



**Janitorial Services
Southern Gila County
RFP # - 110514**

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Aurora, Co. 8001
303-340-4828**

Local Office:

**Carnation Building Service, Inc.
Phoenix Area Offices
625 W. Southern Ave. E-118
Mesa, AZ. 85210
800-700-3373**

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Carnation Building Service, Inc.

631 Salida Way A-3
Aurora, Colorado 80011-7824
Corporate Office
800-700-3373

April 2, 2015

Gila County Procurement
Guerrero Complex
1400 E. Ash Street
Globe, Arizona 85501

Thank you for giving Carnation Building Service, Inc., the opportunity to submit a program for Janitorial Services for various County Buildings in Southern Gila County in Globe, Arizona. Our purpose in compiling this information is to offer you the finest service available at the lowest possible cost.

We have made a site visit and survey of the locations included in this Request for Proposal for Bid and we are confident that the custodial specifications in this proposal will provide you with the service you desire. We have also included other information that will help you in making your decision.

Carnation Building Service Inc. prides itself on the quality of its maintenance service, and that pride has carried this firm since its inception in 1991. Your acceptance of this proposal will ensure that this same pride will go into maintaining your facility the way you need it and the way you want it.

Thank you again for this opportunity. I look forward to meeting with you to discuss this proposal after you have had an opportunity to review it. In the meantime, please do not hesitate to call me if you have any questions.

Regards

John E. Vaughn

John Vaughn
Business Development Specialist
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303-340-4828
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Carnation Building Service, Inc.
For
Southern Gila County, Arizona

General Information

Carnation Building Service, Inc. was founded in Aurora, Co. in 1991; our beginnings were a humble start, with a vision of providing a quality service at a fair price. It was our belief that if we could provide a quality service at a fair price Carnation Building Service, Inc. would grow. Today we have in excess of 200 building and 400 employees with offices in Aurora, Colorado Springs, Grand Junction, Las Cruces, Cheyenne, Salt Lake City, Flagstaff and Mesa, AZ.

Our customer base ranges from small 3 day week, 5,000 square foot facilities to 1,000,000 square foot facilities that are cleaned 7 day per week. Carnation Building Service, Inc. is involved with medical facilities, USDA facilities in Salt Lake City, FDA Facilities, office buildings, multi-tenant office buildings, schools, hotels, restaurants, City and County of Denver, The City of Maricopa, City of Colorado Springs, City of Flagstaff, City of Aurora, Adams County and the US Olympic Training Center. I would like to note that Carnation Building Service, Inc. is proud of our accomplishments.

Carnation Building Service, Inc. is a company that prides its self on providing our customers with that personalized services that is often times forgotten by many of the larger companies, but often talked about.

Principles

Carnation Building Service, Inc. and its principals are Michael Bertram (President) and Patty Bertram (Secretary) a Colorado Corporation incorporated in 1993 we begin service in 1991. We are located at 631 Salida Way A-3, Aurora, Colorado 80011-7824 and our phone number is 303-340-4828 and fax number 303-340-4845

Memberships Evolvment

Carnation Building Service is a member of the Building Service Contractors Association International and has been a member sense 1996. We have found this to be a very productive instrument in staying involved with the latest advancements within our industry. It has allowed this office to build relationships with vendors, other contractors, and stay involved with the latest training and equipment. We find it very helpful with our younger managers and employees.

Employee Training Process

We at Carnation Building Service, Inc. are fully committed to the ongoing development of management, supervision, and our hourly paid labor through external and internal training.

We demand from ourselves this ongoing discipline in order to improve continually, since we know that proper training is second to selective hiring and that this will guarantee results and maximize the dollar investment of our customers and Carnation Building Service, Inc.

Training starts prior to any task performance to safeguard our employees, client holdings, and consistency of service. This orientation is thorough and demanding in that it covers mandatory practices of security, key control, product use and application, safety practices, and standard cleaning methods and procedures.

The immediate supervisor or proven senior cleaner will work with the employee to demonstrate proper procedures, pace, special area needs, and service standards expected. The new cleaner will then be allowed to continue under close supervision and if required, minor retraining may be needed to provide consistency of service.

All work sites are thoroughly checked by supervision until the employee is capable of obtaining consistently satisfying results. The employee's performance will be monitored through the tools of quality control and used throughout the balance of the project.

We believe the term "experienced cleaner" is used too liberal. Our employees must go through mandatory training to safeguard our commitment to our customer. Our existing cleaners must undergo scheduled refresher sessions every six months conducted by their immediate supervisor.

This requires an involved hands-on management team to work with all the employees on a rotation basis in their work environment. This demonstrates to the employees our commitment to quality and our care for their needs by handling problems, concerns, or questions at the point of origin.

The onsite training is scheduled during employee breaks, pre-shift, or during the work shift as follows:

Three to five cleaners will meet on a specified floor with the trainers to review standard procedures, either in written or video format, and then physically demonstrate how to clean a sample area to show the expected end result. Duration: 15-20 minutes. Follow-up: Inspection process to note progress and retention within one week of session. Results submitted to operations manager.

The employee training is then logged in their employee files and monitored through the Quality Control Management program.

Our continued training extends into the supervisory and management ranks. Weekly operations meetings, workshops, regular suppliers, seminars, and outside programs are held to update, inform, and educate the management core in client, people management, and quality control measures.

Carnation Building Service, Inc. is very proud of our efforts and has formed an executive committee that holds regular meetings to look at ways to improve methods, efficiencies, and training. Our directors expect our operative team to be on the "leading edge" of our industry.

Our employees are our only asset, and we must work to deliver our statement "We Care." A fully trained and proud workforce does not just clean an area, they "CARETAKE" our investment.

"We Care" is something that has been shown to reduce our turnover rate. With the industry average being almost 300% Carnation Building Services turnover rate for 2013 was only 23%. I think this says it all.

Quality Control Management Program

Prior to determining our methods of quality control and measurement, we must answer the question: "What is the Standard?"

It is defined so that the client, contractor, or employees doing the task are in full agreement and understanding of what is expected.

The goal is to provide the optimum quality to the client, given the resources available and the financial constraints of the market place.

We at Carnation Building Service, Inc. demand of ourselves the best quality that we can achieve to protect our mutual interest-our valued clientele, our reputation, and our fair return on investment.

The only way to accomplish our goals is to have a quantitative measuring system that reflects actual cleaning performance. Therefore, we have designed and produced an itemized inspection process that allows the details of cleaning to mirror client expectations and contract performance as well as providing continuity of service.

To track our performance is a lot of work, and yes, it meets some resistance; yet there is a greater risk if the control mechanisms are not in place:

- Unplanned labor and supply cost
- Dissatisfied clients and staff

We deliver on our promise to perform. Therefore, the higher the cleaning standard, the lower the direct and indirect costs to you.

Carnation Building Service, Inc. has developed a program that takes the client's specifications, including periodic tasks, and translates these into balanced workloads and classification of job descriptions that will be a road map for our cleaning activities.

— Only then can we expect our operations management and staff to deliver on your needs.

— We believe in working with our clients, communicating our efforts and ideas. How? By keeping them abreast of chemical and equipment advances and ensuring that you can rely on us as your proactive, responsible, and professional housekeeper.

— Implementation of a detailed Quality Control Management Program is perhaps the most important in achieving our goals. The second is the involvement of an involved management staff at all levels to monitor and communicate what is stated to you in this presentation.

Please note that independent inspections, randomly done, will determine our service levels and major areas of concern will be inspected and tracked monthly. This can be discussed at our future management meetings.

Further, we believe that in conjunction with our computer-generated scheduling, we have the flexibility to plan and adapt our own scheduling of periodic and projected work.

The key to delivering on this goal of QUALITY SERVICE AT A FAIR MARKET PRICE is the ability to communicate with our clients, tenants, and other users of the building.

If desired, Carnation Building Service, Inc. will schedule a walk through once a week with the customer, and perform random inspections with our staff to insure that the quality of work being done nightly remains at a high level.

Employee Recruitment, Development & Retention

EMPLOYEE RECRUITMENT

As the Southwest's leading privately held mid-size contract cleaning company, Carnation Building Service, Inc. is able to attract qualified, experienced cleaners who require a stable job with regularly scheduled hours. Our continued success provides many opportunities for advancement and promotion from within. The majority of our cleaners are referred to us by word-of-mouth, and the vast majority of our new hires are relatives or friends of current employees. Our open door policy, combined with providing well supervised and steady work, has helped us provide adequate staff.

We have found that our Cleaners are attracted to Carnation Building Service, Inc. for its reputation for providing stable, regular work hours in a healthy and safe work environment. Also by having the proper amount of supervision and training, they receive the total support of our opportunities for advancement, if they have an interest in career advancement. Because we promote from within, we are able to attract and retain qualified personnel.

EMPLOYEE DEVELOPMENT

1. The hiring process at Carnation Building Service, Inc. begins with the completion of our employment applications. Representatives from our Human Resources Department are available to assist applicants if necessary. Background checks are performed on all employees. This includes criminal history and driving record reports as well as the use of the e-verify system in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under this Contract.

The applicant is then interviewed. The interview process focuses on the individual's work history, an analysis of previous cleaning experience, and the suitability of placement at current or anticipated job opening and locations.

A second interview with an Operations Department Manager is held in order to ensure that job placement and job location specifications are clearly understood by the applicant. As well as serving as a second screening level, this interview acts as the initial orientation to the requirements of the job site:

The orientation session consists of three phases:

- Overview of Carnation Building Service, Inc.
- Employee orientation
- Customer orientation

The first phase of the orientation program provides the employee with an overview of the company. This phase includes information on the company's origin and growth, current size and composition, position in the market place, commitment to customer satisfaction, and expectations for the future. This phase also includes a description of the company benefits, employee-related programs, and career opportunities within the company.

We offer the following training guides to our cleaners and supervisory personnel. The training and safety videos will be shown. Our training has the following objectives:

- Reduce employee turnover
- Improve work quality

- Improve employee morale and production

The videos were prepared and researched by the BSCAI, Rochester Midland Company as well as other manufacturers used by Carnation Building Service, Inc. All new employees attend the class as a part of their training and our ongoing Quality Improvement Program.

The following videos will be used:

- Employee Orientation
- Quality Control
- Customer Relations
- Restroom Care
- Proper Cleaning Methods

Once employed, Carnation Building Service, Inc. motivates its employees by recognizing our personnel in the following way:

- Providing thorough pre-employment and onsite training.
- Creating a positive work environment at each location and providing outstanding supervision.
- Offering opportunities for advancement.
- Keeping employees informed about the company's business.
- Recognizing our employees for their years of service and for outstanding performance.

In several locations, Carnation Building Service, Inc. (with agreement from the client) has been able to implement an "employee of the month" program, whereby we recognize outstanding performance on a monthly basis. The outstanding employee receives a gift certificate or cash reward, and his or her picture is posted in break areas, and in our newsletter.

Carnation Building Service, Inc. would like to note that our turnover rate for 2012 was only 23% when the national average is well over 300%. We think this in itself says it all; our people come to work for Carnation Building Service, Inc. and stay. We do this by treating our people fairly, providing them with health care, a 401K plan, vacation time, sick time and a competitive salary. Please note that money to an employee is not the only thing that is important to them, but being a part of a great organization and with management listening to their concerns.

Carnation Building Service, Inc.-Organizational Chart

In every organization, there is always some form of leadership that directs the management and staff. Carnation Building Service, Inc. is no different in that regard. At

Carnation Building Service, Inc., we firmly believe in the philosophy of the customer being our boss.

Southern Gila County

Carnation Building Service, Inc. Travis Jackson (GM)

Director of Operations (Johnny Valenzuela)	Marketing and Business Development
Arizona Manager/Jessie Forester	Quality Assurance
Building Supervisor	Safety
Staff	

Resumes and Relevant Experience

Michael R. Bertram - President/CEO started Carnation Building Service, Inc. in 1991 as its only employee, cleaning restaurants, small facilities and performing all aspects of the work including lead generation, writing proposals, closing the deal, accounting, and cleaning, in fact it was a seven day a week job, but all the work has paid off for Carnation Building Service, Inc. and its employees, today we employ over 400 people.

Travis Jackson - General Manager came on board with Carnation Building Service, Inc. December 2009. Travis attended Mesa State College and after graduation, took a job with the world's largest retailer (Wal-Mart) spending 13 years with in the retail industry and after completing Wal-Marts management training program worked as a manager. Carnation Building Service, Inc. feels this type of experience will prove to be invaluable as we continue to grow. Travis has a basic understanding of business and management due to the training he received from Wal-mart. Travis will be involved in the overall management of this contract.

Herman Gallegos - Director of Operations was hired in 2006 and has over 30 years' experience in the industry, his experience from an operational standpoint is, without question, the best manager Carnation Building Service, Inc. has ever had the privilege to work with. Herman's experience includes the startup and management of Storage Technology, The Adolph Coors Brewery, The City of Lakewood, The City of Aurora just to name a few; it goes without saying Herman does understand the industry.

John Vaughn - Business Development Specialist. John has over thirty years' experience in the cleaning industry and in government contracting. John came to work for Carnation Building Service, Inc. after retiring from the City of Lakewood, Colorado, where he was the Facilities Manager for almost 18 years. John is a graduate of the University of Colorado and also of Metropolitan State College in Denver.

Rafael Diaz - Operations Manager Rafael came to Carnation Building Service, Inc. in 1995 and it has been his only employment. Rafael started as a cleaner and worked his way up to his present position. Rafael is our workhorse, from a cleaning or training aspect, there is nothing this guy cannot do. Rafael is a complete manager with a vast amount of knowledge in all areas including FDA Certified Cleaning and will get it done and done right.

Luis Lopez (AKA Pepe) - Pepe went to work for Carnation Building Service, Inc. as a cleaner during our University of Colorado contract, it soon became apparent that Pepe had a gift and was soon prompted to a working supervisor, and after several months he became our project manager for the University of Colorado (Denver). As Carnation Building Service, Inc. grew we moved managers around and have added several other projects for Pepe to manage. He has done a great job for us.

Carnation Building Service, Inc. has a total of four project manager and thirteen additional area managers throughout the system, we are proud to say that each and every one is as qualified as the group just mentioned. Each manager is qualified in floor care, carpet cleaning, window washing and much more.

Specifications as Provided in Standard Janitorial Services

- Carnation Building Service, Inc. has read and understands the administrative and management responsibilities for this RFP.
- Carnation has read and understands the scope of work as identified in the RFP. Carnation also understands that all paper supplies, hand towels, and hand soap will be supplied by Southern Gila County. The contractor will provide all necessary cleaning equipment.

Related Experience

Carnation Building Service, Inc. has been involved with some of Colorado, Arizona and Utah's largest companies and municipalities to include the following:

The City of Lakewood, Colorado (561,000 square feet of cleanable space) we provide 2 full time day porters, maintain all carpet cleaning, hard surface floors maintenance and nightly janitorial staff of fifteen. This office does provide all paper, soap and liners for this facility. Contact Pam Browning, Phone Number: 303-987-7802

The City of Aurora: (621,000 square feet of cleanable space) Carnation Building Service, Inc. provides the City with a staff of seventeen, day porters at several buildings, maintains all carpet cleaning, floors maintenance and nightly janitorial. Contact Dennis Darnell, Phone Number: 303-326-8165

Denver International Airport: (251,000 square feet of cleanable space) Carnation Building Service, Inc. provides Concessions International with a staff of seven day porters from 5:30 am – 11:00 pm, seven days per week, three hundred and sixty five days per year maintaining the food courts. Contact Leonard Crayton, Phone Number: 720-239-3587

Adams County (123,451) Carnation Building Service, Inc. provides Adams County with a staff of 7 cleaners, one day porters, one project manager and one working supervisor. Carnation Building Service, Inc. is responsible for all aspects of the cleaning to include, carpet and floor work, Carnation Building Service, Inc. also buys all paper, liners, soaps, and all cleaning supplies. Contact Donald Murray, Phone number 720-523-6005

Colorado Springs Transit Authority: (121,000) Carnation Building Service, Inc. provides the company with complete service in the office areas of the building, to include dusting, restrooms, vacuuming, carpet cleaning, window washing, also cleaning all kitchen areas within the facility. Contact: Roger Austin, Facilities Manager. Transit Services, 1015 transit Drive, Colorado Springs, CO. Phone number 719- 385-7459, E-mail: raustin@springsgov.com or Jonni McCoy, Contracting Analyst, jmccoy@springsgov.com 719-385-5275

Level of Service

Carnation Building Service, Inc. is utterly devoted to quality through our quality assurance representatives, whose reports go directly to our president; we will conduct interviews with tenants and the appropriate staff at Gila County Facilities, independent of our operations management.

Third Party Vendors

Carnation Building Service, Inc. would like to note that this office will not use any third party vendors to complete any services required for this contract.

Badges and Uniforms

Carnation Building Service, Inc. personnel are issued uniforms and a laminated picture ID badges to be worn at all times while in your facilities. Additional identification and security requirements will be strictly adhered to at all times.

Communication and or Emergency Response

Carnation Building Service, Inc. will provide your office with the numbers of the area manager closest to your facility. All managers are instructed to return all phone calls to customers within fifteen minutes. If the customer has not received a call from their manager during this time, please call Carnation Building Service, Inc. at 800-700-3373 extension 200, this will start a process that insures a quick response.

Carnation Building Service, Inc. also offers a web based form for situations that do not require immediate attention at www.carnationbldgsvcs.com

Safety

Carnation Building Service, Inc. understands that safety is important to our employees, customers and our guests, it is something we take very serious, meetings are held once a month and our safety director attends monthly meetings held by Pinnacle Assurance. This information is then shared with all members of the management team at our regular meetings. All facilities are required to have MSDS information about products found in that facility, and all manager are required to be first aid certified by the American Red Cross, this is done once a year.

Equal Employment Policy

Carnation Building Service, Inc. is an Equal Opportunity Employer, providing employment and promotion opportunities regardless of race, color, sex, creed, or national origin.

Professional References

Chase	Matt Miller	303-244-5151
Johnson Diversey	David Barela	505-301-5931
Flood and Peterson	Tim Clancy	970-506-3256

Workers Compensation

Carnation Building Service, Inc. will name Gila County as an additional insured. We would also like to note that Carnation Building Service, Inc. works with Pinnacle Assurance for our workers compensation we receive a loss prevention dividend of 5%. This is extremely important due to the fact that our biggest expensive is wages.

Litigation

There is no pending litigation against Carnation Building Service, Inc.

Carnation Building Service, Inc.

At Carnation Building Service, Inc., we like to think of ourselves as a capable and substantial company in the cleaning industry. With offices in Denver, Phoenix, Salt Lake City, Colorado Springs, Dillon and Grand Junction, we are a small company with regards to some of the giants we are asked to bid against, but we would like to note that we are in the top 20% of our industry, with 80% of cleaning services available doing less than one million dollars per year. Because of our size, we can provide our customers with top quality service, support and flexibility.

Sometime, the size of an organization works against it. As it grows bigger, the customer becomes less important. At Carnation Building Service, Inc., we treat every customer with a “small company” approach. We hear each customer’s problems and concerns. We give each customer the care and attention he or she deserves. That is our “small company” approach and promise to you the customer.

Thank you
Michael R. Bertram
President/CEO

Compliance with Specifications

- ✚ Quality Assurance
- ✚ Equipment and Supplies
- ✚ Green Cleaning

Approach to the Scope of Work and Quality Assurance

EMERGENCY and ON CALL SERVICE

In the event an emergency at your location should occur (Flood, Fire Property Damage, etc.) requiring clean-up or other tasks, Carnation has personnel available 24-Hours a day, 7 days a week. After Business hour and on weekends, you can call and contact right personnel at following numbers.

TELEPHONE NUMBER		
On-Site Manager	Jesse Forester	800-700-3373
Project Manager	Johnny Valenzuela	303-435-7926
Operations Manager	Travis Jackson	720-261-4956
Executive Director	Michael Bertram	303-435-3304
Contract Manager	Mandy Bertram	303-340-4828
24 hours Switch Board		800-700-3373
Corporate Office		303-340-4828

Response Time

Response time for work requirement is dependent upon work priority and shall be in accordance with following standards.

Non – Urgent On-Call Work

Carnation currently employs over 300 fully trained custodial service workers along the Front Range of Colorado and in Mesa and Maricopa Arizona. We have available personnel to handle any requirements on an as needed basis. Longer assignments can also be readily handled by Carnation's versatile and flexible work force. Our general manager, Travis Jackson, and our Operations Manager, Johnny Valenzuela are both available to handle staffing needs ranging anywhere from 1 employee for a few hours to several employees for a number of weeks or months.

During Holidays, Weekends and during peak vacation periods our Operations Manager will work directly with the site manager to ensure that all positions are filled by qualified personnel and that there are no lapses in service. This is usually accomplished by offering long time employees in the area the chance to get more hours or to earn overtime. We have no shortage of excellent employees who are often asking for the chance to earn more, especially during the holiday seasons.

Urgent Work

Normal Business Hours: Carnation has sufficient available personnel to take action at the urgent, emergency work site within One (1) hour following notification by Clients.

After Business Hours: With in two (2) hours.

EMERGENCY WORK

TYPE OF EMERGENCY	RESPONSE TIME	AVAILABLE EQUIPMENT	AVAILABLE CREW SIZE
FLOOD, WATER DAMAGE	1 HOUR	<ul style="list-style-type: none"> • Truck mount extractor • Carpet Extractor • Wet Vacuum • Air Blower, Pile Lifter 	15 Crew
FIRE, PROPERTY DAMAGE	1 HOUR	<ul style="list-style-type: none"> • Water Damage Equipment • All other required equipment 	15 Crew
EVENT CLEAN UP	2 HOURS	<ul style="list-style-type: none"> • Back Pack type hose vacuum • Floor Sweeper • Floor Scrubber / Burnisher • Tilt Truck, Parking lot Blower • All other required equipment 	50 Crew

Quality Control Program

DAY IN & DAY OUT, WE'LL BE MONITORING OUR PERFORMANCE!

Again, you can count on it. Periodic daytime walk-through of your entire facility will be made-in addition to "on-going, regular visit" at night by either our area Supervisor or Operation Manager.

Throughout our contract period, this type of "self-appraisal" will lead to a consistently superior performance on our part and eliminate the need for any regular involvement (i.e. phone calls, meetings, etc.) on your part.

We are ready and just as eager as we can be to:

- Place one of our best "Carnation Teams" in your facility.
- Begin demonstrating to you and your co-workers the Special kind of work we do.

If you have any questions ... or some clarification is needed concerning any part of your facilities, please do call. We want to further discuss each of these areas with you!

QUALITY CONTROL PROGRAM

POLICY STATEMENT:

The key to success for our entire operation is based on how we plan, schedule, and monitor the work that we do. Our work is based on area assignments. Unlike many other companies who use task assignments and gang cleaning to accomplish their work, we here, at Carnation, believe that custodians should be able to perform all tasks within the realm of cleaning services. The area assignments are based on the frequencies of cleaning and the type of room, area, or space to be cleaned. We, here at Carnation, believe that area or building assignments are the most productive and efficient method in accomplishing the work at hand.

PROCEDURES:

The operations manager will be responsible for the overall operations, with the supervisors being responsible for the day to day operations. The supervisor shall be responsible for weekly written inspections to be given to the operations manager and the facilities manager and the facilities supervisor. Daily contact shall be made with the facilities supervisor.

After the area assignments have been established, the supervisor will check to determine if these assignments are truly the most efficient by working closely with his employees. The supervisor will then discuss with his employees the schedules that they have been given to ensure that they understand the work level and the quality that is expected.

In addition to the weekly inspection, monthly inspections shall be conducted by the management to ensure that the operations manager and supervisors are complying with the quality control program.

Records of all inspection and statements of corrective actions shall be maintained and available for the contract officials review upon request.

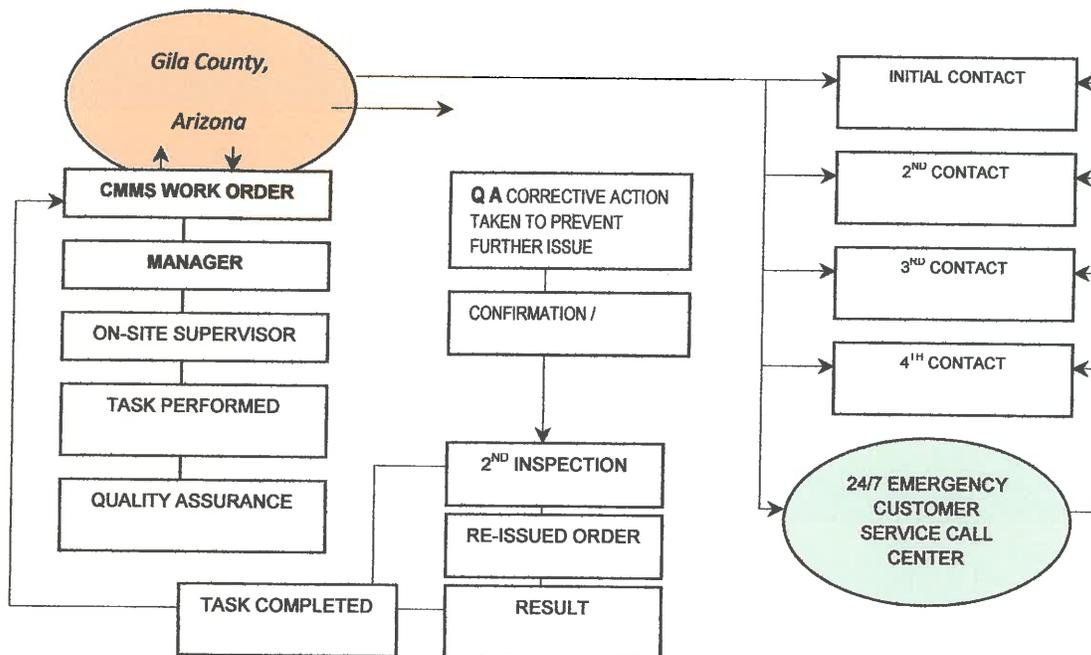
RESOLUTION PROCEDURE

- In the event of an emergency or should any problems arise, Facility Management can contact the appropriate chain of command contact list.
- Janitorial service request / or computerized work order system for complaints or issues:
 1. The Gila County Site Facility Supervisor will contact the On-Site Supervisor.
 2. The On-Site Supervisor will issue a corrective work order to the employees assigned to the area.
 3. The task ID performed per work order.
 4. The Quality Control Manager and the Area Manager will conduct an inspection of the task performed.

5. The Quality Manager will determine if the task performed was completed satisfactory / or unacceptable.
6. The Quality Control Manager will inform the Project Manager of the completion of the task.
7. The Project Manager will follow-up with the Facility Management to assure service requests / or deficiencies were corrected and Quality Assurance in being performed

CORRECTIVE ACTION PROGRAM:

- In the result of an unacceptable inspection by the Quality Control Manager.
 1. The Project Manager will re-issue the work order to the on-site Supervisor.
 2. The Quality Control Manager will conduct a 2nd inspection.
 3. The Quality Control Manager will implement disciplinary action to prevent any further issues.
 4. The Project Manager will confirm disciplinary action was taken.
 5. Janitorial crews are re-trained on the unacceptable performance.
 6. The Quality Control Manager will inform the Project Manager of the completion of the task.
 7. The Project Manager will follow-up with Facility Management to assure service requests / or deficiencies were corrected and Quality Assurance is being performed.



Daily Performance Checklist

Date:

Location:

Facilities Staff:

Carnation Staff:

Cleaning	Acceptable Y/N	Needs Improvement	Details of What needs improvement
Trash			
Floors			
Stainless Steel			
Walls/Partitions			
Doors			
Lights			
Vents			
Ledges and Countertops			
Water Fountains			
Floors Dispensers			
Storage Closets			
Floor Drains			
Exterior			

Areas that need improvement must be corrected within 48 hours. Thank You.

Notes:

Report any Damage including graffiti and any repair orders to:

Supervisor:

Area Manager:

Sample Equipment List

Mops 20oz rayon microfiber (2cs)
Mop sticks (15)
Blue surgical Rags (10 pound box)
Wet Floor signs (12)
55 gal rubber maid barrels (6)
Barrel aprons (6)
Rubber maid barrel rim caddies (6)
Pro team back backs (5)
Pro team 15" uprights (3)
Sanitaire upright vacuums 886 12" (as many as needed) (Back Up)
Lambs wool duster 60" (14)
Dust mop 36" complete (10)
Mop buckets rubber maid (12)
Clarke low speed (1)
Clarke High Speed (1)
Clarke Carpet spotter (1)
Clarke Carpet machine (1)
Spray bottles (30)
Spray bottle triggers 9" (60)
Floor scrapers (8)
Doodle Bug (8)
Deck Brush and handle (6)
Floor pads
Nylo brushes
Rochester Midland Green Seal Chemicals, cleaning products, carpet care, wax and stripper.

All equipment to be in new condition please note the larger pieces of equipment will be moved from location to location, to include carpet equipment, carpet spotter, low speed and high speed equipment. Each floor of your facility will be provided with the correct cleaning equipment to perform the nightly cleaning. All equipment and cleaning products shall be supplied by:

Wrightway Industries, Inc.
6666 E. 47th Ave. Dr.
Denver, CO. 80216

Carnation Building Service, Inc.
Management

Green Cleaning Provisions

Carnation only uses Green Seal Approved Practices

All of our cleaning procedures will be modified with the health and safety of building occupants in mind. Our goal will be to protect health and the environment. To reduce exposure of building occupants and maintenance personnel to potentially hazardous chemicals and to particulate contaminants, which adversely impact air quality, health, building systems and the environment, Carnation will perform the services in this agreement in accordance with the Green Building Rating System for Existing Buildings as outlined below:

- 1) Providing and using those cleaning products that meet the Green Seal GS-37 standard if applicable, or if GS-37 is not applicable, (such as carpet cleaners, floor finishes or strippers), use products that meet or exceed the requirements set forth in the California Code of Regulations maximum allowable VOC level for the appropriate cleaning product category.
- 2) Use of Low Impact Disposable Products – Carnation will use disposable janitorial paper products and trash bags that meet the minimum requirements of U.S. EPA's Comprehensive Procurement Guidelines for the appropriate category.
- 3) All of Carnation's staff has been trained in Green Housekeeping, the use of Green Seal Cleaning products, dispensing and dilution procedures. Any new hires will also go through this training process.
- 4) Carnation will provide all submittals of documentation as required for IEQ Credit 5 for LEED-EB.

General Green Standard Operating Procedures

Carnation attempts to utilize practices that limit the amount of dirt entering the building, we help to improve indoor air quality, reduce their impact on the environment, and minimize the amount of cleaning chemicals that are needed and reduce overall waste due to cleaning.

Our standard cleaning procedures include the following:

- 1) Entrance matting systems to prevent soil from entering the building (hopefully these are already in place).
- 2) Microfiber cloths will replace disposable paper towels to minimize waste.
- 3) Recycled cotton cloths can also replace paper towels to minimize waste.
- 4) Microfiber dry mops will replace chemically treated dry mops to minimize chemical and water use.
- 5) High-filtration vacuums to improve indoor air quality.
- 6) Dilution control systems to allow for the use of concentrated products to minimize packaging and the environmental effects associated with shipping diluted chemicals.
- 7) Floor care systems: Green Seal certified finishers are recommended if finishing is needed.
- 8) Trash liners should only be replaced when necessary; garbage should be dumped into the main trash barrel and liners should be left in the receptacle if they are clean.

Chemicals

Carnation delivers a Green Cleaning Program that utilizes only sustainable cleaning products whose ingredients are not derived from non-renewable resources.

Sustainable ingredients shall represent a minimum of 80% of the active ingredients (other than water). This program will follow the specifications established by GreenSeal. Chemicals that are approved for use will be Green Seal (GS) Certified, which means that they are in accordance with the GS-37 (Industrial and Institutional Cleaners), GS-09 (Paper Products), or GS-40 (Floor Care) performance standards.

The contractor will submit a list of proposed product to be used at City Facilities for prior approval.

Paper Products

Green Seal certified and recommended products will be used in most buildings where Carnation is responsible for providing paper supplies, however, Green Seal Certified products are preferable to Green Seal Recommended products. Unbleached products with a high post-consumer waste content are preferred

Floor Care

Green Seal Certified (GS-40) products are used whenever possible.

Trash Bags and Liners

Recycled content trash bags should be used whenever possible. Green Seal does not recommend products and no set standards exist.

Prohibited Chemicals – These chemicals will not be used by Carnation in any of their Cleaning Services

The following chemicals are prohibited, in accordance with GS-37 and GS-8 standards.

- 1) Alkylphenol ethoxylates (APES)
- 2) Phthalates
- 3) Dibutyl phthalate
- 4) Heavy metals including arsenic, lead, cadmium, cobalt, chromium, mercury.
- 5) Nickel or selenium
- 6) Optical brighteners & chlorine bleach (sodium hypochlorite)
- 7) Ozone-depleting compounds
- 8) Ethylene diamine tetraacetic acid (EDTA)
- 9) Nitilotriacetic acid (NTA)
- 10) Petroleum or petrochemical compounds
- 11) Phenolic compounds and glycol ethers
- 12) Volatile Organic Compounds (VOCs) (must be less than 10%)
- 13) Carcinogens and reproductive toxins

Sample Inspection Form

**CUSTODIAL INSPECTION FORM
ROUTINE SERVICES**

BUILDING: _____

DATE: _____

INSPECTOR: _____

AREA INSPECTED: _____

BEGINNING TIME: _____

ENDING TIME: _____

DATE OF LAST INSPECTION: _____

NOTE: A = ACCEPTABLE

U = UNACCEPTABLE

N/A = NOT APPLICABLE

AREAS INSPECTED	RATING			COMMENTS
	A	U	NA	
ENTRY WAY:				
1. Entry way cleaning				
2. Entry glass cleaning				
3. Dusting of window sill ledges				
4. Entry rug/mat cleaning				
5. Corners, edges, floors of entry way & threshold plates				
6. Are the door handle bar & plate clean?				
7. Are keypads clean?				
8. Kick plates or other types of bases				
CUSTODIAL CLOSETS:				
9. General appearance				
10. Slop sink				
11. Is the job description posted?				
12. Labeling of spray bottles & containers				
13. Equipment storage				
RESTROOMS:				
14. Door Cleaning				
15. Tops of partitions & vent dusting				
16. Wall & partition cleaning				
17. Stools:				
Inside				
Seat				
Under seat				
Outside				
Behind				
Corners & edges inside stall				
18. Restroom sign off sheet				

AREAS INSPECTED	RATING			COMMENTS
	A	U	NA	
19. Mirrors				
20. Sinks				
21. Dispenser stocking				
22. Dispenser cleaning				
23. Restroom floor sweeping & mopping				
24. Toilet acid				
25. Restroom odor/ Deodorizers				
26. General condition of restroom				
27. Tampon machines				
28. Trash receptacle				
29. Urinals:				
Inside urinal				
Outside urinal				
30. Floor under & in front of urinal				
31. Sanitary napkin containers				
32. Showers				
GENERAL CLEANING:				
33. Wall, Door, and Door knob cleaning				
34. Glass partition cleaning				
35. Counter top dusting & spray cleaning				
36. Phones				
37. Mirrors				
38. Drinking fountains				
39. Kitchen, break & patio areas				
40. Dusting:				
Desk, under phone, machines & sides				
File cabinet tops				
Ledges & partitions				
Office furniture in general				
Conference rooms				
Window sills				
Ash tray cleaning				
41. Clean windows inside				
42. Window sills & frames				
43. Light fixtures				
44. Lamp shades				
45. Upholstered furniture vacuuming				
46. Spots or stains on upholstery				
47. Sand urns				
48. Sand urns need new sand?				
49. Clean trash baskets & recycle containers				
50. Empty trash baskets				
51. Change trash liners				
52. Vents, ventilators & grills				

AREAS INSPECTED	RATING			COMMENTS
	A	U	NA	
CARPET EXTRACTION & FLOORS:				
53. Carpet vacuuming				
54. Carpet spotting				
55. Gum removal from carpet				
56. Edges & corners of carpet				
57. Overall Appearance				
58. Stair treads including corners & edges				
59. Stair railing & stair wells				
60. Floor sweeping & mopping				
61. Floor sweeping & mopping behind doors				
62. Floor buffing				
63. Heel marks & gum removal from floor				
64. Elevators				
Floors				
Corners & edges				
Doors inside & out				
Control panel cleaning				
Walls				
Floor tracks where doors slide				
TRASH:				
65. Dumpster				
Trash area				
Fire precautions				
66. Cafeteria cleaning				
67. Safety hazards that require correction				
68. Do floors need scrubbed & waxed?				
69. Brass				
70. Venetian blinds				
71. Chalkboards & trays				
UTILITIES:				
72. 1st Floor				
2nd Floor				
3rd Floor				
4th Floor				
5th Floor				
6th Floor				
7th Floor				
8th Floor				
UNIFORMS:				
73. Complete uniforms				
74. Complete badges				
Areas needing improvement not listed on inspection				

AREAS INSPECTED	RATING			COMMENTS
	A	U	NA	
75. Run floor sweeper machine on all interior & exterior surfaces of the garage				
76. Police around grounds outside of Parking Garage				
77. Power wash one level of parking garage each week				
78. Shovel snow keeping walkways and entrances clean and ice free at parking garage				
79. Put liquid or ice melt down on entrances and walkways around parking garage				
80. Check all light fixtures throughout garage and replace any light bulbs or fluorescents that are burned out.				

Have discrepancies from the previous inspection been corrected?

yes no

Has contractor submitted required written response to "Unacceptable" ratings, if any, on last inspection?

yes no

Per Exhibit, paragraph 3, Contractor must submit in writing why the areas rated "unacceptable" are unsatisfactory, how performance will be returned to satisfactory levels, and how the problem will be prevented from happening again. All responses are due within 5 days after completion of this inspection. Faxed or scanned via e-mail responses shall be acceptable.

Customer Representative

Date

Was copy given to Contractor?

yes no

Method:

Postal Mail _____

Fax _____ (Attach Confirmation)

If no, why? _____

Additional Comments:

**CUSTODIAL INSPECTION FORM
PERIODIC SERVICES**

BUILDING: _____

DATE: _____

INSPECTOR: _____

AREA INSPECTED: _____

BEGINNING TIME: _____

ENDING TIME: _____

DATE OF LAST INSPECTION: _____

NOTE: A = ACCEPTABLE
 U = UNACCEPTABLE
 N/A = NOT APPLICABLE

AREAS INSPECTED	RATING			COMMENTS
	A	U	NA	
STRIPPING & WAXING HARD SURFACE FLOORS:				
1. Stripping result				
2. Wax application				
3. Baseboards				
4. Overall appearance				
5. Corners, edges & threshold				
SCRUBBING & RECOATING HARD SURFACE FLOORS:				
6. Scrubbing				
7. Wax application				
8. Baseboards				
9. Overall appearance				
10. Corners, edges & thresholds				
RESTROOMS SCRUBBING:				
11. Corners, edges & threshold				
12. Overall appearance				
13. Wall & partition cleaning for over spray				
CUSTODIAL CLOSETS:				
14. General appearance				
15. Slop sink				
16. Is the job description posted?				
17. Labeling of spray bottles & containers				
18. Equipment storage				
CARPET CLEANING & FLOORS:				
19. Carpet vacuuming				

AREAS INSPECTED	RATING			COMMENTS
	A	U	NA	
20. Carpet spotting				
21. Gum removal from carpet				
22. Edges & corners of carpet				
23. Overall Appearance				
Areas needing improvement not listed on inspection				

Have discrepancies from the previous inspection been corrected?

yes no

Has contractor submitted required written response to "Unacceptable" ratings, if any, on last inspection?

yes no

Contractor must submit in writing why the areas rated "unacceptable" are unsatisfactory, how performance will be returned to satisfactory levels, and how the problem will be prevented from happening again. All responses are due within 5 days after completion of this inspection. Faxed responses shall be acceptable.

Customer Representative

Date

Was copy given to Contractor?

yes no

Method:

Postal Mail _____

Fax _____ (Attach Confirmation)

If no, why? _____

Additional Comments:

Safety Training

Carnation Building Service, Inc.

Monthly Calendar for Safety Training

Carnation's Goal is ZERO ACCIDENTS

Slips/Trips/Falls and Proper Lifting

(1)

January 2014

Alcohol and Other Drugs

Prevention: The Day after the
Night Before

February 2014

HAZCOM/PPE

Hazard Communication

Reading MSDS

March 2014

Safety Awareness / Accidents

Don't Just Happen (1)

April 2014

Bloodborne Pathogen Cleanup
Procedures /Pathogen Quiz

September 2014

Slips/Trips/Falls and Proper Lifting

(2)

October 2014

Employee Safety Responsibility

Lockout/Tagout Awareness

November 2014

Safety Awareness / Accidents Don't
Just Happen (2)

December 2014

Additional Items

W-9

Insurance Information

Required Submittals

Pricing Proposal

W-9

**Request for Taxpayer
Identification Number and Certification**

Give Form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Carnation Building Service, INC.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:
 Individual/sole proprietor or single-member LLC
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____
 Other (see instructions) ▶ _____
 C Corporation
 S Corporation
 Partnership
 Trust/estate

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
 Exempt payee code (if any) _____
 Exemption from FATCA reporting code (if any) _____
 (Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
631 Salida Way A-3

6 City, state, and ZIP code
Aurora, CO 80011

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

			-			-		
--	--	--	---	--	--	---	--	--

or

Employer identification number

8	4	-	1	2	5	9	0	1	5
---	---	---	---	---	---	---	---	---	---

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ Joh E. Dault Date ▶ 09/02/2015

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/31/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Flood & Peterson Ins., Inc. P. O. Box 578 Greeley, CO 80632 970 356-0123	CONTACT NAME: Nancy Keiser PHONE (A/C, No, Ext): 970 356-0123 E-MAIL ADDRESS: nkeiser@floodpeterson.com	FAX (A/C, No): 9705066836
	INSURER(S) AFFORDING COVERAGE	
INSURED Carnation Building Service, Inc. 631 Salida Way, A-3 Aurora, CO 80011-9011	INSURER A: Travelers Insurance Company	
	INSURER B: Pinnacol Assurance	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC		6608315P665TIA14	04/01/2014	04/01/2015	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		8108315P665COF14	04/01/2014	04/01/2015	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$0		CUP8315P665TIL14	04/01/2014	04/01/2015	EACH OCCURRENCE \$2,000,000 AGGREGATE \$2,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> N <input type="checkbox"/> Y (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	4002800	04/01/2014	04/01/2015	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.I. EACH ACCIDENT \$500,000 E.I. DISEASE - EA EMPLOYEE \$500,000 E.I. DISEASE - POLICY LIMIT \$500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

** Supplemental Name **

Carnation Building Service, Inc.
Wright Way Industries

**Cancellation clause is amended as follows - Should any of the above (See Attached Descriptions)

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

[Signature]

DESCRIPTIONS (Continued from Page 1)

described policies be cancelled before the expiration date thereof, the issuing company will mail 30 days written notice to the certificate holder named below.

The Use of E-Verify

Certification of Compliance with
Prohibition Against Employment of Illegal Aliens

Pursuant to C.R.S. §§ 8-17.5-101 *et. seg* and in accordance with that provision of this Contract entitled Prohibition against Employment of Illegal Aliens:

I, the undersigned, a duly authorized representative of Contractor, hereby certify that, at the time of this Certification:

1. The Contractor does not knowingly employ or contract with an illegal alien who will perform Work under this Contract; and
2. The Contractor will participate in the E-Verify Program or the Department Program, as those terms are defined in C.R.S. §8-17.5-101, in order to confirm the employment eligibility of all employees who are newly hired for employment to perform Work under this Contract.

NAME OF CONTRACTOR: Carnation Building Service, Inc.
(please print)

Solicitation or Contract No. RFP: # 110514

FOR CONTRACTOR:

John E. Vaughn 04/02/2015
Signature

JOHN E. VAUGHN
Name (please print)

Business Development Specialist
Title (please print) Rev. 5123/08

QUALIFICATION AND CERTIFICATION FORM

EXHIBIT "D" Bidder Qualifications and Certification

This exhibit shall serve as a requirement to enable the evaluation team to assess the qualifications of Contractors under consideration for final award.

The information may or may not be a determining factor in award.

Contract Number 110514 Janitorial Service for Southern Gila County

The applicant submitting this Proposal warrants the following:

1. Name, Physical Address, E-Mail Address and Telephone Number of Principal Contractor:

Carnation Building Service, INC.
631 Salida Way A-3
Aurora, CO. 80011
303-340-4828 michael@carnationbldgsucs.com

2. Has Contractor (under its present or any previous name) ever failed to complete a contract?
 Yes X No. If "Yes", give details, including the date, the contracting agency, and the reasons Contractor failed to perform in the narrative part of this Contract.
3. Has Contractor (under its present or any previous name) ever been disbarred or prohibited from competing for a contract? Yes X No. If "Yes", give details, including the date, the contracting agency, the reasons for the Contractors disqualification, and whether this disqualification remains in effect in the narrative part of this Contract.
4. Has a contracting agency ever terminated a contract with the Contractor prior to contract expiration date (under your Contractor's present or any previous name)? Yes X No. If "Yes", give details including the date, the contracting agency, and the reasons Contractor was terminated in the narrative part of this Contract.
5. **CONTRACTOR MUST ALSO PROVIDE AT LEAST THE FOLLOWING INFORMATION ALONG WITH THEIR PROPOSAL SUBMITTAL:**
- a. A brief history of the Company.
 - b. A Cost Proposal shall be submitted on the Price Sheet, attached herein and made a full part of this contract by this reference.
 - c. A list of previous and current customers, which are considered identical or similar to the Scope of Services described herein, shall be submitted on the Reference List, attached herein and made a full part of this contract by this reference.
 - d. List the specific qualifications the Contractor has in supplying the specified services.
 - e. A list of any subcontractors (if applicable) to be used in performing the service must accompany the Proposal.
 - f. Sealed list of "equipment used" in performing the services must accompany proposal submitted by Contractor.
 - g. Gila County reserves the right to request additional information.

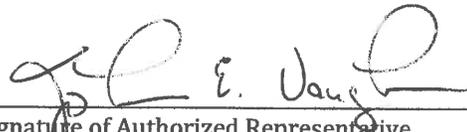
REQUEST FOR PROPOSALS NO. 110514
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

6. Contractor Experience Modifier (e-mod) Rating in Arizona: 0.76
(If Applicable)

A method the National Council on Compensation Insurance (NCCI) uses to measure a business' computed loss ratio and determine a factor, which when multiplied by premium, can reward policyholders with lower losses. E-mod rate may be a determining factor in bid award.

7. Current Contractor Business License Number: NA
(If Applicable)

8. Contractor must provide copies of all required Arizona Certifications and Licenses in performing the scope of services provided in this request for proposals.



Signature of Authorized Representative

JOHN E. Vaughn

Printed Name

Business Development Specialist

Title

REQUEST FOR PROPOSALS NO. 110514
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

REFERENCES LIST

References

Please list a minimum of three (3) references for contracts of similar size and scope as this Request for Proposals during the past twenty-four (24) months, in or as close to Gila County as possible. Bidder may attach further reference information as necessary.

1. Company Name: _____
Contact: _____
Phone: _____ Address: _____
Job Length of Time: _____ Months _____ Years
Job Description: _____

2. Company Name: _____
Contact: _____
Phone: _____ Address: _____
Job Length of Time: _____ Months _____ Years
Job Description: _____

3. Company Name: _____
Contact: _____
Phone: _____ Address: _____
Job Length of Time: _____ Months _____ Years
Job Description: _____

*Please See
Attached References*

Carnation Building Service, Inc.
Company Name

John E. Dault
Signature of Authorized Representative

Business Development Specialist
Title

Carnation Building Service, Inc. has had no contracts cancelled or terminated for poor performance.

List of Current References:

Leonard Crayton
General Manager
Concessions International
8400 Pena Blvd. 720 239 3587
lcrayton@cinti.com
Denver International Airport
Since 2008 - present

Pam Browning
Building Maintenance Supervisor
City of Lakewood
445 So. Allison Pkwy.
Lakewood, Co. 80226
303 987 7802
pambro@lakewood.org
2008 - present

City of Aurora Public Schools
Robert Ropkin
1369 Airport Road
Aurora, Co. 80011
303 367 3000 ext. 28680
raropkin@aps.k12.co.us
2014 - present

Marie Toledo
Adams County, Colorado
Facility Operations Department
4430 S. Adams County Pkwy.
Brighton, Colorado 80601
720 523 6005
mtoledo@adcogov.org
20010 - present

Dennis Darnell
City of Aurora
15151 E. Alameda Ave. 80011
303 326 8165

ddarnell@auroragov.org
2008 - present

Amy Hagin
Senior Procurement Specialist, City of Flagstaff
211 W. Aspen Ave
Flagstaff, AZ 86001
P: 928-213-2276
F: 928-213-2209
Hours: M-F 7:30 AM - 4:00 PM
ahagin@flagstaffaz.gov

US Olympic Training Center
1 Olympic Plaza
Colorado Springs, Colorado 80909
Richard Miner
719 886 4803
Rick.miner@usoc.org

Teresa Burns
City of Pueblo
230 S. Mechanic St.
Pueblo, Co. 81003
tburns@pueblo.us
719 553 2781

City of Centennial
Anthony Romero
13133 East Arapahoe Road
Centennial, Co. 80112
aromero@centennialcolorado.com
303 325 8000

City of Westminster
Jerry Cinkosky
Facilities Manager
6575 West 88th Avenue
Westminster, Colorado 80031
jcinkosk@cityofwestminster.us
303 658 2160

References from former accounts:

Jefferson County, Colorado
100 Jefferson Parkway
Golden, Colorado
Brandon 303 271 6058

Direct TV
Walt Hix
161 Inverness Drive West
Englewood, Colorado 80112
303 712 4816

Denver Wastewater
2000 W. 3rd Ave.
Denver, Co. 80204
Carlos Guerra
303 880 0621

University of Colorado at Denver and Health Sciences Center
1380 Lawrence Street, Suite 1300 D
Campus Box A005-117
Denver, Co. 80204
Vimol Mitchell
Facilities Manager
303 315 2278
Vimol.mitchell@uchsc.edu

None of these former references were terminated for poor performance, but from a variety of reasons including re-bids, lack of funding, etc.

REQUEST FOR PROPOSALS NO. 110514
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

CERTIFICATION: INTENTIONS CONCERNING SUBCONTRACTING

At the time of the submission of bids for Request for Proposals No. 110514, Janitorial Service for Southern Gila County, my intention concerning subcontracting a portion of the work is as indicated below.

In indicating that it is my intention to subcontract a portion of the work, this will acknowledge that such subcontractor will be identified and approved by the Facilities Manager prior to award of the contract; and that documentation, such as copies of letters, requests for quotations, quotations, etc., substantiating the actions taken and the responses to such actions is on file and available for review.

A list of any subcontractors (if applicable) to be used in performing the service must accompany the Proposal response. The list must include the subcontractors name, address, and phone number.

Any subcontractor not listed with the bid must be approved by the County Facilities Manager prior to providing any work pursuant to this contract. Further, contractor warrants that all subcontractors will comply with all terms and conditions of this contract including but not limited to all insurance and worker's compensation coverage provisions of this contract. The County reserves the right to terminate the contract if the contractor fails to comply with the provisions of this certification.

- It is my intention to subcontract a portion of the work.
- It is not my intention to subcontract a portion of the work.

CARNATION Building Service, Inc
Name of Firm

J.P. E. Dugan
By: (Signature)

Business Development Specialist
Title

LEGAL ARIZONA WORKERS ACT COMPLIANCE

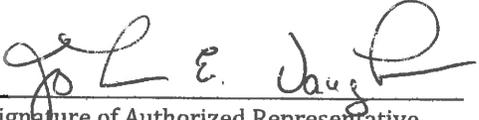
Contractor hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor shall further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County shall have the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, shall be deemed to be a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor shall be required to take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay delivery of services.

Contractor shall advise each subcontractor of County's rights, and the subcontractor's obligations, under this Article by including a provision in each subcontract substantially in the following form: "Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to insure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor will be deemed to be a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Article shall be the responsibility of Contractor.



Signature of Authorized Representative

John E. Vaughn

Printed Name

Business Development Specialist

Title

REQUEST FOR PROPOSALS NO. 110514
SANITARIAL SERVICES FOR SOUTHERN GILA COUNTY

OFFER AND ACCEPTANCE

TO GILA COUNTY:

The undersigned hereby offers and agrees to furnish the material or service in compliance with all terms and conditions, instruction, specifications, and any amendments contained in this Request for Proposal document.

Signature also certifies the Contractors bid proposal is genuine, and is not in any way collusive or a sham; that the bid proposal is not made with the intent to restrict or prohibit competition; that the Contractor submitting the proposal has not revealed the contents of the proposal to, or in any way colluded with, any other Contractor which may compete for the contract; and that no other Contractor which may compete for the contract has revealed the contents of a proposal to, or in any way colluded with, the Contractor submitting this proposal.

Contractor Submitting Proposal:

Carnation Building Service, Inc.
Company Name
631 Salida Way A-3
Address
Aurora CO 80011
City State Zip
John E. Vaughn
Signature of Person Authorized to Sign
John E. Vaughn
Printed Name
Business Development Specialist
Title

For Clarification of this Offer. Contact:

Name: John E. Vaughn
Title: Business Development Specialist
Phone No.: 303-500-4287
Fax: 303-340-4845
Email: jvaughn@carnationbldgsves.com

ACCEPTANCE OF OFFER
(For Gila County use only)

The Contractor is now bound to provide the materials or services listed in RFP No.: 110514 including all terms and conditions, specifications, amendments, etc. and the Contractor's Offer as accepted by County/public entity. The contract shall henceforth be referenced to as Contract No. 110514.

GILA COUNTY BOARD OF SUPERVISORS

Awarded this _____ day of _____, 2015

Michael A. Pastor, Chairman, Board of Supervisors

ATTEST

Marian Sheppard, Clerk of the Board

APPROVED AS TO FORM

Bryan B. Chambers, Deputy County Attorney/Civil
Bureau Chief
for Bradley D. Beauchamp, County Attorney



WAIVER OF LIABILITY AND RELEASE FORM BACKGROUND INVESTIGATION AUTHORIZATION

I JOHN E. VAUGHN hereby give the Gila County Purchasing Department the right
(Print First, Middle Initial, & Last Name)

to make a thorough investigation of my background as part of the bidding proposal process for Bid No.110514.

The term "back-ground investigation" as used in this document refers to any and all information and sources of information that may be deemed necessary to obtain or contact, to determine the offerors fitness as a bid award candidate.

I understand that I do not have to agree to this background investigation, but that refusal to do so may exclude me from consideration for bid award.

I understand that information collected during this investigation will be limited to that appropriate to determining my suitability for the project out for bids and that all such information collected during the investigation will be kept confidential.

I hereby release from liability and promise to hold harmless, under any and all possible causes of legal action, any and all persons or entities who shall furnish any information or opinions to the Purchasing Department, its agents or employees.

I hereby release from liability and promise to hold harmless, under any and all possible causes of legal action, the political subdivision, the Purchasing Department, its agents or employees for any statements, acts or omissions in the course of my background investigation.

I release from liability given by me to the political division, its officers, agents and employees, all others as mentioned above, shall apply to any rights of action arising from the denial of bid award based on information received from the background investigation.

Please read carefully before signing.

Signed:

John E. Vaughn

Date:

04/02/2015

Date of Birth:

02/06/1949

**REQUEST FOR PROPOSALS NO. 110514
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY**

PRICE SHEET

Please complete price sheet in its entirety for the services provided in RFP 110514 Janitorial Service for Southern Gila County.

Contractor Name: Carnation Building Service Phone No.: 800-700-3373
303-340-4828

Location	Square Foot	Annual Cost Per Location
Gila County Courthouse 1400 E. Ash Street, Globe, AZ	31,740	\$ 1830. ⁰⁰
Guerrero Building 1405 E. Ash Street, Globe, AZ	5,886	\$ 512. ⁰⁰
Health & Community Services 5515 S. Apache Ave., Globe, AZ	32,502 21,934	\$ 2318. ⁰⁰
WIC Building 5515 S. Apache Ave., Globe, AZ	1,792	\$ 512. ⁰⁰
Public Works Administration Building 745 N. Rose Mofford Way, Globe, AZ	10,130	\$ 898. ⁰⁰
Facilities/Sign Shop Building 725 N. Rose Mofford Way, Globe, AZ	2,197	\$ 512. ⁰⁰
Michaelson Building 157 S. Broad Street, Globe, AZ	7,952	\$ 785. ⁰⁰
TOTAL ANNUAL COST FOR JANITORIAL SERVICE		\$ 7367. ⁰⁰
Copper Administration Building 1350 E. Monroe Street, Globe, AZ	19,902	1535. ⁰⁰
TOTAL ANNUAL COST INCLUDING COPPER ADMINISTRATION BUILDING		\$ 8902. ⁰⁰

REQUEST FOR PROPOSALS NO. 110514
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

PRICE SHEET (continued)

BILLABLE WORK: (page 9)	Cost Per Square Foot
Cost for Carpet Cleaning	\$.085
Cost for Stripping & Waxing Floors	\$.21

*Each location shall be billed separately with location identified on invoice when submitted to Gila County Accounts Payable Department for payment. County Terms "Net 30". Services shall be billed monthly

All applicable taxes shall be included in proposed amount.



GILA COUNTY
JANITORIAL SERVICE FOR SOUTHERN GILA COUNTY

ADDENDUM #1:

DATE: 4/1/2015

John E. Jay
04/06/2015

REQUEST FOR INFORMATION:

1. What was the contract amount for 2014? The current contract award amount? *Any information relative to the contract amount for the current contract shall be requested through a Public Records Request. Request may be made by clicking on this link and following the instructions: http://www.gilacountyaz.gov/documents/public_records_request_forms.php.*
2. How long has the current vendor held the contract? *The current contract has been in effect since September 18, 2012.*
3. Has the scope of work changed from the current contract? *Yes.*
4. What offices must be cleaned before close of business? *Justice of the Peace Courtrooms and offices, Human Resources offices.*
5. What time is "Close of Business"? *Close of Business is 5:00 P.M.*
6. What offices are not to be cleaned? *Locked doors that Janitorial Services does not have a Key or Access Card to and County Attorney's Offices. The Sq. Footage for the County Attorney's offices has not been included in the quantity for the 1st floor of the Courthouse.*
7. How often are "Billable Items" (Carpet shampooing and strip and wax floors) done per year? *These services are only to be performed upon request from the County.*
8. Who is responsible for "Recycle Items, Bins or Boxes"? *County Personnel. Janitorial Services is responsible for trash only.*
9. Who is responsible for cleaning Serenity Garden at Central Heights Complex? *County Personnel.*
10. Is Janitorial Service responsible for cleaning White Boards in offices or conference rooms? *No.*
11. Is Janitorial Service responsible for cleaning out refrigerators? *No. Janitorial Service shall only wipe down/dust the outside surfaces and the tops.*

CLARIFICATIONS:

1. The square footage in the Health & Community Services Building area has been reduced, from 32,502 Sq. Ft. to 21,934 Sq. Ft. See attached revised price sheet.

ATTACHMENTS:

1. Sign-In Sheet from Pre-Bid Walk-thru meeting is attached
2. Revised Price Sheet

**This concludes Addendum No. 1 to Invitation for Bids No. 110514
Bid date and time remain the same.**

**REQUEST FOR PROPOSALS NO. 110514
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY**

BIDDER CHECKLIST & ADDENDA ACKNOWLEDGMENT

NOTICE IS HEREBY GIVEN that all Bid Documents shall be completed and/or executed and submitted with this Request for Proposals (RFP). If Contractor fails to complete and/or execute any portion of the Bid documents, all with original signatures, the RFP may be determined to be "non-responsive" and rejected.

CHECKLIST:

<u>REQUIRED DOCUMENT</u>	<u>COMPLETED / EXECUTED</u>
QUALIFICATION & CERTIFICATION FORM	<u> X </u>
PRICE SHEET	<u> X </u>
REFERENCE LIST	<u> X </u>
NO COLLUSION IN BIDDING	<u> X </u>
INTENTIONS IN SUBCONTRACTING	<u> X </u>
LEGAL ARIZONA WORKERS ACT COMPLIANCE	<u> X </u>
BIDDER'S CHECKLIST & ADDENDA ACKNOWLEDGMENT	<u> X </u>
OFFER AND ACCEPTANCE PAGE	<u> X </u>
BACKGROUND AUTHORIZATION	<u> X </u>
W-9	<u> X </u>

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA:

	#1	#2	#3	#4	#5
INITIALS	<u> gw </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
DATE	<u> 04/01/2015 </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Signed and dated this 6 day of April , 2015.

 Carnation Building Service, Inc
Contractor:
 Joe E. Daulton
By:

Each proposal shall be sealed in an envelope addressed to the Gila County Purchasing Department and bearing the following statement on the outside of the envelope: *Company Name, Request for Sealed Proposals No. 110514 Janitorial Service for Southern Gila County.* All proposals shall be filed with Gila County Procurement at 1400 E. Ash St., Guerrero Building, Globe, AZ on or before April 08, 2015, 11:00 AM.