan, including but not limited to supervision, retraining, and follow up inspections to make sure that the scope of work is being completed and that the concern is removed. This plan will be outlined and follow up reporting will be given to the purchaser as well.</p> <p>Providing Service Continuity: Township will do whatever is necessary to make sure we are completing our contracted scope of work with the client. To make this happen, we have multiple avenues available to us for back up staffing in case of call outs. For scheduled outings we will utilize our roving supervisors, utility crew as well as other employees that work nearby to cover the position. Prior to the outage, they will train with the supervisor and employee to make sure they are ready and prepared to take over the job duties while the other employee is out. We also use some of these employees to cross train in multiple positions so that they are always prepared to fill in if necessary.</p>

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	<p>For scheduled call offs, a supervisor will also follow up and check that the work has been completed fully with the temporary staff member.</p> <p>It is rare that an employee does not show up for their scheduled shift, but it does occur. We utilize the Mobile Punch alert system to alert supervisors if someone has not clocked in at their site for their scheduled shift. If this alert is received, we will immediately reach out to the staff member assigned to get an update. If the staff member is non-responsive, we will send a supervisor to the location to make sure that the site is serviced. If it is a large site, we will utilize part time staff, as well as our utility team to also help service the location. After the site has been serviced and all areas completed, we will secure the location. We will then proceed to investigate why the assigned employee did not arrive for their scheduled shift and replace them if necessary. If a replacement is needed, we will utilize our part time staffers in the area, or a supervisor, or combination of both until a permanent employee can be hired, trained, and assigned.</p> <p>Example of Success: With our operations spread out throughout the state of Washington, we have a lot of overhead and management involved to provide services and a smoothly operating machine. Some examples of this success are with our client Comcast who operates throughout the entire state. We utilize our roving supervisors, utility staff, and at necessary times our management staff to help staff and fill in for open shifts, respond to emergencies, and make sure that our project continues to operate correctly. Specifically speaking, we have used these staff members to fill in for call offs</p>

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		in Aberdeen, Bellingham, and many other smaller rural towns. We also use our staff located in nearby areas to help fill in for other positions. Specifically speaking, we will utilize our staff in Tacoma to help fill in positions for locations in Olympia and Tumwater.
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>Service Approach: Township-United uses a hands on and interactive service approach to ensure the highest level of customer satisfaction as well as achieving completion of all contracted scopes of work. This approach begins with a two-month transition plan that starts after the award of business but prior to the contract start date. This Transition plan includes hiring/staffing for the location, preparing equipment and purchasing supplies, meeting with purchaser and management and a full array of training for the employees. Once the contract has begun, we implement regular site inspections and meetings with purchaser management to ensure compliance and satisfaction. This allows for Township to make sure the purchaser is satisfied with the work as well as respond to changes on a fast and effective platform.</p> <p>Meeting Contract Requirements: Upon award of contract, we will work with the purchaser to go over the contract requirements. We will load the entire scope of work into our inspection software so that we are prepared to begin the work. Township will also put together a Transition and Implementation plan as detailed above to prepare for the contract to begin. This plan will include the scheduled services of periodic work so that the purchaser can plan for these semi-annual services to be completed as well as have a knowledge ahead of time of when the work will be done.</p>

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		<p>After the contract has begun, we will continue to use our inspection software to make sure that the scope of work is being completed and provide the reports to the purchaser. Any deficiencies that arise will be dealt with as described below. As we progress into the service contract and begin to do the semi-annual services, we will schedule the exact dates, times, and areas that these semi-annual services will be conducted with the purchaser. Once the work has been completed, we will send the before and after pictures to the purchaser along with any notes so that they have it as a record of completion.</p> <p>Along with the items above, we will set a schedule with the purchaser to meet with them and do site walks, review scope of work, and any other items on a schedule of no less than once per month. This will allow us to make sure we are exceeding the purchaser's requirements and address any changes that need to be made. In addition to these monthly meetings, Township Senior Management will also do site walks with the purchaser and the supervisors no less than quarterly. These meetings will be held to ensure contract compliance as well as discuss potential opportunities for savings or changes that can be made to better service the purchaser.</p> <p>This plan of action will ensure that we are meeting and exceeding all contract requirements and that the purchaser is happy with the work being provided.</p> <p>Change Request Process: If a purchaser has a change request to the contract, we will meet with the purchaser to find out the needs they have and discuss on how to implement the change, issue an</p>

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		<p>amendment, and train our staff on the new work or change to work. This is a very quick and seamless process and can often be handled with a few emails and onsite instruction with the employee.</p> <p>Response to Issues: If there are service issues that the purchaser is having, we will respond to these items immediately. For emergency items, we will respond to the purchaser within 1 hour with a plan of action as well as follow up. For all non-emergency items, we will respond to the purchaser within 24 hours. If a service deficiency is reported by the purchaser, we will assign a supervisor to the deficiency. If applicable we will fix it within an hour. If that option is not available, we will wait until the next scheduled cleaning so that the supervisor can be on site with the employee. They will work as a team to resolve the issue and Quality Control Inspection Report confirming completion. They will also retrain the employee so that they understand the scope of work so that the deficiency does not arise again. If necessary, we will use progressive discipline with the staff member as described in Question 12 as well as above. We will continue to monitor the deficient item to make sure it is being completed regularly in the following weeks until we feel that the employee is completing the scope of work completely.</p> <p>Examples: We have utilized these policies as well as managed changes in service for providing janitorial and building services to Department of Health in Tumwater, Department of Labor and Industries in Tumwater among all other sites in Washington. The effects of COVID-19 brought forth many examples of scope of work and service changes in 2020 and we have</p>

	QUESTIONS	BIDDER'S RESPONSE
		maintained high levels of service to our clients while at the same time modifying our contracts to keep up with the changes. Some of these changes include reduction of service due to closure, increase of service due to sanitization needs, increase of day porter services, addition of weekend cleaning services and additions of buildings to our current contract. We had all these changes occur in 2020 with the Washington State clients listed above and managed the expectations successfully.
9	Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.	<p>To get the best outcome for the purchaser, we will use multiple avenues to recruit and retain employees. This includes word of mouth, online advertisements as well as transfers from other locations. Prior to placement at a location an employee will have a criminal history and background check done on them. We will also have them go through a 7-panel drug screening. Once an employee has passed the required checks, they will start the initial training process. This includes HAZCOM, Injury Illness and Prevention Training, and Hands On Site Specific Training. They will be given their uniforms, badges, as well as enrolled into our EPAY Time Tracking and Mobile Punch system as detailed in Question 12. Once they are assigned to a work site, they will also be subject to ongoing supervisors' inspections as detailed in Question 10.</p> <p>Criminal History: If a potential employee's criminal history comes back with a record, we will look at the history of conviction and the crime itself. Most times, due to the nature of our business we will not hire or employ people with a Felony and most types of misdemeanors. However, if applicable we will try to place people that have a criminal history in a supervised role so</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>that we can help these citizens be productive in society. At no time will we employ people convicted of assault or theft.</p> <p>Examples: We utilize these same processes for providing janitorial and building services to Department of Health in Tumwater, Department of Labor and Industries in Tumwater among all other sites in Washington.</p>
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non-performance or downward quality • Examples of how you have successfully met the above expectations 	<p>Our Quality Assurance plan is an in-depth review of our services at all levels. It also includes a two-month transition plan prior the contract beginning. We then follow up with weekly inspections of the work being performed that include scored assessments for our staff and customer.</p> <p>Service monitoring: Upon contract execution and award we will put together a specific service monitoring plan for each contract dependent on their scope of work and necessity. This service plan will include scheduled inspection dates as well as how the information will be relayed to the purchaser. At the least this plan will schedule multiple inspections per month. This service monitoring will be completed using our inspection software that is outlined below in the method section.</p> <p>Service Quality Assurance: Employees and their assigned areas are subject to inspection by their supervisor. These inspections are done through a phone app that is pre-loaded with the scope of work. Each item of the scope of work is asked as a pass-fail question in the app. The supervisor will go through the assigned area and scope of work and pass/fail the employees' performance.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>The app allows for pictures at each line items to be included. Once the inspection is complete it generates a PDF report with a score of 0-100% based on how many items passed or failed. It summarizes all the failed items at the top of the report and includes the pictures for easy training and completion of the failed tasks. We will then use these reports to retrain staff and address failed items. Failed items will be monitored until corrected as well as reviewed at the end of each quarter to scan and predict possible fail points so that we can fix them before they reoccur. If an employee continues to have fail items, they will be subject to progressive discipline and retraining per the answers outlined in question 12 below.</p> <p>Examples: We utilize this Quality Assurance plan and inspection software to make sure that our scope of work is being completed for all contracts and clients. We have successfully utilized this plan for Department of Health in Tumwater, Department of Labor and Industries in Tumwater, as well as our national customer Comcast which has over 80 locations throughout the entire state of Washington, from Spokane to Aberdeen and Vancouver to Bellingham.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p>Described your Communications Plan for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>Township-United will provide the highest level of communication to the purchasers. This communication will include our plan of action for the Transition and Implementation of the work. It will also include how we will staff and train employees for the location. We will communicate the entire workflow process including schedules, assigned staff as well as share all quality assurance reports with the</p>
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	QUESTIONS	BIDDER'S RESPONSE
		<p>purchaser. We will also communicate all semi annual and other non-daily scheduled items so that they are planned for the best time of year for the purchaser. We pride ourselves on our communication and will make sure that we are giving the purchaser all information that they need in a timely process as outlined below.</p> <p>Comprehensive Reporting Structure: Any questions that the purchaser has will be answered within no less than 24 hours. This time frame will be shortened as necessary depending on the question being raised. We will continue communication with the purchaser until the question is fully answered and the purchaser is content.</p> <p>Our reporting structure as described previously will include a quality assurance report that is provided to the purchaser. This report will have the entire scope of work on a pass/fail check and as the supervisor does the inspection, they will note which items are completed fully and which are deficient. These reports will include pictures as well and we will provide them to the purchaser for their records along with a plan of action for any deficient items.</p> <p>Reporting Method: As described above and below, we will furnish reports to the purchaser upon job completion and inspection. These reports will include the items that were assessed as well as pictures of the completed item. Employees and their assigned areas are subject to inspection by their supervisor. These inspections are done through a phone app that is pre-loaded with the scope of work. Each item of the scope of work is asked as a pass-fail question in the app. The supervisor will</p>

	QUESTIONS	BIDDER'S RESPONSE
		go through the assigned area and scope of work and pass/fail the employees' performance. The app allows for pictures at each line items to be included. Once the inspection is complete it generates a PDF report with a score of 0-100% based on how many items passed or failed. It summarizes all the failed items at the top of the report and includes the pictures for easy training and completion of the failed tasks. These reports are critical items in staff performance and oversite.
12	Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations	<p>All employees will be outfitted with a company T Shirt with the Township Logo on it. They will also be given a laminated badge with their picture, name, company name, personal QR code, and logo that is to be worn at all times while working. In addition to the shirt and badge, employees are also required to wear long pants and close toed shoes. If necessary, we will also outfit employees with company jackets, hats, beanies, and any other items necessary to complete their job.</p> <p>The employees are required to launder their uniforms so that they have a clean and kempt uniform for each working day. If a replacement uniform or badge is needed, it will be given to them as necessary.</p> <p>Each employee's attendance will be monitored by our mobile punch application. This mobile punch application utilizes a QR code specific to each employee. The employee will then use their cell phone, or company provided cell phone to login to the system and clock in/out at their building, per their scheduled shift. A Geofence is used to make sure that the employee is at the site. If the employee does not clock in within 15 minutes of their scheduled start time, an alert will be</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>sent to their supervisor notifying that they have not arrived for their scheduled shift.</p> <p>Employees and their assigned areas are subject to inspection by their supervisor. These inspections are done through a phone app that is pre-loaded with the scope of work. Each item of the scope of work is asked as a pass-fail question in the app. The supervisor will go through the assigned area and scope of work and pass/fail the employees' performance. The app allows for pictures at each line items to be included. Once the inspection is complete it generates a PDF report with a score of 0-100% based on how many items passed or failed. It summarizes all the failed items at the top of the report and includes the pictures for easy training and completion of the failed tasks. These reports are critical items in staff performance and oversite.</p> <p>If a staff member has a report with failed items, they will immediately be counseled and shown what they have done in correctly. They will be given the time, tools, and training to complete the work. If the deficiency continues, or other deficiencies arrive afterwards they will be issued a notice of deficiency. This notifies the staff member of what they did wrong, what the need to do to correct it, and given a time frame to correct the work. A supervisor will then meet with them to check the work after the time frame has expired. If the work has still not been corrected, they will be issued another notice of deficiency until the work is completed correctly or until the employee is terminated. Depending on the circumstances of the notice, they will be given a written verbal notice, written verbal warning, written warning, suspension, and termination. This</p>

	QUESTIONS	BIDDER'S RESPONSE
		allows for the staff to be given ample time to correct their actions to ensure a compliant and hard-working employee.

NOTE: BIDDERS ARE ADVISED TO READ THE INSTRUCTIONS IN THE "INSTRUCTION TAB" BEFORE COMPLETING THE BID PRICE SHEET.

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company: Township-United Building Services, LLC

<u>L&I Trade</u>			
County	General Cleaning Services (Hourly) (Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)	Floor Cleaning Services (Hourly) (Including but not limited to stripping, waxing and buffing, polishing and varnishing)	Window Washing Services (Hourly) (Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)

The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.

A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%
Adams	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Asotin	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Benton	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Chelan	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Clallam	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Clark	Prevailing Wage +	48	%	Prevailing Wage +	48	%	Prevailing Wage +	48	%
Columbia	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Cowlitz	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Douglas	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Ferry	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Franklin	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Garfield	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Grant	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Gray's Harbor	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Island	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Jefferson	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
King	Prevailing Wage +	45	%	Prevailing Wage +	45	%	Prevailing Wage +	45	%
Kitsap	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Kittitas	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Klickitat	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Lewis	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Lincoln	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Mason	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Okanogan	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Pacific	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Pend Oreille	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Pierce	Prevailing Wage +	54	%	Prevailing Wage +	54	%	Prevailing Wage +	54	%
San Juan	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Skagit	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Skamania	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Snohomish	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Spokane	Prevailing Wage +	106	%	Prevailing Wage +	106	%	Prevailing Wage +	106	%
Stevens	Prevailing Wage +	138	%	Prevailing Wage +	138	%	Prevailing Wage +	138	%
Thurston	Prevailing Wage +	104	%	Prevailing Wage +	104	%	Prevailing Wage +	104	%
Wahkiakum	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Walla Walla	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Whatcom	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%
Whitman	Prevailing Wage +	119	%	Prevailing Wage +	119	%	Prevailing Wage +	119	%
Yakima	Prevailing Wage +	110	%	Prevailing Wage +	110	%	Prevailing Wage +	110	%

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	<p>We have 27 years of experience in providing exceptional janitorial services throughout Washington State for both government and commercial customers. Government agencies we have served include the Department of Licensing, Department of Social and Health Services, Department of Transportation, US Army, police departments, and others. On the commercial side, our customers include a wide variety of businesses such as schools, churches, warehouses, medical labs, high-end car dealerships, and office buildings. We have had contracts ranging in scale from small sites such as churches to installations up to 400,000 square feet.</p> <p>We provide complete janitorial service of multiple buildings, including general cleaning, strip, seal, floor waxing, carpet shampoo,</p>

	QUESTIONS	BIDDER'S RESPONSE
		detailed restroom maintenance, and interior/exterior windows. We have disinfected buildings for COVID-19 for several of our clients. 100% of our book of business is Janitorial Services.
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none"> • Provide a situation you have utilized green products, including contract details. • Explain your program for using green supplies. Include information about how you will go about acquiring certified cleaning supplies specified by purchasers and provide Purchasers with required documentation. • Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	<p>Most of the government locations we serve require green cleaning products. Before we start providing janitorial services for any of our contracts, we provide our customers with material safety data sheets (MSDS) on the chemicals we plan to use. We also keep a copy in the janitorial closets they can review at any time. If we plan on switching chemicals at a location, we give our customers at least a two-week notice and provide them with the new MSDS so they can approve the change.</p> <p>Because most of our contracts are government contracts, we are required to utilize green products while providing service to our customers. An example of a contract where we use green products is the Washington State Department of Social and Health Services. We offer complete janitorial service of multiple buildings, including general cleaning, strip, seal, floor waxing, carpet shampoo, detailed restroom maintenance, and interior/exterior window cleaning. The main chemical we use is EnvirOx H2Orange2 (Green Seal certified), which is used as a multipurpose cleaner. Due to the pandemic, we have been asked by DSHS to disinfect, and the chemical we have been supplying for them is</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>called Spartan GS Neutral Disinfectant (Green Seal certified). For any of the contracts that we obtain, whether government or commercial, we use green products, if possible, for the safety of our customers and our employees.</p> <p>The training program we utilize for green cleaning is from The Janitorial Store, because their programs are OSHA compliant and Cleaning Management Institute verified. The training programs go over how to use the chemicals safely and the proper equipment to use while cleaning (e.g., microfiber cloth and HEPA filter vacuums). During their training, we emphasize that the green cleaning steps we take are not only benefiting our customers' health but their health as well. We have been working closely with our vendors for the past ten years, and they notify us when there are any green supplies they have found that would benefit the health of our customers and employees or reduce environmental impact.</p> <p>All of our managers are fluent in English, and we have several who are bilingual (speak English and Spanish/Korean fluently). All of our employees speak either English, Spanish, or Korean. Because we have managers that are fluent in these languages, during training, we make sure that we have managers and supervisors present that speak our employees' language fluently in case there is any confusion.</p>

	QUESTIONS	BIDDER'S RESPONSE
c) Company Capacity and Staff Experience (Maximum of 200 Points)		
3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>We know that we are financially sound to withstand the current and future market conditions. We are confident that we can provide all of our customers with continuity of service no matter the market conditions. We have a high-level partnership with our equipment and supply vendor so that we can get the best products for the lowest prices. Because we have been in partnership with them for so many years, we have an unlimited line of credit with our vendor as well. Some evidence that we can weather current and future market conditions are:</p> <ul style="list-style-type: none"> • SMS Cleaning, Inc. has been operating for over the past 20 years and has withstood all of the past market conditions. • We can maintain staff throughout any market condition as well. This can be seen through our 7% average turnover rate and the fact that we have employees that have been with us for over 15 years. • We provide services for not only the government, but we also have commercial customers as well. We have the ability to pivot if we need to, should there be a downturn in the market. • We have also made investments in our business, such as the Cleantelligent app, that will enable our business to be more efficient, reducing the cost of services

	QUESTIONS	BIDDER'S RESPONSE
		for our customers.
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>Our janitorial teams utilize daily checklists to make sure that all tasks are completed accurately and on time. One way we do this is through the Cleantelligent software that we use at our company. It is an app that we download onto our phones/tablets with the following benefits:</p> <ul style="list-style-type: none"> • Provides our employees with daily checklists that are tailored for the location to ensure that all tasks are completed. • It allows our supervisors to easily submit reports for random inspections, so our management team is all on the same page. • Allows our customers to submit work orders, and the app will document the work order and the completed result. • Gives customers access to daily mobile surveys to inform us whether they are pleased or disappointed with our work. This allows us to encourage our employees when they are meeting our standards and improve when we fall short in any area of cleaning. <p>These are just a few of the benefits of Cleantelligent. Our management team utilizes the data from this app</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>to ensure that all of our customers are satisfied.</p> <p>Building a relationship with our customers is another way we ensure quality service. We realize that every customer and job site is different. We make sure that our manager and supervisor assigned to the contract communicate with our clients frequently to get to know how to clean a location more effectively and to make sure that everything runs smoothly.</p> <p>Change requests can be made through Cleantelligent or by email, whatever our customer prefers. We respond to most change requests within 24 hours and provide a written summary to ensure that we understand what our clients want and when they want it done by. Once it is confirmed, it is implemented as soon as possible.</p>
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	<p>Our Project Manager is Sang So, the owner of SMS Cleaning, Inc. He has over 30 years of experience when it comes to providing janitorial service. He is certified with the Cleaning Management Institute and has managed over 300+ contracts with federal, state, and local government organizations and various commercial buildings. Although he is the owner of SMS Cleaning, he leads our managers and supervisors when it comes to overseeing all the current contracts that we have. He regularly communicates with our management team, our employees, and our customers, ensuring that we are providing quality service. One of the ways he can effectively supervise all</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>of our contracts is through Cleantelligent. On the app, he can track which locations have been scoring well during inspections, and which sites have room to improve. He is also able to assign and reassign work to all our employees in a matter of a few minutes through the app, so the management team and all the employees are all on the same page.</p> <p>In order to coordinate the delivery of specialized janitorial services, at the beginning of each year, Sang and the management team come together to create a yearly schedule. Afterwards, they meet at the beginning of every month to review which contracts require specialized janitorial services that month.</p> <p>We are confident that we have the capacity to provide sufficient staff to meet service requirements at all times. We have many part-time employees that have requested more hours and are looking to become full-time employees. We also cross-train our employees in each area, so if we need a backup or if there is an emergency, one of our employees from a separate location can come and fill in. All of our managers and supervisors will also be trained in cleaning each site so that they can fill in as well if needed.</p>
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services 	<p>Before we hire an employee, we do a thorough background check, drug test, and interview. We also require that all new employees have at least one year of janitorial experience.</p> <p>Once we decide to hire a candidate,</p>

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> Provide methodology for recruiting suitable staff and providing them with sufficient training Information on the types of training and/or incentives to be used for new hires How you will provide ongoing training for existing personnel throughout the contract period A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>we have all of our new employees complete the Cleaning Management Institute Certified training program. The training consists of the following programs: General Cleaning, Green Cleaning, Safety Training, Bloodborne Pathogen, Carpet Cleaning, Carpet Spotting, Ceramic Tile, Customer Service, Security, Hard Floor Care, Hazard Cleaning, Personal Development, Window Washing, and Wood Floor. After they complete their training programs, they spend 40 hours working on-site with our lead janitors and supervisors so that we know that they are dependable and quality cleaners. Once their training is completed, our employee is assigned to a team. From then on, they work independently, albeit with close supervision, particularly for the first few months. Employees receive training certificates to record and document completed training.</p> <p>Some of the incentives we offer our employees are promotions, pay raises, paid time off, bonuses, and achievement awards. These incentives have helped us maintain our low 7% average annual turnover rate.</p> <p>All of our employees receive refresher training annually. They complete their training with the other janitorial team members and their supervisors. Depending on the location, training such as Bloodborne Pathogen training and Hazard training are done more frequently for the safety of our customers and employees.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>As mentioned before, the training programs we use are CMI certified and OSHA compliant, so we know that once our employees go through these training programs, they are well prepared to perform biohazard cleanup. We have several contracts that rely on our company to provide biohazard cleanups, including medical labs (where they run COVID-19 tests), transit centers, and schools.</p>
d) Operations and Quality Assurance (Maximum of 360 Points)		
7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	<p>Once we obtain a contract, we schedule a second walkthrough with our clients. We realize that every location has its particular needs, so during the second walkthrough, we begin with an essential checklist that has everything from the scope of work, and as we walk through, we add items that our customers emphasize. Once this checklist is approved by our clients, we add it to our database. We utilize the Cleantelligent software that allows us to upload the checklist to an app, and all of our management team members and employees will be able to see the new checklist.</p> <p>Any rural assignments will be handled like any other contract. Once we obtain a contract, we hire people locally so that if there are any emergencies, we can be there quickly. We will have our supervisors do random inspections at these locations, at least weekly, to ensure that we are providing quality service. All of our management team members will be able to see how the</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>inspection went because the inspection is done on the Cleantelligent app. Our customers will be able to input their feedback through our surveys as well. They will have access to daily surveys that provide our management team with feedback on how we are doing at each location.</p> <p>Because we hire locally, in emergencies, we can be there within an hour. Non-emergency change requests will be implemented within 24 hours. Our customers will be able to send us change orders or emergency requests in three ways: Cleantelligent (preferred for non-emergency change requests), calling, or email. If our customers make a change order through Cleantelligent, everyone on our management staff gets a notification of the requests, and the manager and supervisor that is in charge of the location can fulfill the request. If there is an emergency, our customers will have access to the location's manager and supervisor's direct cellphone number so that we can resolve the issue right away.</p> <p>We have two ways of communicating with our assigned staff: through Cleantelligent (app) and calling/messaging (phone). If an employee knows they are going to miss work, we require a two-week notice. We acknowledge the fact that emergencies come up. When they do, our employees report it to their immediate supervisor and manager, and they let us know through the Cleantelligent app. This is so that everyone in our company is on the</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>same page. We use two methods of communication (app and phone) to ensure that everyone receives messages they are sent. Once we start a contract, we have part-time employees that can fill in for absent employees. We also cross-train our full-time employees at other nearby sites, and our supervisors can fill in as well, so we are confident that there will be no issues when it comes to ensuring services are met during staff absences.</p> <p>An example of when we successfully filled in for absent staff who called in sick was one of our employees was feeling ill, and to protect their janitorial team and staff, they decided to stay home and seek a COVID-19 test. While they were out for a couple of days waiting for the results, we were able to provide continuity of service by using our cross-trained employees and supervisor.</p>
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>Non-emergency change requests will be implemented within 24 hours. Our customers will be able to send us change orders or emergency requests in three ways: Cleantelligent (preferred for non-emergency change requests), calling, or email. If our customers make a change order through Cleantelligent, everyone on our management staff gets a notification of the requests, and the manager and supervisor that is in charge of the location can fulfill the request. If there is an emergency, our customers will have access to the location's manager and supervisor's</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>direct cellphone number so that we can resolve the issue right away.</p> <p>If a customer comes to us with an issue, or we see a problem through customer surveys, we contact the customer and make sure to resolve the issue within 24 hours.</p> <p>An example when we successfully met the expectation of a change order was when at the beginning of this year, most of the customers that we had wanted to increase the disinfecting done in all their buildings. Our customers submitted change requests through the app and through email. Once we got the change request, we implemented them within 24 hours and after implementing the change requests we discussed amending the contract and price to reflect the extra work that the change request added. This entire process took no longer than 3 days. We were able to communicate with all our employees through the Cleantelligent app that we were updating the checklists, and all of our customers are happy with the results of the extra disinfecting.</p>
9	Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.	<p>Because most of our business comes from government contracts (federal, state, and local), every person that we hire has to pass a background check and drug testing to work with our company. If any of our employees are arrested or convicted of a crime, we let them go. Our standard employment contract states that if an employee is arrested or convicted, it is an automatic termination because of the types of</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>locations we provide services for.</p> <p>SMS Cleaning has never had an employee arrested or convicted so we cannot provide an example of when this contract clause was exercised. Although it is an extremely rare case, we have it as a clause in our employee contract.</p>
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non-performance or downward quality • Examples of how you have successfully met the above expectations 	<p>Our supervisors will perform random inspections at all of our customers' locations at least once a week using our Cleantelligent app. If our supervisor finds an issue during the inspection, they can enter a report and attach a picture, so the issue is documented.</p> <p>We can monitor our employees by checking the app to make sure they are accomplishing all their tasks that are on the checklist. We will also have our supervisors checking in on our locations to make sure that our employees are providing efficient, quality service.</p> <p>We will be able to identify deficiencies in our service through our supervisors' frequent inspections and our customer surveys. If our customers or supervisors notice that the service we are providing is not up to our quality standards, once they report the issue, we will document the incident and resolve the issue within 24 hours. We also look into why the issue occurred in the first place and ways to prevent the issue from happening again.</p> <p>An example of this was when our supervisor conducted a random</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>inspection at our sites; they found that one of the office trash cans had not been emptied. The supervisor took a picture of the missed trash and then took care of it. After the inspection was posted, we talked to our janitor on why they missed the trash. Our janitor told us that the person in the office comes in once every couple of months, so they do not check the room often. We emphasized the importance of checking every unlocked room to our janitor, and they understood, and we have not had an issue there since.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p>Described your Communications Plan for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>All communication can run through Cleantelligent. If our customer is curious about the quality of service provided at their location over the past several weeks, they can check the app and see all the inspections, surveys, and change orders and how they were all handled. If our customers have further questions, they can ask through the app, or they can contact the site supervisor or manager directly (through phone or email), and they will receive an answer to their question within 24 hours.</p> <p>If there is an update to our cleaning requirements, we post the update on our app right away so that our employees and management team members know of the update.</p> <p>If the app for some reason does not work, we utilize our company's call tree. If our customer contacts any one of our supervisors or managers</p>
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	QUESTIONS	BIDDER'S RESPONSE
		<p>about an issue, it is reported to the owner of the company right away. From there, we notify any of the management team members that are designated to the site. Our management team members then gather our janitors to go over any updates we might have for the location.</p> <p>Our customer and our management team members get monthly reports on the quality of service we are providing at the location. The report is made up of a summary of our customer surveys, inspections, and change orders. Our management team members meet monthly to discuss each location to make sure that all of our customers are satisfied.</p>
12	<p>Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations</p>	<p>All of our employees are required to take a security training program. In the security training program, we go over the basics, such as: making sure doors are locked, setting alarms, never leaving keys, etc. They are required to wear a company shirt (with our logo and company name clearly displayed on the front) and badges so that our customers know that our employees are supposed to be there. On the badges, we have an employee identification number, photo of the employees, and the phone number of their immediate supervisor so that if one of our customers wants to verify that our employee is supposed to be there, they can do so quickly.</p> <p>We prefer to resolve employee discipline issues with a conversation with their supervisor and manager,</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>but if necessary, an employee can be suspended or terminated.</p> <p>Our performance expectations are customer and employee safety and customer satisfaction.</p> <p>We believe that the safety of our employees and customers should always be our number one priority. Our management team makes sure that all our employees are well equipped and knowledgeable about the latest safety practices. This is also why we emphasize green cleaning during our employees' training. Green cleaning not only benefits the health of our customers, but the health of our employees as well. That is why we use green chemicals and the latest equipment that meets OSHA standards.</p> <p>Customer satisfaction is important to us as well. That is why we are in constant communication with each one of our customers, building a relationship with them. We also have quality control measures that ensure customer satisfaction, such as daily surveys and logbooks. We also make sure that our supervisors are regularly communicating with our customers to make sure they are satisfied with our work. If at any time our customers are not satisfied, they can reach our management team members directly via phone or email or via the Cleantelligent app.</p>

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:		SMS Cleaning, Inc.							
	L&I Trade								
County	General Cleaning Services (Hourly) (Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)			Floor Cleaning Services (Hourly) (Including but not limited to stripping, waxing and buffing, polishing and varnishing)			Window Washing Services (Hourly) (Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)		
The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.									
A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%
Adams	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Asotin	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Benton	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Chelan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Clallam	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Clark	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Columbia	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Cowlitz	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Douglas	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Ferry	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Franklin	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Garfield	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Grant	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Gray's Harbor	Prevailing Wage +	20	%	Prevailing Wage +	20	%	Prevailing Wage +	20	%
Island	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Jefferson	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
King	Prevailing Wage +	25	%	Prevailing Wage +	25	%	Prevailing Wage +	25	%
Kitsap	Prevailing Wage +	20	%	Prevailing Wage +	20	%	Prevailing Wage +	20	%
Kittitas	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Klickitat	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Lewis	Prevailing Wage +	20	%	Prevailing Wage +	20	%	Prevailing Wage +	20	%
Lincoln	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Mason	Prevailing Wage +	20	%	Prevailing Wage +	20	%	Prevailing Wage +	20	%
Okanogan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pacific	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pend Oreille	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pierce	Prevailing Wage +	25	%	Prevailing Wage +	25	%	Prevailing Wage +	25	%
San Juan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Skagit	Prevailing Wage +	20	%	Prevailing Wage +	20	%	Prevailing Wage +	20	%
Skamania	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Snohomish	Prevailing Wage +	20	%	Prevailing Wage +	20	%	Prevailing Wage +	20	%
Spokane	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Stevens	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Thurston	Prevailing Wage +	25	%	Prevailing Wage +	25	%	Prevailing Wage +	25	%
Wahkiakum	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Walla Walla	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Whatcom	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Whitman	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Yakima	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%



EXHIBIT A-1 – BIDDER'S CERTIFICATION

Competitive Solicitation:	No. 05919		
Bidder:	<u>SEALX LLC</u> Type/print full legal name of Bidder		
Bidder's Address:	<u>11316 NE 116th, Vancouver, WA 98662</u> Type/print Bidder's Address		
Bidder Organization Type: Check appropriate box	Corporation:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Limited Liability Company (LLC):	<input checked="" type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Partnership:	<input type="checkbox"/> Domestic	<input type="checkbox"/> Foreign
	Sole Proprietorship:	<input type="checkbox"/>	
State of Formation:	<u>Washington</u> Type/print the state where the corporation, LLC, or partnership is formed – e.g., 'Washington' if domestic and the name of the state if 'Foreign' (i.e., not Washington)		

Bidder, through the duly authorized undersigned, makes this certification as a required element of submitting a responsive bid. Bidder certifies, to the best of its knowledge and belief, that the following are true, complete, correct, and made in good faith:

1. **UNDERSTANDING.** Bidder certifies that Bidder has read, thoroughly examined, and fully understands all of the provisions in the Competitive Solicitation (including all exhibits) and the terms and conditions of the Master Contract and any amendments or clarifications to the Competitive Solicitation, and agrees to abide by the same.
2. **ACCURACY.** Bidder certifies that Bidder has carefully prepared and reviewed its bid and fully supports the accuracy of the same. Bidder further understands and acknowledges that Enterprise Services shall not be responsible for any errors or omission on the part of Bidder in preparing its bid. Bidder certifies that the facts declared here are true and accurate. Bidder further understands and acknowledges that the continuing compliance with these statements and all requirements of the Competitive Solicitation are conditions precedent to the award or continuation of the resulting Master Contract.
3. **NO COLLUSION OR ANTI-COMPETITIVE PRACTICES.** Bidder certifies that Bidder has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this Competitive Solicitation. Bidder certifies that Bidder's bid prices have been arrived at independently, without engaging in collusion, bid rigging, or any other illegal activity, and without for the purpose of restricting competition any consultation, communication, or agreement with any other bidder or competitor

relating to (a) those prices, (b) the intention to submit a bid, or (c) the methods or factors used to calculate the prices offered. Bidder certifies that Bidder has not been and will not knowingly disclose its bid prices, directly or indirectly, to any other bidder or competitor before award of a Master Contract, unless otherwise required by law. Bidder certifies that Bidder has made no attempt and shall not make any attempt to induce any other person or firm to submit or not to submit a bid for the purpose of restricting competition. Bidder, however, freely may join with other persons or organizations for the purpose of presenting a bid.

4. **FIRM OFFER.** Bidder certifies that its bid, attached hereto, is a firm offer which cannot be withdrawn for a period of one hundred eighty days (180) days from and after the bid due date specified in the Competitive Solicitation. Enterprise Services may accept such bid, with or without further negotiation, at any time within such period. In the event of a protest, Bidder's bid shall remain valid for such period or until the protest and any related court action is resolved, whichever is later.
5. **CONFLICT OF INTEREST.** Bidder certifies that, in preparing this bid, Bidder has not been assisted by any current or former employee of the State of Washington whose duties relate (or did relate) to this Competitive Solicitation, or prospective Master Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this bid.
6. **NO REIMBURSEMENT.** Bidder certifies that Bidder understands that the State of Washington will not reimburse Bidder for any costs incurred in the preparation of this bid. All bids become the property of the State of Washington, and Bidder claims no proprietary right to the ideas, writings, items, or samples unless so stated in the bid.
7. **PERFORMANCE.** Bidder certifies that Bidder understands that its submittal of a bid and execution of this Bidder's Certification certifies bidder's willingness to comply with the Master Contract, if awarded such. By submitting this bid, Bidder hereby offers to furnish the goods and/or services solicited pursuant to this Competitive Solicitation in compliance with all terms, conditions, and performance requirements contained in this Competitive Solicitation and the resulting Master Contract or, if applicable, as detailed on a Contract Issues List, if permitted, in this Competitive Solicitation.

8. **INSURANCE.** Bidder certifies as follows (must check one):

BIDDER HAS REQUIRED INSURANCE. Bidder has attached a current, valid Certificate of Insurance with each and all of the required insurance coverages as specified in the Master Contract (note: Bidder must attach the Insurance Certificate).

OR

BIDDER WILL OBTAIN REQUIRED INSURANCE. Bidder does not have a current, valid Certificate of Insurance with each and all of the required insurance coverages as specified in the Master Contract but, if designated as the Apparent Successful Bidder, Bidder will provide such a Certificate of Insurance, without exception of any kind, to Enterprise Services within twenty-four (24) hours of such designation or notification by Enterprise Services or be deemed a nonresponsive bid.

OR

BIDDER DOES NOT HAVE REQUIRED INSURANCE. As detailed on the attached explanation (Bidder to provide), Bidder does not have a current, valid Certificate of Insurance with each and all of the required insurance coverages as specified in the Master

Contract and, if designated as the Apparent Successful Bidder would not be able to provide such a Certificate of Insurance to Enterprise Services within twenty-four (24) hours of such designation.

9. DEBARMENT. Bidder certifies as follows (must check one):

No DEBARMENT. Bidder and/or its principals are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with any federal, state, or local governmental entity.

OR

DEBARRED. As detailed on the attached explanation (Bidder to provide), Bidder and/or its principals presently are debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from contracting with a federal, state, or local governmental entity.

10. CRIMINAL OFFENSE. Bidder certifies as follows (must check one):

No CRIMINAL OFFENSE. Bidder has not, within the three (3) year period preceding the date of this Competitive Solicitation, been convicted or had a civil judgment rendered against Bidder for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property. Bidder further certifies that it is not presently indicted or otherwise criminally or civilly charged by a governmental entity with commission of any of the offenses enumerated in this paragraph.

OR

CRIMINAL OFFENSE. As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Competitive Solicitation, Bidder has been convicted or had a civil judgment rendered against Bidder for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a governmental contract; violation of any federal or state antitrust statute; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

11. WAGE THEFT PREVENTION. Bidder certifies as follows (must check one):

No WAGE VIOLATIONS. Bidder has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), any provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced Competitive Solicitation date.

OR

VIOLATIONS OF WAGE LAWS. Bidder has been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), a provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the

above-referenced Competitive Solicitation date.

12. PAY EQUALITY. Bidder certifies as follows (must check one):

PAY EQUALITY FOR SIMILARLY EMPLOYED WORKERS. Bidder's similarly employed individuals are compensated as equals. For purposes of this provision, employees are similarly employed if the individuals work for the same employer, the performance of the job requires comparable skill, effort, and responsibility, and the jobs are performed under similar working conditions. Job titles alone are not determinative of whether employees are similarly employed. Bidder may allow differentials in compensation for its workers based in good faith on any of the following: a seniority system; a merit system; a system that measures earnings by quantity or quality of production; a bona fide job-related factor or factors; or a bona fide regional difference in compensation levels. A bona fide job-related factor or factors may include, but not be limited to, education, training, or experience that is: consistent with business necessity; not based on or derived from a gender-based differential; and accounts for the entire differential. A bona fide regional difference in compensation level must be consistent with business necessity; not based on or derived from a gender-based differential; and account for the entire differential.

OR

NO PAY EQUALITY FOR SIMILARLY EMPLOYED WORKERS. Bidder's similarly employed individuals are NOT compensated as equals.

13. WORKERS' RIGHTS (EXECUTIVE ORDER 18-03). Bidder certifies as follows (must check one):

NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES. Bidder does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES. Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

14. TERMINATION FOR DEFAULT OR CAUSE. Bidder certifies as follows (must check one):

NO TERMINATION FOR DEFAULT OR CAUSE. Bidder has not, within the three (3) year period preceding the date of this Competitive Solicitation, had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

OR

TERMINATION FOR DEFAULT OR CAUSE. As detailed on the attached explanation (Bidder to provide), within the three (3) year period preceding the date of this Competitive Solicitation, Bidder has had one (1) or more federal, state, or local governmental contracts terminated for cause or default.

15. TAXES. Bidder certifies as follows (must check one):

TAXES PAID. Except as validly contested, Bidder is not delinquent and has paid or has arranged for payment of all taxes due to the State of Washington and has

filed all required returns and reports as applicable.

OR

DELINQUENT TAXES. As detailed on the attached explanation (Bidder to provide), Bidder has not paid or arranged for payment of all taxes due to the State of Washington and/or has not timely filed all required returns and reports as applicable.

16. **LAWFUL REGISTRATION.** Bidder, if conducting business other than as a sole proprietorship (e.g., Bidder is a corporation, limited liability company, partnership) certifies as follows (must check one):

CURRENT LAWFUL REGISTRATION. Bidder is in good standing in the State of Washington and the jurisdiction where Bidder is organized, including having timely filed all required annual reports.

OR

DELINQUENT REGISTRATION. As detailed on the attached explanation (Bidder to provide), Bidder currently is not in good standing in the State of Washington and/or the jurisdiction where Bidder is organized.

17. **SUBCONTRACTORS.** Bidder certifies as follows (must check one):

No SUBCONTRACTORS. If awarded a Master Contract, Bidder will not utilize subcontractors to provide the goods and/or services subject to this Competitive Solicitation.

OR

SUBCONTRACTORS. As detailed on the attached explanation (Bidder to provide), If awarded a Master Contract, Bidder will utilize subcontractors to provide the goods and/or services subject to this Competitive Solicitation. In such event, Bidder certifies that, as to the State, Bidder shall retain responsibility for its subcontractors, including, without limitation, liability for any subcontractor's acts or omissions. Note: Bidder must provide the precise legal name (including state of organization), business address, and federal tax identification number (TIN) for each subcontractor. Note: If the TIN is a SSN, provide only the last four (4) digits.

18. **WASHINGTON SMALL BUSINESS.** Bidder certifies as follows (must check one):

WASHINGTON SMALL BUSINESS. Bidder is a Washington Small Business as defined in RCW 39.26.010 (i.e., Bidder is owned and operated independently from all other businesses and has either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on its federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years) and Bidder has certified its small business status in WEBS.

OR

NOT WASHINGTON SMALL BUSINESS. Bidder is not a Washington Small Business as defined in RCW 39.26.010.

19. **VETERAN-OWNED BUSINESS.** Bidder certifies as follows (must check one):

VETERAN-OWNED BUSINESS. Bidder is a certified Veteran-Owned business under RCW 43.60A.190 and is identified as such on WEBS (which is confirmed by the Washington Department of Veterans' Affairs).

OR

NOT VETERAN-OWNED BUSINESS. Bidder is not a certified Veteran-Owned business under RCW 43.60A.190.

20. REFERENCES. Bidder certifies that the references provided to Enterprise Services have worked with Bidder and that such individuals and firms have full permission, without any additional requirement or release, to provide such references and information to Enterprise Services. Bidder hereby authorizes Enterprise Services (or its agent) to contact Bidder's references and others who may have pertinent information regarding Bidder's prior experience and ability to perform the Master Contract, if awarded. Bidder hereby authorizes such individuals and firms to provide such references and release to Enterprise Services information pertaining to the same.

Bidder further certifies that it shall provide immediate written notice to Enterprise Services if, at any time prior to a contract award, Bidder learns that any of its certifications set forth herein were erroneous when submitted or has become erroneous by reason of changed circumstances.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am duly authorized to make these certifications on behalf of the Bidder listed herein.

BIDDER NAME: SEALX LLC

Print Name of Bidder – Print full legal entity name of the firm submitting the Bid

By:

jaz Singh

Signature of Bidder's authorized person

JAZ SINGH

Print Name of person making certifications for Bidder

Title:

JAZ SINGH

Title of person signing certificate

Place: VANCOUVER, WA

Print city and state where signed

Date: 09.20.2020

Return this Bidder's Certification to Procurement Coordinator at:

DESContractsTeamMaple@des.wa.gov



EXHIBIT A-2 – BIDDER’S PROFILE

Competitive Solicitation No.:	05919
Bidder:	SEALX LLC

BIDDER INFORMATION	
Legal name and address of Bidder: Note: This must match information from Business License	<u>SEALX LLC</u> Business Name <u>11316 NE 16th</u> Address <u>Vancouver, WA 98662</u> City, State, Zip Code
Washington State Department of Revenue Registration Number: Note: This is the Unified Business Identifier (UBI)	<u>604361758</u>
Federal Tax ID No. (TIN): Note: If your TIN is a Social Security number, provide only the last four digits.	<u>83-2725999</u>
Is your firm certified as a minority or woman owned business with the Washington State Office of Minority & Women’s Business Enterprises (OMWBE)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, provide MWBE certification no. <u>M4F0026481</u>
Is your firm a self-certified Washington State small business? Note: See definitions of ‘microbusiness,’ ‘minibusiness,’ and ‘small business,’ set forth in RCW 39.26.010.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, what is your business size? Small <input checked="" type="checkbox"/> Mini <input type="checkbox"/> Micro <input type="checkbox"/>
Is your firm certified as Veteran Owned with the Washington State Department of Veteran Affairs?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, provide WSDVA certification no. _____

CONTRACT MANAGEMENT POINTS OF CONTACT	
Authorized Representative Name: <u>JAZ SINGH</u> Email: <u>jaz@sealxpro.net</u> Phone: <u>206-981-8141</u>	Contract Administrator Name: <u>JAZ SINGH</u> Email: <u>jaz@sealxpro.net</u> Phone: <u>206-981-8141</u>
Sales Reporting Representative Name: <u>JAZ SINGH</u> Email: <u>jaz@sealxpro.net</u> Phone: <u>206-981-8141</u>	Sales Reporting Alternate Name: _____ Email : _____ Phone: _____
Management Fee Representative Name: <u>JAZ SINGH</u> Email: <u>jaz@sealxpro.net</u> Phone: <u>206-981-8141</u>	Management Fee Contact Alternate Name: _____ Email: _____ Phone: _____
Address for Enterprise Services to send management fee invoices: Company name: <u>SEALX LLC</u> Attn: <u>JAZ SINGH</u> Address: <u>11316 NE 116th,</u> City/State/Zip: <u>Vancouver, WA 98662</u>	

ORDERING/SALES POINTS OF CONTACT (expand as necessary)			
Name	Phone Number	E-mail	Area of Responsibility
JAZ SINGH	206-981-8141	<u>jaz@sealxpro.net</u>	Ordering / Sales

REFERENCES

Provide a minimum of three (3) commercial or government references for which bidder has delivered goods and/or services similar in scope as described in the Competitive Solicitation.

Reference 1	
Company Name:	<u>Department of Ecology</u>
Contact:	<u>Steve Adams</u>
Phone:	<u>(360)407-6089</u>
Email:	<u>steve.adams@ecy.wa.gov</u>
Reference 2	
Company Name:	<u>Bauhaus Apartments</u>
Contact:	<u>Paul Anderson</u>
Phone:	<u>(206) 295-9002</u>
Email:	<u>paul@workhousemedia.com</u>
Reference 3	
Company Name:	<u>Mind Spring Hospital C/O WK General Cleaning LLC</u>
Contact:	<u>Jesse Brydon</u>
Phone:	<u>(970) 201-6333</u>
Email:	<u>wendyku@wkllc.net</u>

WILL CALL/SERVICE LOCATIONS

Identify will call or service locations throughout the state.

Location	Point of Contact	Phone Number	Area(s) of Responsibility
Vancouver, WA	Jaz Singh	206-981-8141	Project Management
Spokane Valley, WA	Harinder Jit Kaur		Project Management
Ellensburg, WA	Sukhdeep Kainth		Project Management

PURCHASE CARDS (I.E., CREDIT CARDS)

Please indicate which types of purchasing (credit) cards are accepted (note: any card fees must be included in the unit price of the bid):

Visa Master Card American Express Discover Other: _____

Return this Bidder's Profile to Procurement Coordinator at:

DESCContractsTeamMaple@des.wa.gov

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	<p>We have a combination of 30 years of experience between our team. Our Commercial Janitorial Cleaning Services Include: Office System Cleaning, Dusting, Window Cleaning, Waste removal, Restroom Cleaning, Kitchen Cleaning, Waxing, shampooing, window cleaning (internal/external) up to 6 story's, Restocking Common Area, and Hard Surface Floor Cleaning. Our team has provided janitorial services for hospitals, warehouse, pools, city governments, state governments, hotels, airports and parking structures. Our team have also provided residential cleaning, roof cleaning, pavement cleaning and sealant services to authorities and home owners associations.</p> <p>These experiences ranges from buildings of only 5,000sqft up to a maximum of 323,000sqft all with exceptional services and repeated renewal request. We remain on budget and complete the various cleaning schedules.</p> <p>Currently 80% of our income comes from providing janitorial services to government agencies. For example one of our government contracts is the daily general cleaning, waxing, shampooing and window cleaning for the Department of Ecology in Washington State; this is a 350,000sqft 4 story building.</p> <p>In essence you will find that SEALX LLC has the capacity, ability and experience to manage this statewide master contract. With our team spread out from the northern, southern, eastern and western parts of Washington State, our firm can handle multiple state/county contracts simultaneously.</p>

	QUESTIONS	BIDDER'S RESPONSE
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none"> Provide a situation you have utilized green products, including contract details. Explain your program for using green supplies. Include information about how you will go about acquiring certified cleaning supplies specified by purchasers and provide Purchasers with required documentation. Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. 	<p>Upon award of contract, the following cleaning standards will be used at the worksite and during the quality assurance inspection process to assess the quality of cleaning. Upon award we will provide to the Department staff a full chemical list to be utilized on the contract. All cleaning supplies and/or chemicals will not be utilized unless pre-approved by the Department. We will provide to the Department designee a copy of all Safety Data Sheets (SDS) on all supplies used at the sites. Only environmentally sound bio-degradable cleaning supplies will be used at the sites. All cleaning chemicals will be listed on the Green Seal – Industrial & Institutional cleaners (GS-37) or equivalent third-party rating system, as a prerequisite for submittal to the Department for consideration for use in the facility. SEALX Pro will provide all management, supervision, labor, materials, supplies, and equipment (except as otherwise provided), and will plan, schedule, coordinate and assure effective performance on the Department's contract. All services will be performed in the highest professional manner, and in accordance with all applicable, current industry standards, regulations, codes and statutes.</p> <p>We will maintain an adequate number of employees to satisfactorily perform scheduled tasks based on the cleaning schedules we have provided in this Work Plan. We will ensure that all employees working at the sites can read and understand warning signs that are written in English. Our Cleaning Supervisor will assure competent performance of the work during scheduled hours. The Supervisor will make daily routine inspections prior to leaving for the day to ensure that the work is performed as required by the Contract. Our Supervisor will be literate and fluent in the English language, because of the necessity to read chemical labels, job instructions and signs, as well as the need for conversing with the Department's management personnel. All supervisors will have an intimate knowledge of the various cleaning tasks, equipment and materials so as to be able to maintain and control an effective inspection and follow-up program. We will provide and equip the supervisor with a communication device such as a cell phone or similar independent communication device</p> <p>On our current contract with Department of Ecology our firm is required to utilize green products (See Appendix II from our current contract for your review) We maintain and meet this requirement on a daily basis.</p>
c) Company Capacity and Staff Experience (Maximum of 200 Points)		
3	Describe your current and projected financial capacity and capability to support this contract.	In order to project financial capacity and capability SEALX LLC uses different existing data. We track the time and materials going into open projects by using Smartsheet that provides easy access to real-time totals of labor and outside costs, which means that we rely on daily

	QUESTIONS	BIDDER'S RESPONSE
	<p>Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>posting of timesheets and vendor invoices to assist us with this. Our Project Manager recaps weekly all new business development efforts which includes rough estimates of the schedules and expected billings for pending projects. We also rely on monthly financial statements (balance sheet and P&L) which provides timely and accurate reports so that we can maintain financial soundness to withstand market conditions . SEALX LLC tracks key financial indicators and watch for trends, this helps us to maintain a set of monthly charts to visualize the data and to manage all our contracts and to track and plan financially for market conditions including cost and non-costs.</p> <p>For example with our current workload, we use a short term financial approach or a “bottom up” projection where our projection is built up from specific details about active projects and client accounts. The projected workload includes current projects winding down and new projects ramping up. Ideally, the combined total is close to our firm's productive capacity. This allows us to stay on track and on budget and can fluctuate with economic turns, especially when the COVID-19 pandemic hit and allot of our contracts was placed on paused. Because we use the short term approach we were able to readily adjust and reassign staffing and schedules and our finances which caused us to maintain our projects even up to now.</p>
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>CLEANING STANDARDS: Upon award of contract, we will perform an initial cleaning to bring each location/facility into contract compliance in accordance with the specifications. This cleaning will be performed within 30 days of start of services and we will ensure approved satisfactory completion by the Department's Representative.</p> <p>Resource Management Our Resource Management is about understanding who in our janitorial pool is busy and who's not and using that information to make decisions as it relates to client priority, scheduling and placements. With this information available real time in Smartsheet, we are able to make adjustments quickly to maximize resources and ensure placement success and respond to emergencies faster. Smartsheet also helps us in assigning tasks to our Backup Staff.</p> <p>Smartsheet Resource Management works by pulling allocation information from existing placement or schedule sheets and compiling it to see who is allocated to what agency, shift or department, and for how long. The information is displayed in a simple dashboard across the firm. These tool has been a crucial part of servicing our various statewide contracts especially our contract with the Department of Ecology where we had to adjust our service frequency and operations to meet the change in staff schedules due to COVID 19.</p>

	QUESTIONS	BIDDER'S RESPONSE
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	<p>PROVEN EXPERIENCE – TEAM MEMBERS Our local managers are empowered decision makers who understand the needs of the Department. These managers routinely deal with scheduling, coverage for sick days, uniform ordering, training compliance—all the operational components that make up a seamless cleaning service program. SEALX LLC has more than 30 years of cleaning industry experience, including providing support in human resources, training, recruiting, chemical and strategic sourcing. Our team consist of internal staff only with no contractors: PERSONNEL: Jaz Singh POSITION: Project Manager/Onsite Supervisor {KEY STAFF} EDUCATION: 8 years of executive level Janitorial Operational Management Professional with specialized training and knowledge in working knowledge of OSHA safety regulations and chemical handling/storage procedures. 6 years of Janitorial Management experience specializing in 24/7 service facilities. Experience working within a facility where security, business, and operational sensitivities exist. Cleaning Management Institute Certified Professional Trainer. TECHNICAL SKILLS PROFILE: 8 years of janitorial industry experience with the ability to multitask and adapt to changing environments. Excellent customer service mindset, and training skills. Experience with chemical products and OSHA safety requirements. Cleaning Management Institute Certified Professional Trainer RESPONSIBILITIES: Primary contact person. Client relationship management. Ensure that the project is on time, on task and on budget. Direct Staffing Plan routinely deal with scheduling, coverage for sick days, uniform ordering, training compliance—all the operational components.</p> <p>See Personnel list for complete staff available.</p>
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training 	<p>See Exhibit A for our Sustainable Cleaning Program. We will be responsible for all necessary training relating to the application of chemicals and the use of equipment as it relates to the Work. We will be solely responsible for initiating, supervising, and maintaining all needed safety precautions in connection with the Work (i.e. hazardous material communication, blood borne pathogens, etc.). We will take all necessary precautions for the safety of, and provide for the necessary protection to prevent damage, injury or loss to employees, bystanders, materials, equipment, and property. In so doing, we will comply with the applicable rules and regulations of any regulatory body (i.e. OSHA) having jurisdiction over the safety of persons or property. We will be liable for any resulting damage arising from our operations. We will not compromise the safety of the Department Employees or the public through our employees, or agents' actions. We understand that we will be required to maintain an incident log and</p>

QUESTIONS	BIDDER'S RESPONSE
<ul style="list-style-type: none"> • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>report OSHA recordable incidents to the Facility Maintenance within 24 hours of request</p> <p>Hazardous and Toxic Substances: SEALX PRO will furnish and maintain in good working condition all the necessary cleaning equipment required to perform the work as specified in the Scope of Services including, but not limited to, surface cleaners, brooms, pressure washers, scrubbing machines and sealers.</p> <p>STAFF TRAINING: We will comply with the OSHA Standard as it pertains to the training, safety and equipment needed for all employees engaged in Janitorial service at the location. We will provide a minimum of Eight (8) hours initial training to all staff that are assigned to the facility, training will be conducted within the first 90 days of employment on the site. Training will consist of a combination of Orientation, and On-the-job and Classroom training. Certification of said training will be provided to the Department designee. This initial training will be provided to any and all replacement staff assigned to the facility during the term of the contract. We will furnish information about the training programs for managers, supervisors and workers covering the following categories: <ul style="list-style-type: none"> • General Cleaning • Floor Work • Carpet Cleaning • OSHA Standards. </p>

d) Operations and Quality Assurance (Maximum of 360 Points)

7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled 	<p>Management Structure/Customer Service</p> <p>EVALUATE We know how critical a clean facility with an attention to customer service is for the Department. Therefore, we have an ongoing evaluation process of our staff. We also conduct exit surveys once a contract is completed. We will keep an open line of communication with Department staff once our employees have initiated service, to ensure positive results and overall customer satisfaction.</p> <p>CLIENT SATISFACTION There is the common misconception that Janitorial firms simply clean, for us it's a communications strategy, our business reputation, business identity, candidate success and client retention. It is a strategic process for developing a long-term relationship that is relevant and compelling to key audiences. It influences and shapes positive perceptions of our firm, increases its attraction, establishes recognition, and enriches the agency's qualities.</p>
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	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift An example of when it has successfully met the above expectations. 	<p>To achieve the proposed services outlined in our response, SEALX PRO proposes to schedule monthly conference calls (30mins-1hour) and at least one face-to-face meeting per quarter with Department staff. Meetings will be held on agreed upon standing days and times in order to effectively manage each party's time and efforts. During these calls and meeting we will ensure that all State Department's needs are being met, see if there's area of improvement and suggest any beneficial resources that may assist the Departments.</p> <p>The philosophy at SEALX PRO starts with clients as our first priority, we can't afford to disappoint our customers or even offer them a good-enough experience. We have to "wow" our clients every time, in essence putting them on I.C.E(Integrity, Commitment and Excellence), which means giving the first fruits of our time, personnel, energy and focus. The Department will have access to our Resource Team, or "stand- by" Temporary Support Staff, assigned to each Department. Once the notice to proceed is issued and Janitors are assigned to the various departments especially rural assignments requiring more than 25 miles travel (one way), the Department will be logged in our Resource Management Software (Smart Sheet), the Department will also be assigned Backup Staffs. Our Backup Staffs are in place to assist the Janitors on duty in meeting schedules and tasks and provide support for any issues that may arise or schedule changes that maybe needed. As each shift is completed or emergencies or issues become known, it is logged in our issue tracking management software with status and personnel assigned. Our issue tracking management system also includes the use of a Janitorial Inspection Form which is completed by each Assigned Staff Member at the end of each shift and Microsoft Project which helps us get started quickly on a high priority issues and Janitor placements with ease. Its built-in templates, familiar scheduling tools, and access across devices help our Management team and staff stay productive and informed.</p> <p>Resource Management Our Resource Management is about understanding who in our janitorial pool is busy and who's not and using that information to make decisions as it relates to client priority, scheduling and placements. With this information available real time in Smartsheet, we are able to make adjustments quickly to maximize resources and ensure placement success and respond to emergencies faster. Smartsheet also helps us in assigning tasks to our Backup Staff.</p> <p>Smartsheet Resource Management works by pulling allocation information from existing placement or schedule sheets and compiling it to see who is allocated to what agency, shift or department, and for how long. The information is displayed in a simple dashboard across the firm.</p>

	QUESTIONS	BIDDER'S RESPONSE
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>Reporting Problems: Janitors will report any operational or maintenance problems encountered during the work to their supervisor at the end of each shift. These issues will be communicated to the Department's Facility Maintenance by SEALX PRO supervisor and/or managerial staff by 12:00 p.m. same day or 8:00am next day. SEALX PRO Supervisor will be available, upon request, for inspections with the Department Facility Maintenance. Our Supervisor will be on site at the Department's location by noon of the same day of notification to correct any deficiencies in work, unless otherwise approved. Non-completed and deficient work will be corrected within two (2) hours of tasks, where applicable. SEALX PRO Supervisor will notify Department Maintenance once deficiency is corrected.</p> <p>One example of this is during our Department of Ecology contract when the Department had to change their business operation due to the COVID 19 pandemic and moved from 100% on-site to 8%. This was a sudden change and our staff of 14 had to adjust quickly to ensure the 350,000sqft building still was cleaned and introduced daily sanitization as we wanted to ensure that the 8% staff remained healthy and wasn't at risk. We were successfully able to quickly furlough our staff to meet this drastic reduction in service whilst still maintain our staffing level and exceptional service quality.</p>
9	<p>Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.</p>	<p>We will ensure all our employees or others required to have regular access to the site perform background checks and fingerprinting. Any prior convictions for theft offenses, violent crimes sexual offenses, and criminal convictions will not be allowed.</p> <p>The background checks will check for outstanding warrants (both local and national), verification of U.S. citizenship or appropriate work visa, and known ties to terrorist groups. Only personnel whose background is clear of the listed items will be allowed to obtain security photo identification/access cards and gain full access to the site. We will provide a list to the Department with personnel proposed to have site access privileges.</p> <p>This is a current requirement on all our government contracts especially true for our Department of Ecology contract</p>
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non- 	<p>Performance/Evaluation of Work: The level of cleaning is extremely important. Quality of work will be formally evaluated through inspections scheduled monthly by the SEALX PRO staff and the Department Facility Maintenance at the Department's discretion.</p> <p>Our internal supervisory evaluation of work will include the following:</p> <ol style="list-style-type: none"> 1. Adherence to work schedule for all scheduled work tasks. 2. Performance and quality of cleaning for scheduled work tasks. 3. Repetition of violations of work tasks not performed during the month. 4. Response time to correct substandard work.

	QUESTIONS	BIDDER'S RESPONSE
	<p>performance or downward quality</p> <ul style="list-style-type: none"> • Examples of how you have successfully met the above expectations 	<p>5. Adherence to all specifications and requirements of the contract documents.</p> <p>Inspections, Inquiries, And Complaints: SEALX PRO Supervisors will conduct regular/random inspections of the premises to ensure compliance with the work required by the contract. Extra work authorized by the Department Facility Maintenance will also be inspected on a regular basis and performed to the standards of the Department. We will make sufficient daily routine inspection prior to closing to ensure the work is performed as required by the Department. SEALX PRO Supervisor will be available, upon request, for inspections with the Facility Maintenance. Our Supervisor will be on site at the Department by noon of the same day of notification to correct any deficiencies in work, unless otherwise approved. Non-completed and deficient work will be corrected within two (2) hours for daily and weekly tasks and 48 hours all other tasks, where applicable. SEALX PRO Supervisor will notify Facility Maintenance once deficiency is corrected.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p>Described your Communications <u>Plan</u> for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>Communications: SEALX PRO will not contact Department employees unless specifically directed to by Facility Maintenance. All communication between Department and SEALX PRO will be through Facility Maintenance with email being the primary method of communication and a phone call the secondary method of communication. SEALX PRO staff will return Facility Maintenance phone call immediately if missed. Weekly checklist will be provided to the Department with daily signatures and times of restroom cleaning. A sample of this log is included with Bid submission, see Exhibit B</p>
12	<p>Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations</p>	<p>Photo Identification: Security photo identification will always be worn by on-site personnel (employees, and others required to have to site). Only personnel that pass specified background check will be allowed to wear security photo identification. Personnel will not be allowed to access site without security photo identification. Personnel found on-site without photo identification will be immediately removed from site.</p> <p>Conduct of Employees: Employees of SEALX PRO, while performing work under this contract, will not:</p>

	QUESTIONS	BIDDER'S RESPONSE
		<ul style="list-style-type: none"> • Remove any Department's property or personal property, equipment, monies, forms, or any other item from their place. • Engage in horseplay or loud boisterous behavior. • Play amplified sound equipment. • Be under the influence of alcohol or drugs. • Smoke within the building. • Bring unauthorized personnel to job site (e.g., relatives, friends, guests and children). • Use any Department telephone except a telephone designated by the building management for the purpose of business under this contract. • Open any desk, file cabinet, storage cabinet or refrigerator. • Disturb or remove any article from desks. • Consume any food or beverage, other than that brought with the employee or purchased from vending machines, and only in areas designated by the building management for regular breaks. • Engage in long conversations with visitors or other individuals. • Take photographs of the building or its content. • Remove any documents, records, forms or paper of any kind which is not either in trash cans or clearly marked as trash. • Engage in any activity which is not in the best interest of Department or is otherwise detrimental to the performance of this contract. • Enter any office where the door is closed. <p>If an employee arrives to the work site and their actions suggest intoxication, this person will be escorted away from the building safely.</p>

APPENDIX II

LEED Indoor Environmental Quality Requirements

Ecology HQ is a Gold Certified LEED facility and the below are the associated requirements. Contractor's activities under this contract should reflect these standards.

Any below requirements for the Contractor have already been incorporated in to the Minimum Specifications.

Sustainable Cleaning Products and Materials

Intent

Reduce the environmental impacts of cleaning products, disposable janitorial paper products and trash bags.

Requirements

Implement sustainable purchasing for cleaning materials and products, disposable janitorial paper products and trash bags. Cleaning product and material purchases include building purchases for use by in house staff.

- Disposable janitorial paper products and trash bags shall meet the minimum requirements of U.S. EPA's Comprehensive Procurement Guidelines.

Submittals:

The contractor shall provide copies of the following:

- Provide a copy of the organizational policy that specifies use of sustainability criteria for purchases of covered materials for use in the building or on the site.
- Provide documentation of all covered materials purchased and total cost of these purchases over the performance period.
- Provide documentation of all covered materials purchases that meet one or more of the specified sustainability criteria and the cost of these purchases over the performance period.
- Provide a calculation of the fraction of covered materials purchased that meet one or more of the specified sustainability criteria (on a cost basis).

Green Cleaning: Low Environmental Impact Pest Management Policy

Intent

Reduce exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particle contaminants, which adversely impact air quality, health, building finishes, building systems, the environment and reduced deposition of contaminants in the buildings.

Requirement

Develop, implement, and maintain a low environmental impact integrated indoor pest management policy.

The policy must specify the use of cleaning products that meet the following requirements:

- Cleaning products that meet the Green Seal GS-37 standard if applicable, OR if GS-37 is not applicable (e.g., for products such as carpet cleaners, floor finishes or strippers), use products that comply with the California Code of Regulations maximum allowable VOC levels.
- Disposable janitorial paper products and trash bags that meet the minimum requirements of U.S. EPA's Comprehensive Procurement Guidelines.

Requirement

Develop/adopt/maintain a policy for the use of janitorial equipment that maximizes effective reduction of building contaminants with minimum environmental impact.

Cleaning equipment policy needs to specify that:

- Vacuum cleaners meet the requirements of the Carpet & Rug Institute Green Label Program and are capable of capturing 96% of particulates 0.3 microns in size and operate with a sound level less than 70dBA.
- Hot water extraction equipment for deep cleaning carpets is capable of removing sufficient moisture such that carpets can dry in less than 24 hours.
- Powered maintenance equipment including floor buffers, burnishers and automatic scrubbers is equipped with vacuums, guards and/or other devices for capturing fine particulates, and shall operate with a sound level less than 70dBA.
- Propane-powered floor equipment has high-efficiency, low-emissions engines.
- Automated scrubbing machines are equipped with variable-speed feed pumps to optimize the use of cleaning fluids.
- Battery-powered equipment is equipped with environmentally preferable gel batteries.
- Where appropriate, active micro fiber technology is used to reduce cleaning chemical consumption and prolong life of disposable scrubbing pads.
- Powered equipment is ergonomically designed to minimize vibration, noise and user fatigue.
- Equipment has rubber bumpers to reduce potential damage to building surfaces.
- A log will be kept for all powered housekeeping equipment to document the date of equipment purchase and all repair and maintenance activities and include vendor cut sheets for each type of equipment in use in the logbook.

Submittals:

The contractor shall provide copies of the following:

- Provide a copy of the low environmental impact janitorial equipment policy adopted by your Organization.
- Provide a record of the janitorial equipment used in the building and a log of the maintenance of each piece of equipment over the performance period. Include vendor specifications for each type of equipment in use.

STAFFING LIST

NAME	TITLE	CONTACT INFO
SUKHDEEP SINGH	ACCOUNT MANAGER	EMAIL: SALES@SEALXPRO.NET CELL: 503.516.2550
DAY SHIFT		
JAZ SINGH	SUPERVISOR	EMAIL: JAZ@SEALXPRO.NET CELL: 206.981.8141
SONIA KAUR	JANITOR	
NIGHT SHIFT		
COREY MALONE	SUPERVISOR	EMAIL: COREY@SEALXPRO.NET CELL: 253.486.8803
SAM KAINTH	SUPERVISOR	EMAIL: SAM@SEALXPRO.NET CELL: 360.306.9271
GARY MEET	JANITOR	
AMAN MEET	JANITOR	
JACQULINE ARMSTRONG	JANITOR	
JAKE FERREL	JANITOR	
RAJVIR KAUR	JANITOR	
MANUEL GARCIA	JANITOR	
URBANO CALDERON	JANITOR	
SONIA ZELEDON	JANITOR	
ANA ZELEDON	JANITOR	

JAZ SINGH

1414 INDEX AVE SE RENTON WA 98058 | 206-981-8141 | JAZ@SEALXPRO.NET

SUMMARY

Highly skilled deep cleaning supervisor with 6 years of residential, hospitality and cities deep cleaning experience. Enthusiastically and effectively manages and trains diverse cleaning crews. Expertly assesses work sites to assign exact number of workers needed to complete deep cleaning tasks.

HIGHLIGHTS

- Trained new hires on proper cleaning techniques
- Inspected employees
- Created cleaning checklists
- Assigned daily responsibilities to workers
- Ordered cleaning supplies as necessary
- Integrity training
- Complied with health and safety regulation
- Identify any problems and rectify accordingly and efficiently -
- Maintains open communication with customers and staff

EXPERIENCE

General Manager/ Supervisor - SealX LLC Jan 2019 to Present

Managing all accounts, lead, maintain relationship between clients

Owner/Operator – GMHJ LLC – Aug 2015 to Sep 2018

Sales, Technician, Estimator, Janitor

Clean residential homes, apartments, city projects efficiently

Manager – Subway Restaurant – Jul 2008 to Feb 2013

Effectively reduced time needed for workers to complete simple cleaning tasks

Organize list of daily tasks for all employees

Inventory, hiring/firing employees and creating schedule

EDUCATION

Information Technology

Renton Technical Collage

2010 - 2014

AWARDS AND CERTIFICATION

ISSA Cleaning Management Institute

Certified Professional Trainer

Jan 23 2020

AWARDS AND CERTIFICATION

STONE PRO

Certificate of Completion

Stone Restoration

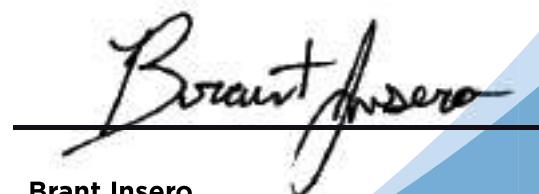


Jaz Singh

has successfully fulfilled the requirements as a

Certified Professional Trainer

and is authorized and empowered to provide training and certification for CMI's Certified Custodial Technician Program and CMI Verified Training Programs and is therefore certified under the standards set forth by the Cleaning Management Institute.



Brant Insero

Director of Education, Training,
Certifications and Standards

This certification expires two years from January 23, 2020.



Sample of our Janitorial Inspection Form – Exhibit A

SAMPLE Inspection Checklist

Bldg # / Floor / Area

Sustainable Cleaning Program

Improving the quality of your indoor environment is something we take very seriously, so we are cleaning our environment one building at a time. Indoor environments have a significant impact on human and environmental health, learning outcomes, and productivity. Based on extensive industry research focused on building maintenance and operations, technology and cleaning science, SEALX PRO has identified the best tools, products and practices for maintaining sustainable buildings that protect human health and the environment. Our program adheres to LEED v3 2009 for Existing Buildings: Operations & Maintenance (LEED EB O+M) standards.

Custodial Services at SEALX PRO has enhanced its Sustainable Cleaning Program with projected mark of 100% sustainability. Most recently, Custodial Services reported that 98% of all cleaning and janitorial products used by SEALX PRO are Green Certified Cleaning products by Green Seal and EcoLogo, the highest standards available for sustainable cleaning products. In the next few years, the Custodial Department envisions this number to reach 100%.

SEALX PRO began its Sustainable Cleaning Program in 2018 to address concerns for worker safety and the desire to increase efficiencies. A major step was the recruitment of a Quality Control Manager, who would manage chemical use, minimize packaging waste, reduce the firm's carbon footprint, lower the chances of chemical related injuries, and meet the cleanliness goals of the firm and its clients. The program has evolved over time as safer effective cleaning products have become available in the marketplace.

Program Highlights

Sustainable Purchasing: SEALX PRO follows a sustainable purchasing policy that is aligned with the U.S. Environmental Protection Agency's Environmentally Preferable Purchasing Policy to protect human health and reduce the environmental impact of materials used in the operations and maintenance of buildings.

High-performance Cleaning Program: SEALX PRO follows guidelines to ensure the program includes appropriate staffing plan and workload management; training of maintenance personnel; and mandates the use of sustainable cleaning products, equipment, and material at our client's locations.

Custodial Effectiveness Assessment: SEALX PRO implements, manages, and audits in accordance with APPA Leadership in Government Facilities' and Custodial Staffing Guidelines to determine appearance level of the client facility as well as managing its workload through Smart Sheet software.

Sustainable Cleaning Products and Materials: SEALX PRO purchases only the Carpet and Rug Institute Sustainable Label, Green Seal™ and EcoLogo™-certified cleaning products and Forest Stewardship Council (FSC) certified paper products. In addition, microfiber technology is used for mops and dust rags as they are more efficient, require less water, and last longer.

Sustainable Cleaning Equipment: All equipment used will limit or eliminate the use of hazardous materials, improve indoor air quality (IAQ), minimize environmental impact and allow for the healthy reuse of space and materials.

CLEANING OUR ENVIRONMENT

ONE BUILDING AT A TIME

www.sealxpro.net

Hand Hygiene: SEALX PRO promotes hand washing for all building occupants and provides alcohol-based waterless hand sanitizers in public areas. Over 5 free-standing hand sanitizing stations are located at our building and dining entries, lobbies, and other high traffic locations. Over 6 foam hand wash dispensers are located in restrooms throughout our location.

Staff Training: SEALX PRO provides training for maintenance personnel appropriate to the needs of each client's facility to address the hazards of use, disposal and recycling of cleaning chemicals, dispensing equipment, and packaging.

Continuous Improvement: SEALXPRO supports the capability for building occupants and custodians to provide feedback on maintenance effectiveness and assess new sustainable cleaning technologies, procedures, and processes to assure continuous improvement.

Program Benefits

- Improved regional air quality and human health
- Reduced operating costs and increased water and energy savings through reduced material consumption and packaging waste
- Reduced waterborne and solid waste by minimizing hazardous materials entering the waste stream (lead, mercury, chromium, cadmium, beryllium)
- Increased market support for recycled materials

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:		SEALX LLC							
County	L&I Trade								
	General Cleaning Services (Hourly)			Floor Cleaning Services (Hourly)			Window Washing Services (Hourly)		
	(Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)				(Including but not limited to stripping, waxing and buffing, polishing and varnishing)				(Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)
The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.									
A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%
Adams	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Asotin	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Benton	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Chelan	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Clallam	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Clark	Prevailing Wage +	22.68	%	Prevailing Wage +	28.42	%	Prevailing Wage +	35.8	%
Columbia	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Cowlitz	Prevailing Wage +	18.75	%	Prevailing Wage +	27.5	%	Prevailing Wage +	30.75	%
Douglas	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Ferry	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Franklin	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Garfield	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Grant	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Gray's Harbor	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Island	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Jefferson	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
King	Prevailing Wage +	24.01	%	Prevailing Wage +	29.42	%	Prevailing Wage +	36.04	%
Kitsap	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Kittitas	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Klickitat	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Lewis	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Lincoln	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Mason	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Okanogan	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Pacific	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Pend Oreille	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Pierce	Prevailing Wage +	21.49	%	Prevailing Wage +	21.69	%	Prevailing Wage +	34.81	%
San Juan	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Skagit	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Skamania	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Snohomish	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Spokane	Prevailing Wage +	20.94	%	Prevailing Wage +	27.55	%	Prevailing Wage +	30.14	%
Stevens	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Thurston	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Wahkiakum	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Walla Walla	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Whatcom	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Whitman	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%
Yakima	Prevailing Wage +	18.75	%	Prevailing Wage +	26.75	%	Prevailing Wage +	29.9	%

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	<p>We have been providing janitorial services in the king county for over 6 years to a wide variety of commercial and government clients from Healthcare facilities (over 50,000 square feet) to Office Buildings (1500 square feet to 3500 square feet), industrial Buildings, and Retail Stores (2500 square feet to 10,000 square feet). Currently Home Care Masters has contracts with DSHS in Lake wood and The Department of Ecology in Bellevue.</p> <p>Our concentration is 100% for dept. of Ecology and DSHS.</p>
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none">• Provide a situation you have utilized green products, including contract details.• Explain your program for using green supplies. Include information about how you will go about acquiring certified	<p>Floors that require frequent burnishing, or need to be stripped frequently, can contribute to indoor air pollution from airborne germ-laden particulates. It can also cause environmental pollution by unnecessary floor finish polymers and wax stripping sludge effluence going down the drain and into sewer treatment systems and waterways. Home Care Masters uses quality floor finishes that are properly applied that is both easy to clean and can stand the rigors of day to day traffic. Quality floor finishes home care masters uses help indoor air pollution and reduce water pollution.</p>

	QUESTIONS	BIDDER'S RESPONSE
	<p>cleaning supplies specified by purchasers and provide Purchasers with required documentation.</p> <ul style="list-style-type: none"> • Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	<p>For example, at Ecology we have been given a list of products to use and the brand to purchase. We go by the list we have been provided. For example, with the outbreak of Covid19, ecology gave us a list of preferred green sanitizing products to purchase from.</p>
c) Company Capacity and Staff Experience (Maximum of 200 Points)		
3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>We are a minority small and fast-growing company with steady income. Our goal is to participate in this competitive market and also to contribute to the quality of work and the growth of our company. Financial stability is difficult to define and even more difficult to measure. Strictly speaking, a financial system can be characterized as stable in the absence of excessive volatility, stress or crises. We monitor closely our Income, consumption and debt service payments using QuickBooks. Our accounting system (QuickBooks) helps us monitor flaws and remedies. Home care Masters has sufficient level of owner equity, good quality assets, sufficient level of return on assets, liquidity, stable income and maintains profitability.</p> <p>Home Care Masters has a high operating Efficiency. We focus on our customers - Working on the things that matter the most to our customers. We ensure that strategy, plan and day to day priority is aligned with customer needs – We capture our customer needs through their feedback and translating critical customer requirements into key metrics, hence putting an effective management system into place.</p> <p>We direct our resources and focus toward the most critical customer service metrics and indicators.</p> <p>An example of a time when this occurred for your company. Providing supporting documents is optional.</p> <p>When Covid-19 hit, sad to say many small businesses closed their doors permanently or laid off workers or acquired huge PPP or bank loans to support payroll and operations. Home Care Masters did not lay off any employees.</p>

	QUESTIONS	BIDDER'S RESPONSE
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>It's important to make the customers happy. All changes and requests will be communicated via email or by phone to the main office. Communication is very important as such we will have a logbook to document all the work done which will be signed by the site supervisor and the facility manager. Clients will be provided with the company telephone numbers and names of the designated officers to receive change request. Responding to emails and phone inquiries is within 24 hours of receipt. We also have an On-Call supervisor to respond to emergencies Home Care Masters has an assigned supervisor will be ensuring all works are done accordingly. The other on-call staff will be involved in other specialty duties.</p> <p>Our Supervisor does the walk through to ensure work is done efficiently. Home Care Masters has a series of checks and balances that ensure all work is checked carefully and completed for the day.</p>
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	<p>Work with Office Manager to develop an action plan and analyze and manage, in a proactive manner the operational performance of the assigned buildings.</p> <p>Manages and provides leadership to Supervisors, and Lead personnel assigned to the buildings.</p> <p>Develop operational improvement plans and implements process changes within assigned buildings.</p> <p>He has Strong leadership skills that are essential to succeed in this role</p> <p>He has the ability to plan, organize, prioritize and achieve effective time management.</p> <p>Home Care Masters LLC will schedule and perform 100% of the work at frequencies listed in the Task and plus any other related services designated herein. Home Care Masters LLC will arrange for satisfactory supervision of the contracted work by providing a supervisor who shall be responsible for the performance of the work.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>All HCM employees are required to maintain excellent attendance records. Failure to do so may result in disciplinary action up to, and including, termination.</p> <p>Call-offs at least four hours in advance - Staff should call off from their shift at least four hours before their shift begins. Let the supervisor on call know who you are, what shift you are working and the reason for your call off. If leaving a message, leave your phone number and be available for a call back await a verbal confirmation that the call off was approved. In case of an emergency HCM has other staff trained to fill in as needed.</p> <p>Requests for time off/vacation: An employee starts this process by obtaining a Time Off Request form. Complete the form and read it carefully. It is a good idea to start this process at least four weeks before an anticipated vacation as it can take some time to find coverage and you must turn in the form at least two weeks before your anticipated time off date(s).</p>
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>Performance recommendations and evaluations are given on an informal basis and a formal evaluation process is given by the direct supervisor every 6 months. During this time, we discuss training opportunities, goals and bonuses. Performance Evaluations.</p> <p>Home Care Masters promotes quality by recruiting well trained staff for their roles and establishing company-wide standards.</p> <p>Home Care Masters has monthly in-house trainings for safety. Training staff to properly perform their duties and provide them with correct equipment for their job. We also have separation of duties which reduces mistakes and repetition of tasks. Every new hire is issued a job description including a summary of the job, specific duties, daily tasks to be completed and checklists that need to be handed in. Each associate is obligated to familiarize themselves and follow the job description given for that position. The company revises</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>or rewrites job descriptions occasionally to fit with changes within the industry or service practices. Each associate will be given an updated version upon completion.</p> <p>We offer Regular training to help employees learn how to avoid hazards, keeping line of communication open between management and employees, and we also let employees know that we are serious about promoting safe working practices. We also offer 3 credit continuous education. Our incentives come from different categories such as safety, time keeping, etc. Employees who work hard and employees of the month are given different gift cards and awards and those who successfully complete a 1-hour safety training course are awarded a certificate.</p> <p>Education Pay Each employee will be paid a per diem rate of \$120 for every ongoing training day outside of the company premises. This pay is in addition to regular pay. The company is committed to continuous education for each employee, when outside education opportunities arise the company will pay for each course based on a case by case basis determined by the supervisor and human resource manager.</p> <p>Employees are trained to recognize biohazard warning signs. How to implement Universal Precautions according to the bloodborne pathogens standards. Employees are trained to treat all blood and other potentially infectious materials with appropriate precautions such as: Use of gloves, masks and gowns if blood exposure is anticipated.</p> <p>During the training employees are taught proper hand washing technics to ensure that employees wash their hands and any other skin with soap and water after contact with blood or other bodily fluids.</p> <p>Employees are taught to remove protective clothing before leaving the room and dispose them in an appropriate designated area for storage, washing, decontamination or disposal.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Employees are trained not to open reusable sharps containers, empty or clean manually or in any manner that would expose them to the risk of percutaneous injury.</p> <p>Employees are trained to clean and decontaminate immediately or as soon as possible feasible upon visible contamination.</p>
d) Operations and Quality Assurance (Maximum of 360 Points)		
7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	<p>Home Care Masters LLC will schedule and perform 100% of the work at frequencies listed in the Task and plus any other related services designated herein. Home Care Masters LLC will arrange for satisfactory supervision of the contracted work by providing a supervisor who shall be responsible for the performance of the work.</p> <p>Home Care Masters will commit the required level of staff as requested who will be physically able to do their assigned work.</p> <p>Employees assigned to work in rural areas requiring driving more than 25 miles will be required to have a driver's license and able to drive such a distance. Integrity and ability to work independently and must be flexible, be able to demo capabilities and have a completely Clean Background.</p> <p>Clients will be provided with the company telephone numbers and names of the designated officers to receive change request. Responding to emails and phone inquiries is within 24 hours of receipt. We also have an On-Call supervisor to respond to emergencies that arise.</p> <p>Call-offs at least four hours in advance - Staff should call off from their shift at least four hours before their shift begins. Let the supervisor on call know who you are, what shift you are working and the reason for your call off. If leaving a message, leave your phone number and be available for a call</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>back await a verbal confirmation that the call off was approved. In case of an emergency;</p> <p>HCM has other staff trained to fill in as needed.</p> <p>Requests for time off/vacation: An employee starts this process by obtaining a time Off Request form, complete the form and read it carefully. It is a good idea to start this process at least four weeks before an anticipated time.</p>
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>It's important to make the customer happy. All changes and requests will be communicated via email or by phone to the main office. Communication is very important as such we will have a logbook to document all the work done which will be signed by the site supervisor and the facility manager. Clients will be provided with the company telephone numbers and names of the designated officers to receive change request. Responding to emails and phone inquiries is within 24 hours of receipt. We also have an On-Call supervisor to respond to emergencies.</p>
9	<p>Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.</p>	<p>A background check form will be completed and submitted as part of the initial application packet and processed immediately upon scheduling of an interview.</p> <p>If a candidate is selected for hire, the provisional clearance is presumed until the background check comes back. The provisional clearance employee packet shall have a notice on the front of the employment file, attached to the outside so that it is easily seen, written on red paper indicating that the employee has provisional clearance only and the final Background check is still pending.</p> <p>The files with red colored attachments will not be filed with other employment files while the red paper is attached. Instead they will be segregated with other like files and reviewed at the administrative meeting weekly until the final clearance is obtained.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>When the final clearance from BCCU is obtained, the HR department will review it. The HR department will sign the document clearing the staff person as having full clearance of background check and remove them from pro. If the background check indicates a history of arrests that require HCM to do a suitability review, the staff person will be contacted immediately and may not work until the suitability review is completed.</p> <p>The Human Resources department will assure that the suitability review document is filled out and assure any supporting documentation is attached. Once the suitability review is completed and documented, the Suitability Review form will be signed by the Human Resources staff and Director. If there is concern about someone's ability to work in government buildings or has a history that causes concern the employee should be terminated from employment.</p> <p>Within 30 days, HCM must receive a clear background check returned from the Background Check central Unit in order for staff to continue having access to government buildings. Continued employment is contingent on receiving a clear background check.</p> <p>Home Care Masters verify the information provided by the applicant regarding his or her education and credentials, employer history, tenure, visional status.</p>
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non-performance or downward quality 	<p>Home Care Masters identifies a list of work tasks which will be quality controlled. Each work task is subject to a series of inspections before, during and after the work is completed.</p> <p>Each inspection verifies compliance with full scope of the relevant specifications not limited to checkpoints for heightened awareness. The initial task ready inspection</p>

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • Examples of how you have successfully met the above expectations 	<p>occurs when crews are ready to start work and ensure that work begins only when it does not adversely impact quality results.</p> <p>Schedule regular inspections. We regularly schedule in-person inspections which is part of our janitorial quality assurance program.</p> <p>We Follow up with our client. Checking in with our clients early and often gives us the opportunity to deal with any gaps in communication or expectations.</p> <p>Above all, we stay in touch with our clients</p>
e) Personnel and Communication (Maximum of 40 points)		
11	<p>Described your Communications Plan for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>The assigned supervisor will be ensuring all works are done accordingly. The other on-call staff will be involved in other specialty duties. HCM always has a checklist of works to be done daily. Our Supervisor does the walk through to ensure work is done efficiently using a checklist. Home Care Masters has a series of checks and balances that ensure all work is checked carefully and completed for the day.</p>
12	<p>Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations</p>	<p>Uniform T-Shirts will always be worn tucked in.</p> <p>Uniform smocks will be buttoned to the top button or zipped completely, with or without a shirt underneath. All other buttons are always to be secured.</p> <p>Open/exposed footwear is not acceptable.</p> <p>Skirts, dresses or pants (slacks/jeans) may be worn by employees provided they do not create or expose the employee to health or safety hazards or distract in any form or fashion the employee or others.</p> <p>All personnel will wear company ID carrying names and pictures.</p> <p>Home Care Masters LLC will schedule and perform 100% of the work at frequencies listed in the Task and plus any other related services designated herein.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>All HCM employees are required to maintain excellent attendance records. Failure to do so may result in disciplinary action up to, and including, termination.</p> <p>Staff should call off from their shift at least four hours before their shift begins. Let the supervisor on call know who you are, what shift you are working and the reason for your call off.</p> <p>Home Care Masters disciplinary action is taken for</p> <ul style="list-style-type: none"> Violation of company policies or procedures Excessive tardiness or absenteeism Issues with work quality or performance Safety violations Inappropriate conduct <p>Home Care Masters has progressive discipline steps:</p> <ul style="list-style-type: none"> Oral warning Written Warning Suspension Termination

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:		Home Care Masters LLC							
	L&I Trade								
County	General Cleaning Services (Hourly) (Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)			Floor Cleaning Services (Hourly) (Including but not limited to stripping, waxing and buffing, polishing and varnishing)			Window Washing Services (Hourly) (Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)		
The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.									
A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%
Adams	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Asotin	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Benton	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Chelan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Clallam	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Clark	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Columbia	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Cowlitz	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Douglas	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Ferry	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Franklin	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Garfield	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Grant	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Gray's Harbor	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Island	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Jefferson	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
King	Prevailing Wage +	25	%	Prevailing Wage +	26	%	Prevailing Wage +	21	%
Kitsap	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Kittitas	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Klickitat	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Lewis	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Lincoln	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Mason	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Okanogan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pacific	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pend Oreille	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pierce	Prevailing Wage +	20	%	Prevailing Wage +	21	%	Prevailing Wage +	21	%
San Juan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Skagit	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Skamania	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Snohomish	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Spokane	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Stevens	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Thurston	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Wahkiakum	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Walla Walla	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Whatcom	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Whitman	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Yakima	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER'S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER'S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none">• Provide a situation you have utilized green products, including contract details.• Explain your program for using green supplies. Include information about how you will go about acquiring certified	

	QUESTIONS	BIDDER'S RESPONSE
	<p>cleaning supplies specified by purchasers and provide Purchasers with required documentation.</p> <ul style="list-style-type: none"> • Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	
c) Company Capacity and Staff Experience (Maximum of 200 Points)		
3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires 	

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	
d) Operations and Quality Assurance (Maximum of 360 Points)		
7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	
9	<p>Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.</p>	
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities 	

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> Method for identifying deficiencies in service quality and rectifying non-performance or downward quality Examples of how you have successfully met the above expectations 	
e) Personnel and Communication (Maximum of 40 points)		
11	<u>Described your Communications Plan</u> for providing information and feedback to purchaser. Ensure your response includes: <ul style="list-style-type: none"> A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. Proof of concrete reporting methodology on the results of cleaning activities 	
12	Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations	

Janitorial Services, 05919

Exhibit B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

Coastal Business Services Group, Inc.

RESPONSES

A) Company Experience (Maximum of 80 points)

1. We have been in business since 2004 providing janitorial services to the South Puget Sound area including government, municipalities, and private commercial business. In 2016 we expanded our area of coverage to include the Kitsap Peninsula, The greater Seattle Area and counties in Central Washington and Southwest Washington.
Historically (from 2004 – 2016) we were very heavy concentrated in State of Washington Governmental contracts. Since 2016, we focused to dilute our concentration and are currently operating at a 53% concentration of services being provided to various governmental contracts including State of Washington Departments such as Washington State Patrol, Department of Licensing, Department of Corrections, Department of Labor & Industries, Department of Social and Health Services, Department of Transportation, and Cannabis and Liquor control board. These contracts are predominantly providing standard weekly or daily janitorial services including floor and window cleaning as well as emergency response structures. The other governmental contracts we service are Mason County, City of Port Orchard, Thurston County, and Camp Murray. These contracts consist of standard daily janitorial services along with quarterly deep cleans and floor and window care. In total our governmental contracts represent 34% of our monthly accounts receivable.
Our private commercial contracts currently represent 47% of our booked business. These contracts include behavior health facilities (both medical and administrative complexes), local private businesses, country clubs, and medical facilities. Of these contracts, our largest and most complex contracts provide for 7x per week services working within Mental Health medical facilities around patients and/or clients. In these contracts, we are on-site everyday providing immediate services throughout the day as well as floor and window maintenance and emergency services. We also provide for construction cleanup and apartment cleanout (turn over) services for several property management companies. Lastly, we are a primary subcontractor for a company based out of Texas that contracts for services for Regional chain stores. We provide services to facilities such as Bon Marche, REI, Target, Chipotle, Ben Bridge, Gap, Old Navy, etc. These services range from strip and Wax to carpet cleaning, High Dusting, Emergency clean up (Biohazard), window washing, full janitorial services, and pressure washing. and other professional services. Overall, our private commercial booked business represents 66% of our monthly accounts receivable.

B) Company Experience Using Green Products (20 Points)

2. As has been the preferred method for quite some time, all of our Governmental contracts require the use of Green products in our services. As green products became available, we moved our product use to the Green standard across the board of all of our customers, not just government contracts. one of the earlier contracts that we had that moved to green products was with the City of Olympia. During that transition, with the aid of City of Olympia management in identification of required certifications, we identified the cleaning chemicals

and equipment that meet the green certification and implemented those products and equipment to all facilities that we serviced. Furthermore, utilizing the supplier of our products, we updated and provided a MDS of all chemicals and equipment that we utilized along with the certificate of Green Seal. This same process is in place for all of our contracted sites since that time. And as a matter of procedure, we provide the purchaser (usually the contact person) with all required documentation organized into a binder (master copy) and provide a secondary copy on site at all contracted facilities.

We continue to monitor the industry standards through review of industry periodicals, governmental issuance of requirements, and through continued communication with our suppliers. As we find new products that are developed that meet the differing requirements of "Green Products", we analyze and test the products to verify standards and compatibility with cleaning requirements. IF we find a new product that meets the contract standards, we provide notification to the contracted representative of our desire to replace a current product or equipment with the new product and provide all detail regarding "Green Product" certification. Only after notification and approval do we then place the new product into the production line for use by our employees.

Regarding training of our staff on new products and their use. As a matter of default, we conduct a review and training with our staff on a semi-annual basis. During this time, all products and equipment are reviewed and refreshed on proper use, disposal, and safety components. When a new product is introduced to the operations, at each site that the new product is introduced, staff are provided a training of the same structure as outlined above. For employees that do not speak English as a first language, we provide literature that is in their language as well as an interpreter during the training. This is usually another staff person that speaks both languages.

C) Company Capacity and Staff Experience (Maximum of 200 points)

3. We are a wholly owned subsidiary of a nonprofit organization located in Olympia Washington. Due to that ownership structure, our BOD annually reviews the profits of the company and provides dividends to the ownership yearly.

As such, we have the financial backing of said non-profit organization in regards to our line of credit and capital resources. With that stated, we have independently operated and have never had to utilize any capital resources from the parent company since our inception in 2004. We conduct business in a sound financial practice and have no outstanding debts. While we have a secured line of credit of \$150,000, we have not tapped into our line of credit since 2015 and continue to maintain a zero balance on that line of credit. As we secure new contracts, if needed we acquire the required equipment and supplies to fully support each contracted facility. We maintain all of our equipment to keep fully operational and dispose of aged and broken equipment as the need arises. As with most companies, as the market conditions change we adapt and change our processes to meet those conditions. Unfortunately this can mean the loss of qualified employees at times. However, when possible, we prioritize moving the highest qualified staff to new locations to maintain their employment while dismissing lesser qualified or average staff. This is done in order to retain the highest qualified and most productive staff in our business.

The most recent example of our response to changing conditions is the year of 2020 and the Covid-19 pandemic. As both government and private commercial business shut down in Q2-Q3,

we had to dramatically shift our focus in order to both alleviate overhead costs and burden while also ramping up for certain contracts that required additional services. Our management team intensely reviewed costs and made difficult decisions on labor reduction requirements but managed to minimize this impact while continuing to provide same level of services and added services to our clientele as needed.

4. Upon receipt of a signed contract, our operations management team immediately reviews the contract requirements again to fully understand all requirements and scope of work and identify any questions or concerns. Once reviewed, we reach out to the point of contact for the contract and establish a meeting to review together and answer any identified questions that we have and to additionally answer any questions or concerns the purchaser has. While most contracts are consistent overall, there is normally some idiosyncrasies and specifications that are "Hot points" that we want to make sure we fully understand and can address from the start as "points of emphasis".

Once that component is completed, we then assign the appropriate level of staffing to fully provide services for the contract. We have pools of teams that are assigned different areas of responsibility. Such as a pool team for standard daily janitorial services crew (these crews perform the daily or routine work at the designated frequency), a dedicated floor crew that is trained and responsible for the hard floors (strip and wax), carpet cleaning, and window cleaning, a quarterly team that is responsible for quarterly work, and finally a pool of on-call staff that provide back up for absenteeism and other abnormal operation coverage.

At start of the contract, one of our operations managers is on site daily working with the assigned team to "Train" to the specification of the contract and monitor compliance. This operations manager employs a proactive communication approach with the purchaser point of contact to review our first days of service to make sure we did not miss anything. Especially in large facilities, sometimes both the contractor and the purchaser may miss areas that need services in the walk through and detail. So, we proactively try to identify those misses and get them on service point as quickly as possible. All staff that are assigned to the contract (including on-call pool) are cross trained to the specifications so that there should be minimal impact to service when a fill-in employee is required.

Our management team are always available for contact for change requests, response to concerns or issues, and emergency situations. We provide for multiple channels of contact so that the purchaser will always have a way to contact us for such situations. We are committed to responding to any communication within one (1) hour of receipt. In speaking with our clientele, the one component that stands out is our attention to communication, follow through and response time to any situation.

5. We utilize a team approach with our project management. While we have a primary individual that is responsible for the overall operations, he is supported with three other project managers that are responsible and active in the operations and oversight of all contracts. These three other project managers have assigned contracts to them for performance oversight, control of services and response to purchaser interest, and quality control. However, all project managers are fully briefed and knowledgeable in all other contracts not assigned to them. By using this strategy, we can utilize the broader experience and knowledge base of all project manager team members to address any concerns or operational issues more readily in a faster and more comprehensive manner. All our project Managers have participated in project management

training courses both through our company training process (internal) and external resources from regional and national education programs and seminars. Our management team meets (at minimum) weekly to review contracts, their status, any areas of address, and forecasting for upcoming situations. Additionally, we emphasize proactive communication with our clientele to work with our contracts to attempt to identify and stay ahead of issues and upcoming scenarios. We also utilize a trickle-down management approach; our front-line staff are integral to our services and they are the “boots on the ground” and have direct knowledge of contract details and service requirements. We have assigned to each contract a “lead” staff that works closely with the assigned project manager to quickly address any concerns or service deficiencies at our contracted sites and provide quality review for each service date. This lead staff is operational and completes duties on site for each service date. The same approach is utilized with our dedicated floor technicians. They are fully trained in the use of our equipment, chemical usage, and application procedures for Stripping, Waxing and buffing as well as carpet cleaning and sanitization processes. Lastly, as mentioned in previous questions, we cross train our staff on various contract specification in order to create a pool of On-Call staff that can fill in for absenteeism and other unforeseen events. This way we can ensure service requirements and service dates are met.

6. We provide a wide range of services to our clientele base. The most obvious is the standard high-quality cleaning services for facilities that include but are not limited to Garbage, recycling, vacuuming, mopping, bathroom cleaning, etc. We also provide services for full floor care solutions (Hard floor and carpet) as well as window cleaning (inside and out). With the recent pandemic outbreak, we have also trained our staff in the appropriate cleaning solutions for sanitization to help clean up and prevent further contamination from the Covid-19 virus. We also provide services for Apartment or Office clean out, construction cleanup, Pressure washing, High dusting and commercial (retail) cleaning services.

When recruiting suitable staff for employment, we utilize various platforms for recruitment. We place ads in Craigslist as well as work with local employment companies to find viable candidates looking for employment. We invite the candidates we feel might be a good fit for us that have experience in cleaning to an interview process. Upon completion of our interview process, we select the candidate(s) we wish to hire and then complete a detailed background check both State and nationally. Upon acceptance of position, our new candidates are then put through a training program with our company. Attached (Exhibit 6A) is the checklist of training specifics that we utilize during the Standard Quality training process. Even if an individual has significant experience in cleaning solutions, they must complete our training regime so that we can integrate them into our standard of quality and processes. The intent of this is to develop a standard that is the same at each location and interchangeable. After the training is completed, the candidates are then placed into their assigned contracts and work with the existing team or project manager and are further trained on the specific details of the assigned contract(s). We provide ongoing training to all of our staff in multiple ways. The first and most standardized is a minimum yearly training of all staff that provides a refresher course on standards and processes. Additionally, we encourage staff to seek out training seminars or other educational experiences such as trade shows, college courses, trade school courses or other industry related seminars. We fully reimburse our staff that participate in these processes and use those skill sets to promote staff to lead levels with higher pay rates as appropriate. Our management team

also consistently reviews periodicals and engages with our vendors to stay abreast of industry changes and updates. Our topics of trainings include but are not limited to: Blood borne pathogens, back injury prevention, proper chemical storage and usage, First aid, SHARPS, chemical clean up and spill response, Covid-19, Safety, proper ladder use, Workplace Safety, Sexual Harassment, Workplace Violence, and OSHA Safety guidelines.

D) Operations and Quality Assurance (Maximum of 360 Points)

7. At the beginning of every new contracted site, our management team first meets with the point of contact to review the contract requirements and identify any hot topics and/or areas of concentration. The scope of work document is used to create a check list for all assigned staff to the contracted location and is also placed in a log book that is kept on site in the janitor's closet area that all staff have access to for review and use. This check list clearly identifies all areas and frequencies of services to be completed at each service date. This is both helpful to our staff as well as for communication with purchaser staff that may not be aware of scope of work details. It has been our experience that sometimes purchaser staff are unaware of contracted frequency and scope and can have concerns or complaints about services that are clearly outlined in the scope. We use this tool to professional and kindly communicate with the purchaser staff why a service might not be meeting their particular expectation. This has alleviated a lot of issues in the past. One example of this might be, we are specifically asked to only vacuum an area 1x per week. However, a staff person unfamiliar with the contract issues a complaint that their area is not being vacuumed on a regular basis (nightly). They are unaware of the frequency requirement from the purchaser. After a gently communication, they are aware, and the issue is resolved. If not, then we contact the main point of contact and have a discussion regarding the complaint and determine the best course of action.

In all cases, any complaints that we receive about service level is addressed either immediately or at the next scheduled service date depending on the level of severity of the complaint. We maintain a proactive communication with the point of contact of any items either brought to our attention by the purchaser staff or our staff.

Our assigned project manager conducts weekly site visits both during our operational time and/or during purchaser hours of business in order to receive feedback and oversight from both parties to ensure a broad spectrum of feedback to facilitate any actions required to maintain compliance of standards.

For contracted sites that are considered rural (requiring more than 25 miles travel one way), we provide mileage compensation and wage to our staff when appropriate.

We currently have in place our solution for backup of staff for all contracted sites. We have numerous staff that are cross trained for sites that are close to their existent contracted sites and can easily increase their workload for their shift to cover other areas in case of absenteeism or other emergent situations. A perfect example of this scenario is we have one customer that we provide services to five (5) different locations seven days per week. When one staff person calls in sick, we have our pool of staff that are trained in those facilities and we move the staff over to cover or call in a staff person that has the day off depending on the situation. This has historically allowed us to provide a level of service to the multiple locations every day for the past 4 years without any missed service dates.

As a matter of policy, we require all staff to notify us of not being able to report to work at least 2 hours prior to the start of the shift. In the rare instances that an individual cannot follow this

policy and we are notified shorthanded, our management team then acts as the final back up and will go in and cover shifts until another solution is found.

We provide our point of contact for the purchaser three different contact routes (phone numbers of three management team member as well as email addresses) so that anyone of our management team can respond to any concern or emergency requests. We are committed to responding to any call within one business hour from receipt of request.

8. First off, we take every contract we have as a priority. Regardless of size, value or purchaser. As stated in previous questions, at time of contract approval, our management team reviews the scope of work and develops a communication platform with the purchaser point of contact. Together we review the scope of work and identify any questions from either party and any particular "points of emphasis". From the scope of work spreadsheet, we develop a checklist for our staff to use on site. This checklist details out specific work to be completed and the frequency dates of those services. Keeping in mind that even if it is not a scheduled night for vacuuming, if we find a room that needs the service, we expect our staff to complete it anyways. With the checklist, trained staff and operations going, our project management team starts off by conducting site inspections nightly until we are sure the specifications are being met. Then slowly reduce inspection frequencies to 1x per week at a minimum.
Anytime we receive a service complaint, we immediately contact the purchaser point of contact to get full detail regarding the complaint and location. One of our management team immediately conducts a site review to identify the area of address and then works with the assigned team to address the service issue. Follow up site inspections are conducted nightly until the issue has been consistently resolved. Then we slowly reduce back to the minimum default of 1x per week site visit.
The same process is followed for when there is a change request for services. Depending on the complexity of the change request, management will identify the operational requirements, notify and train the assigned staff and monitor the implementation of the change of services until satisfied that work has been adjusted and operating correctly. Then inspection site visits will slowly reduce to minimum levels again depending on findings.
An example of when we have successfully met the above expectations would be with our client Mason County facilities. We service over 13 buildings throughout the county. They are constantly under construction and moving offices around. As a result, areas are closed off and not serviced for a period of time and then reopened at a later date. Our point of contact is a very excellent communicator and we have an excellent relationship. So together both parties work diligently to adjust services to keep the employees of the county satisfied with services. With the constant changes there are times when there are service issues and the contact point is very good at providing us notification of complaints. We immediately respond and have a project manager onsite to identify and address and rectify the issues within 1-2 service dates depending on the complexity of the complaint or change order. The most drastic change order we had to address to date was with the Covid-19 outbreak. The county needed to take measures to protect the staff and public in the buildings. They requested added daytime porter services to travel between all county facilities and disinfect all common touchpoints. From point of first request of added services to date of implementation was four days.
9. When looking for new candidates for positions, we utilize several hiring platforms for potential individuals. We place ads on Craigslist as well as reach out to local employment resources to

gather applicant resumes. Once received, our management team reviews all applications and conducts interviews of ones considered a good potential. We look for previous experience directly related to cleaning services and customers service skills during our interview process. Once we have narrowed down our list of qualified candidates, we conduct a reference review to determine their previous employment history including reliability to complete assigned tasks, attendance, communication capability and other important qualifications. From that process, we select the last few candidates we are looking for and then conduct a criminal background check both state and nationally. If an individual does have a criminal record, that does not mean they are necessarily removed from candidacy. We review the record to determine what was the criminal activity and how long ago the activity occurred. If it does not include theft, dishonesty, fraud, or other devious felonies, we will contact the candidate and allow an opportunity to explain the circumstances of the record. Based on that information, we will determine if the individual is still a valid candidate or not. Finally, we will make our selection of eligible candidates and offer conditional employment. If accepted, then the candidate must complete a drug test prior to final hiring process. From that point forward, the candidate enters the onboarding and training process and is in a 90-day probationary period. Due to the current law in the state of Washington, we only conduct drug tests if there is any suspicion of drug use during the assigned work timeframe. We are very clear with all of our staff that if at any time there is suspected drug use or the appearance of being under the influence of any drug or alcohol that we can request a drug test within 24 hours of notification of request. We also mandate that after any industrial accident while on duty, that every involved employee must take a drug test. Lastly, we also emphasize to all employees that if they suspect another staff person of being under the influence, that they must report it to management immediately or they will be subject to disciplinary action as well. To date, this process has been effective in maintaining a drug free workplace. To point, we did have one employee that passed the initial drug testing process and then six months later, we received reports from another team member that the individual was acting differently than normal. Our management team immediately went to the contracted site to conduct an observation independently. After noticing the behavior, we requested a drug test and found the individual to be under the influence of a controlled substance. The individual was relieved of their assigned duties and directed to seek assistance in substance abuse. Fortunately, the individual did seek that assistance and was able to "get clean". We provided for the opportunity for the individual to return to work after receiving certification from the assistance program that the individual had completed treatment and was clean. Unfortunately, the same individual regressed several months later, and we had to fully terminate the individual from employment with no capability for rehire.

10. As previously described, all contracted sites have a scope of work checklist that the assigned staff utilize for the cleaning services. All staff are also specifically trained in our cleaning processes and standards. However, there are times when staff become complacent and level of service does lower. To prevent that from occurring, we have a team lead that is on site completing tasks at every service. The lead is provided added time to conduct a quality review and check to make sure services are completed to standards. However, this does not always maintain as well. So additionally, one project manager conducts a weekly on-site review of the contracted facility (at minimum). During this quality inspection event, the project manager is looking at all items of service and determining if the standard is being met. If a standard is

identified as not being met, the project manager pulls the appropriate team member assigned, reviews the standard, and provides corrective education. The minimum frequency is when there are no reported issues or concerns found on a regular basis. When we do receive a complaint regarding service levels, the issue is immediately addressed at the next service date by the project manager with the team and the individual completing the infraction. The situation is discussed, and retraining is provided by the project manager. Then the frequency of on-site inspection is increased until a consistent standard is maintained for at least five (5) inspection events. It must also be noted that the project manager also conducts site visits during purchaser operational hours in order to meet and conduct interviews with purchaser staff to gauge the perceived level of service and identify any areas of concern that have not been reported. We have found that completing this additional process has aided us in proactively resolving issues, providing information to purchaser staff that may not fully understand the scope of work, and minimizing issues. Our current contract with Mason County has demonstrated the success of this process. We have employed staff on this contract that became complacent, we received the specific complaint from our point of contact, we addressed it the next service date, follow the above outlined program and resolved the issue aggressively. Other complaints that we received were identified as the purchaser staff not understanding the scope and was able to clarify and resolve. Specifically, one staff complained that their garbage was not being kept empty. After review and communication with the staff, it was clarified that per purchaser requirement, the garbage in that specific building was to only be emptied 1x per week (on Fridays). After clarification, staff person was on board and reported later that that frequency was being met. Lastly, in the same contract, we have had a complaint, we addressed, the staff was not able to resolve, and we quickly made a personnel change. The issue was resolved with a new team member.

E) Personnel and Communication (40 Points Maximum)

11. Communication is the key and we are a firm advocate for that process. We continually encourage our clientele to engage in communication with us regarding all aspects of the contract. There is no “Wrong “question from either our own staff or our clientele. Our management team is very active in being responsive to all questions presented. We provide multiple levels of communication so as to respect our clients own professional time and constraints. At each contracted site, we provide a communication logbook so that “Low level” communication can occur between the assigned team and the clientele staff. This logbook allows for small items such as, notification of supply requirements, special attention to service areas that may have had an unusual event and requires additional detail work, or any other small item of address. In addition to the on-site log book, our project management team conducts site visits and contacts the contract point of contact frequently to “Check in” and see if there is any item that has not reached a level of complaint status so that we can attempt to proactively address before rising to that level.

When we do receive a communication from the client, we have a policy to respond within the same business day to at least acknowledge the communication. Depending on the communication, an answer or resolution may take additional time and we are very clear on when we will provide a final solution. We stick to that commitment to answer/resolve within the timeframe provided. Lastly, we submit out a regular survey to all of our clientele that provides an opportunity to review and rate our level of services. This survey aids us in being responsive and coordinate with the main point of

contact how to approach and address any nuances that we would otherwise be unaware of. These structures has aided us significantly in maintaining a high level of standard cleaning services.

12.. All our staff are required to wear an identifying uniform (Shirt) that clearly displays our company name. The uniform is the same color and is easily identifiable. We provide all our staff with these uniforms and they are required to notify us when they become worn or permanently soiled so that we can replace. We communicate at time of hire the standard uniform and appearance expectation. We do not allow for unkept clothing. Shorts and pants must be clean and presentable. No cut offs, no holes in jeans, etc. Hair (including facial) must be kept groomed, neat, and clean. All clothing must be clean and presentable at each service date. Tattoos or other body art that could be considered as offensive must be covered as reasonably as possible. And when required by the purchaser, ID badges are always provided and required to be worn.

Regarding attendance, at time of hire we provide the education to our staff the expectation and call out procedures that are in place. We have the standard that call out must occur at minimum 2 hours prior to assigned start time. This allows for management to adjust resources to ensure coverage of scheduled services is found.

As our project manager conducts the frequent site inspections, we gather information and provide annual reviews to each staff person regarding their performance. We identify areas of excellence and reward staff for exceptional performance reviews through multiple venues. This can include gift cards, bonuses, extra allotted paid time off, and other components. For areas of concentration (areas that need improvement), we work with the staff person to develop a plan of address with a timeframe for correction. It must be noted that this also occurs in between annual reviews when there is an infraction that requires an immediate action on our part. We have a three-level disciplinary action structure. First offense is a written warning, the second offense is a suspension, and finally the third is termination. Depending on the severity of the offense we reserve the right to elevate to the appropriate level of disciplinary action immediately. An example of this would be if a person conducted themselves in a highly inappropriate manner to the clientele staff while at the assigned facility, the individual may be terminated immediately.

Exhibit 6A

Manager Training Checklist: Standard cleaning training

Manager completion training

Employee Name

General:

- () --Disinfecting/general wipedown
 - () --COVID 19 disinfecting
 - () --stainless steel protocol
 - () --Touchpoints/other focus areas
- Vacuuming
 - () --Vacuuming frequency/general vs detail vacuuming
 - () --Changing out vacuum bag
 - () --Resetting and unclogging vacuum

- () --Hardfloor
 - () --Thorough sweep
 - () --Mopping
 - () --Proper chemical to water ratio
 - () --No excess water on floor

--Trashes

- () --Tying off bags
- () --Soiled vs not
- () --recycling protocol for building

() --Windows & Mirrors

- () --Dusting
 - () --light fixtures
 - () --ledges/stairwells
 - () --quarterly dusting

() **Bathroom Specific:**

- () --Full toilet clean
- () --Dispenser open/refill
- () --Mirror cleaning
- () --Sink cleaning
- () --Hardwater remover proper usage

() --Weekly/quarterly spots:

- vents
- stall walls
- tops of stalls, seals, and kickplates
- Floor disinfecting/deodorizing**

Breakroom Specific:

- Tabletop/sink/counter disinfecting
- Dispenser refill

Communication

- Log Book – onsite
- service check list (Scope of work)
- clientele communication protocols
- Supply orders
- equipment repair
- call out procedures
- schedule/ shift standards

Service standards

- dress code
- appearance
- communication

Equipment care

- maintenance

Signature of Manger that training has been completed

Date of completion

Signature of employee receiving training

Date of completion

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company: **Coastal Business Services Group Inc.**

		L&I Trade							
County	General Cleaning Services (Hourly)	Floor Cleaning Services (Hourly)				Window Washing Services (Hourly)			
	(Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)	(Including but not limited to stripping, waxing and buffing, polishing and varnishing)				(Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)			

The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.

A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%
Adams	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Asotin	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Benton	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Chelan	Prevailing Wage +	47	%	Prevailing Wage +	62	%	Prevailing Wage +	47	%
Clallam	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Clark	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Columbia	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Cowlitz	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Douglas	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Ferry	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Franklin	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Garfield	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Grant	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Gray's Harbor	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Island	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Jefferson	Prevailing Wage +	47	%	Prevailing Wage +	62	%	Prevailing Wage +	47	%
King	Prevailing Wage +	42	%	Prevailing Wage +	62	%	Prevailing Wage +	42	%
Kitsap	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Kittitas	Prevailing Wage +	47	%	Prevailing Wage +	62	%	Prevailing Wage +	47	%
Klickitat	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Lewis	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Lincoln	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Mason	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Okanogan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pacific	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Pend Oreille	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Pierce	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
San Juan	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Skagit	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Skamania	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Snohomish	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Spokane	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Stevens	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Thurston	Prevailing Wage +	42	%	Prevailing Wage +	57	%	Prevailing Wage +	42	%
Wahkiakum	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Walla Walla	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Whatcom	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Whitman	Prevailing Wage +		%	Prevailing Wage +		%	Prevailing Wage +		%
Yakima	Prevailing Wage +	47	%	Prevailing Wage +	62	%	Prevailing Wage +	47	%

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	<p>CCS Facility Services is fortunate to provide services to governmental and commercial purchasers for the last 32 years. We currently service the following governmental and commercial purchasers: King County Library System, City of Lynnwood, Tacoma Rail, Pierce County, Clise Properties, Greenbridge, Kidder Mathews, CBRE, JLL, Cushman and Wakefield, Hines, Colliers, City of Las Vegas, City of Tuscon, City of Santa Ana, City of Fullerton, Merced County, Medera County, City of Glendale, and many others. Governmental and commercial purchasers encompass 83% of our book of business. Our average contract length is 8 years.</p>
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p>	<p>With our Green Cleaning Program, CCS takes traditional cleaning beyond appearances with procedures designed to make each customer's occupancy the safest, healthiest and cleanest environment possible.</p>

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> Provide a situation you have utilized green products, including contract details. Explain your program for using green supplies. Include information about how you will go about acquiring certified cleaning supplies specified by purchasers and provide Purchasers with required documentation. Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. 	<p>While we employ bio based and Green Seal 37 and CARB Max VOC Compliant products in our everyday service, we often have clients that request specific green cleaning supplies. For example, we service Cornish College of the Arts and their dance studios have a specific flooring (Harlequin) that requires the use of a pH neutral product when they are cleaned. At their request, we order and use Force of Nature Natural Cleaner and Disinfectant in our electrostatic machines.</p> <p>We partner with WAXIE Sanitary Supply and have been able to source any chemical needed from them in a timely fashion, with prompt invoicing and clear communication. We are committed to extending that same level of partnership to DES and all state agencies.</p> <p>Using environmentally friendly, less-toxic products is just one step in the process of setting up and implementing a successful green cleaning program. How the janitorial staff uses cleaning products and equipment also impacts the program's success.</p> <p>CCS employs our Green Cleaning Program throughout our company to achieve:</p> <ul style="list-style-type: none"> A healthier environment for all occupants in the building Reduced absenteeism and higher productivity in the workplace The ability for our customers to earn LEED-EB credits toward building certification Favorable public relations to tenants and the general public for property owners and managers Compliance with governmental requirements

	QUESTIONS	BIDDER'S RESPONSE
		<ul style="list-style-type: none"> • A reduction in building maintenance and repairs • A lower impact on the natural environment <p>In addition to traditional janitorial processes, CCS's Green Cleaning Program addresses training and procedures specific to the following areas:</p> <ul style="list-style-type: none"> • Entryway maintenance and documentation • Powered floor care equipment use, maintenance and documentation • Dusting and mopping • Hard floor care maintenance and documentation • Carpet floor care maintenance and documentation • Food areas • Indoor plants • Solution dilution, use, spill containment, recycling and disposal • Trash collection and recycling procedure • Reduction in solid waste • Vulnerable populations, communication and procedure • Hand sanitizing and proper hand hygiene • Documentation and reporting required for LEED Certification <p>This program is taught in both English and in Spanish to each new hire. In addition, we frequently use components of our Green Cleaning Program in our monthly on-the-job trainings.</p>

c) Company Capacity and Staff Experience (Maximum of 200 Points)

3	Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:	CCS Facility Services is a privately held corporation, and as such would like to keep our financial information as confidential as possible. Janet Kiefer, our CFO, can submit the financial
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	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>information directly to the individual responsible for confirming our strong financial position. Should you require any financial information as it pertains to your account, CCS Facility Services will review the requests and work to find the best solution for both parties. Please contact Janet directly at jkiefer@ccsbts.com for this information.</p> <p>CCS has a long standing history as a very stable and financially healthy company. CCS has never been insolvent, or experienced any type of financial distress or bankruptcy. CCS is very well capitalized, and continuously invests in our employees, equipment, technology and infrastructure. CCS employees always use well maintained cleaning equipment and supplies, and are provided with professional uniforms to be worn at all times. In addition, the latest technologies are utilized to ensure our service delivery is the most comprehensive and highest quality in the industry.</p> <p>CCS remains profitable and continues to pace growth. Management's focus is to keep a well-capitalized balance sheet and to reinvest earnings into our company to fund future growth and operations.</p> <p>Today, CCS operates a fleet of 125 vehicles and in 9 offices with a team of nearly 4,000 employees. We own all of our vehicles and equipment.</p> <p>We would not need to borrow or bring in any financial partners in order to finance the equipment and working capital necessary to perform on this contract. We utilize these resources to:</p> <ul style="list-style-type: none"> • Provide the newest and most effective equipment upon contract starts

	QUESTIONS	BIDDER'S RESPONSE
		<ul style="list-style-type: none"> • Perform necessary maintenance to capital equipment or replace once the useful life is met • Create incentive bonus programs for supervisors and managers to promote safety, quality, and proactive communication • Provide support to our in-building teams in the form of training programs, new uniforms, proper protective equipment, and educational resources <p>CCS has never filed for bankruptcy and does not foresee any other legal or financial circumstances that would affect our performance within your facilities.</p>
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>CCS believes that communication is critical to the way we work—both with you and with our own team. We pride ourselves on providing quick completion of all requests. To assist, we have a software-based communication log systems that ensures our nightly managers are informed of special requests and building issues.</p> <p>Logs are compiled daily and distributed to our managers by a Communications Manager in our office each evening. Execution and follow up on the requests and issues are double checked nightly by the Area Manager who reports any open or follow-up items to your Account Manager and Communication Manager in our office early the next morning, before your building operations begin. The seamless handoff ensures items are not overlooked and that you are aware of what's been completed, and what may be open (and why). Your Account Manager follows up with you and your team to ensure all requests are completed.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>In addition, the CCS Day Service management staff conducts inspections during visits with the day staff. These inspections provide another “eye” to assist in our continuous improvement process. If we see an issue, we’ll be proactive and address it and let you know. Your CCS account management team will also conduct formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.</p> <p>Our response time to any service call is an average of 90 minutes, and our entire team has been trained to respond to any form of communication within one hour.</p>
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager’s ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	<p>The two project managers that will manage day-to-day operations for CCS are Luke Wiltshire and Yaritzy Gonzalez.</p> <p>Luke Wiltshire is the General Manager for CCS, Washington operations. Luke is primarily responsible for the management and supervision of all daytime and nighttime operations including strategic and operational leadership, developing and maintaining customer relations, quality assurance and the training and development of account managers.</p> <p>Luke has dedicated most of his career to commercial cleaning operations and management. Prior to joining CCS, Luke oversaw janitorial operations in the San Francisco Bay Area for ABM and more recently, the Greater Seattle Area at Microsoft and Seattle University.</p> <p>Yaritzy Gonzalez is the Senior Account Manager for Washington. Yaritzy's commitment to proper training and hiring has made her a success at CCS. She conducts quality walks with our</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>customers, takes on special requests and concerns and makes it a point to always follow-up and follow through on all tasks to completion. In addition, she is responsible in ensuring that all Day Porters are staying on task and responding to all client needs. She is able to properly equip them with the tools, knowledge and training necessary to be successful at CCS.</p> <p>Yaritzy manages all of our employees that work within the King County Library System. She also has extensive experience with multi-location medical clients. Coordinating routes for the cleaners and responding to emergencies are two of her strengths, in addition to her responsiveness, her candor, and her tireless commitment to her customers. Yartizy has over 6 years of experience in the janitorial industry.</p> <p>Nothing is more frustrating than a no-show cleaning staff. From our founding days, we realized this and put solutions in place to avoid the issue.</p> <p>During times of employee illnesses or when extra staffing is needed based on client special requests (like an office move), CCS has the employee base needed to provide all our buildings additional staffing without having to reassign or pull from the building's regular team. In times of worker shortages, creative staffing solutions are needed to maintain exceptional service levels.</p> <p>Our dedicated pool of "floater" employees work for CCS during day and evening hours—and are available on-demand as needed if scheduled staffing issues arise. Trained, motivated employees and at-the-ready, these team members tackle assigned jobs wherever</p>

	QUESTIONS	BIDDER'S RESPONSE
		they are needed. Each Area Manager has a specific source of floater employees they can call upon to provide additional staffing. This allows us to respond to urgent situations and other tasks as needed.
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>SAFETY TRAINING & POLICY CCS understands the critical nature of ensuring a safe workforce for our customers, as safety-related injuries impact both our team and our customers. We view safety as a critical component of everything we do—without exception.</p> <p>The CCS Injury and Illness Prevention Program is a 40+-page guide we created to keep our team informed and aware of ways to work smarter and safer. It's comprehensive and serves as a valuable reference guide for all team members.</p> <p>During team trainings, we use the policy to help illustrate and inform our team members about common risks—and proactive ways to minimize them. We also provide employees with access to customized CCS safety training videos through an online portal and easy to access training documentation of these trainings through our integrated mobile application. This system allows us to confirm which employees have and have not received specific monthly trainings through the application, ensuring each employee is thoroughly trained.</p> <p>If an issue were to occur, the guide provides clear, step-by-step responses for our team members to follow. Reading these in advance and reviewing them together via training and role-playing has proven to be an effective way to ensure our team is alert and aware.</p> <p>QUALITY ASSURANCE</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Our efforts around quality assurance reflect our commitment to exceed our clients' expectations. Some ways we set and exceed include:</p> <ul style="list-style-type: none"> • Create checklists, like building inspections or surveys, with flexible templates • Add response options, such as pass/fail or a rating scale • Define quality standards for each item • Collect responses through web or mobile apps • See results instantly and resolve deficiencies • Share results with employees • Use reporting tools to analyze trends <p>Our Work Ticket Entering mobile application plays a key role in orchestrating in-the-field responses, including work tickets and completion tracking. Using the mobile app, team members can take a picture of the issue or item to be resolved, then continue to monitor progress on resolving the task. Once the item has been successfully addressed, a task completed update is available keeping all on the CCS and client team informed. An eye for detail backed by a reliable and utilized communications system is the perfect checks and balances for staying on top of small and large details.</p> <p>CCS is dedicated to an ongoing training program that constantly improves the skill sets of all workers and ensures that they are exposed to best practices and the latest techniques/equipment. Our assigned training coordinator for each branch office conducts monthly training for all our nighttime/daytime area management staff members. Subsequently, these staff members</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>provide the training to the building supervisors and workers.</p> <p>The following is a list of monthly training topics to include, but not limited to:</p> <ul style="list-style-type: none"> • Illness and Injury Prevention Program • Hazard Communication Program • Anti-Harassment Policy and Procedure • Zero Tolerance Drug and Alcohol Policy • Company Rules, Policies, and Procedures • Safety Data Sheets (S.D.S.) • Cleaning Techniques • Emergency Preparedness and Safety Issues • Communication Procedures • Finishes and Hard Floor Maintenance • Carpet Maintenance • Hand Hygiene, Hand and Skin Protection • Cleaning Solutions Handling, Storage, Disposal & Recycling • Dilution Control and Spill Management • Bloodborne Pathogens – Emergency Spill Clean-up Procedures • Workplace Violence Awareness • Safe lifting and Preventing back injuries • Slips, Trips, Falls and Hazards • Workers' Comp and Medical Insurance Fraud • Ladder Safety/Electrical Safety • Equipment Maintenance and Documentation • Personal Ergonomics / Repetitive motion • Accident Investigation and Reporting

	QUESTIONS	BIDDER'S RESPONSE
		<p>As part of these monthly training meetings, we engage our key suppliers to assist in sharing updates on products and advocating proper technique and product usage.</p> <p>We also use a case study approach, providing real world scenarios and walkthroughs of solutions to difficult cleaning scenarios. These team discussions and open information exchanges are led by management staff and allow field crews to share experiences, ideas and solutions—in short, to take ownership.</p> <p>CCS is committed to promoting from within our ranks. A high percentage of employees have been promoted from within; team members who joined as Porters are now account managers and supervisors, office assistants to client service roles. If an employee has the desire, drive and job performance for more responsibility—our goal is to help them grow. This unique philosophy of employee development and promotion from within is a point of differentiation within the cleaning industry—a benefit to both our customers and our employees.</p> <p>During our manager meetings, we identify standout team members who have excelled in their positions and are poised for promotion. We communicate promotion guidelines to our employees so they can set—and meet—clear metrics. Employees who express a desire for promotion are given specialized training in areas such as supervision skills, time management, cost controls, budget procedures, and job specific subject matter.</p> <p>In addition to our promotional and team development principles, CCS also believes in recognizing employees for a</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>job well done. We view these as a win/win—a way to single out high achievers and build loyalty. A few examples include:</p> <ul style="list-style-type: none"> • On-the-spot employee rewards and recognition incentives • On-site visits from our executive leadership to recognize employees • Partnering with our customers to create year-end bonus programs for high-performing teams or individual employees <p>We have a detailed plan regarding biological hazards (blood borne pathogens, SHARPS, other bodily fluids) and chemical spill clean up. Due to our partnership with King County Library Systems, every CCS employee is very familiar with this process, and has performed at least one biological hazard cleanup. Every employee upon being hired is trained on how to respond to a biological hazards(blood borne pathogens, SHARPS, other bodily fluids) and/or chemical spill, and has to pass a knowledge test with a score of 95 or higher in order for their hiring process to be complete.</p>

d) Operations and Quality Assurance (Maximum of 360 Points)

7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift 	<p>Nothing is more frustrating than a no-show cleaning staff. From our founding days, we realized this and put solutions in place to avoid the issue.</p> <p>During times of employee illnesses or when extra staffing is needed based on client special requests (like an office move), CCS has the employee base needed to provide all our buildings additional staffing without having to reassign or pull from the building's regular team. In times of worker shortages, creative staffing solutions are</p>
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	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • An example of when it has successfully met the above expectations. 	<p>needed to maintain exceptional service levels.</p> <p>Our dedicated pool of “floater” employees work for CCS during day and evening hours—and are available on-demand as needed if scheduled staffing issues arise. Trained, motivated employees and at-the-ready, these team members tackle assigned jobs wherever they are needed. Each Area Manager has a specific source of floater employees they can call upon to provide additional staffing. This allows us to respond to urgent situations and other tasks as needed.</p> <p>As an example, one of our favorite floaters is Sequoia. Whether it be day porting, running laundry, answering blood borne pathogen cleaning calls from any of our city or municipality partners, or nightly janitorial, our team rests easy knowing Sequoia is always just a call away and ready to tackle anything for us.</p>
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>Our Operations team ensures all special requests are responded to immediately. When customer expressed a desire for added night coverage, for example, we promptly invest in our night operations to ensure that we have the resources to handle floor care, floods, carpet maintenance, special cleaning requests and to provide the highest level of supervision and quality control in the industry. Each account management team member also conducts formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.</p> <p>At CCS, we believe the right scope is a clean scope. We are not the kind of company to cite the scope of</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>work when we are asked to perform a certain task; we will submit a work ticket and get that request done as soon as possible.</p> <p>As an example, for whatever reason, King County Library System did not include high dusting in their normal scope of work in their original RFP, but because we are proud to be their janitorial partner and want to see their facilities sparkle at all times, we added in periodic high dusting into our scope of work to be completed monthly at no additional cost.</p> <p>Our three-fold approach to quality control and communications is designed to ensure timely exchange and responsiveness by all team members. Our entire team is trained to respond to a customer's correspondence within one hour.</p>
9	<p>Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.</p>	<p>We build our team primarily via referrals from our existing, high performing employees. Careful screening prior to hiring is done by the Human Resources Manager to ensure that the person hired for the job is qualified and has the traits to stay with the job. For government facilities that require an added level of clearance and/or security, we partner with you to determine those protocols and incorporate them, from the start, into our team recruitment process.</p> <p>We conduct employment history checks, criminal background and additional checks per the requirements of the contract prior to placing an employee at a facility. CCS ensures all new employees comply with the security requirements. As required, employees will sign a security briefing statement.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Our pre-employment/new hire orientation prepares janitorial staff members to be ready for on-the-job training when they arrive to their job assignment. In addition to company policy and procedures, our staff learns the fundamentals of their job responsibilities, including:</p> <ul style="list-style-type: none"> • The role, physical demands and job duties of janitors • Green Cleaning Program procedures • Rules of conduct • Payroll guidelines • Sexual harassment and EEOC policies • Building security rules and procedures • Reporting work injuries • Safety policy and guidelines • Hazardous Communication Program • Personal Protective Equipment Program • Color coding of microfiber cleaning cloths • Care of company property and equipment • Trash removal procedures • Protection and safeguarding confidential information • Reasons for immediate termination <p>Upon completion of the pre-employment/new hire orientation review, each employee receives:</p> <ul style="list-style-type: none"> • A briefing of on-the-job training assignment • Contact information for their supervisor and directions to the job site
10	Describe your Quality Improvement Plan. Please be sure that this description includes:	CCS and our customers can inspect job sites and evaluate the cleanliness via our

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non-performance or downward quality • Examples of how you have successfully met the above expectations 	<p>app-based inspection form. If someone did a fantastic job – great! – we have a record of that inspection. However, if an area doesn't meet expectations, it's easy to communicate that via our QA module. On these electronic forms we mark the item as deficient and attach a photo of the issue, so an employee can take care of it.</p> <p>Scoring on these inspection forms can be customized using a Pass / Fail or numbered rating. After the issue is resolved, you can provide proof that it was completed in a satisfactory manner and report back to the customer the completion of this item. The inspection forms are date and time stamped. They also offer a signature page where anyone in attendance will sign their name using just their finger through the app.</p> <p>CCS is currently using QA Modules that are producing quantifiable data that we can use to track and measure performance in more detail in order to have quantifiable data to assist in decision making. CCS also uses Electronic Timekeeping (Team Time) which is a tool that allows our employees to clock in at the location they are performing services using a dedicated phone that is kept on site. We have the technology to set up "geo fencing" at the location which prevents the employee from performing a "false clock-in" and we also set alerts that will notify us if employees have not arrived on time for their shift.</p> <p>We set up Electronic Timekeeping at each CCS customer location. This electronic timekeeping solution allows our employees to check in/out via a pre-selected phone eliminating the need for collecting timesheets. It's easier and</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>efficient for our employees, but the biggest benefit is it allows our night management team to spend more time on inspections, site visits and employee development rather than chasing timesheets and delivering checks. It's also a valuable layer of team accountability as it communicates real-time data about when and where employees are, and whether they're clocked in or out.</p> <p>What does this mean for our customer? It means that the teams cleaning your building have an added layer of electronic supervision to further hold them accountable to the tasks at hand. It means better management for emergency call-offs, thus resulting in your building always being cleaned and taking the stress off of our customers.</p> <p>While we know that you can never replace the human beings that manage our teams, it is the goal of CCS to move as much of our processes to automation so that we can better and more efficiently manage your buildings.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p><u>Described your Communications Plan</u> for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>Our technology and support solutions have created a team culture and positive impact throughout the company, building and open and communicative environment for all employees, vendors, and customers. Importantly, ready access to technology provides CCS employees with a sense of independence and trusted communications regarding their schedules and early access to upcoming payments. With ready access to technology tools, each employee is able to see their schedules, view their paychecks before they're issued—and</p>
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QUESTIONS	BIDDER'S RESPONSE
	<p>more. The result? Added peace of mind, personal performance and reliability.</p> <p>Here's a look at what solutions will be at work for you:</p> <p>MATERIAL REQUIREMENTS PLANNING (MRP) Our scheduling and HR management system is the tool we use for creating and maintaining all scheduling, training and site-required screenings. It ties directly to the CCS invoicing system eliminating missed data "handoffs" that can often occur with other approaches.</p> <p>ELECTRONIC TIMEKEEPING We set up Electronic Timekeeping at each CCS customer location. This electronic timekeeping solution allows our employees to check in/out via a pre-selected phone eliminating the need for collecting timesheets. It's easier and efficient for our employees, but the biggest benefit is it allows our night management team to spend more time on inspections, site visits and employee development rather than chasing timesheets and delivering checks. It's also a valuable layer of team accountability as it communicates real-time data about when and where employees are, and whether they're clocked in or out.</p> <p>OFFICE 365 We provide each CCS manager with an iPad and office 365 for communicating with our teams and creating and distributing work orders and checklists on the spot. With all our files securely hosted in the cloud, managers can create, modify and send out proposals in the field, instantly send Day Porter schedules and other key scheduling and communications without delay.</p>

	QUESTIONS	BIDDER'S RESPONSE
12	<p>Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations</p>	<p>Our teams servicing your buildings are a direct representation of CCS and your company. We take great care in the sourcing and upkeep of our uniforms to ensure our team members look professional. Our team integrates with yours to provide employees with an experience that matches their day-to-day interactions.</p> <p>To meet the uniform appearance standards, the following guidelines are provided:</p> <ul style="list-style-type: none"> • All staff must dress in their company issued uniform daily – no exceptions • Each employee will be responsible for keeping their uniforms/smocks clean and presentable for work • If any uniform item is damaged, immediately report to your supervisor so a replacement item can be provided • For safety reasons, no open-ended shoes are permitted • Employees who arrive to work inappropriately dressed will be relieved of their duties and will not be allowed to return to work until wearing proper attire/uniform <p>All employees are expected to look presentable – proper hygiene and grooming are required. Failure to comply will result in your removal from the job location</p> <p>For Men: facial hair must be neatly trimmed. Hair should be neatly groomed. Jewelry must be inconspicuous and not create a safety hazard. Jewelry and earrings should be simple, conservative, and inconspicuous and not create a safety hazard.</p> <p>For Women: conservative make-up is acceptable. Hair should be neatly groomed and away from the face.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Jewelry and earrings should be simple, conservative, and inconspicuous and not create a safety hazard.</p> <p>Employees are provided an identification badge, which is required to be worn at all times while on duty. The badge includes the individual's photo, full name, and our company name.</p> <p>EMPLOYEE UNIFORMS</p> <p>Day Staff</p> <p>Work Shirt with CCS Logo</p> <p>Work Pants</p> <p>Work Jacket</p> <p>Non-slip shoes</p> <p>Night Staff</p> <p>Apron/Smock with CCS Logo</p> <p>Work pants</p> <p>Non-slip shoes</p> <p>No surprise, for CCS quality control goes beyond the basics. We believe clear, timely communications is the key to responsive service—and pride ourselves in providing quick completion of all requests. We have a software-based communication log system that assures our nightly managers are informed of special requests and building issues.</p> <p>This log is compiled daily and distributed to our managers by the Communication Coordinator in our office each evening. This software and its use by our Communication Coordinator ensures all special requests are responded to immediately. When a customer expressed a desire for added night coverage, for example, we promptly invest in our night operations to ensure that we have the resources to handle floor care, floods, carpet maintenance, special cleaning requests and to provide</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>the highest level of supervision and quality control in the industry.</p> <p>The performance of these requests and issues are double checked nightly by the Area Manager who ensures a smooth transition and reports any follow-up requests to the Account Managers and Communication Manager in our office early the next day before building operations begin. The Account Manager then follows up to ensure sure all requests were completed.</p> <p>In addition, CCS Day Porter management staff conducts inspections during their visits with the day staff. These inspections provide another set of "eyes and ears" to assist in the continuous improvement process. Each account management team member also conducts formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.</p> <p>Our three-fold approach to quality control and communications is designed to ensure timely exchange and responsiveness by all team members.</p> <p>At CCS we take corrective actions/ give warnings every time a janitor has a recurring issue that they must acknowledge. After 3 warnings of the same offense, it is cause for termination. However, we always want to take an opportunity to retrain if needed, we want to communicate and ensure they have the knowledge of what is being asked of them.</p>

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:		CCS Facility Services							
		L&I Trade							
County	General Cleaning Services (Hourly) (Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)	Floor Cleaning Services (Hourly) (Including but not limited to stripping, waxing and buffing, polishing and varnishing)				Window Washing Services (Hourly) (Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)			
The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.									
A	Prevailing Wage + 180 %	Prevailing Wage + 160 %	Prevailing Wage + 190 %						
B	Prevailing Wage + 130 %	Prevailing Wage + 188 %	Prevailing Wage + 170 %						
Adams	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Asotin	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Benton	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Chelan	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Clallam	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Clark	Prevailing Wage + 51 %	Prevailing Wage + 72 %	Prevailing Wage +						%
Columbia	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Cowlitz	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Douglas	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Ferry	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Franklin	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Garfield	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Grant	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Gray's Harbor	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Island	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Jefferson	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
King	Prevailing Wage + 50 %	Prevailing Wage + 56 %	Prevailing Wage +						%
Kitsap	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Kittitas	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Klickitat	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Lewis	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Lincoln	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Mason	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Okanogan	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Pacific	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Pend Oreille	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Pierce	Prevailing Wage + 52 %	Prevailing Wage + 90 %	Prevailing Wage +						%
San Juan	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Skagit	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Skamania	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Snohomish	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Spokane	Prevailing Wage + 53 %	Prevailing Wage + 141 %	Prevailing Wage +						%
Stevens	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Thurston	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Wahkiakum	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Walla Walla	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Whatcom	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Whitman	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%
Yakima	Prevailing Wage + 53 %	Prevailing Wage + 168 %	Prevailing Wage +						%

BRYANT & LEAMING SERVICE INC

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER'S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

QUESTIONS	BIDDER'S RESPONSE
a) Company Experience (Maximum of 80 Points)	
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the</p> <p>. Ensure your response covers:</p> <ul style="list-style-type: none">• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.
b) Company Experience Using Green Products (20 Points)	
2	DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.

	QUESTIONS	BIDDER'S RESPONSE
		<p>THEY CAN NOT MAKE IT, THEY HAVE 4 HOURS BEFORE THEIR SHIFT TO REPORT THEIR ABSENCE. IF THEY DO NOT ABIDE BY THESE RULES THEY WILL:</p> <ol style="list-style-type: none"> 1. RECEIVE A VERBAL WARNING. 2. WRITTEN UP FOR DISCIPLINARY ACTION 3. TERMINATED <p>PERFORMANCE EXPECTATION: THESE ARE SOME OF THE ITEMS THAT MAKES MY COMPANY SUCCESFUL.</p> <ol style="list-style-type: none"> 1. DISPLAY A POSITIVE AND RESPECTFUL ATTITUDE. 2. WORK WITH HONESTY AND INTEGRITY. 3. PERFORM THE JOBS TO A RESONABLE ACCEPTABLE STANDARD. 4. MAINTAIN GOOD ATTEDANCE. 5. CONDUCT YOURSELF IN A PROFESSIONAL MANNER EVEN WHEN OFF DUTY. 5. FOLLOW SET POLICIES AND PROCEDURES WHEN DEALING WITH PROBLEMS OR ISSUES.

	QUESTIONS	BIDDER'S RESPONSE
	<p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none"> Provide a situation you have utilized green products, including contract details. Explain your program for using green supplies. Include information about how you will go about acquiring certified cleaning supplies specified by purchasers and provide Purchasers with required documentation. Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	OF BLOOD. I FIRST BLOCKED OFF THE AREA SO NO ONE WOULD ENTER THE BATHROOM. WE CAME TO THE CONCLUSION THE PERSON MUST HAVE HAD A BAD BOWL MOVEMENT. I PROCEEDED TO CLEAN UP THE AREA, I USED GLOVES, MASK, CLOROX CLEANUP AND GREEN WORKS ALL PURPOSE CLEANER TO MOP THE FACILITY. MY PRODUCTS IS PURCHASED FROM THE VENDORS ALONG WITH MSD SHEETS THAT SHOWS THE PRODUCTS IS CERTIFIED BY THE GOVERMENT. ALL TRAINING MATERIAL ARE PROVIDED IN ENGLISH, ANY OTHER LANGUAGE I HAVE THE ABILITY TO HIRE AN INTERPRETER
<p>c) (Maximum of 200 Points)</p>		
3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> Financial soundness to withstand market conditions, including the cost and non-costs part of their business. An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>MY COMPANY FINANCIAL CAPABILITY IS VERY STABLE, I HAVENT HAD TO DO ANY LAYOFFS BECAUSE OF FINANCES. THIS IS THE METHOD I USE.:</p> <ul style="list-style-type: none"> Current Ratio = Current Assets / Current Liabilities <p>This ratio is the used to measure short-term solvency. It indicates the amount of current assets, such as cash, accounts receivable, and inventory, that can be converted into cash to pay your short-term liabilities. This method can also be used for long term obligations.</p> <p>I AM PROJECTING IN THE NEXT THREE YEARS TO INCREASE MY STAFF AND JOB OPPORTUNITIES. I WOULD LIKE TO INCREASE MY CONTRACT NUMBER BY ONE TO THREE EACH QUARTER. I BELIEVE NOT TO MOVE TO FAST BECAUSE YOU MAY LOSE FOCUS ON THE OTHER CUSTOMERS. PREVIOUS CUSTOMER HAVE THE POTENTIAL TO HELP GROW YOUR BASE BECAUSE THEY TELL OTHER PEOPLE. ITS ALL ABOUT WORD OF MOUTH,</p>

	QUESTIONS	BIDDER'S RESPONSE
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	THE MOST IMPORTANT PART OF ANY CONTRACT IS TO <u>READ IT</u> . YOU HAVE TO GET A GOOD UNDERSTANDING OF THE PROCEDURES AND POLICIES BEFORE YOU EXECUTE. I ASK MY VENDORS TO PUT CHANGES TO THE CONTRACT IN WRITING. CHANGES ARE INITIALED AND COMPLETED WITHIN 24 HOURS. IF IT TAKES LONGER THE VENDOR IS NOTIFIED IMMEDIATELY. MY REFERENCES ASSURE THE ABILITY AND PROOF OF BEING ON TIME AND ABLE TO PERFORM DUTIES ACCORDING TO THE CONTRACT.
5	<p>Describe the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	MY COMPANY IS AN ALL IN ONE COMPANY. NOT ONLY DO WE PROVIDE JANITORIAL SERVICE WE ALSO DO CARPET CLEANING AND FLOOR CARE. MY PROJECT MANAGER PROVIDES ALL OF THE ABOVE SERVICES. HE HAS BEEN DOING THIS FOR TWENTY YEARS. WE USE TWO TO THREE PEOPLE FOR FLOOR CARE. ONCE WE START A JOB THE PROJECT MANAGER WILL OVERSEE IT TO MAKE SURE THE EMPLOYEE'S KNOW WHAT TO DO THEN FOLLOW UP ONCE IT IS COMPLETED. ALSO, TO FOLLOW UP WITH THE CLIENT FOR THEIR APPROVAL.
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>I HAVE BEEN VERY FORTUNATE THAT I HAVE NOT HAD TO GO TO AN OUTSIDE AGENCY TO HIRE EMPLOYEES. I HIRE MY EMPLOYEES BY WORD OF MOUTH. ONCE HIRED I HAVE 4 PROTOCOLS TO FOLLOW.</p> <ol style="list-style-type: none"> 1. TELL THEM ABOUT THE JOB DUTIES. 2. SHOW THEM HOW TO DO THE JOB. 3. HAVE THEM DO THE JOB 4. REVIEW THEIR TASK <p>THESE GUIDELINES WILL SHOW IF THEY CAN FOLLOW PROTOCOL ONCE THESE TASK ARE MASTERED THEN I INTRODUCE THEM TO AN ALTERNATIVE TASK.</p> <p>THE BEST TYPE OF TRAINING IS ON HANDS ON TRAINING. I FEEL YOU CAN</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>LEARN MORE BY DOING THE JOB ALONG WITH A SUPERVISOR OVERSEEING YOUR WORK.</p> <p>I BELIEVE AN EMPLOYEE SHOULD BE AWARDED WITH AN INCENTIVE EVERY NOW AND THEN, THIS SHOWS THEM THEY ARE APPRECIATED FOR DOING A GOOD JOB. I WILL GIVE THEM A GIFT CARD OR AN EXTRA DAY OFF.</p> <p>I HAVE PURCHASED SEVERAL VIDEOS THAT I SHARE IN WHICH IT SHOWS DIFFERENT METHODS OF CLEANING. WE SHOW DIFFERENT VIDEOS EVERY QUARTER. THE VIDEOS CONSIST OF BATHROOM CLEANING TO FLOOR CARE CLEANING.</p> <ul style="list-style-type: none"> • (BIOLOGICAL TRAINING) THE FIRST THING YOU SHOULD DO IS PUT ON: <ul style="list-style-type: none"> • Disposable gloves • Biohazard suits • Respiratory gear • Face masks • Aprons and shoe coverings <p>ONCE THE HAZARDIST MATERIAL IS COLLECTED IT IS PLACED IN AN AUTOCLAVE BAG THEN BOXED AND TAPE UP THEN THE ENVIROMENTAL AND SAFETY COMPANY WILL PICK IT UP. IF NEEDLELS ARE INVOLVED THEY ARE PLACED IN A SHARP CONTAINER. BIOLOGICAL HAZARD TRAINING IS DONE ANNUALY. ONCE TRAINING IS COMPLETED EMPLOYEE WILL RECEIVE A CERTIFICATE OF COMPLETION</p>

d) Operations and Quality Assurance (Maximum of 360 Points)

7	<p>and smooth operation at Purchaser's location(s). Ensure to include:</p>	<p>Quality Assurance is proven not only by word of mouth but also by productivity. There are various elements to a successful operation.</p> <ol style="list-style-type: none"> 1. Service is built on elements of leadership principles, norms,
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	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	<p>work habits and vision, mission and values.</p> <ol style="list-style-type: none"> 2. Employee Engagement includes employee attitude activities, purpose driven leadership and HR processes. 3. Service Quality includes strategies, processes and performance management systems. 4. Customer Experience includes elements of customer intelligence, account management and continuous improvements <p>Rural assignments are handled by paying the employee travel time mileage and a differential by the day. It doesn't matter how far the job is it is handled the same way as it is less than 25 miles away. The customer deserves priority no matter how far away they are.</p> <p>Administrative responsiveness is handled immediately within one hour or less for emergency request. Non-emergency request is handled within 24 hours. Both situations will be approved and documented once the tasks is completed.</p> <p>An employee has 4 hours before their shift to report out sick or for and scheduled shift change. They should call me or the project manager. This gives us an ample amount of time to fill in for their absence. Example: one of my employees had car trouble and could not make it to work, I called my project manager to fill in, she was on the jobsite within one hour and completed the tasks at hand.</p>

	QUESTIONS	BIDDER'S RESPONSE
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>SERVICE CALLS HAPPEN PERIODIACLLY. THEY SHOULD BE HANDLED AS SOON AS POSSIBLE. I WILL EITHER RECIEIVE A PHONE OR TEXT MESSAGE FROM THE VENDOR. IF ITS NOT AN EMERGENCY THE CUSTOMER WILL WRITE IT IN THE LOGBOOK. EXAMPLE: I RECEIVED A CALL FROM THE VENDOR ADVISING ME THAT SOMEONE HAD SPILLED A POT OF COFFEE ON THE CARPET AND WOULD LIKE IT CLEANED UP RIGHT AWAY. I SPOKE TO MY PROJECT MANAGER TO BRING IN THE PORTABLE SHAMPOOER THAT EVENING AND THE ISSUE WAS TAKEN CARE OF WITHIN 24 HOURS. I REPORTED BACK TO THE VENDOR THE NEXT DAY ADVISING THEM THE ISSUE WAS RESOLVED.</p>
9	<p>Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.</p>	<p>BEFORE I HIRE AN EMPLOYEE, I GO THROUGH AN ONLINE SERVICE BY THE NAME OF CLEAR CHECKS. THIS COMPANY DOES A VERY THOROUGH BACKGROUND CHECK. THEN A COMPANY BY THE NAME OF LABCORP DOES THE DRUG TEST. IT TAKE APPROXIMATELY 72 HOURS TO GET THE RESULTS. EACH INDIVIDUAL CASE IS DIFFERENT AS FAR AS THE CRIME COMMITTED. I DID HAVE AN EMPLOYEE WHO WAS HONEST ABOUT HIS CRIMINAL BACKGROUND. THE INCIDENT HAPPENED APPROXIMATELY 5 YEARS AGO. IT DID SHOW UP ON HIS BACKGROUND CHECK BUT WITH HIM BEING HONEST WITH ME UPFRONT I DECIDED TO GIVE HIM A JOB. IT WAS THE BEST DECISION I MADE.</p>
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities 	<p>Creating A Quality Assurance Process Allows You To Shift From Being Reactive To Actively Measuring Data. Setting Quality Control Goals Is A Foundational Step To Delivering Consistent Quality And Growing The Organization. 1.</p>

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> Method for identifying deficiencies in service quality and rectifying non-performance or downward quality Examples of how you have successfully met the above expectations 	<p>Monitoring Should Be Done Once A Week You Should Start With A Check List. This List Consists Of The Duties And Responsibility Of The Contract. 2. Once You List The Problems Share Them With The Worker And The Customer. This Feedback Shows The Customer You Have Their Best Interest In Hand And Then Resolve The Issue As Soon As Possible. 3. You Should Share With Your Employee The Items That Are Meeting Standards, Marginal And The Ones That Are Unacceptable. (Service Quality)</p> <p>Example: In One Of My Building I Was Getting Complaints That The Bathrooms Were Constantly Running Out Of Toilet Paper Before The End Of The Day. I Suggested We Place An Extra Holder On The Floor That Holds 2-5 Extra Roles In Each Stall. This Eliminated The Problem.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p><u>Described your Communications Plan</u> for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. Proof of concrete reporting methodology on the results of cleaning activities 	<p>MY COMPANY IS UNIQUE BECAUSE IT CAN PERFORM JANITORIAL, CARPET CLEANING, WINDOW CLEANING AND FLOOR CARE. WE CLEAN COMMERCIAL BUILDINGS AND RESIDENTIAL. WE HAVE A DAILY, WEEKLY, MONTHLY, BIMONTHLY AND QUARTERLY CHECKLIST OF DUTIES THAT WE FOLLOW FOR EACH BUSINESS OR RESIDENCE. ACCORDING TO GOVERMENT CONTRACT WE ARE FOLLOWING THE PROTOCOL. WE KEEP A LOG IN THE JANITORIAL CLOSET THAT REQUIRES AN INITIAL EACH DAY WHEN THE SERVICES ARE PERFORMED. AT THE END OF THE WEEK IT IS REVIEWED BY THE SUPERVISOR.</p>
12	<p>Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations</p>	<p>MY COMPANY ATTIRE CONSIST OF SHORT & LONG SLEEVE SHIRTS WITH THE COMPANY NAME, LOGO AND PHONE NUMBER PRINTED ON IT. PROFESSIONAL ATTIRE IS WORN AT ALL TIMES DURING WORK HOURS OF OPERATIONS. MY EMPLOYEE IS EXPECTED TO BE ON TIME EACH DAY IF</p>

King County Only

**NOTE: BIDDERS ARE ADVISED TO READ THE INSTRUCTIONS IN THE "INSTRUCTION TAB" BEFORE C
THE BID PRICE SHEET.**

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:

BRYANT CLEANING SERVICE INC.

County	General Cleaning Services (Hourly) (Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)	Floor Cleaning Services (Hourly) (Including but not limited to stripping, waxing and buffing, polishing and varnishing)	Window Wash (Hourly) (Including but not limited to internal window and glass cleaning, stubborn stains and cleaning)
The following information in red has been provided to Bidders as an example of how Bidders provide their percentage markup.			
A	Prevailing Wage + 180 %	Prevailing Wage + 160 %	Prevailing Wage +
B	Prevailing Wage + 130 %	Prevailing Wage + 188 %	Prevailing Wage +
Adams	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %
Asotin	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %
Benton	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %
Chelan	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %
Clallam	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %
Clark	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %
Columbia	Prevailing Wage + %	Prevailing Wage + %	Prevailing Wage + %

Cowlitz	Prevailing Wage +	%	Prevailing Wage +	%
Douglas	Prevailing Wage +	%	prevailing Wage +	%
Ferry	Prevailing Wage +	%	prevailing Wage +	%
Franklin	Prevailing Wage +	%	prevailing Wage +	%
Garfield	Prevailing Wage +	%	prevailing Wage +	%
Grant	Prevailing Wage +	%	prevailing Wage +	%
Gray's Harbor	Prevailing Wage +	%	prevailing Wage +	%
Island	Prevailing Wage +	%	prevailing Wage +	%
Jefferson	Prevailing Wage +	%	prevailing Wage +	%
King	25.58	%	29.33	%
Kitsap	Prevailing Wage +	%	prevailing Wage +	%
Kittitas	Prevailing Wage +	%	prevailing Wage +	%
Klickitat	Prevailing Wage +	%	prevailing Wage +	%
Lewis	Prevailing Wage +	%	prevailing Wage +	%
Lincoln	Prevailing Wage +	%	prevailing Wage +	%
Mason	Prevailing Wage +	%	prevailing Wage +	%
Okanogan	Prevailing Wage +	%	prevailing Wage +	%
Pacific	Prevailing Wage +	%	prevailing Wage +	%
Pend Oreille	Prevailing Wage +	%	prevailing Wage +	%
Pierce	Prevailing Wage +	%	prevailing Wage +	%
San Juan	Prevailing Wage +	%	prevailing Wage +	%
Skagit	Prevailing Wage +	%	prevailing Wage +	%
Skamania	Prevailing Wage +	%	prevailing Wage +	%
Snohomish	Prevailing Wage +	%	prevailing Wage +	%
Spokane	Prevailing Wage +	%	prevailing Wage +	%
Stevens	Prevailing Wage +	%	prevailing Wage +	%
Thurston	Prevailing Wage +	%	prevailing Wage +	%
Wahkiakum	Prevailing Wage +	%	prevailing Wage +	%
Walla Walla	Prevailing Wage +	%	prevailing Wage +	%
Whatcom	Prevailing Wage +	%	prevailing Wage +	%
Whitman	Prevailing Wage +	%	prevailing Wage +	%
Yakima	Prevailing Wage +	%	prevailing Wage +	%

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	Formed in 1909, ABM now possesses over a century of experience in the facility services industry, which includes having provided janitorial and other facility services to similar facilities throughout the country. This includes libraries, government offices, town halls/city halls, public health centers, community/ senior centers, fire stations, police stations, and spans federal, state, and municipal interests.
b) Company Experience Using Green Products (20 Points)		
2	<p>DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.</p> <p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none">• Provide a situation you have utilized green products, including contract details.• Explain your program for using green supplies. Include information about how you will go about acquiring certified	<p>Our preferred chemical vendor is Diversey. We work closely with them to establish procedures and training for the products that we use. They are an integral part of the ABM GreenCare® program, and they share our belief that green cleaning is more than a trend. Because of this partnership, we are also privy to their latest products and innovations.</p> <p>Purchasing Power – As the largest consumer of janitorial supplies, we've been able to negotiate prices with our</p>

	QUESTIONS	BIDDER'S RESPONSE
	<p>cleaning supplies specified by purchasers and provide Purchasers with required documentation.</p> <ul style="list-style-type: none"> • Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	<p>vendors that are almost always lower than what you could get on your own.</p> <p>Quality – We carefully vet each product before choosing to purchase it. We make sure our chemicals and supplies meet the latest standards set by the organizations that certify green products.</p> <p>Proper Usage – Service workers will be trained with materials supplied directly from the manufacturer. Because we typically use chemicals from our preferred vendors, our supervisors will be familiar with how to use them and will train our personnel accordingly.</p> <p>Innovation – Our vendor partnerships ensure that we receive the most innovative products at the lowest costs.</p> <p>Our approved product listing includes cleaning chemicals that are among the safest and most effective available, and when used properly will not harm people, property or the environment. Unless other chemicals have been specified by our customers, this chemical list will constitute our entire cleaning chemical inventory. Any exceptions must be cleared through the ABM Regional Safety Director.</p> <p>ABM uses green products for every contract, with few exceptions.</p> <p>The ABM GreenCare® Procedures Manual outlines proper cleaning processes and ensures our employees effectively use the chemicals, equipment and tools provided and establish proper techniques in their daily tasks. ABM will work with you to establish proper cleaning intervals throughout the day and ensure our staff is following the proper cleaning procedures outlined in the manual.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Our training DVD, "Cleaning for ABM", includes an overview of how the ABM GreenCare® program works and employees' responsibilities within it. The training video is available on our website here and is also distributed upon hire.</p> <p>ABM informs its employees about chemical hazards and precautions with our Hazard Communication Program, which is for their benefit and protection. Employees will learn the methods and observation techniques used to determine the presence or release of hazardous substances in the work area. Employees will receive the information necessary so that each knows how to safely use the cleaning chemicals necessary to complete any assigned tasks.</p> <p>ABM provides training materials, policies / procedures and other reading collateral (e.g., translation dictionaries) in various languages.</p>

c) Company Capacity and Staff Experience (Maximum of 200 Points)

3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>ABM achieved revenues of \$6.5 billion by faithfully serving over 20,000 clients nationwide in over 200 metro areas. ABM has an exceptionally transparent balance sheet comprised of a strong cash position, minimal debt, and a solid performance record boasting consecutive quarterly dividends since 1965. ABM is also one of the largest facility services contractors on the New York Stock Exchange. Our subsidiaries are leaders in their respective fields and are capable of independent growth as well as growth through acquisition. Our size, operational infrastructure and financial strength enable us to offer customers a level of sophistication that translates into savings and peace of mind.</p> <p>ABM is financially stable, and that there are no pending</p>
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	QUESTIONS	BIDDER'S RESPONSE
		<p>disagreements which will impair our ability to provide you with top quality service. We are not a debtor in bankruptcy or a known defendant in any action which would materially affect any agreement.</p> <p>Within a short span of time, ABM has been able to develop its EnhancedClean program in response to the pandemic, generating approximately \$185 million in sales.</p> <p>Our Annual Report is posted online: http://investor.abm.com/static-files/9a2875d1-9490-400d-b78ca8fcf0974187</p> <p>Quarterly press releases can also be referenced at: http://investor.abm.com/releases.cfm</p>
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which Washington State and ABM will customize a quality program for your facilities. The program will improve efficiencies and allow for greater transparency into your account activity.</p> <p>Your account will be managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results. Your ABM District Manager and service workers will be utilizing laptops, tablets or other wireless devices for data entry and communication. The staff servicing your facility will be more dependable because</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>of the efficiency and transparency of our systems.</p> <p>Inspection and audit results are tracked using SITE™ to ensure everything we need to know about how we are performing is right at our fingertips. This system is an in-house, custom-built inspection system, designed specifically to assist in the field of janitorial service inspections. SITE™ accurately records the level of service performed, provides a succinct review of all cleaning areas within a particular room type and reduces the administrative dependency of having to manually input collected inspection data.</p> <p>Work Order Management</p> <ul style="list-style-type: none"> • Real-time capture of service requests and complaints • Responses prioritized by urgency • Timely completion of service • Auto-generated orders for periodic work
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	<p>ABM's District Managers are trained in all aspects of janitorial services, including specialized services (hard floor care and carpet care). Examples include: IICRC Certified, Carpet Cleaning, Fire Restoration, Water Damage and Floor Care, Total Quality Management Training, Success in Management, Biohazardous Material and Blood Bourne Pathogen training, Initial fieldwork, Advanced sales training I & II, Expanded leadership course, National operational training</p> <p>Each District Manager is responsible for: coordinating service activities for assigned buildings; ensure that services are performed as contracted; control supplies, equipment, and personnel necessary to meet customer specifications; schedule personnel for daily and periodic work; conduct quality of service inspections at assigned buildings; interact with customer contacts daily to obtain feedback on services and</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>special needs; troubleshoot potential problems and concerns.</p> <p>High turnover and absenteeism are industry norms, and our ratings in these areas are some of the best in the country. ABM has established procedures to cover employee absenteeism within small and large facilities. When we hire employees, we take into account the knowledge and expectation that a certain number of employees may not be available on a given day.</p> <p>ABM promotes cross training for its employees to provide Washington State with efficient service employees who are able to perform multiple cleaning tasks. We also have established "call-in" procedures so we typically know in advance how many "bench" employees will be needed at each of your identified locations.</p>
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>We provide our clients with employees that have the training they need to successfully perform janitorial services, improve efficiency, and develop new skills.</p> <p>ABM employees receive the following training:</p> <p>New-Hire Training</p> <p>New hire training includes:</p> <ul style="list-style-type: none"> • Orientation to ABM and the client's facility • Explanation of individual job duties • Proper use of equipment <p>During the start-up phase, ABM District Managers and Supervisors conduct employee training sessions at one of your locations in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.</p> <p>Training for service workers concentrates on specific work tasks. Our Supervisors demonstrate each task step-by-step, detailing the importance of each step</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>along the way, and train the workers to perform visual inspections before completing work. Supervisors also provide guidance to the service workers throughout.</p> <p>Once initial training is complete, Supervisors perform recurring reviews to make sure that they are maintaining Washington State's and ABM's standards. By empowering our employees with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.</p> <p>Supervisors receive up to 24 hours of instruction over a three to six-month time frame, training on how to interact with employees, customer service training, leadership and communication skills training, and employee relations training. Senior Management receives national operational training, initial fieldwork, and expanded leadership training.</p> <p>Recurrent Training Recurrent training includes:</p> <ul style="list-style-type: none"> • Job-specific topics (e.g., floor waxing, restroom cleaning) • Communication skills • Procedures for basic cleaning and improved productivity (to address any identified skill gaps) <p>Our managers conduct recurring training sessions for current and replacement employees to ensure performance levels stay constant at our clients' site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Employees are trained in groups specific to their function. Training compliance is tracked and confirmed to ensure all employees are receiving the proper level of training.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Safety Training</p> <p>ABM works to reduce the occurrence of preventable accidents through regular and consistent safety training. We support our employees through direct onsite training, web-based safety training and customized site-specific training by site supervisors. Our safety training program is designed to meet or exceed OSHA requirements and incorporates best practices from organizations such as the National Safety Council (NSC), National Fire Prevention Association (NFPA), and the American Red Cross. New employees are required to attend training within 30 days of their hire date. If we are taking over services from a previous supplier, we evaluate all staff members during the transfer and, based on any identified skill gaps, recommend training to address needed area(s). We ensure training does not interfere with daily work schedules.</p> <p>ABM's BBP training document is 61 pages long and is followed up with videos and testing.</p> <p>Topics covered in the training are:</p> <p>12 essential elements</p> <ol style="list-style-type: none"> 1. Causes and modes of transmission of bloodborne pathogens 2. Symptoms of bloodborne diseases 3. Exposure control plan and how to obtain a copy of the written plan 4. Appropriate methods for recognizing tasks and other activities that may involve exposure to blood and OPIMs 5. Use and limitations of methods that will prevent or reduce exposure 6. Types, proper use, location, removal, handling, decontamination and disposal of personal protective equipment

	QUESTIONS	BIDDER'S RESPONSE
		<p>7. Basis for selection of personal protective equipment</p> <p>8. Hepatitis B vaccine</p> <p>9. Appropriate actions to take and persons to contact in an emergency involving blood or OPIMs</p> <p>10. Procedure to follow if an exposure incident occurs</p> <p>11. Post-exposure evaluation and follow-up that the employer is required to provide</p> <p>12. Signs and labels and/or color coding</p> <p>ABM provides biohazard cleanup services to many customers and non-customers throughout our service areas.</p>

d) Operations and Quality Assurance (Maximum of 360 Points)

7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	<p>Our approach to building management ensures you will receive a plan designed to specifically address the property's cleaning requirements while utilizing our proven, documented processes. We analyze information gathered from our facility walk-through and from discussions with your representatives about the unique requirements of your facility. By doing this, we can determine "best practices" for your facility based on our experience providing similar services to customers in the same industry.</p> <p>Our comprehensive Procedures Manual documents all of our standard operating procedures ensuring that we do things right the first time, every time. And, because we follow the same process every time, we can objectively measure the quality of the cleaning services we provide.</p> <p>In handling your cleaning obligations our primary focus will be:</p> <ul style="list-style-type: none"> • Comprehension – Gaining further knowledge of the priorities and needs of the property and property manager as well as
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	QUESTIONS	BIDDER'S RESPONSE
		<p>having a full understanding of the cleaning specifications.</p> <ul style="list-style-type: none"> • Labor – Ensuring we are retaining and/or employing the most qualified, experienced, service workers to work on site. • Communications Plan – A communications plan that includes using logbooks, call lists, e-mail, and cell phones used by ABM personnel so that we are always immediately available to handle your service requests. <p>We also ensure that our customers receive the maximum value for their facility services dollars by placing the right people and the right equipment at your facility. ABM Operations Manager report day-to-day activities at customer locations to their Branch Manager. Operations Manager and Branch Managers are trained to identify areas where resources, such as personnel and equipment, are best utilized.</p> <p>ABM understands that some cleaning tasks are not required as frequently as those included in the standard cleaning specifications. Emergency service or unique cleaning tasks are best purchased on an as needed basis. ABM prides itself on being flexible for our customers by being an expert in providing both standard and non-routine cleaning services. Almost any need you may have for a cleaning related service we can fill, and in the few instances where we cannot, we will provide you with a qualified source.</p> <p>Our National Service Center provides 24-hour/ 7-day live attendant coverage specifically trained to address your facility service needs. We will quickly and efficiently dispatch all calls, ensure services are performed to your satisfaction, and provide you detailed real-time reports over the web.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Additionally, Washington State's local support teams will be available to resolve issues after hours if necessary. If Washington State prefers not to reach our local support team through the call center, they will be given contact information to reach them directly.</p> <p>Response Requirement ABM shall respond to all problems presented by Washington State immediately upon notification. This response shall conform to the following schedule:</p> <ul style="list-style-type: none"> • Emergency: On the scene within fifteen (15) minutes if ABM's employees are on the premises; on the scene within one (1) hour if not on the premises • Critical: On the scene within two (2) hours • Required: Completed within eight (8) hours • Planned: Provide a clear schedule within one (1) working day <p>ABM has service line specific recovery plans which cover anything from natural disasters to pandemics. It also has documented emergency response guidelines for on-site supervisors. This document covers a wide range of potential business disruption scenarios. In the event of a disaster or significant disruption, the District Manager will contact and coordinate his/her efforts with the appropriate personnel. These individuals include those responsible for addressing the information technology, human resources, safety, and financial issues impacted by the disruption. ABM's business resumption efforts are coordinated through the dedicated District Manager with the direct assistance of key regional and divisional contacts. Additionally, ABM has special supply acquisition and distribution protocols with its suppliers and</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>distributors in the event of a serious disaster. All of these measures are in place to facilitate optimal business continuity.</p> <p>In order to properly handle staffing shortages due to illness, vacation or leaves of absence ABM cross-trains custodians and maintains an “on-call” list of part-time individuals available to work on short notice.</p> <p>Each individual is given ABM pre-employment training, including the site safety orientation. Each person is screened and given a photo ID badge to be kept on-site by the Project Manager. In order to keep these individuals working on a regular basis, they are also trained on utility work and can be brought in to accomplish the periodic work.</p> <p>ABM has established coverage strategies to help its employee's staff each site adequately at all times. Samplings of these strategies include:</p> <ul style="list-style-type: none"> • Establish a fill-in list of names and modify the list on a monthly basis • Maintain one or more persons over the required number of personnel <ul style="list-style-type: none"> – Train the person in all positions – Ensures one fill-in on-site at all times • Cross-training of custodians from other ABM facilities in the area. <p>ABM has provided COVID-19 services to thousands of customers throughout the US in the past several months. Many responses have been within hours of notification of positive COVID test results.</p>
8	Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:	ABM cleans more than 3+ billion square feet of floor space every day. As a century old, financially stable, facility services contractor, we have the experience necessary to provide

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>cleaning solutions that maximize your investment. Our national scope and expertise provide wide ranging solutions ideally suited for commercial, industrial, and institutional facilities. Merging the power of our workforce with innovative technologies and efficient processes, we bring the future of the janitorial services industry to your business today.</p> <p>At ABM, we believe customer service is a responsibility held equally by all ABM employees to build a lasting and trusting relationship with Washington State. The objective is to continuously provide an outstanding level of service. We strive to go above and beyond the daily job description. Rather than simply taking a passive position by assuming that our responsibilities end with satisfying our client, we believe that the more important task is to exceed the expectations of the employees and clients utilizing your government facilities. We respect your business and want to create a clean and comfortable environment for your employees. In order to ensure a consistent level of service, we establish a custom communication plan with each client and thorough, extensive customer service training for every ABM employee.</p> <p>Client Communication ABM knows our value is only as good as our service. Our goal is to recognize your needs and to anticipate and plan for what services you will need from us. We make it easy to do business with ABM by offering the highest level of convenience. We know and respect that your time is valuable so we will make the most of every conversation we have with Washington State.</p> <p>Customer Service Communication Plan Ample contact plays a key role in the level of customer service ABM will provide to Washington State. Some of</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>the key ways we plan to stay accessible and at your service are:</p> <ul style="list-style-type: none"> • Client meetings • Customer satisfaction measurements • Customer service training and reward/acknowledgement programs • ABM Customer Service Request Portal • 24/7 Call center <p>These options can be scheduled as frequently as Washington State sees fit.</p> <p>Resolving Issues</p> <p>ABM wants to build a lasting relationship and we know the key to that is providing unsurpassed service to our clients. When an issue arises, actions will be taken to immediately correct the problem. Your ABM account manager will take the necessary steps to ensure the same issues do not arise again. Our goal is to be proactive in solving client issues to prevent any disruption in your day-to-day operations.</p> <p>There are many industry performance standards available in a service orientated environment. Some of these standards are written and based on desired performance results without clear cut specifications. Measurement is based solely on visual inspection and acceptance or rejection by observation of the inspector. Other programs are more defined with specific tasks and frequencies that are designed to achieve the desired outcome. Data is maintained on a daily basis and then compared to a variety of measurement tools available. ABM successfully operates under either of these scenarios as well as others.</p> <p>ABM historically handles service issues on a daily basis.</p>

	QUESTIONS	BIDDER'S RESPONSE
9	<p>Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.</p>	<p>We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.</p> <p>With well-managed people in the right jobs, Washington State benefits in many ways:</p> <ul style="list-style-type: none"> • Washington State's ability to focus on serving its clients • Higher quality service • Increased productivity and reliability • Professional interaction with employees and clients • Reduced turnover, resulting in more familiar faces and more consistent service • Lower costs as a result of a safer workplace <p>ABM's reputation for providing consistent, first-rate service while investing in our people's success attracts the best prospective employees without a great deal of solicitation or marketing. Inspired people want to work for ABM, and we attract "best in class" candidates.</p> <p>ABM proactively recruits from multiple sources to maximize the number of applicants that align with our expectations. We fill open positions by first considering incumbent staff if we are taking over a project from another vendor. If we are working with a first-time outsourcing client or we have additional positions that need to be filled, we post jobs listings in industry association publications, through multicultural community associations and online. To increase our reach, ABM has recently rolled out a new way to recruit and onboard new employees using technology through jobalign.com. Job seekers can go online to complete their</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>applications and employment profile and then apply through any digitally available device such as a desktop or laptop computer, tablet, smartphone, QR code, or by telephone. Since virtually everyone carries a mobile device, this now increases our ability to reach more qualified candidates faster.</p> <p>Through professional interviewing and selection processes, we select quality candidates who meet your needs. Each applicant is personally interviewed to determine specific job interests, schedules, and possible work location preferences. To ensure the safety of our clients' employees and business assets, we provide a range of employee screening packages. We conduct tiered screening based on the clients' requirements.</p> <p>Once an eligible candidate has been identified, the background check process begins. Due to the sensitive responsibilities our employees will be undertaking, such as exposure to cash, automobiles, and other property, we must make sure that our hiring process is thorough. Screening packages can include credit checks, professional certification checks and other client requested screenings however, we recommend the following pre-screening process:</p> <ul style="list-style-type: none"> • Drug Screening – Applicants are referred to a testing lab for drug screening. The results are forwarded to us within 24 to 48 hours. Failure to pass the drug screening will result in immediate termination of the hiring process. • Criminal Background Investigation – Criminal background investigations are conducted while waiting for the results of the drug screens. The criminal background investigation advises us if the applicant has any convictions

	QUESTIONS	BIDDER'S RESPONSE
		<p>and takes 24 to 48 hours to process. If applicants pass this portion of the prescreening process, the HR clerk conducts reference checks and verifies previous employment.</p> <ul style="list-style-type: none"> • Reference Check – The applicant's references are contacted to verify employment information and overall work performance. • Department of Motor Vehicles Report – For positions that require driving, a Department of Motor Vehicles Report is obtained to ensure the applicant has an acceptable driving record based on our standards. Applicants not meeting our standards, but passing the prescreening process, may be offered non-driving positions. Employees who hold a driving position but do not maintain an acceptable driving record will lose their driving privileges with us. <p>ABM has historically provided these services on a daily basis, throughout the US and abroad.</p>
10	<p>Describe your Quality Improvement Plan. Please be sure that this description includes:</p> <ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non-performance or downward quality • Examples of how you have successfully met the above expectations 	<p>ABM understands that the quality of cleaning strongly influences the occupant's sense of comfort and security, and the image projected by the building. High-quality cleaning helps keep maintenance costs in line and satisfaction high.</p> <p>ABM provides cleaning services of consistently high quality. Cleaning quality comes from involving janitors in the quality process, measuring performance, and communicating results. Through our program, we improve the janitor's efforts and return increased value to customers. We accomplish this by:</p> <ul style="list-style-type: none"> • Analyzing inspection results • Automating work management

	QUESTIONS	BIDDER'S RESPONSE
		<ul style="list-style-type: none"> • Establishing and tracking accountability • Providing closed-loop, real-time communication <p>ABM wants to build a lasting relationship and we know the key to that is providing unsurpassed service to our clients. When an issue arises, actions will be taken to immediately correct the problem. Your ABM district manager will take the necessary steps to ensure the same issues do not arise again. Our goal is to be proactive in solving client issues to prevent any disruption in your day-to-day operations.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p>Described your Communications Plan for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>The ABM Quality Management System is our proprietary quality control software program available over the internet. This proven interactive system assists both ABM and Washington State in ensuring quality throughout the facility.</p> <p>The facility is inspected on a regular schedule, and the data is entered into the system. Customized quality control inspection reports, showing results and trends, are available online or can be downloaded into an Excel spreadsheet. Simply log in to view inspection results, work order status, periodic maintenance schedules, and reports.</p> <p>Our quality management system is a simple, technologically robust tool that facilitates entering and tracking work orders from inception to completion. The status of open requests and periodics can be reviewed and updated all in real time via a wireless device or computer. Work orders are then generated and dispatched to our staff.</p> <p>With the quality management system, all work requests clearly define who is responsible for the work and the time</p>
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	QUESTIONS	BIDDER'S RESPONSE
		<p>involved for completion. Users have the tools to measure, quantify, and analyze janitorial service delivery. Best practices can be identified and disseminated, producing significant improvements in customer satisfaction.</p> <p>As cleaning work is accomplished and work orders are closed, notifications are automatically sent, and supervisory personnel follow up with janitors on service issues and requests to ensure all work is completed to our high standards. Any problems that emerge are immediately corrected and the communication loop is closed only when our customers are absolutely satisfied.</p>
12	<p>Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations</p>	<p>ABM uniforms provide value and an additional level of security for our customers. People in your facilities will always be able to recognize the janitorial staff because they'll proudly be wearing the ABM uniform.</p> <p>Employees are individually responsible for ensuring their uniforms are clean, functional, and properly presented. If replacement items are needed, the worn items are returned to the branch office and we issue replacement items immediately. Field inspection staff, along with every level of ABM supervision and management, constantly inspect and audit employees' uniform appearance and arrange replacement of worn or damaged items.</p> <p>All employees are also issued an official photo ID to wear as part of their uniform which must be appropriately displayed during work hours. If Washington State requires its own facility's badge, these will also be worn during scheduled work hours. Badges can be branded according to Washington State's preferences.</p> <p>ABM follows a progressive disciplinary action approach as uses a PIP (Performance Improvement Plan) process for employees who fail to meet</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>expectations. This process is followed with the assistance of Human Resource Business Partners. The goal of the PIP process is to get performance back on track. If a dismissal is necessary, all dismissals for salaried performers include a review board prior to termination. There are a wide variety of types of interventions used at ABM. When information has changed and people need to be informed a variety of tools and processes are used (e.g., producing internal newsletters; holding debriefing sessions, creating manuals, job aids, or training programs.). Interventions used to induce and maintain desired behaviors include programs such as behavior-based safety, wellness programs and partnership with organizations like SmartDrive. SmartDrive provides video analysis, predictive analytics and personalized performance program to improve driving skills.</p> <p>Performance and Development</p> <ul style="list-style-type: none"> • An all new Performance, Development, and Career Growth process (known as G.P.S. Grow. Perform. Succeed!) was introduced for the 2016 Year-End process as a result of our new 2020 Vision. This process includes quarterly and year-end conversations to ensure ongoing coaching and feedback among employees and their direct supervisors. Within this approach, performance discussions, goal setting, development, and career growth occur as part of ongoing discussions and incorporate real-time feedback with course adjustments. • Online goal tracking tools are available as well as other

	QUESTIONS	BIDDER'S RESPONSE
		<p>resources for managers and employees.</p> <ul style="list-style-type: none"> • The G.P.S. process assists and supports staff in achieving their work and career goals by identifying training needs and development opportunities. • In addition, G.P.S. contributes to the succession management plan so that the organization has a strong pipeline of talent. • We are currently focused on deploying manager training for our frontline managers as they are on the frontline and interact directly with the client. The training will provide them with tools and strategies for successfully achieve the performance expectations for their role; these expectations are focused on how they engage their teams, as well as clients to help drive performance and results. • A talent assessment process is now in place so we can consistently and effectively identify our high performers and high potentials, ensuring we have development plans for key individuals in key roles and that we retain the talent that is most critical to our success. <p>Consistency in service delivery requires a consistent, stable employee base. ABM places a high priority on the training and development of our employees and their continual professional and personal growth. ABM has an established employee performance management system which measures an employee's performance by reviewing items such as:</p> <ul style="list-style-type: none"> • Attendance • Complaints in their Respective Areas of Responsibility • Positive Customer Recognition or Accolades

	QUESTIONS	BIDDER'S RESPONSE
		<ul style="list-style-type: none"> • Overall Job Performance • Inspection Results • Team Performance • Initiative <p>Supervisors provide training and monitor performance to ensure that we are in compliance with the contract. From a high level, supervisors are tasked with the following:</p> <ul style="list-style-type: none"> • Instruct workers, individually and in groups, in safety and ideal work practices • Promote safe choices while at work that help reduce the risk of injury – lead by example in safety • Direct workers on how to properly use, store, and care for materials and equipment • Report accidents and prepares safety incident reports immediately <p>We have Regional Safety Senior Managers who review injury reports to identify trends in sustained losses and the corresponding corrective actions. The Regional Safety Senior Manager then communicates any required activity to the Supervisor and follows up to ensure implementation and the required results are achieved.</p>

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:		ABM Industry Groups, LLC							
	L&I Trade								
County	General Cleaning Services (Hourly) (Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)			Floor Cleaning Services (Hourly) (Including but not limited to stripping, waxing and buffing, polishing and varnishing)			Window Washing Services (Hourly) (Including but not limited to external and internal window cleaning, pressurized cleaning to remove stubborn stains and marks and track cleaning)		
The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.									
A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%
Adams	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Asotin	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Benton	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Chelan	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Clallam	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Clark	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Columbia	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Cowlitz	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Douglas	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Ferry	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Franklin	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Garfield	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Grant	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Gray's Harbor	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Island	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Jefferson	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
King	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Kitsap	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Kittitas	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Klickitat	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Lewis	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Lincoln	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Mason	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Okanogan	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Pacific	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Pend Oreille	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Pierce	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
San Juan	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Skagit	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Skamania	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Snohomish	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Spokane	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Stevens	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Thurston	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Wahkiakum	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Walla Walla	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Whatcom	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Whitman	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%
Yakima	Prevailing Wage +	50	%	Prevailing Wage +	75	%	Prevailing Wage +	75	%

JANITORIAL SERVICES, 05919,

EXHIBIT B – PERFORMANCE REQUIREMENTS (BIDDER’S QUALIFICATIONS AND EVALUATION)

INSTRUCTIONS

1. This section corresponds with the solicitation Section 3.3 (Performance Requirement Evaluation) of the solicitation document.
2. Vendors must answer all questions in each section. The questions will be used to determine bidder qualifications. Bidder may receive a **maximum of 700 points based on how they respond to all questions.**
3. Please do not alter this document. Contact the Procurement Coordinator if you required clarification of any questions. Response fields are in gray. Limit responses to 1,000 words per question.
4. The term "you" or "your" refers to either yourself as an owner/operator, or you and your staff if either will provide services on this contract upon award.

NON-COST FACTOR EVALUATION CRITERIA

	QUESTIONS	BIDDER’S RESPONSE
a) Company Experience (Maximum of 80 Points)		
1	<p>Provide the length of historical (amount of time) experience in providing services to governmental or commercial purchasers. Please note that scoring will be based amount of time and the percentage of your book of business. Ensure your response covers:</p> <ul style="list-style-type: none">• A description of the governmental or commercial purchasers.• The concentration (percentage of your total book of business) of your experience in providing services to governmental or commercial purchasers. Scoring will be based on the amount of time and percentage of your book of business.	<p>A-1 Performance has been in business for 31 years. We have a vast history of servicing both Governmental and Commercial purchasers. We got started doing Governmental facilities early on when the State Agency facilitating contracts was General Administration, and into its transformation into Enterprise Services. A-1 Performance developed a model in which we would provide services throughout the State of Washington. We built an infrastructure that allowed us to provide these services to all regions, both rural and urban. Services were provided for all types and sizes of facilities. These facilities included office, warehouse, laboratory, or multi-purpose settings. Most of the facilities we serviced for Governmental purchasers were office settings. We have provided services for many of the following Agencies: Dept. of Fish & Wildlife, DSHS, Employment Security, Dept. of Natural Resources, Dept. of Corrections, Washington State Patrol, Labor & Industries, Dept. of Agriculture, Dept. of Ecology, Dept. of Licensing,</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>Dept. of Transportation, Attorney General, Dept. of Health, Dept. of Revenue, Utilities Commission, Office of Administrative Hearings and Auditor. An example of contracts we currently hold for an Agency: Dept. of Corrections offices: Aberdeen, Bremerton, Colville, Ephrata, Lacey, Lakewood, Moses Lake, Oak Harbor, Okanogan, Olympia, Port Angeles, Port Hadlock, Port Orchard, Raymond, Shelton, Spokane, Vancouver, three offices in Walla Walla and two offices in Yakima. This list gives a description of our capabilities of servicing all regions of Washington State, which includes fifteen different Counties both rural and urban. These Agencies differ in the services they provide; however, most have a similar general setting to their facility – office settings with cubicles, offices, lunchrooms, conference rooms, restrooms, etc. While the general layout and function of these facilities are quite similar, there are individual differences. Some facilities vary in their carpet to tile ratio, for example, and some facilities may have an inordinate amount of emphasis on the restroom cleaning. Another variable between these facilities is square footage. Some of the facilities range from 1,500 sf to 100,000+ sf. While these variances provide their challenges, the same principles have been applied from the small facilities to the large, highly staffed, facilities. The general nature of these settings has allowed us to come up with a universal strategy for cleaning that has proven to be successful.</p> <p>While the above listed Agencies were Governmental purchasers through the State of Washington, we have also provided service for other Governmental purchasers. These have included City, County and Federal. An example of City contracts we have held,</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>or currently hold: City of Aberdeen, City of Bremerton, City of Oak Harbor, City of Port Angeles, and the City of Mattawa. These facilities included settings like the State facilities already listed. A-1 Performance also has experience in providing services for Commercial purchasers. While many of these contracts are in an office setting as well, there are also more variations of settings. These have included retail, restaurant, medical, construction clean up, mills, etc. An example of medical Commercial purchasers: Coordinated Care – Yakima, Family Practice – Hoquiam and Montesano, Grays Harbor Imaging – Aberdeen, Grays Harbor Treatment Solutions – Aberdeen, Westport Rehab – Westport, Columbia Wellness – Hoquiam, Shoalwater Clinic – Tokeland, etc. We adapt our site plan to any specific requirements. An example, with these medical settings, we typically need to provide extra training to our staff for bloodborne pathogen cleaning as well as specialty training on how to use the specific chemicals required with the cleaning. Many of our other Commercial purchasers are task specific jobs. We contract with Commercial purchasers providing carpet shampooing, upholstery shampooing, tile floor stripping and waxing, tile floor steam cleaning (including grout), window cleaning, pressure washing, etc. Most of our revenue is created by contracting with Governmental purchasers. The percentage of our book coming from Governmental purchasers is 95%. The percentage of our book coming from Commercial purchasers is 5%.</p>
b) Company Experience Using Green Products (20 Points)		
2	DES and all state agencies are committed to providing sound environmental stewardship, protecting human health, reducing operating expenses associated with the use of hazardous materials, and reducing the potential liability to the state.	Our primary goal is to reduce the risk of exposure of building occupants and janitorial staff to potentially hazardous chemical, biological, and particulate

	QUESTIONS	BIDDER'S RESPONSE
	<p>Describe your experience and plan using green supplies if awarded a janitorial master contract.</p> <ul style="list-style-type: none"> • Provide a situation you have utilized green products, including contract details. • Explain your program for using green supplies. Include information about how you will go about acquiring certified cleaning supplies specified by purchasers and provide Purchasers with required documentation. • Explain how you will ensure that training and training materials are provided to your staff in language(s) they can understand. • 	<p>contaminants, which adversely affect air quality, human health, building surfaces, and the environment by implementing and managing green cleaning protocols. A-1 Performance takes the requirements of using Green products seriously and proactively takes the necessary measures to make sure these requirements are enforced.</p> <p>In our previous Master Contract with the State we were required to use Green products and follow the standards they enacted. For example, we provided service for the Dept. of Ecology in Richland Washington. In this contract it had specific requirements that included: Only environmentally sound bio-degradable cleaning supplies will be used at this facility, copies of SDS sheets, cleaning supplies and/or chemicals must be pre-approved by the Richland Business Administrator, and all cleaning chemicals must be listed on the Green Seal – Industrial & Institutional cleaners (GS-37), as a prerequisite for submittal to Ecology for consideration for use in the facility. Upon starting up starting up this contract we included these requirements into a specific green cleaning plan. We set up our supply vendor for ordering products that were specifically listed as Green products and met the GS-37. We submitted this plan to our contract administrator with Dept. of Ecology for approval. Once approved we posted the plan in our janitor area (along with the SDS sheets) and trained our janitor staff on the plan and how to safely use these specific products.</p> <p>A-1 Performance has a universal safety plan that we implement with every work contract, and we modify this plan to each site specifically as needed. This program includes creating a list of products that are to be used that are confirmed as Green Seal certified, which are cross referenced on the</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>greenseal.org website. Once the requirements are discerned for each specific contract, we then make sure the product we provide to the site is pre-approved by the Agency/Purchaser. We then provide documentation to Agency and set up the site with the necessary SDS sheets on the products. Once that initial step to the plan is in place, we then train our employees on the Green products and how to use them safely. This includes proper storage of the cleaning products, proper dilution and use of PPE while handling the products. If necessary, we will post specific directions in the janitor area that give our employees a visual on how to dilute and use the PPE, which would accompany the SDS sheets.</p> <p>This initial training on implementing the Green product program is important to ensure the work site is maintained in a safe and healthy way from the beginning. We also require our employees to perform a monthly safety meeting as a means of being proactive to make sure the program is being enforced and to introduce new materials if our program is updated along the way. The employees also have an opportunity to ask us questions just to make sure they fully understand the materials and the language being used in those materials. We also have supervisors that are responsible for performing scheduled checks of the program, which includes making sure the SDS sheets are visible and updated, the crew have the necessary PPE and are using them properly, making sure the Green products are being used/dispensed/diluted properly and have the required labeling.</p>
c) Company Capacity and Staff Experience (Maximum of 200 Points)	

	QUESTIONS	BIDDER'S RESPONSE
3	<p>Describe your current and projected financial capacity and capability to support this contract. Ensure your response covers or demonstrates:</p> <ul style="list-style-type: none"> • Financial soundness to withstand market conditions, including the cost and non-costs part of their business. • An example of a time when this occurred for your company. Providing supporting documents is optional. 	<p>A-1 Performance has continuously run as a successful business since its inception in 1989. Starting as a small operation and slowly progressing into a Statewide ran Small Business. We started in Grays Harbor County as a local business and branched out as we grew. During the time that we have grown as a company, there have been National economic downturns in the country. An example would be the economic crisis of 2007-2008 and the current Pandemic. While the Country did have an economic downturn, A-1 Performance was not significantly affected by these economic downturns. The nature of janitorial allowed our business to continue seamlessly. During the current Pandemic, janitorial was deemed "essential" by the Governor, thus allowing us to operate our business as usual.</p> <p>A-1 Performance has never filed for Bankruptcy, defaulted on any loans/creditors or been in a situation where we could not pay our employees. Our profit margins have varied year to year but remain strong and allowed us to continue growing each year. We strategically maintain a level of Capital and Assets that give our company security. The amount of capital and assets we maintain do allow for future struggles if they were to arise, however recent history indicates that the janitorial industry can withstand different market conditions, particularly downturns. A-1 Performance is an example of this.</p>
4	<p>Describe the approach you will utilize to ensure contract requirements will be met and to satisfy Purchaser of janitorial services. Ensure to include or demonstrate:</p> <ul style="list-style-type: none"> • How you intend to comply with Purchaser's policy requirements • How you intend to handle change requests, response timely to issues 	<p>A history of success with performing contracts with the State of Washington gives us confidence in satisfying purchasers in future contracts. Our goal is to fully comply with our contract and set up our site plans to ensure the purchasers are happy with our service to the best of our abilities.</p>

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • Evidence and assurance of being on time and experience in providing similar expectations. 	<p>To get to this goal it starts with a site plan. Upon award of any given Contract, we determine what the crew configuration should be depending on the size, type, service frequency and nature of the facility(ies). We rely on an experienced Management team to coordinate and put into action a specific plan for performing the janitorial services to the best of our abilities. We have skilled team members that use an extensive history of past performance to formulate the best plan possible for the purchasers needs. Our management team would do a great deal of planning and organizing leading up to the start of the contract. Laying out a plan for the number of crew members and their specific roles will be key in the success of performing all requirements. Each contract will have site specific specifications that list the tasks, and the frequency at which they will be performed. We take this abstract list and derive it into a job description that is issued to all crew members. This job description is created to be easy to read and in a checklist format. One important point regarding the job description is if the purchaser decides they want to make a change request to the contract, we will simply comply and update our job description accordingly. We are open to any modifications that are needed to better suit the needs of the purchaser. When job description is complete and enacted, the supervisor responsible for the contract will train all crew members based on the job description. Supervisor will set specific roles and making sure all crew members are responsible for specific tasks. Once the cleaning crew is in place and trained on all aspects of our company policies, the supervisor is tasked with ensuring quality control. This is done with scheduled checking of the work using</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>the job description. If corrections are needed, the supervisor has protocols for taking care of substandard work. This is done with one on one work shopping to correct the issue. If the issue persists, we assess whether a change in crew member is needed. Supervisor would work with the manager with this assessment. The directive is to make sure the tasks are completed fully thus ensuring the purchaser is satisfied with our service.</p> <p>Purchasers requirements are usually similar from purchaser to purchaser, however there are times that a purchaser will have certain requirements that are unique and specific to their needs. For example, we have experienced purchasers that require specific start times, specific time ranges that the work needs to be completed within, work that needs completed during business hours, etc. Once specific example is the DSHS office in Stevenson we contract with, where there is an auto alarm that sets at 10 pm each evening. Crew members cannot work past 10 pm meaning all work needs to be started and completed before this time. We must plan and take the necessary steps to set up the cleaning program accordingly. The hiring process would emphasize an employee that has proven to be prompt and reliable. We have strict start times as a requirement in this job description. Also, when performing the periodic work, such as carpet shampooing, etc. we must carefully plan these tasks to complete them by the 10 pm limit. Taking these initiatives have proven successful in this contract.</p> <p>Communication is another aspect that will be vital. Communication between our cleaning crew, and their supervisors, as well as the communication with the purchaser. The better the</p>

	QUESTIONS	BIDDER'S RESPONSE
		communication is with the purchaser, the better the results will be. Our manager and supervisor will be responsible with communicating with the purchaser. Much of this communication will be done through email and phone. If the purchaser emails A-1 Performance with a request/inquiry/complaint we will get back to the purchaser right away. The success of our contracts has often been correlated with good communication in this regard. If a purchaser observes an issue with the cleaning and reports the issue to us, we will have a course of action the same evening. Our supervisor would be tasked with addressing the said issue and following our protocols with correcting it with the cleaning crew.
5	<p>Described the skills and experience your Project Manager possess to effectively coordinate delivery of governmental or commercial janitorial services, including specialized janitorial services, such as stripping, waxing and buffing. Ensure to include:</p> <ul style="list-style-type: none"> • Your Project Manager's ability to exercise supervisory control. • Demonstrate the capacity of your company to provide sufficient staff to meet service requirements at all times 	A-1 Performance has an experienced management team that has a long history with facilitating the needs of purchasers. Our manager has been on board since 2003 and has developed the needed skills to plan and put into motion the necessary steps to perform a successful contract with purchasers. He has successfully managed and delivered the necessary services to purchasers in hundreds of separate contracts. Our manager is tasked with not only the initial planning, but also overseeing the daily operations. This is done by communicating with the purchasers and crew members frequently. Also, delegating tasks has proven to be a significant skill so that local supervisors can act on behalf of the manager and help with the day to day. Our manager communicates with various crew members each day as needed and is also visiting sites and meeting with crews and supervisors when needed. We have another manager that is tasked with assisting and is the lead project manager for specialized work.

	QUESTIONS	BIDDER'S RESPONSE
		<p>Most contracts have periodic work, such as carpet shampooing, tile floor stripping/scrubbing/waxing, window cleaning, etc. Our specialized project manager is responsible for scheduling this work, facilitating the crews for this work, and overseeing the work making sure the tasks are completed as scheduled. This project manager is highly experienced and has been performing this work for over ten years. This responsibility requires attention to detail and the ability to plan and coordinate complicated tasks. We have separate work crews that perform this work throughout the State; separate in that they are mostly not involved with the day to day cleaning of the facility they would be working in. These crews are directed by our specialized project manager and there are multiple crews operating at various times of the month. Being able to facilitate these crews and coordinating a complicated work calendar is a significant skill. Besides facilitating the crews and coordinating the schedule, she is also communicating with the facilities to schedule this work and making sure crew members are cleared for the specific facilities, etc. A-1 Performance management must have a macro perspective with the contracts we are awarded in that we have to strategically plan our staffing requirements for all regions. Making sure we have enough crew members for work necessary to perform a contract is important. We actively have a core crew in all necessary areas of the State to effectively perform the contracts, and this applies to specialized work as well. Our office has a specific time-tested protocol for hiring that allows us to obtain new crew members quickly when needed.</p>

	QUESTIONS	BIDDER'S RESPONSE
6	<p>Describe the types and nature of janitorial services you have provided or intend to provide your organization before the commencement of performance of contract. Ensure to include:</p> <ul style="list-style-type: none"> • Proof(s) that you staff have been appropriately trained to perform janitorial services • Provide methodology for recruiting suitable staff and providing them with sufficient training • Information on the types of training and/or incentives to be used for new hires • How you will provide ongoing training for existing personnel throughout the contract period • A description of your training in biological hazard (blood borne pathogens, SHARPS, other bodily fluids) and chemical spills clean ups. Some purchasers need vendors to be trained in biological hazard (blood borne pathogens, SHARPS, other bodily fluids), describe your experience with cleaning these types of hazards. 	<p>The type of janitorial we have vast experience in, and plan on continuing, is office settings for mostly Governmental Agencies. We pride ourselves in training our crew members to provide the service that is necessary and conform to company policies that have proven to be successful.</p> <p>Prospective employees go through an initial orientation that includes passing a background check. A prospective employee will be given materials on green seal environment standard cleaning techniques, safety training and blood borne pathogen training. This initial orientation includes training materials that consist of our core principles of cleaning. For example, these will include a series of "how to" guides for cleaning in specific settings. The "how to" guides would include cleaning steps and expectations for restroom cleaning, office trash collection, dusting, vacuuming, maintenance of bare flooring, etc. When a prospective employee has passed this initial orientation, they are brought on for training at the specific work site they were intended for. We will then have management/supervisor/crew leads provide the hands-on training. Demonstrations of all cleaning techniques are performed so the prospective employee can observe, which includes proper biohazard clean up. We then have the prospective employee perform the cleaning with the management/supervisor/crew leads observing and facilitating in real time. Once the prospective employee is deemed ready to be added to the crew, as an independent crew member, we then schedule assessments of that cleaning. If this assessment is deemed satisfactory, it is sent to our office for final approval. Supervisors/Leads are</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>then tasked with facilitating the progress of the crew member. The crew members also go through continued education through workshops and monthly safety meetings. Management is tasked with observing any updates in the janitorial industry (online, journals, industry magazines, etc.) that may benefit our company. If we make any changes to our company policies these are universally trained to our crew members. All employees also have scheduled evaluations to determine their progress. These evaluations provide incentives to employees, as good evaluations can result in wage raises, bonuses and certificates of achievement. We have an office staff member, where one of their titles is "employee engagement". This staff member is tasked with monitoring the performance of our employees. Some of the tasks include sending out performance certificates, birthday cards, notification of wage increases, etc. One specialized requirement that A-1 Performance has is all employees must pass a "Blood Borne Pathogen Training" exam. We provide materials that all employees must cover and are then tested. We require a minimum score to justify a "pass", which must be done yearly. This training covers blood borne pathogen, SHARPS, bodily fluids, etc. We currently hold contracts that require our services for blood borne pathogen, bodily fluid, chemical spills, and emergency cleanup of spills as needed. In these specific contracts we must designate a crew member to be responsible for these tasks as needed and be on call. The training in these situations is vital. An example of the need for the as needed cleaning would be at the DSHS office in Richland where we received notification of possible bodily fluid/bloodborne pathogen clean</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>up needed in a visitation room. We set up our employee to deploy to the site right away. We confirmed the protocol of using the proper cleaning product and having the necessary PPE. They then confirmed back when the work was completed. To give another example of specialized cleaning would be with the current COVID-19 Pandemic. A-1 Performance has been contracted to perform specialized disinfecting for some facilities we contract with. An example would be for our contracts with DSHS/DCYF. They added a temporary service for disinfecting public areas and visitation rooms after visits with the public. We set these facilities up COVID-19 approved cleaning products and put together what we termed "COVID-19 Kits". Our employees were trained on how to use these kits and set up on a schedule of cleaning the visitation rooms after each visit. Again, they had to have knowledge of the chemicals, what PPE to wear and the technique for performing the cleaning.</p>

d) Operations and Quality Assurance (Maximum of 360 Points)

7	<p>Describe the procedures you will utilize to ensure your company performance of service request and smooth operation at Purchaser's location(s). Ensure to include:</p> <ul style="list-style-type: none"> • A realistic operational or service plan outlining how varied service and delivery demands of various purchasers' service needs will be met, and how rural assignments requiring more than 25 miles travel (one way) will be handled • Information about your administrative responsiveness to purchaser's concerns, timelines around emergency and non-emergency requests • How you will provide back-up plan to ensure continuity of service and coverage for staff who call out sick or fail to show up for the scheduled shift • An example of when it has successfully met the above expectations. 	<p>A-1 Performance considers many factors regarding operating smoothly and meeting expectations of purchasers. It is a tiered process that starts with our management team and supervisors. Structuring the supervisors and crew members accordingly in a facility(ies). The initial training and configuring of the crew members in each facility is key to setting the tone for smooth operations. Maintaining the smooth operations during a given contract is done with good communication. Communication between the supervisors and management, as well as good communication with the purchaser. When the purchaser has concerns and the concerns are communicated with our company our management team responds right away and creates a</p>
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	QUESTIONS	BIDDER'S RESPONSE
		<p>course of action. When the purchaser feels like their concerns are being heard and addressed it has a profound positive affect on the purchaser's perspective towards the service they are receiving. We take this aspect of the operations extremely serious. An example of this is a recent incident where the Dept. of Agriculture in Yakima had a concern about our cleaning staff overlooking one specific area of a Lab we clean daily as they noticed a trash missed and floors not swept. Our manager took the concern and responded to our contact with AGR right away. We had a local supervisor that was scheduled to be in Yakima, and we had the supervisor meet with the AGR cleaning crew the same night. We workshopped the cleaning routine in the Lab area and discerned what the issue was. The issue was then taken care of. Our management noted the course of action in our office and set up a schedule of site checks to ensure the issue was going to be taken care of long term. We then confirmed back with our contact with AGR. This was an example of our protocol for a concern. This concern was non-emergency, however, if the concern happened to be classified as an emergency, we would change the course of action accordingly. An example of a possible change in our protocol for an emergency would be setting up our local supervisor to visit with AGR before closing of business. This would allow a more definitive and immediate course of action. Addressing purchasers concerns and needs requires good leadership by management and having proven protocols for the steps needed to address the concerns and needs. Where this is highlighted most is in rural areas that we service. A-1 Performance operates in all regions of Washington State. This means that we have many</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>areas that are considered rural. All the same protocols we have set up for quality assurance and smooth operations apply to these rural areas as well. We do, however, strongly emphasize having reliable crew members and a reliable supervisor. The supervisor for rural areas takes on an important role for our company. They must be relied upon to address concerns where these locations may be further away from management and secondary crews. An example of this is a supervisor we have for Stevens, Ferry and Pend Oreille Counties. We currently service the DSHS offices in Colville, Republic, and Newport. Each of these towns are considered quite rural. Our supervisor is highly active in the locations and in close communication with management. The supervisor is tasked with visiting these sites frequently and facilitating the quality assurance that is needed. Other factors we consider with rural areas is factoring in paying our employees possible mileage for having to travel within these rural areas. Not only for daily operations of the janitorial, but also for our crews that take care of the specialized work - shampooing, tile work, window work, etc. Another factor is having a well-structured and operating back up worker system. When we are generally setting up our cleaning crews in the facility, according to the specific job descriptions, we also are considering back up plans for each role. Each role we create in each facility will have a primary employee responsible for that role, but we will also have another employee who has been trained on the role and will be a backup for whenever the primary cannot perform the role. In some instances, we will hire employees where their sole designation is as a backup employee. In</p>

	QUESTIONS	BIDDER'S RESPONSE
		these instances, the employee will be on call and ready to fill in as needed. An example of this would be in the rural town of Stevenson, where we service the DSHS office. We have a primary cleaning crew member that is tasked with the daily cleaning roles of the office. Recently he experienced unexpected circumstances where he could not clean for a specified period. We were notified of this later in the day, where the cleaning was to be performed the same evening. Management called our designated back up worker for the area and they were set up to cover for this specified amount of time, until our primary worker was confirmed back to work.
8	<p>Describe your service approach and related policies on how contract requirements will be met, including. Ensure to include:</p> <ul style="list-style-type: none"> • Your plan to handle change requests and how you will respond to and resolve issues related to scope of service in a timely fashion • An example of when it has successfully met the above expectations 	<p>When a site plan is being constructed for a cleaning contract, we put it together based on the cleaning specifications outlined in the contract. We put together our job descriptions based on these specific specifications. We then train and configure our cleaning crews strategically to perform these tasks and to perform them according to the frequency in the contract. Our philosophy is to comply with the specifications rigidly and to not perform work outside of the scope of the contract.</p> <p>During the term of contracts there will be instances where purchasers request changes. They may feel like a need is not being met with the current specifications and need to make either an addition or subtraction accordingly. Typically, additions are made as the purchaser may have overlooked a new when putting together the original specifications. A-1 Performance is aware of such possibly situations and we are open to any changes necessary to help better service the purchaser. Once the change is brought to our attention</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>and added to our contract, we then update our job description. Management and supervisors will then put the change into effect by work shopping the change with the cleaning crew and updating their roles accordingly. Management will then be in close communication with the purchaser to assure that the change in service is going well and takes care of the need they had in mind. This applies to additions to a contract or subtractions to a contract. A recent example of a subtraction is with the Attorney General office in Kennewick. We were contracted to service this office Monday through Friday originally. With the recent Pandemic, they have experienced a much lower traffic of staff than usual. They communicated to us they would like to reduce the cleaning days to Monday, Wednesday, Friday rather than Monday through Friday. We made the changes to the contract and updated our job description. We then had a supervisor confirm with the crew and update their schedules accordingly. An example of an addition is with the DSHS office we service in Port Angeles. We were originally contracted to empty all trash Monday, Wednesday, Friday in the facility. The staff realized that having kitchen and restroom trash not emptied two days per week was problematic for them. They sent a change request to have the kitchen and restroom trash emptied Monday through Friday. We updated the job description and had the new frequency work shopped with the cleaning crew.</p>
9	Describe your hiring process, including background checks and drug testing, b) described how it will address criminal arrests or convictions, and c) provided examples of when it has historically met these expectations.	<p>When we have a need to bring on a new employee, we use a multi prong approach to narrow down our prospect list. We use Employment Security to receive interested applications and resumes for our file. Another Agency we</p>

QUESTIONS	BIDDER'S RESPONSE
	<p>use are Vocational Services. This is a service that will provide possible employees with disabilities and their job coaches. This is used when it is deemed a good fit and we feel this is a good service that helps people in need of finding work where they would have trouble otherwise. We will also receive interest from relationships we have garnered in each region over time. These relationships were established from previous applications, word of mouth and recommendations sent to us from various sources. This allows us to have contracts on file to be utilized when needed.</p> <p>When a prospective employee has entered the hiring process, we first run a WSP background check. The results will determine whether we go to the next step. Any felonies will automatically result in a failed background check. Any misdemeanors will result in an evaluation of the nature of the misdemeanor(s). Any misdemeanor that would negatively affect the type of work they will be hired for will result in a failed background check. Other misdemeanors will be further evaluated, and management will discern the risk associated with the type of work they would be hired for. This step will require an interview to closely examine the character of the prospective employee.</p> <p>After an employee has been hired on, we will further explore their ongoing background if the employee exhibits behavior that would lead management to check on recent red flags with the employee. Depending on the behavior exhibited we will also require a drug test. If an employee is exhibiting behavior that is unusual or significantly different than what we are used to, we may approach the employee and require them to submit a drug test set up by our</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>office. They will temporarily be off the schedule until the drug test comes back clean and management can determine that the employee is no longer a possible risk.</p> <p>If we learn an employee has been arrested/convicted of a crime, we immediately suspend the employee until a thorough background check into the situation is performed. The employee will not be allowed back to work until this is resolved. Depending on the nature of the conviction the employee is subject to immediate termination per company policy.</p> <p>We also follow specific background requirements of a contract, as necessary. If a contract requires another layer of background screening, we set that up in our protocols. An example of this is with the Washington State Patrol. Their contracts require any prospective employee to complete a fingerprint card that is sent to the WSP office for clearance. We cannot move forward with a hire until that card is confirmed as clear by WSP, and the prospective employee completes a security awareness training. We note this protocol in their contract file and is put in motion by our office during the hiring process. Another example is with the Dept. of Corrections. They have specific DOC clearance forms that prospective employees are required to complete and submit to DOC for clearance. Prospective employees cannot move forward in the hiring process until DOC confirms the clearance. This protocol is set up in their contract file as well. We take these security measures seriously and it is important to us they are followed rigidly.</p>
10	Describe your Quality Improvement Plan. Please be sure that this description includes:	Quality assurance and quality improvement is vital, and we deem this

	QUESTIONS	BIDDER'S RESPONSE
	<ul style="list-style-type: none"> • Service monitoring plan and frequency of inspections of cleaning activities • Method for identifying deficiencies in service quality and rectifying non-performance or downward quality • Examples of how you have successfully met the above expectations 	<p>as necessary for a purchaser to have confidence with our service. Management puts together the cleaning plan and works together with local supervisors to construct a reliable cleaning crew. Supervisors and crew leads are tasked with making sure the job descriptions are being completed fully and to expectation. This is done by checking the work on site using the job description and a quality control form. Our quality control form is used to make the necessary notations of work that was not complete, using as much detail as possible. The managers and supervisor/lead will go over the results of this form to determine the course of action, if any. If the evaluation determines that there are areas of the cleaning that need corrected, then this is work shopped right away with the responsible employee(s). The supervisor is then set up, for a specified amount of time, to emphasize the checks in these problem areas and report back. The next series of evaluations will determine our course of action with the employee depending on the severity of the issue. If the issue persists, we then put the employee on notice. The supervisor then starts a correction notice form on the employee, where the employee has three cleaning days to correct the issue. During the three days the supervisor is checking the work and communicating with the employee. With close communication between the supervisor/lead and the employee, the issue is typically resolved. If, however, the issue persists the employee is terminated, and a replacement hire is started. Quality improvement is based on good communication. Good communication from supervisor to management and good communication with the purchaser.</p>

	QUESTIONS	BIDDER'S RESPONSE
		<p>An example of this quality improvement plan is with the Fish and Wildlife office in Spokane Valley we service. We received reports from the supervisor that the inside of the toilets was developing a possible build up and the details of the general wipe down of the restrooms was substandard. Our supervisor was tasked with checking the work. The results of the quality control form concluded that the employee was not completing all tasks required in a restroom. Our supervisor did some workshops with the employee, and then was set up for frequent quality control checks. While performing the workshops, and checks, our supervisor recommended that the employee change roles. He seemed to perform the trash collection routine well. We then reconfigured the crew and the employee passed all subsequent quality control checks, and the new primary cleaner in the restrooms proved to be a better fit as well.</p>

e) Personnel and Communication (Maximum of 40 points)

11	<p>Described your Communications Plan for providing information and feedback to purchaser. Ensure your response includes:</p> <ul style="list-style-type: none"> • A comprehensive reporting structure that will respect the timeframe set by Purchaser, provide responses to relevant questions, and refers to cleaning requirements. • Proof of concrete reporting methodology on the results of cleaning activities 	<p>Upon starting a new contract with a purchaser, we determine the appropriate communication plan when meeting with the purchaser. Each purchaser has different requirements and methodologies for communication. We want to construct our plan in a way that best suites the purchaser. A universal tenet of the communication plan is exchanging contact information with the purchaser and developing a relationship, typically over Email. Some purchasers utilize this Email communication exclusively and a successful relationship is fostered throughout the term of the contract. Other purchasers require additional means of communicating the work being performed. This could be done with</p>
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	QUESTIONS	BIDDER'S RESPONSE
		<p>communication logs kept in the janitor area. If this is preferred, a log is developed and kept in the janitor area with the cleaning crew trained on how to perform the communication. In this instance we would have a supervisor overseeing the communication log and the contents sent to our office for file, usually monthly.</p> <p>A-1 Performance inquires with purchasers their preferred methods for communication. We recommend to them setting up periodic meetings with management/supervisors. This can be monthly, quarterly, etc. These meetings would give a chance for thorough feedback and offer beneficial information to possibly improve service or improvements from the purchaser's end. We also offer periodic quality control materials be sent to the purchaser for review, if the purchaser would like to be aware of the details from our quality control protocols. A-1 Performance is open to all methodology and will structure our plan accordingly to better serve the purchaser. Our goal is to offer this flexibility and to be responsive to any communication.</p> <p>An example of this is the DSHS office in Port Angeles. Management is in close communication via Email, however the DSHS felt it would be beneficial to have a more formal meeting periodically. We concluded that meeting every three months would benefit both our company and the DSHS. We then set it up in our calendar to make these arrangements. Topics of the meeting can vary to observations they have made with the cleaning, possibly building updates that we may need aware of, contract updates if need be, etc. One other example is with a Rehab office in Westport. The purchaser expressed a desire to communicate with the cleaning crew directly if needed.</p>

	QUESTIONS	BIDDER'S RESPONSE
		The nature of this office is they have many moving parts and are rearranging items frequently. The cleaning areas are subject to change weekly. We discussed and came up with a janitor log that is kept near the janitor area. The log has a field for the date, name, and communication. This has proven to work well given the nature of this office.
12	Describe how your personnel will be identify at Purchaser's location(s) (uniforms, etc.), ensure staff professional appearance, attendance, describe disciplinary action, and performance expectations	Our company policies state that employees are required to arrive at the purchaser's location on time, in proper appearance and ready to complete their job description in a professional manner. We issue company shirts with our company logo on them. Employees are to dress in a professional manner as stated in our company policies, for example no open toed shoes. We also issue A-1 Performance identity badges. Supervisors and cleaning crew leads are tasked with enforcing these policies and reporting to our office employees that are not complying. If employees do not comply with our company policies, they are subject to discipline and will enter our protocols for making sure the employees ultimately comply. An example of this would be an employee showing a pattern of not complying with our company policies. This employee would be given a verbal warning. Next offense would include being put on notice. Final incident of not complying would result in possible termination. Supervisors and cleaning leads are also tasked with enforcing crew members attendance. Not only attending the work but attending on time. Each facility has specific requirements in this regard and the supervisor/cleaning lead enforce accordingly. Our company policies have a specific requirement for attendance. If an employee does not show up for work and does not notify us, they are subject to immediate termination depending on the

	QUESTIONS	BIDDER'S RESPONSE
		<p>circumstance. Supervisors and our office track the attendance and monitor issues with employees that are breaking our policies.</p> <p>We have a long history of performing janitorial contracts and that has allowed us to discern what protocols work best for making sure a purchaser is satisfied. Our goal is to put those protocols in place with the full completion of the job description in mind, while following all other requirements of a contract. With these protocols it is our ultimate goal to satisfy the purchaser and all staff that occupy the facilities we clean.</p>

NOTE: BIDDERS ARE ADVISED TO READ THE INSTRUCTIONS IN THE "INSTRUCTION TAB" BEFORE COMPLETING THE BID PRICE SHEET.

EXHIBIT C Bid Price Sheet - Janitorial Services

Bidder Company:		A-1 Performance Inc.											
L&I Trade													
County	General Cleaning Services (Hourly)		Floor Cleaning Services (Hourly)		Window Washing Services (Hourly)								
(Including but not limited to sweeping, vacuuming, mopping, dusting and waste disposal)													
The following information in red has been provided to Bidders as an example of how Bidders will present their percentage markup.													
A	Prevailing Wage +	180	%	Prevailing Wage +	160	%	Prevailing Wage +	190	%				
B	Prevailing Wage +	130	%	Prevailing Wage +	188	%	Prevailing Wage +	170	%				
Adams	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Asotin	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Benton	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Chelan	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Clallam	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Clark	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Columbia	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Cowlitz	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Douglas	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Ferry	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Franklin	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Garfield	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Grant	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Gray's Harbor	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Island	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Jefferson	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
King	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Kitsap	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Kittitas	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Klickitat	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Lewis	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Lincoln	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Mason	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Okanogan	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Pacific	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Pend Oreille	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Pierce	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
San Juan	Prevailing Wage +	%		Prevailing Wage +	%		Prevailing Wage +	%					
Skagit	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Skamania	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Snohomish	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Spokane	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Stevens	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Thurston	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Wahkiakum	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Walla Walla	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Whatcom	Prevailing Wage +	165	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Whitman	Prevailing Wage +	170	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				
Yakima	Prevailing Wage +	160	%	Prevailing Wage +	180	%	Prevailing Wage +	150	%				