



**MARSDEN**  
WEST

*Caring for Your Workplace*

Peter Ziebron,  
| PZiebron@marsden.com



## Janitorial

Proposal Prepared for:

**Gila County - ORIGINAL COPY**

April 8, 2015

**Gila County Procurement**

Gila County  
1400 East Ash Road  
Globe, AZ 85501  
RE: RFP 110514 Janitorial Service for Southern Gila County

Dear Gila County Procurement,

On behalf of all of us at Marsden Services, we are pleased to submit our proposal to provide janitorial services for the 8 Gila County buildings in Globe listed in RFP 110514.

Since our beginning in 1952, we provide top quality cleaning, security and facility related services.

We will bring the following added value to your facility:

- Always Clean. Always Green.® Our cleaning program in place at all facilities we service is designed to comply with the cleaning requirements of the US Green Building Council's LEED green building rating system.
- Cutting edge technology within our equipment.
- Innovative processes are utilized to deliver our best in class cleaning program, while continuously monitoring quality to ensure we provide you with the best value in the marketplace.
- Scheduled and unscheduled inspections by our Management staff keeping our cleaning staff performing at the highest level to remain on track with your cleaning program expectations.

We also offer several additional Facility Services including; Window Cleaning, Security Guard Services, HVAC maintenance and many other Special Services.

Once again, thank you for the opportunity. Please feel free to contact me as you review our proposal. We look forward to working with you to maintain and clean the 8 Gila County buildings in Globe.

Sincerely,



**Peter Ziebron**

Business Development Executive  
PZiebron@marsden.com | 602-315-7482 phone

EXHIBIT "A"

## A Brief History of the Company

Marsden Services, L.L.C. is a facility services company that provides janitorial, security, building maintenance, and specialty property services to clients throughout the United States. As a highly experienced Building Services Contractor, we have the flexibility to provide customized services to small and large businesses alike, including those with multi-state or multi-regional footprints. We enjoy an unmatched reputation for preserving property value by helping property managers maintain safe, clean, and efficient facilities.

When Adrian "Skip" Marsden began cleaning buildings with just a mop and a station wagon in 1952, he began a tradition of accountability and impeccable customer service that remains the backbone of our business model to this day. His customer-first approach ensured that Marsden provided the most effective facility services available at a price that was fair and sustainable to clients, as well as workers.



Today, we have grown to a company of over 9,000 employees nationwide, and have nonetheless maintained our "people first" mentality. We continue to reinforce this by fostering a positive environment in which the founding values of Skip Marsden are paramount. In short, we keep our promises.

Your partnership with Marsden will bring you the very best in tailored, total facility care. Our staff receives the most current training in cleaning methods and safety techniques, ensuring that your facility performs optimally for as long as possible. With over sixty years of experience cleaning 100's of millions of square feet, we have the know-how to meet your needs today, and the foresight to meet your needs in the future.

## Quality Assurance

At Marsden, we take pride in our ability to deliver consistent quality at every facet of your program. We ensure this by following a thorough Quality Assurance process which significantly reduces the influence of human error in the field.

At the beginning of your contract period, a list of tasks to be performed by area is developed in exact accordance with contract specifications. Supervisors use advanced web-based tools to track and monitor the quality and completion of those tasks in real time. Inspections and regular communication with your facility management team will ensure that the work stays on track as we constantly look for ways to improve the condition and value of your facilities.

## Time Keeping

### No More No-Shows

With our mobile timekeeping technology, we can easily monitor employee departures and arrivals in real time. Since employees clock in and out on mobile devices, management will be immediately notified if an employee fails to clock in at his or her scheduled destination. Management can then contact the closest available replacement in Marsden's active floater pool, and ensure that the work is completed to specification with a fully staffed team.

- Call, text or email employees directly from the app.
- Communicate with employees quickly and easily with information that is always up-to-date.
- Verify employee location using geo-location tracking.
- View job location information & map it.
- Adds convenience for employees out in the field Decreases travel and admin time.
- Management will receive notifications when any employee is running late for a shift. This helps to find replacements in real time.



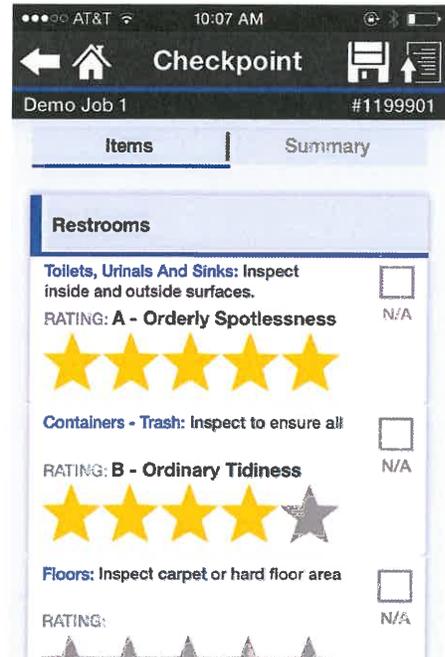
- Employees clock in and out onsite through remote timekeeping that is tracked by location.
- Monitor employee departures & arrivals.
- Make sure the right number of employees are on the job at a glance.
- Verify employee location on clock in/out using geo-location tracking.
- Reduce buddy punching & attendance issues.
- Eliminates the need for time clocks, using job site telephones & paper timekeeping.
- Information is updated in real-time.

## Checkpoints

### Measuring what's Important to You

Marsden's Quality Assurance System provides the checks and balances needed to ensure our service outcomes are in line with our customer's expectations. Our system combines powerful, integrated software enhanced with mobile applications that connect Marsden supervisors and managers, and can include input from our customers as well, to the tools they need to perform on-site inspections of our work.

Customers can benefit from Marsden's standard inspection checkpoints. Or, we will customize an inspection checkpoint template designed to measure what is most important or what is unique to a particular facility or customer. Areas or items can be given a greater weight in inspection item scoring in order to derive the most appropriate response from our team. While performing an inspection, our software even allows the inspector to take and attach photos captured by the mobile device. A photo of a specific deficiency will provide a helpful record and a make-no-mistake critique that our supervision will use to coach our staff. Our inspections are performed using mobile devices, such as a smart phone or tablet. Our system also provides immediate, real-time alerts to our supervisors and managers through automatic e-mail notifications when a service deficiency is noted.



We provide detailed reports internally and for our customers that demonstrate short- and long-range scoring trends to help us identify areas of success and areas for improvement. Marsden can provide you with access to our Quality Assurance customer portal where you can view real-time reports and see detailed inspection results from your desktop PC, tablet or smart phone. Our management staff can also provide you with this information directly by e-mail or printed reports.

## Periodic Task Schedule

We also provide you with means to track contract services that happen on a monthly, quarterly, and annual basis. Our system will automatically create work orders according to contract specifications, and completion is tracked in the work order system for reporting. The project calendar management function will ensure that your periodic projects are completed in accordance with your exact specifications.

### Managing Periodic Tasks

Marsden manages a regular, daily workload for nearly 300M square feet of commercial, industrial and education environments; that's the easier part. Marsden also specializes in managing work that needs to be completed on a sporadic or periodic schedule; from monthly floor scrubbing to quarterly carpet shampooing to bi-annual pressure washing, we schedule and execute based on your requirements. Marsden uses a robust Work Scheduling application that allows our managers to build schedules to manage any type of work that you may need completed on the specific frequency the work is required. Our Work Scheduling system provides our staff with work tickets each day which contain detailed specifications of the periodic

work that needs to be completed. Customers can see when periodic tasks are scheduled and know when they are completed.

Our managers will monitor daily, weekly and monthly schedules to ensure specific equipment and sufficient labor is available for the work that is scheduled to be completed. Our customers can monitor these schedules via the customer portal or a calendar of events can be provided via email or printed for your records.

## Work Order System

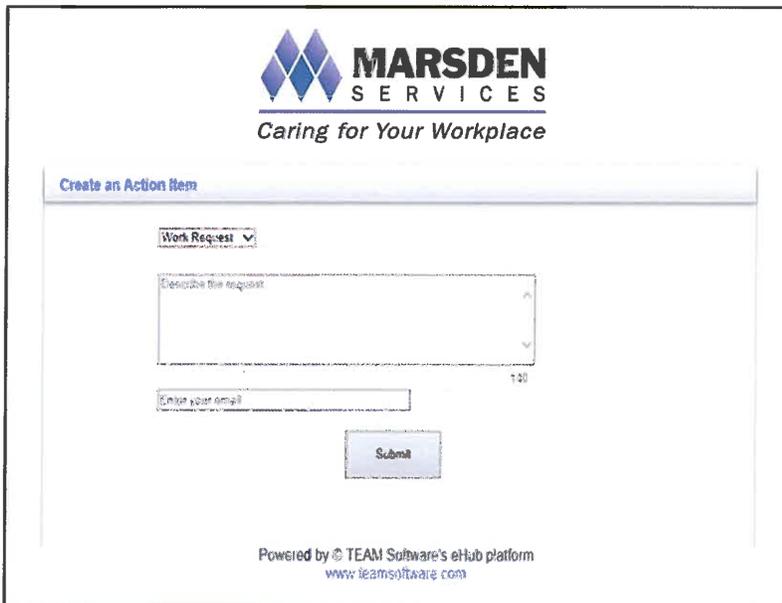
### Client Benefits

As our valued client, you will have the ability to:

- Submit & monitor Action Items such as complaints or invoice disputes
- Perform job inspections or surveys
- View results & deficiencies
- View schedules
- View dashboard
- Monitor employee departures & arrivals with real-time information

### Service Requests

We will keep you informed of completed tasks. Whether you are communicating a request for extra service, sending a reminder, recording a complaint or giving us a compliment, all will be routed through our Action Items application. A customized workflow automatically delivers your message to the appropriate team member responsible for your facility. Our staff will take swift action and address the situation while recording their steps via status updates and messaging. We only “close the case” when we are certain you agree that your request is completed, and your concern is resolved.



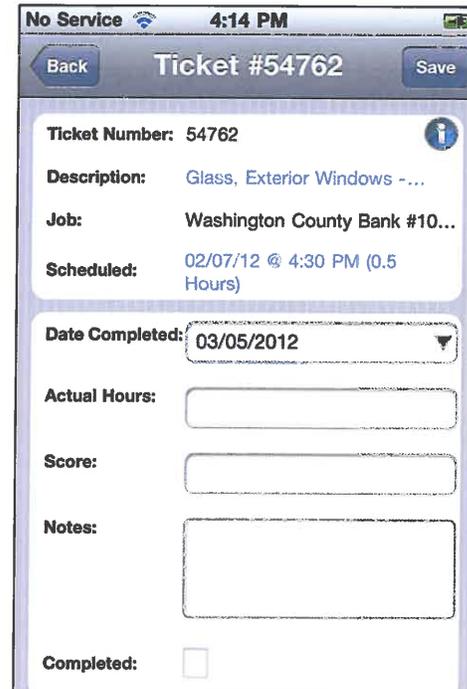
The screenshot shows a web form titled "Create an Action Item" for Marsden Services. At the top is the Marsden Services logo and tagline "Caring for Your Workplace". Below the title is a dropdown menu labeled "Work Request" with a downward arrow. Underneath is a large text area with the placeholder "Describe the request" and a character count of "100". Below the text area is a smaller input field with the placeholder "Enter your email". At the bottom center is a "Submit" button. At the very bottom of the form, it says "Powered by © TEAM Software's eHub platform" and "www.teamsoftware.com".

**Communicate your request or feedback by visiting a unique web address created specifically for you.**

management. This automated process will proceed all the way to our CEO if the matter is left unattended.

Our Action Items application includes automatic escalation points. If the status of an Action Item is not updated within the prescribed time window, the Item will be escalated to next levels of

Each customer receives a unique web address for their facilities. With just a few clicks, your request or message will be ready to submit. Then, it will be delivered instantly to the appropriate Marsden team member for prompt action. Our Action Items records data and statistics about the nature of the items which can be analyzed in system and customized reports. These reports are available for you in the customer portal or can be delivered to you by e-mail or printed for your convenience.



In order to accommodate your changing needs, we utilize our own flexible work order process, but we can also adapt to your company's work order system where applicable. In either case, work orders will be executed directly by local management teams with the full support of our back office.

**Step 1:** Each activity is logged into the system as a work order

**Step 2:** Automatic work order notifications are routed to the corresponding manager  
Complaints and work requests are separated by priority to make sure we respond quickly to your most immediate needs.

**Step 3:** Issue escalation flow is implemented for repeat or ongoing issues  
All activities and customer requests are tracked in our Web-based work order system to ensure work is completed and closed. As a result, it's much easier for our team members to stay on top of required responses to our customers.

**Step 4:** Work orders are monitored on the corporate level to ensure timely follow-up.  
A site at the highest level of concern becomes "Red Listed" with weekly updates

**Step 5:** The work order is closed and the client is notified.

## Inspections / KPIs

Our web-based Quality Assurance tool allows us to track and manage the status of your project on-the-go. The mobility of the software means we spend more time in the field, directly supervising your program. Custom templates for your facility can be created which assign greater weight to the tasks and areas most important to you. If a quality objective is not met, a notification is sent to the supervisor in charge to confirm completion of the work. Work tickets can also be created on an ad hoc basis to assign special tasks to specific staff or vendors.

- QA checklist and inspection forms are embedded in the software for use on site.
- Complete inspection on the go while touring the job site
- Use mobile device to take photos or upload from device & add to inspection
- View inspection results & deficiencies
- Decreases response time on deficiencies
- Results display quality goals



## Monthly QA Inspections / KPIs

We provide regular updates on the quality of the cleaning at your facilities, consistently identifying opportunities to improve. Each floor and area is individually examined, and results are tracked in electronically in our centralized database. These results are then compared to your established KPIs to help us determine how well we are delivering on our promise to you.

## Quarterly Customer Surveys

With your approval, we will email a simple satisfaction survey to you and each of your facilities on a quarterly basis which will help us to measure our performance against your expectations. The surveys will be customized to the Key Performance Indicators of your specific program, and any resulting requirements for follow-up entered into our Work Order system. Client satisfaction surveys and quality results can also be shared between users.

## Gap Analysis

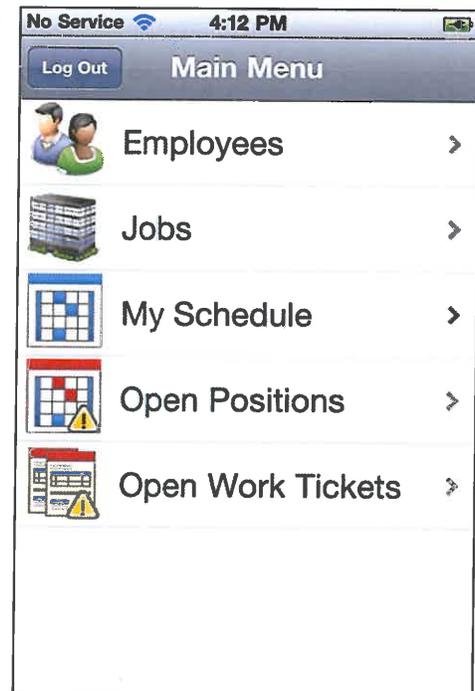
At the beginning of your contract, we will ensure that your key performance indicators are well understood by our team. These KPIs are tracked through our Quarterly Customer Surveys, as well as through our Monthly QA Inspections. We will use gap analysis to compare the results of your surveys to those of our internal surveys. If a gap exists between your expectations and our performance, we will close it.

No Service		4:13 PM
Back Burlington Place #11252		
<b>Janitorial Inspection - All Areas</b>		
Inspections	01/04/2012	8:28 AM >
Anderson, Meggie R. #2230		
<b>No Default Response</b>		
Inspections	11/30/2011	12:53 AM >
Smith, Jim M #2233		
<b>122th Street</b>		
Daily Activity Reports	11/29/2011	7:59 AM >
Smith, Jim M #2233		
<b>No Default Response</b>		
Inspections	11/29/2011	3:02 AM >
Smith, Jim M #2233		
<b>2 - Level Template</b>		
Inspections	11/14/2011	7:14 AM >
Smith, Jim M #2233		
<b>No Default Response</b>		
Inspections	11/10/2011	5:57 AM >

## Human Resources

Our mobile technology also allows us to manage our labor force with much more ease and efficiency in the field. With modern solutions at our fingertips, we send the right message, at the right time. Managers and employees both benefit from easy to use and understand features that ensure field scheduling, pay, and contact information is always accurate and up-to-date. Clients benefit by the increased efficiency of their team. Less time spent on HR/Administrative duties means more time maintaining their facility. Among other things, our mobile technology:

- Provide job-specific or global information to employees
- Decrease calculation errors later
- Decreases travel and admin time
- Ensure accurate information as changes are made for billing & payroll



Managers have the ability to manage people and jobs on the go with full access on their mobile devices. From the palm of their hand, they can:

- View & fill open posts
- View & modify schedules
- View hourly benefits
- Call, text or email employees directly from the application
- Schedule personnel on the fly from anywhere as needed
- View and share employee schedules via email or text
- View employee pay stubs & hours/rate info
- View & modify schedules by job
- Monitor job schedules and know who is working when
- Ensure supervised employees have their schedules in hand

Employees can:

- View personal schedule
- Keep access to pertinent information for supervised employees
- Confirm hours worked and rates paid
- Verify personal contact information
- Have instant access to pay info as soon as checks are processed
- View messages, events, links and docs from the home screen
- View job location information & map it

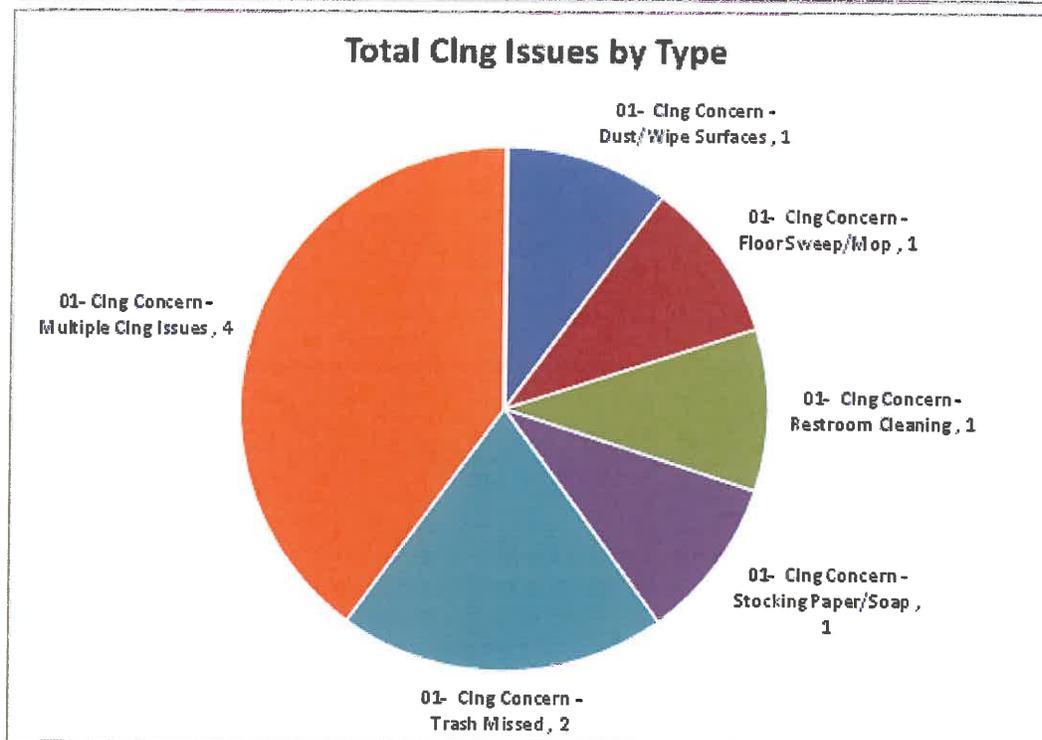
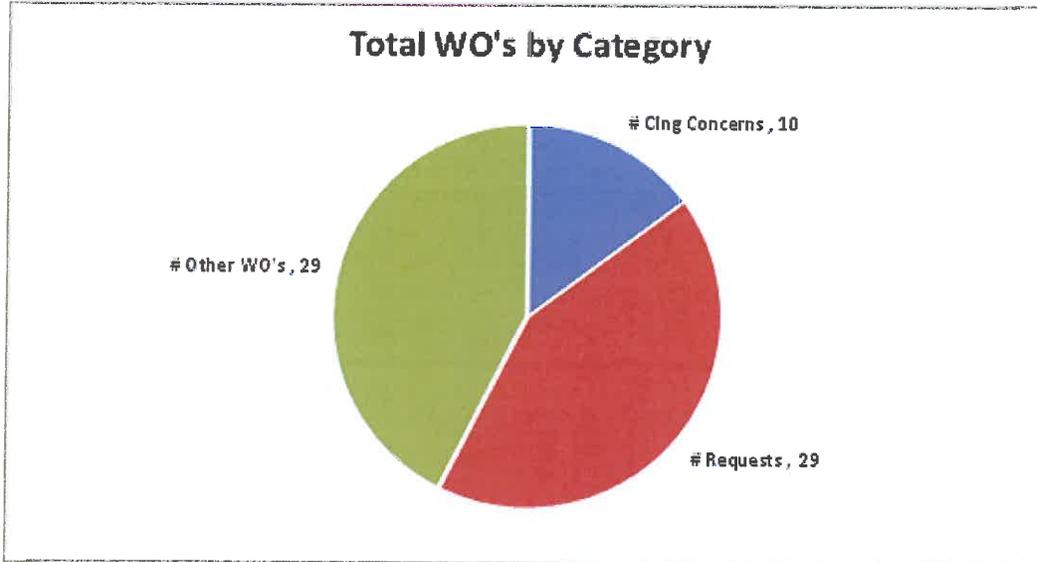
## Reporting

### Keep It Simple, Keep It Real

We work hard to provide reporting simple enough to be meaningful, yet robust enough to bring value to customers. We strive to be open, honest and transparent. As such, we can provide any custom reporting you desire in virtually any format (see samples below)



## Sample 800 Site Portfolio Monthly Report



## By Type by Site

In the live report each item below can be clicked into for deeper drill down detail information including all comments and activity.

### Cleaning Concerns Types by Site

Count of W.O.#	Req. Type						
	Dust/ Wipe Surfaces	Floor Sweep/ Mop	Restroom Cleaning	Stocking Paper/ Soap	Trash Missed	Multiple Cng Issues	Other Concern
Location							
SAMPLE SITE OSHKOSH - NORTH MAIN (4001)				1		1	
SAMPLE SITE EATON - PREBLE MAIN 1510 (2207)						1	
SAMPLE SITE MINNETONKA - RIDGEDALE (1758)					1		
SAMPLE SITE IOWA CITY - WASHINGTON (3691)						1	
SAMPLE SITE BERA - FRONT STREET (2050)						1	
SAMPLE SITE CINCINNATI - MOUNT WASHINGTON (2109)		1					
SAMPLE SITE EDINA - SOUTHDALE (1610)			1				
SAMPLE SITE AVOCA - ELM STREET (3620)	1						
SAMPLE SITE CEDAR FALLS - WASHINGTON ST (3629)					1		
SAMPLE SITE CONNERSVILLE - MIDTOWN (4334)							1

### Service Request Types by Site

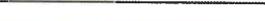
Count of W.O.#	Request Type			
	Emergency Request	Cleaning Request or Reminder	Security Request or Reminder	Other Request or Reminder
Location				
SAMPLE SITE OSHKOSH - NORTH MAIN (4001)		3		1
SAMPLE SITE ALBERT LEA (3010)	1	1		1
SAMPLE SITE EATON - PREBLE MAIN 1510 (2207)		3		
SAMPLE SITE CEDAR FALLS - WASHINGTON ST (3629)		2		
SAMPLE SITE AMES - NORTH GRAND (3613)				1
SAMPLE SITE DAVENPORT - WEST 2ND (3658)	1			
SAMPLE SITE PORTSMOUTH - CHILlicothe MAIN (2349)		1		
SAMPLE SITE AMES - UNIVERSITY DRIVE-UP (3616)		1		
SAMPLE SITE TAYLOR MILL (4593)				1
SAMPLE SITE DES MOINES - 520 WALNUT STREET (3651)		1		
SAMPLE SITE CIRCLEVILLE - EAST MAIN (2139)				1
SAMPLE SITE CINCINNATI - SPRINGDALE (2128)			1	
SAMPLE SITE WAVERLY - EMMITT (2401)				1
SAMPLE SITE DUBUQUE - WEST 7TH (3684)		1		
SAMPLE SITE CLOQUET (3060)	1			
SAMPLE SITE EDINA - W. 50TH & AUTOBANK (1410)		1		
SAMPLE SITE OSHKOSH - OPERATIONS CENTER (4003)		1		
SAMPLE SITE OSHKOSH - SOUTHWEST (4004)		1		
SAMPLE SITE AVOCA - ELM STREET (3620)		1		
SAMPLE SITE BARBERTON - WOOSTER (2041)		1		
SAMPLE SITE XENIA - XENIA TOWNE SQUARE (2419)		1		

### Inspection Scores

In the live report each item below can be clicked into for deeper drill down detail information including scores of each item and all comments.



## Sample Monthly Inspection Scores

Site / Survey / Section	#	Score	Status
IA Des Moines - East Euclid #3667	1	92.3	
IA Des Moines - Highland Park #3668	1	85.9	
IA Des Moines - Ingersoll #3826	1	95.7	
IA Vinton - West 4th #3732	1	81.3	
IA Waterloo - Kimball #3736	1	95.7	
IA West Branch - West Main #3738	1	92.7	
IA West Des Moines - Westtown #3743	1	98.1	
IA Williamsburg - Main #3890	1	90.4	
IN Lynn - North Main #4346	1	96.2	
IN Richmond - 2909 East Main #4353	1	94.8	
KY Cold Spring - Main #4441	1	91.3	
MN Albert Lea #3010	1	92.3	
MN Bloomington - Lyndale #1330	1	86.6	
MN Duluth - Lakeside #3076	1	98.3	
MN Lino Lakes - Lake Drive #1754	1	93.	
MN Minneapolis - Dinkytown #1815	1	92.3	
MN Minneapolis - Nokomis #1757	1	93.	
OH Cincinnati - Anderson Hills #2075	1	94.8	
OH Columbus - Ohio State U #2446	1	92.3	
OH Dayton - Gettysburg #2198	1	94.8	
OH Fairfield - Patterson #2216	1	92.3	
OH Farmersville - Broadway #2223	1	96.5	
OH Fort Loramie - South Main #2224	1	93.	
WI Oshkosh - Service Center #3959	1	88.5	
WI Portage - Wisconsin Street #4008	1	89.3	
WI Princeton - Pearl #4009	1	95.1	
WI Rice Lake - North Main #4014	1	71.2	
WI Schofield - Weston #4017	1	96.2	
WI Siren - Hwy 35-70 #4023	1	78.6	
WI Spooner - A&H Grantsburg #4024	1	77.	
WI St. Germain - Sunrise #4025	1	90.4	

### Inspection Scores – Expanded Detail

In the live report each item below can be clicked into for deeper drill down detail information including scores of each item and all comments.



## Sample Monthly Inspection Scores

MN Bloomington - Lyndale #1330		1	86.6
Inspector Name	PJ Zimmerman		
01-Drive Up Area&nbsp;/ ATM	B-80%	Some pen and cig butt debris	
02-Entry/Perimeter Policing	B-80%	Very few cig butts	
03-Entry/Vestibule	A-99%		
04-Lobby/ Common	B-80%	Clean base of hand sanitizer	
05-Teller Area	B-80%	Some edging and dusting of open surfaces	
06-Office Areas	B-80%	Some edging and dusting of open areas	
07-Break Rm / Back Areas	A-99%		
08-Restrooms	B-80%	Men's room-scrub around bolts at toilet base	
09-Equip/Supplies/Closet/Checklists	A-99%		
10-Inspector's Overall Condition Rating	B	Some areas to improve, a new cleaner started Friday and I will continue to work with him to make sure everything is cleaned up and maintained.	
11-Branch Mgr Overall Service Rating (If Present)	N/A		
12-Maintenance Concerns For Customer	N/A		
13-Action Taken / Planned	X	I will continue to work with the cleaner to make sure everything is being taken care of	
WI Spooner - A&H Grantsburg # 4024		1	77.
Inspector Name	Matt Nostrand		
01-Drive Up Area&nbsp;/ ATM	B-80%	Some dust/dirt/debris	
02-Entry/Perimeter Policing	A-99%	Good!	
03-Entry/Vestibule	B-80%	Glass with few prints/smears/smudges. Small web in lower corner	
04-Lobby/ Common	C-65%	Carpet spotting needed	
05-Teller Area	B-80%	Line debris on floor mats. Line debris on heater register tops	
06-Office Areas	A-99%	Good	
07-Break Rm / Back Areas	B-80%	Splatter on wall	
08-Restrooms	A-99%	Good!	
09-Equip/Supplies/Closet/Checklists	F-0%	List not completed for 6/14 and 6/17!	
10-Inspector's Overall Condition Rating	B	OK	
11-Branch Mgr Overall Service Rating (If Present)	N/A		
12-Maintenance Concerns For Customer	N/A		
13-Action Taken / Planned		Assistnt area Manager with Associate on 6/24	

### Help is Just One Click Away

Marsden responds swiftly to the needs and concerns of our customers. Our Action Items software application allows our clients and our own team members to communicate and collaborate with each other to report, request and manage all manner of daily transactions.

## Management & Supervisor Training Programs

For management personnel, Marsden conducts an extensive career-training curriculum. Courses include communication skills, operations, safety, customer service, payroll, human resources, cultural diversity, leadership, problem solving, and stress and time management. Classes also include OSHA regulations and certification programs.

Management Training Core Curriculum – 40 Hours per year

Managing Cultural Diversity

Chemicals and Equipment - Safety

Right-to-Know Laws

Blood Borne Pathogen & Hazmat Certification

Discipline and Termination Policy

Performance Reviews

Effective Oral/Written Communications

Customer Relations

Leadership and Motivation Skills

Monthly Career Development

Monthly Meetings Include Professional Development Topics

Outside Speakers Are Utilized For A Fresh Perspective



**RBSM – Registered Building Services Manager** is a symbol of excellence and accomplishment within our industry. Eligibility requirements include:

Must be a building service manager, or supervisor, of a building contracting firm who actively performs managerial and supervisory functions.

Must have acceptable character, ability, and reputation. You must pledge in writing to adhere to the *Building Service Contractors Association International's* Code of Ethics.

Must have been in the building service contracting field for a minimum of one year before making the application for registration.

Must have been in the management capacity for at least one year.



The seven-month study requires proof of competence through an intensive, professionally-proctored eight hour exam. This is a great accomplishment! RBSM is also recognized by BOMA.

**Subjects covered in the RBSM examination include:**

Basic Math  
First Aid  
Retuning Jobs  
Carpet Care  
Floor Care  
Safety and Fire  
Chemicals and Chemistry  
General Management

Security  
Communications  
Government Regulations  
Technology  
Customer Relations  
Labor Laws  
Quality Control  
Working with Unions

Employee Motivation  
Personnel Management  
Workload Scheduling  
Employee Relations  
Problem Solving  
Employee Retention  
Restroom Cleaning  
Employee Training

## Cleaner Training

The key to delivering high-quality and customer-focused service is an excellent training program. Marsden employs the latest research and best practices to develop training and quality assurance programs that increase employee engagement and ensure delivery of high-quality services to our customers.

Better-trained employees serve you better and reduce costs. Every Marsden cleaner completes a comprehensive orientation that facilitates an understanding of his or her specific responsibilities, along with our company philosophy.

We use a **3-tiered** approach to new employee training:

### 1st Tier- Classroom Orientation and Training

- The Employee Right to Know
- Blood Borne Pathogen
- Safe use of all products and equipment
- Back care and safety techniques
- Recommended lifting techniques
- Company Policies and Procedures
- Proper Green Cleaning techniques
- MSDS
- Proper OSHA labeling



### 2nd Tier- Onsite Training:

- New Employee Orientation Assessment
- Standardized Cleaning Methods
- Site Specific Training and Safety Protocol
- Safety Training
- Human Resource Policies
- Star Training - Customer Service Skills
- Advanced Industry Training
- Supervisory Skills
- Management Development



### 3rd Tier- One-on-One Hands-On Training

- T.E.C.H. Training – Teach Easy Cleaning Habits
- Marsden cleaners are all taught the same system
- Everyone performs the same periodic tasks on the same day
- A designated trainer works side by side with the new cleaner



## T.E.C.H. Teach Easy Cleaning Habits

At Marsden we spend a great deal of time and energy researching the best products, equipment, methods and cleaning systems. Many contractors assign the cleaner to a section and then walk away. They rely on that cleaner to figure out what may, or may not be, the best way to service you. We take a different approach...

After working with multiple different systems such as, zone cleaning, gang cleaning, team cleaning, partner cleaning, etc., we believe we have developed the best of all systems rolled into one. The key to the success of any system is to develop consistency and efficiency along with a sense of ownership. Each system out there captures one of these fairly well but not all three. With our T.E.C.H. program, you get it all.

Essentially, we lay out the most efficient path and cleaning method for each cleaner in their assigned section. A simple flow of always moving to the right saves an incredible amount of time. All cleaners are assigned the same periodic tasks on the same evening. Cleaners are taught to make as few passes through each area as possible to maintain the greatest efficiency. And, of course, they are provided with the best equipment and supplies available for the job.

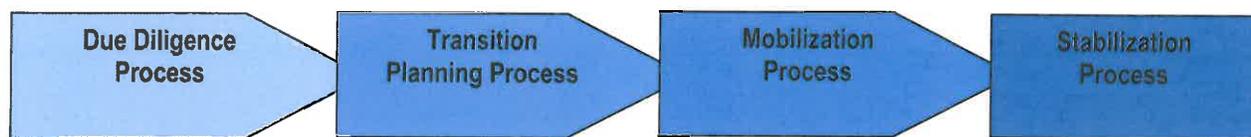
By eliminating the variables from one cleaner to the next we gain all the efficiencies of team style systems yet maintain the sense of ownership that comes with having your own personal area of responsibility.

		
<p><b>Teach Easy Cleaning Habits</b></p>  <p>→ Always work to the right.</p> <p>Make just three passes through. 1-Trash/Recycle/Dust/Wipe 2-Clean Hard Floors 3-Vacuum Carpets</p> <p>Follow the weekly task schedule.</p>	<p><b>Daily:</b></p> <p><b>Remove trash &amp; recycle.</b>   </p> <p><b>Dust and spot wipe medium.</b>   </p> <p><b>Spot wipe glass and doors.</b>  </p> <p><b>Clean hard floors.</b>   </p> <p><b>Vacuum carpeting and blot spots.</b>   </p>	<p><b>Weekly:</b></p> <p><b>Monday Dust high.</b>  </p> <p><b>Tuesday Dust low.</b>  </p> <p><b>Wednesday Spot walls.</b> </p> <p><b>Thursday Brush or vac chairs.</b> </p> <p><b>Friday Edge carpet.</b> </p>

## Transition

At Marsden, we understand that transitioning to a new provider can be a stressful time. Our process is designed to ensure that transition phases and key dates are being met, so you don't need to sweat the details. Although an average transition takes approximately 30 days, we have the capability to make quicker transitions when necessary—without letting details slip through the cracks.

The following is an example of the different types of activities that we perform during a transition. Upon award of contract, we will customize our transition plan to meet your specific needs and timelines.



<ul style="list-style-type: none"> <li>● Contract Award</li> <li>● Initial Marsden Start-up Team meeting</li> <li>● Start-up coordination meetings with Marsden and your team</li> <li>● Subcontractors (if applicable) in remote areas selected and provided with specifications and duties</li> <li>● Equipment is ordered and phased deliveries are coordinated with client.</li> <li>● Marsden Account Manager identified and approved by Client.</li> </ul>	<ul style="list-style-type: none"> <li>● Consumable supplier selected and orders for new dispensers are submitted.</li> <li>● Staffing Selections finalized.</li> <li>● Progress Meeting with Marsden and Client</li> <li>● Drug and Background Testing performed.</li> <li>● Staff orientations and classroom training begin.</li> <li>● Project schedule put in place for larger locations.</li> <li>● Administrative, safety, security, and site policies finalized.</li> <li>● Access keys or cards are requested from client.</li> <li>● Safety training to commence.</li> <li>● Marsden uniforms and badges created and distributed.</li> <li>● Equipment deliveries to begin to all sites.</li> <li>● Equipment Storage areas are designated by client.</li> </ul>	<ul style="list-style-type: none"> <li>● Startup supplies and equipment delivered to the individual sites.</li> <li>● Classroom training and orientations are completed.</li> <li>● Practice runs are made with supervisors and cleaners participating to address efficiency of designated routes for each cleaner. One-on-one training on site.</li> <li>● Additional supervision is assigned to ensure a smooth transition for the first month.</li> <li>● Communications training with client to ensure client has access to pager/cell numbers. Log books are placed on site at each facility.</li> <li>● Final Marsden and Client team meeting to address details.</li> </ul>	<ul style="list-style-type: none"> <li>● Inspections of progress by Marsden. Feedback from client to be requested for use by Marsden in assessing initial success and areas of further focus.</li> <li>● A schedule of individual site inspections for Client to attend is submitted, to be performed within 60 days.</li> </ul>
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## Assuring You the Best Associates

The dedicated Human Resource Services staff at Marsden is responsible for hiring, screening and training a workforce that is ready to execute their assignments for every customer, every shift, every day.

### Centralized Hiring Process

Marsden Services has a centralized hiring process. Each candidate receives a thorough application screening, E-verify, an initial interview, and a placement interview before a job offer can be made. Our properly trained HR staff will verify each new cleaner's authorization to work documents.

### Recruiting

A well-defined job description and an employee profile are the first step in recruiting the right people who meet our stringent requirements. Marsden Services looks for people who want to improve their present skills, learn new ones, who will take personal responsibility for their work, and serve our customers well.

We want to choose from as many applicants as possible, so we advertise in newspaper classified ads, job fairs, college employment offices, the internet, and community bulletin boards. Above all that, we have found that offering cash rewards to existing staff encourages staff members to refer to us some of our best workers.

### Selection Process

We take time to make sure we hire the best and most reliable cleaners. Cleaning isn't for everyone. We choose people who show an aptitude and who want to do their best. Marsden Services provides the opportunity – the individual brings their dedication. When selecting cleaners, our goal is to find the right people for the right work.

### Interviews

After reviewing all the employment information, our local Human Resources staff interviews the candidate. During this interview, we look at the applicant's general suitability, as well as his or her job experience and work ethic. If the candidate matches our employee profile, and can be matched up with an available cleaning assignment, then we continue the selection process.



## Background Checks

At Marsden, we take time to make sure we hire the best and most reliable associates. Each employee undergoes references checks and extensive background screening before being placed at a customer's site. The following are completed for each employee:

- **Reference checks** paying close attention to previous experience and gaps in employment history.
- **Criminal background screens** -- our online connection with BCA organizations provides us with instant results.
- **Instant drug and alcohol test results** for employees who require testing. Strength testing is also done as required.
- **State and County background checks**, and Driver's License checks as needed.
- **E-Verify**, in conjunction with normal I-9 processes to ensure all employees are legally authorized to work in the United States.

Once new associates are on-board, we manage the retention process aggressively. The quality of supervision is a major factor here, and we will assign a management team of the highest caliber. Other factors include competitive wages and reasonable workloads. Most of the wages included in the program are above scale, and our workloads are carefully determined to combine a manageable workload with optimal efficiency.

Turnover in the service industry can run as high as 300 percent annually. Our innovative Human Resource Services Department has significantly reduced turnover in our employee base, through dedication to our associates and their training.

**What does it all mean to you? Better-trained, more productive associates serve you better and reduce costs.**

- **Higher Quality Cleaning**
- **Increased Productivity & Reliability**
- **Reduced Turnover**
- **Trustworthy Cleaners**
- **E-Verified employees**

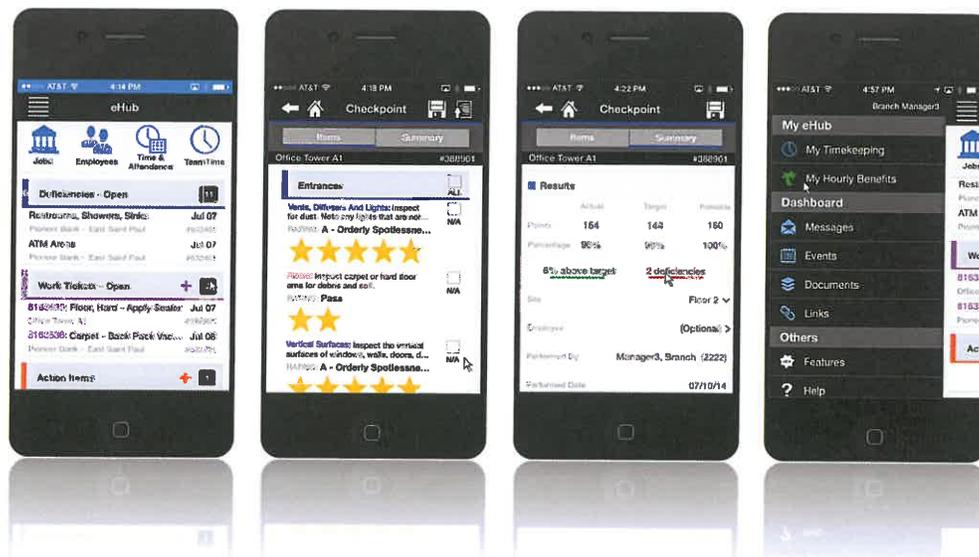
This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability.

## eHub Mobile

Marsden's eHub Mobile platform from TEAM Software provides you with instant access to the information you need most. It enables every user at your facility to keep an eye on jobs, employees and personnel information related to your building. With eHub Mobile you get access to some amazing features connected to inspection results, survey responses, scheduling and task checklists.



- Marsden employees are connected through streamlined communication tools.
- eHub Mobile tracks all activities and customer requests in our Web-based work order system to ensure work is completed and closed. As a result, it's that much easier for our team members to stay on top of required responses to our customers.
- Employees clock in and out onsite through remote timekeeping that is tracked by location.
- Management will receive notifications when any employee is running late for a shift. This helps to find replacements in real time.
- eHub Mobile separates complaints and work requests by priority to make sure we respond quickly to immediate needs.
- QA checklist and inspection forms are embedded in the software for use on site.
- eHub Mobile has the capability to show performance on KPIs that our customers help develop.
- This system operationalizes our accountability program for all associates in all activities.
- The project calendar management function ensures periodic projects are completed in accordance with specifications.
- Real-time pictures from both inspections and/or facility observations can be shared with colleagues and our customers.
- eHub Mobile includes customer satisfaction surveys and quality results that can be shared between users.



*(eHub Mobile is available on Apple and Android phones and tablets through iTunes and Google Play)*

## 24/7 Customer Service Center

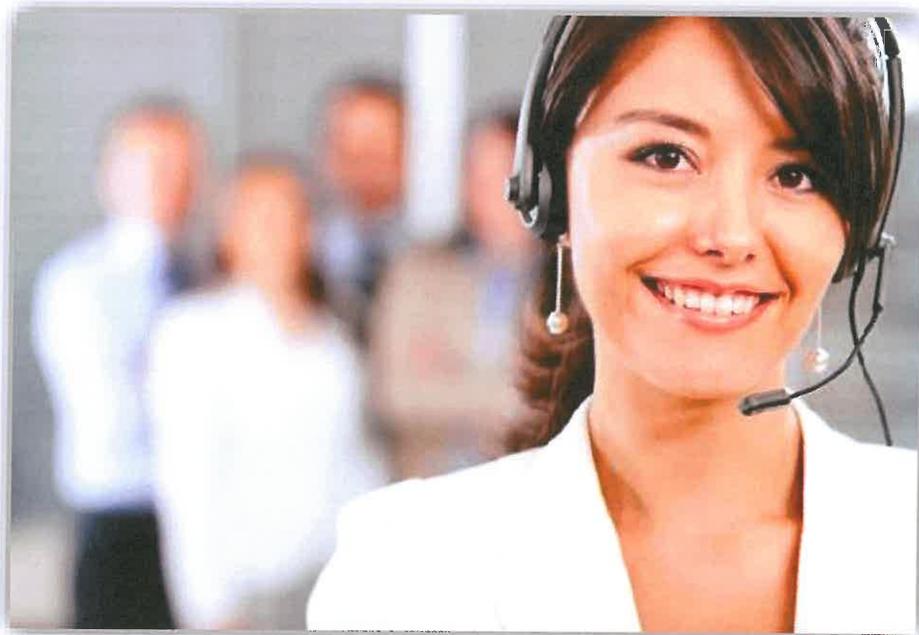
In crisis situations, a call to Marsden's Customer Service Center can be the first step in turning a bad day around. We take pride in our ability to respond to emergency situations at a moment's notice. Faced with cleaning up after a flood, or pushing a last minute construction deadline, our customers rely on Marsden to get the job done. In an emergency, we take actions necessary to solve problems immediately and then complete all administrative duties to ensure each service request is documented properly. Fast, efficient, and cost effective. That's the way Special Services works for you.

The Customer Service Center also serves as a link to Marsden's senior managers in the field. If we cannot answer your question immediately, we can page your contact right away and quickly find the resources you need to address your needs. Your call will be returned within minutes.

Part of our business requires anticipating and meeting unforeseen needs of our clients by understanding their operations and being prepared to respond. Your Marsden staff will be well-trained, certified on technical cleaning practices, experienced to handle the toughest jobs, and enthusiastic to respond to any situation.

**Marsden Customer Service Center: 888.566.1717**

*For support and emergency response any time, every day.*



## Sustainability and Green Cleaning

Our **Always Clean. Always Green®** cleaning program brings our long tradition of safety and sustainability to a whole new level. Rather than making green a unique offering, we are committed to making it part of everyday life throughout all our operations. Each of our sites has been standardized to Green Seal certified cleaning products compliant with the U.S. Green Building Council's LEED Green Building Certification program.

By increasing our use of micro-fibers and CRI Green Label Certified equipment, we continue to improve the indoor environmental quality of the buildings we service. Our **Always Clean. Always Green®** cleaning system has repeatedly proven to meet the stringent requirements for LEED certification credits.

We have the understanding and experience to complete all required documentation for your facility to meet and maintain LEED certification.

We can assist you through:

- A proven LEED certified **Always Clean. Always Green®** cleaning system
- Use of micro-fibers and CRI Green Label Certified equipment
- Green Seal Certified & EcoLogo cleaning products at all sites
- Partnerships with vendors who are intimately involved in the lifecycle of their products to ensure environmentally responsible vertical integration
- APPA standards for quality and mobile apps on wireless devices to assure your facilities are "Marsden Clean"
- Experience resulting in 21 LEED certified facilities



Marsden's **Always Clean. Always Green®** healthy high-performance cleaning program in place at all our locations has successfully earned cleaning-related credits in the U.S. Green Building Council's LEED-EB and LEED-NC Green Building Rating Systems. It has also qualified for GreenGuard Indoor Air Quality certification at multiple locations over the past several years. All our green cleaning procedures and training tools are outlined in Marsden's Green Cleaning Program Manual.

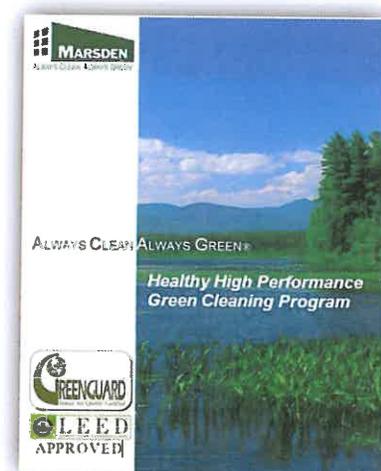


EXHIBIT "B"

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.

Caretakers Building Services LLC DBA Marsden West

**Contractor Name:** \_\_\_\_\_

**Phone No.:** 602.275.6373

Location	Square Foot	Annual Cost Per Location
Gila County Courthouse 1400 E. Ash Street, Globe, AZ	31,740	\$ 32,119.45
Guerrero Building 1405 E. Ash Street, Globe, AZ	5,886	\$ 7,070.12
Health & Community Services 5515 S. Apache Ave., Globe, AZ	<del>32,502</del> 21,934	\$ 22,354.88
WIC Building 5515 S. Apache Ave., Globe, AZ	1,792	\$ 2,394.07
Public Works Administration Building 745 N. Rose Mofford Way, Globe, AZ	10,130	\$ 10,741.27
Facilities/Sign Shop Building 725 N. Rose Mofford Way, Globe, AZ	2,197	\$ 2,641.99
Michaelson Building 157 S. Broad Street, Globe, AZ	7,952	\$ 8,379.90
<b>TOTAL ANNUAL COST FOR JANITORIAL SERVICE</b>		\$ 85,701.68
Copper Administration Building 1350 E. Monroe Street, Globe, AZ	19,902	\$ 19,288.48
<b>TOTAL ANNUAL COST INCLUDING COPPER ADMINISTRATION BUILDING</b>		\$ 104,990.16

EXHIBIT "B"

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

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**PRICE SHEET (continued)**

<b>BILLABLE WORK: (page 9)</b>	<b>Cost Per Square Foot</b>
Cost for Carpet Cleaning	\$ 0.085
Cost for Stripping & Waxing Floors	\$ 0.225

\*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.**

EXHIBIT "C"

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: Salt River Project - SRP  
Contact: Shane Farmer, Facility Manager  
Phone: 602.236.4018 Address: PO Box 52025 Phoenix, AZ 85072  
Job Length of Time: 0 Months 4 Years  
Job Description: Nightly janitorial service in 95 buildings, day porter services, seperate carpet cleaning contract, dedicated floor technicians
  
2. Company Name: Arizona Public Service - APS  
Contact: John Artega  
Phone: 602.250.4304 Address: 400 N. 5th Street Phoenix, AZ 85004  
Job Length of Time: 0 Months 1 Years  
Job Description: Nightly janitorial service in all sites statewide, day porter services, dedicated floor technicians
  
3. Company Name: Mesa Gateway Airport  
Contact: David Swenson  
Phone: 480.988.7545 Address: 5835 S. Sossaman Road Mesa, AZ 85212  
Job Length of Time: 0 Months 5 Years  
Job Description: Marsden West has 22 hours of coverage for a 24 hour time period, 7 days a week. From 7 AM - 5:30 PM we have a Day Porter for the common areas. Swing shift is 6 PM - 1:30 AM, night shift is 9 PM - 5 AM.

CARTEKERS BUILDING SERVICES LLC DBA MARSDEN WEST, LLC  
Company Name  
[Signature]  
Signature of Authorized Representative  
DIRECTOR OF OPERATIONS  
Title

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

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**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:  
Marsden West 3620 E. Roeser Road Phoenix, AZ 85040  

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Brian Davis, President & COO, Western Division  

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bdavis@marsden.com 602.290.0524  

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2. Has Contractor (under its present or any previous name) ever failed to complete a contract?  
 Yes  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  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  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

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6. Contractor Experience Modifier (e-mod) Rating in Arizona: .84  
(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: N/A  
(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

BRIAN DATUS  
Printed Name

President + COO  
Title



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	✓
PRICE SHEET	✓
REFERENCE LIST	✓
NO COLLUSION IN BIDDING	✓
INTENTIONS IN SUBCONTRACTING	✓
LEGAL ARIZONA WORKERS ACT COMPLIANCE	✓
BIDDER'S CHECKLIST & ADDENDA ACKNOWLEDGMENT	✓
OFFER AND ACCEPTANCE PAGE	✓
BACKGROUND AUTHORIZATION	✓
W-9	✓

**ACKNOWLEDGMENT OF RECEIPT OF ADDENDA:**

	#1	#2	#3	#4	#5
INITIALS	<u>BD</u>	_____	_____	_____	_____
DATE	<u>4/2/15</u>	_____	_____	_____	_____

Signed and dated this 7<sup>TH</sup> day of APRIL, 2015.

CARETAKERS BUILDING SERVICES LLC DBA MARSDEN WEST LLC  
 Contractor:  
  
 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.

EXHIBIT "D"

Form **W-9**  
(Rev. August 2013)  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer  
Identification Number and Certification**

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

Name (as shown on your income tax return)  
**CARETAKERS BUILDING MAINTENANCE, L.L.C.**

Business name/disregarded entity name, if different from above  
**MARSDEN WEST**

Check appropriate box for federal tax classification:  
 Individual/sole proprietor     C Corporation     S Corporation     Partnership     Trust/estate  
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ **P**  
 Other (see instructions) ▶

Exemptions (see instructions):  
Exempt payee code (if any) \_\_\_\_\_  
Exemption from FATCA reporting code (if any) \_\_\_\_\_

Address (number, street, and apt. or suite no.)  
**3620 E ROESER RD**  
City, state, and ZIP code  
**PHOENIX, AZ 85040**

Requester's name and address (optional)

List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is 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**

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**Employer identification number**

6	6	-	2	5	4	3	7	6	1
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Note. If the account is in more than one name, see 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 ▶ *[Signature]*    Date ▶ **4/1/14**

**General Instructions**

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

**Future developments.** The IRS has created a page on [irs.gov](http://irs.gov) for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- 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

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

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.

CARETAKERS BUILDING SERVICES LLC DBA MARSDEN WEST LLC

Name of Firm

  
By: (Signature)

President & COO  
Title

**LEGAL ARIZONA WORKERS ACT COMPLIANCE**

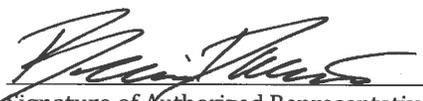
Contractor hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor shall 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

*Brian Davis*  
\_\_\_\_\_  
Printed Name

*President + COO*  
\_\_\_\_\_  
Title

REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL 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:**

**For Clarification of this Offer, Contact:**

*CARETAKERS  
BUILDING  
SERVICES* DBA/MARSDEN WEST LLC  
Company Name  
3620 E ROESER ROAD  
Address  
PHOENIX, AZ 85040  
City State Zip  
*[Signature]*  
Signature of Person Authorized to Sign  
BRIAN DAVIS  
Printed Name  
President + COO  
Title

Name: BRIAN DAVIS  
Title: PRESIDENT + COO  
Phone No.: 602.290.0524  
Fax: 602.275.6944  
Email: BDAVIS@MARSDEN.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**

**ATTEST**

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 2015

\_\_\_\_\_  
Marian Sheppard, Clerk of the Board

\_\_\_\_\_  
Michael A. Pastor, Chairman, Board of Supervisors

**APPROVED AS TO FORM**

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